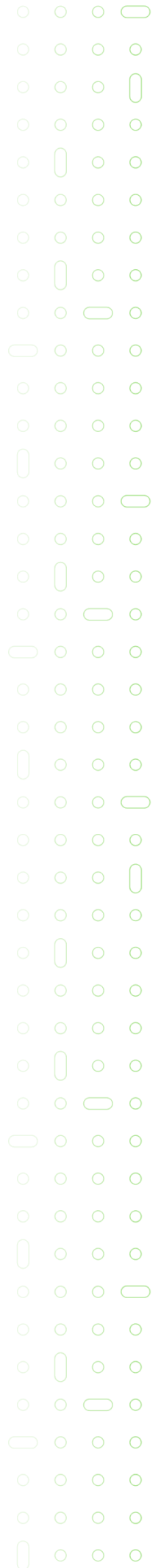


# Managed Services

## Product Description

SHL Legal Department



## Managed Services Support

- Set-up, administration and management of licensed assessments;
- Dedicated Subscription or project support available via email and telephone (local business hours 08:30 – 18:00);
- Monthly Subscriptions reports and periodic project updates;
- Candidate invitations for on-line tests with up to 3 candidate reminders, all branded with Company provided information:
  - Company is required to provide logo, brand and any text approval prior to the start of the Managed Services support for inclusion in all communications;
  - Company must also provide any Company-required translations of any text for any language other than English included in the Subscription or project in accordance with required timelines.
- Management of e-mail bounce backs and out of office replies in conjunction with Company; and
- Delivery to designated Company contact of individual and group assessment reports in accordance with signed work request form.

## Candidate Technical Support

- Telephone/web portal support for candidates (local business hours 08:30 – 18:00);
- 24 hours candidate self-help support available via on-line support site;
- 1 business day response on requests for assistance (electronic mail or other contact) during local business hours; and
- Candidate support in the following languages: English, Dutch, Italian, French, German and Chinese.

## Online Systems Training

- A training session consists of one 2-hour web-based company-specific training session for up to 20 individuals; and
- SHL's standard training terms apply, which are available [here](#).

**NOTE:** Each Product described consists of any only of the elements included in this Product Description unless expressly stated in an Order Form signed between the parties. SHL is not obligated to provide alternative, additional, or modified services for any Product Description.