



## **PROFESSIONAL SERVICES POLICY**

### **Introduction**

MSL Verteda recognises the importance of investing in its workforce to ensure they are trained to the right level to deliver and support its world-class software solutions. All departments are mentored to appreciate the importance of providing an unrivaled level of service and how it translates to your level of satisfaction.

Despite a turbulent business landscape, we have been able to preserve a high staff retention rate, something we are proud of, with many colleagues having served us for over 10 years.

MSL Verteda's team and customer centric nature help drive success into the businesses we work and partner with.

### **Professional Services Structure**

Throughout your dealings with MSL Verteda you will be supported by a full array of resources. Including:

- General Manager
- Technical Product Specialist
- Head of Project Operations
- Training and Support Executive
- Network and Infrastructure Engineer
- Field Engineer
- Helpdesk Support

### **Professional Services Qualifications**

Within the job functions above there are individuals qualified to undertake the tasks required of them. Their capabilities are enhanced with one or more of the following qualifications.

- Prince 2
- Microsoft MCSE
- Cisco Certified Network Professional
- MSL Certified Hospitality Solutions Specialist.

### **Professional Services Hours of Work**

Verteda Professional Services operate their working hours as follows.

- Standard Working
  - Monday – Friday
  - 09:00 – 17:30 with 1 Hour Lunch Break.

### **Overtime Working**

Should be agreed in advance with the customer and signed off as authorised. Typically, this would attract a rate of time and a half.



**Weekend Working**

- Saturday would attract a rate of time and a half for the hours worked.
- Sunday would attract a rate of double the time for the hours worked.

**Bank Holidays**

- All statutory Bank Holidays will attract a rate of double time.
- Except for Christmas Day and Easter Sunday which would attract a rate of triple time.

**Performance of Professional Services**

All Intellectual Property Rights developed by MSL Verteda alone or jointly with Customer in connection with any Professional Services shall be owned by MSL Verteda, and Customer shall be deemed to have a non-exclusive, non-transferable license to use such Intellectual Property Rights consistent with the license granted in the Software License Agreement, unless otherwise expressly agreed in writing by the parties. Any third party owned Intellectual Property Rights shall be owned by such third parties.

MSL Verteda reserves the right to make reasonable changes to its Professional Services Policy at any time provided that such changes do not lessen or negatively impact in any way on the standard of services currently being provided to the Customer.

**Cancellation Charges**

The Customer acknowledges that for MSL Verteda to be able to fulfill its obligations pursuant to this policy, MSL Verteda will allocate certain qualified and experienced staff to be available on certain dates to attend the site. On those dates for the customer to cancel, postpone or in any way fail to make it possible or practicable for MSL Verteda to perform any of its services on such dates will result in a loss to MSL Verteda. Accordingly, MSL Verteda reserves the right to invoice the customer for cancellation or postponement charges in the event that the Customer fails to make available to MSL Verteda, at a time previously notified to the customer, documentation, information, personnel and/or facilities for the purposes of fulfillment of the services by MSL Verteda at the site. Charges to be levied by MSL Verteda will be calculated as a percentage of the value of the services and staff allocated as follows:

Less than 24 hours notice	Up to 48 hours but more than 24 hours notice	Up to 5 but more than 48 hours notice
100%	80%	50%

In addition, any non-refundable travel & accommodation expenses will be charged at the full rate incurred by MSL Verteda by reason of cancellation by the Customer.

**Equipment Obsolescence.**

The responsibility for Equipment obsolescence shall be the customers alone. Accordingly, MSL Verteda cannot be held responsible for any inability to meet any service level standards resulting from equipment obsolescence or errors in the equipment.