

SMART Scaffolder Software & Technical Support Service Level Agreement

1. Introduction

This Service Level Agreement ("SLA") defines the levels of service expected from CADS Ltd in relation to the use and support of the SMART Scaffolder product suite. This SLA is intended to set clear expectations and ensure consistent service delivery across all supported products.

2. Scope of Services

Covered Products:

- SMART Estimator (Windows desktop application, Cloud data via Microsoft Azure, licensing via Zentitle)
- SMART Manager (Web app hosted in Microsoft Azure)
- SMART Inspector, SMART Forms, SMART Handover (Mobile apps connected to SMART Manager, available via Google Play and App Store)
- SMART Compliance (Cloud-based app with desktop Windows installer, hosted on Microsoft Azure)
- SMART Scaffolder for Revit (Autodesk Revit plugin)

Supported Version:

SMART Estimator – CADS will only provide technical support for the current release version and 2 historic annual versions

SMART Manager – Only the current version will be available due to the nature of the cloud application

Mobile Apps – SMART Inspector, Handover & Forms – Only the current highest release version will be supported

SMART Compliance & SMART Scaffolder for REVIT – Only the current highest release version will be supported

Services Covered:

- Assistance on logging into, licensing and accessing the software
- Technical usage support (phone, email, and help centre)
- Onboarding support via a Customer Success Manager (for selected products)
- Requests for additional software functionality
- Requests for assistance due to what appears to be a defect (bug) or limitation in the software

Where the Support Request relates to a defect or limitation in the Software, the Support Desk will respond with a Workaround (a temporary or alternative solution to the problem that may be suboptimal) where possible and inform the Requester that the defect or limitation has been recorded. CADS will record the request to fix the defect or improve the software to overcome the limitation to be considered for inclusion in future releases.

If the defect is significant, CADS will escalate the defect to the product owner within one Business Day of its identification to determine the course of action. Where a defect has been identified, CADS will determine whether it is a defect in which the Software did not materially conform to its specification on delivery, or a defect introduced since delivery due to an external factor such as a change to an Operating System, Browser or external Service that requires Maintenance or New Development to correct. Where the Support Request has revealed a limitation in the Software, it will be considered as a request for additional software functionality.

3. Service Availability

Uptime Commitment

CADS Ltd aims to provide:

- 99.5% uptime measured monthly for all cloud-based services (SMART Manager, SMART Compliance, cloud storage for SMART Estimator)
- This allows for approximately 3.65 hours of unplanned downtime per month
- Uptime is measured using third-party Azure hosting metrics

Note: This does not include downtime caused by:

- Scheduled maintenance (with at least 48 hours prior notice)
- Issues caused by third-party platforms (e.g., Zentile, Apple App Store, Google Play)
- Issues caused by third party API plugins – such as Google maps
- Force majeure events

4. Support Services

Support Channels

Paid Support:

Available to customers with either an active subscription or maintenance contract:

- Phone Support: 01202 603733 *During business hours, published on our website*
- Email Support: support@smartscaffolder.com
- User flow powered Help Centre and chat bot in SMART Manager

Free Support:

Available to all customers

- Help Centre: 24/7 access to guides, FAQs, and troubleshooting resources

5. Support Response Times within business hours

Severity	Description	Initial Response	Target Resolution
Critical (P1)	System is down or major functionality unavailable	2 business hours	1 business day
High (P2)	Significant feature impairment with no workaround	4 business hours	2 business days
Medium (P3)	Minor issue, workaround available	1 business day	3 business days
Low (P4)	Cosmetic or general questions	2 business days	5 business days

Note: These are target times and are not guaranteed. CADS Ltd will make reasonable efforts to resolve issues promptly.

6. Escalation Path

If a customer believes their issue is not being resolved in a timely manner:

1. Escalate to the assigned Customer Success Manager (within first 6 weeks for SMART Estimator and SMART Manager) or the Senior Support Officer
2. If not resolved request escalation via support email to SMART Scaffolder Support Manager
3. The Sales Lead will review within 1 business day

7. Customer Success Onboarding

Customers subscribing to:

- SMART Estimator
- SMART Manager

...are entitled to a dedicated Customer Success Manager for the first 6 weeks of subscription. The CSM will assist with:

- Initial setup
- Data import
- Best practices
- User training

Customers subscribing to SMART Scaffolder for Revit or SMART Compliance are not entitled to Customer Success Management – but may request training on a case-by-case basis.

Additional training for all products is available but may be chargeable at a starting rate of £135 per hour + VAT dependent on requirements.

8. Customer Responsibilities

To enable us to deliver support efficiently, customers must:

- Provide accurate contact details and escalation paths
- Submit support tickets with clear details and replication steps
- Submit Copies of affected Projects or Reports if applicable
- Provide Details of the device hardware and operating systems
- Install updates and patches within a reasonable timeframe
- Maintain a stable internet connection
- Ensure minimum system requirements and operating systems are met
- Ensure they have an active subscription or maintenance contract

9. Exclusions

This SLA does not cover:

- Support for third-party hardware/software
- Custom development outside of standard product features
- Training outside of CSM onboarding
- Issues due to customer's misuse or external modification of the software

10. SLA Review & Updates

This SLA may be reviewed and updated periodically to reflect improvements in service or changes in infrastructure partners (e.g., Microsoft Azure, Zentile, Autodesk, etc.). Customers will be notified of changes 30 days in advance.