

Service Level Agreement

Finding experienced and dedicated support staff for your website can be challenging. At Enfold Systems, we provide flexible yet professional support for Plone based systems.

- Web based support
 - 2-business-day response
- 4-business-hour response with phone access for severe incidents
 - 8 am. to 6 pm. central time, Monday – Friday, excluding US holidays
- Includes up to 4 hours of services per month
- Limited Zope and Plone support as released on plone.org
- Support Enfold software code - no additional charge
- \$7,500.00/year or \$675/month (minimum 6 months)
 - Support your custom applications and software code - available for additional charge
 - ***Requires Remote Access***

Standard Agreement Terms

- Includes: (as needed)
 - Enfold/Plone/Zope application diagnostics
 - Enfold/Plone/Zope application debugging
 - Enfold/Plone/Zope application maintenance
 - Includes minor software releases only (i.e. Enfold Server 4.x to 4.y / Plone 3.0.x to 3.0.y)
 - Enfold/Plone/Zope best practices + general Q&A
 - typical responses will consume 1-2 hours
- Does NOT include: (available for additional hourly charges, with priority scheduling)
 - User interface changes
 - New features or enhancements
 - Systems administration/monitoring (backups, etc.)
 - Performance optimization / capacity planning
 - System upgrades
- During an active client project, unused Available Hours for a month may be applied towards such project.
- Platform support must be obtained directly from the vendor for any ZendPHP, Microsoft, and Java products.

Further support options are available – please contact us for more information!

[contact us](#) > sales@enfoldsystems.com

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