



## Service Level Agreement (SLA) for HPMA Solutions

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### Introduction

This Service Level Agreement (SLA) outlines the services provided by HPMA Solutions to our clients, the tiers of support offered, and the expectations regarding response times, ticket priorities, escalation procedures, and collaboration with third-party service providers. Our goal is to ensure the smooth operation of your IT systems by providing responsive and reliable support, minimizing downtime, and quickly addressing technical issues that impact your business.

For all support requests, our Single Point of Contact is:

- **Email:** techsupport@hpmasolutions.com
  - **Phone:** 703-493-0438, selecting option 9 for support
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### 1. Support Tiers

HPMA Solutions offers multiple tiers of support to address a wide range of technical issues. These tiers ensure that the level of assistance provided aligns with the severity and scope of the issue at hand.

#### Tier 1: Self-Service Support

- **Self-help tools:** Clients can access a comprehensive knowledge base, troubleshooting guides, and FAQs to resolve basic issues independently.
- **Remote Monitoring & Management (RMM):** Proactive maintenance is conducted through our RMM tools, allowing clients to run basic diagnostics and updates without the need for direct contact with support.
- **Resolution Time:** Immediate, depending on the complexity of the issue and user proficiency with the tools provided.

#### Tier 2: Remote Support

- **Contact Method:** techsupport@hpmasolutions.com or 703-493-0438 (option 9)



- **Issue Types:** This tier addresses general IT issues such as software installation, connectivity problems, printer issues, and password resets.
- **Support Provided:** Remote troubleshooting and resolution through email, phone, or screen-sharing tools.
- **Resolution Time:** 1-4 business hours, depending on the severity and number of users affected.

**Tier 3: On-Site Support**

- **Contact Method:** techsupport@hpmasolutions.com or 703-493-0438 (option 9)
- **Issue Types:** Hardware failures, network configurations, or other issues that require physical intervention.
- **Support Provided:** On-site technician support scheduled at the client’s location within the agreed response time.
- **Resolution Time:** 1-2 business days, depending on the urgency and location of the client.

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**2. Support Priorities and Response Times**

Ticket priorities are determined based on the impact on business operations, number of users affected, and the potential for work stoppage. We strive to minimize downtime and maintain business continuity.

Priority Level	Description	Initial Response Time	Resolution Time
P0 - Urgent	Major outage or system-wide failure affecting multiple users, causing complete work stoppage.	Within 30 minutes	Within 4 business hours



Priority Level	Description	Initial Response Time	Resolution Time
<b>P1 - High</b>	Significant issue affecting a department or group of users with major impact but no complete work stoppage.	Within 1 business hour	Within 8 business hours
<b>P2 - Normal</b>	Moderate impact issue affecting individual users or small groups, with partial work interruption.	Within 4 business hours	Within 1-2 business days
<b>P3 - Low</b>	Minor issues, general questions, or maintenance requests that do not impact immediate productivity.	Within 1 business day	Within 3-5 business days

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### 3. Escalation Procedures

If an issue is not resolved within the expected resolution time for its priority level, it will automatically be escalated to the next level of support or management.

- **Escalation Process:** Tickets are monitored regularly, and if progress stalls, the issue will be assigned to a senior technician or escalated to on-site support, depending on the nature of the problem.
- **Client Communication:** Clients will be notified of escalations and will receive regular status updates until the issue is fully resolved.

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### 4. Service and Support Scope

HPMA Solutions is committed to providing seamless IT support, including the management of IT infrastructure, endpoints, and user support. As part of our service, we work with a variety of Commercial Off-The-Shelf (COTS) solutions. The following clarifies our scope of support and collaboration with third-party providers:

#### 4.1 Supported Services

- **Comprehensive Support:** For systems where HPMA Solutions has extensive expertise (e.g., Microsoft 365), we provide first, second, third, and fourth-level support as needed.
- **Limited Support:** For industry-specific solutions or third-party-managed systems (e.g., legal practice management software, phone systems), HPMA Solutions provides first-level support to ensure proper installation, onboarding, and system readiness.

#### 4.2 Collaboration with Third-Party Providers

For COTS solutions with dedicated support from the vendor:

- HPMA Solutions ensures proper configuration and integration within your IT environment.
- Users are expected to utilize the vendor’s support channels for advanced troubleshooting and specialized assistance.
- HPMA Solutions will facilitate vendor collaboration when needed, but the primary responsibility for system-specific issues remains with the vendor.

#### 4.3 Client Responsibilities

- Clients are required to maintain active support agreements with their third-party providers.
- Clients must promptly inform HPMA Solutions of any changes to their third-party service agreements or systems that may impact IT operations.

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### 5. Reporting and Monitoring

HPMA Solutions provides regular reports on ticket submissions, responses, and resolutions to ensure transparency and accountability. Clients can request a detailed snapshot of system health and ticket history upon request.

- **Monthly/Quarterly Reporting:** Available for clients to review ongoing performance, including system uptime, response times, and maintenance activities.



## 6. Communication and Ticket Submission

For the fastest response and resolution, we recommend clients always follow the standard support procedure:

- **Email Submission:** [techsupport@hpmasolutions.com](mailto:techsupport@hpmasolutions.com) to create a support ticket.
- **Phone Submission:** Call 703-493-0438 and select option 9 to speak directly with a support representative, who will create a ticket and escalate if necessary.

Clients are encouraged to provide as much detail as possible in their initial request to facilitate a faster resolution.

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## 7. Room for Customization

We understand that different clients have varying needs, and this SLA is designed to be flexible. We are open to tailoring the SLA to better align with the specific requirements of your business. For instance, clients with unique operational demands or extended business hours may request adjustments to the response and resolution times or may have specific requirements for on-site support frequency and availability.

Please feel free to discuss any bespoke needs with us. We are happy to collaborate on a case-by-case basis to ensure the SLA meets the expectations of your business.

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## Contact Us

For any questions or adjustments to this Service Level Agreement, please reach out to us at:

- **Email:** [techsupport@hpmasolutions.com](mailto:techsupport@hpmasolutions.com)
- **Phone:** 703-493-0438 (Option 9)

We value your partnership and are committed to delivering excellent service and support for your IT needs.

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## HPMA Solutions

Helping your business run smoothly, one solution at a time.