

Lynx Mobile® Service Level Agreement

Purpose

The Service Level Agreement is intended to identify the features and define the process involved with Lynx Technical Support's delivery of support functions to Lynx Mobile Customers.

Services to Be Provided By Lynx Technical Support

- Support of the Lynx Mobile Application
- Support of Lynx Mobile PC
- Support of Totalview
- Escalation of Web, Application, and Database Server issues to McKesson Specialty Health Production Support

Hours of Operation

- Regular Business Hours: 5:00 AM – 5:00 PM PST M-F
- After-Hours Support: 5:00 PM – 5:00 AM PST M-F
- Weekends and Holidays: 24 Hours/Day

Service Access

Lynx Technical Support is accessible:

- By Phone: (888) 338-8445 Option 2
- By Email: msh.techsupport@mckesson.com
- Afterhours: (888) 338-8445

Customer Responsibilities

- Notifying Lynx Technical Support of any errors or issues that they are experiencing.
- The customer is responsible for obtaining and maintaining an internet connection.
- The customer is responsible for purchasing all consumables (e.g. labels, printing of reports).

Responses and Timeframes by Priority

Priority	Response	Example	Target Timeframes
1 - Critical	An immediate and sustained effort using all available resources until resolved. On-call procedures activated.	Web, Application, or DB Server Failure	Immediate action/resolution as soon as possible. Target is within 4 hours but will vary depending on situation.
2 - High	Technicians respond immediately, assess the situation and may interrupt other staff working low or medium priority jobs for assistance. Vendor support may be required.	LM PC not powering up, LM PC Screen Failure, LM PC Keyboard Failure, Mouse Failure	Action within 1 hour/resolution within 1 business day. Dependent on shipping overnight.
3 - Medium	Respond using standard procedure and operating within normal supervisory management structures	Application Support, Formulary Additions, Report Issues	Action within 2 hours/resolution within 3 business days
4 - Low	Respond using standard operating procedures as time allows	Enhancement that can be updated during maintenance window, Customer approved scheduled update	Action within 2 business days/resolution <= 10 business days
5 - Minor	Respond using standard operating procedures as time allows	Updates, Lynx Computer OS or software updates	Dependent on issue, may require development resource and scheduling an enhancement. Enhancements generally scheduled once per Quarter.