# SERVICE LEVEL AGREEMENT

Youredi Support Services
and Service Level Agreement (SLA)

**youredi**

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## Version Control

| Version | Date | Author | Comments |
|---------|------|--------|----------|
| 0.1 | 26.4.2019 | Mats von Weissenberg | First draft, based on old version, created. |
| 1.0 | 11.11.2019 | Mats von Weissenberg | Document review for IS audit. No changes required. |
| 1.1 | 5.10.2020 | Mats von Weissenberg | Document review for IS audit. No changes required. |

# 1 Introduction

## 1.1 Purpose and Scope

This Service Level Agreement (SLA) outlines the terms and conditions under which Youredi provides the specified services to its customers. The objective is to:

- provide clear reference to service ownership, accountability, roles and/or responsibilities
- present a clear, concise and measurable description of service provision to the customer
- match perceptions of expected service provision with actual service support & delivery

This SLA covers hosting, monitoring, maintenance and incident management for the Integration Platform as a Service (iPaas) provided by Youredi.

Youredi reserves the right to revise this document from time to time.

## 1.2 About Youredi Support

Youredi Customer Support Services have been set up to ensure that our Customer's business processes and workflows can run smoothly with Youredi solutions and services. Standard Support Services are included in your transaction fees and/or maintenance fees and cover integration cloud services and platform support.

In addition to the Standard Support Services, Youredi offers additional Support Options which are provided subject to a separate order by the Customer and according to a separate pricelist.

Youredi continuously audits, monitors and develops support services and related processes, practices and systems. By default, Youredi proactively monitors cloud services, platform and systems, and performs solution health checks, continuous improvement and release planning.

For up-to-date contact, pricing, quota information and service hours, or for any support inquiries, please reach out to us on our support portal at https://support.youredi.com or by email at support@youredi.com.

## 1.3 Overview

Below is a high-level process diagram of the key support processes in scope of this document.
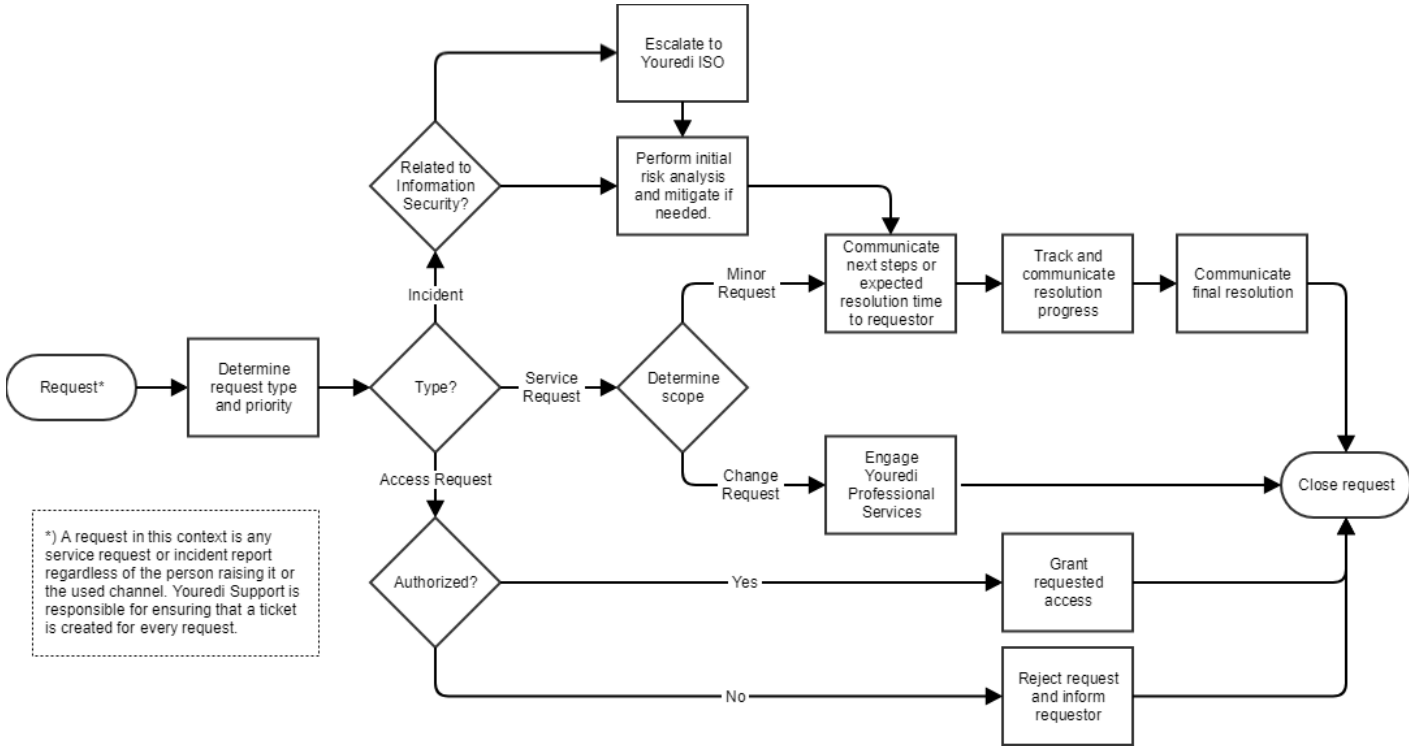


*Figure 1 - Support Process Overview*

In case an information security breach or fraud is confirmed, the Youredi ISO will inform affected customers and relevant authorities within 72 hours (as required by GDPR).

# 2 Roles and Responsibilities

**Youredi Support** is the primary contact for customers regarding all processes and services in the scope of this document.

**Youredi Professional Services** work with customers to implement required solutions/services and larger change requests. Youredi Professional Services can be engaged through Youredi Sales or Youredi Support.

Youredi has an appointed **Information Security Officer** (ISO) that is responsible for ensuring that the information security policies and processes at Youredi are relevant and adequate considering the information security risks Youredi is exposed to.

Customers are urged to escalate any information security concerns regarding Youredi services to the ISO. This can be done by raising a ticket with Youredi Support.

## 3  Service Management

Youredi standard and additional (optional) Support Services are initiated automatically following customer acceptance of the implemented services. If no other acceptance criteria have been agreed with the customer, using the delivered services in the production environment is considered an implicit approval.

Standard Support Services consist of platform/service maintenance, incident management, as well as problem solving, and Service Desk services related to platform issues. Standard Support Services are included in monthly transaction/maintenance fees.

Youredi provides simple and easy access to Youredi professional support resources, and a single point-of-contact to a local Service Desk by support portal, e-mail or phone. All customer requests are logged in the Youredi Support Portal. Target response and resolution times for platform related issues follow the incident classification and priority assigned to it.

Youredi will actively develop its services and products to meet customer needs. Software development will follow agile principles and new features will be released in frequent small iterations. Youredi will not explicitly inform customers of all upcoming releases, but changes removing or significantly altering existing functionality/services will always be communicated separately.

## 4  Service Availability

The Youredi Platform and related services are primarily running on Microsoft Azure and for those parts, Youredi relies on Service Level Agreements provided Microsoft Azure.

All Service Level Agreements for Microsoft Azure has a commitment for 99,9% and above uptime and connectivity. Detailed SLA:s can be found from https://azure.microsoft.com/en-us/support/legal/sla/ and summaries from https://azure.microsoft.com/en-us/support/legal/sla/summary/.

For all other services in the scope of this SLA, Youredi also guarantees a 99,9% uptime. The uptime is calculated using the following formula:

**Uptime = 1 - ((dt-sd-hd) / tt)**

where:
dt       = Total downtime in minutes during the last 30 days
sd       = Scheduled downtime in minutes during the last 30 days
hd       = Microsoft Azure services downtime in minutes during the last 30 days
tt       = Total time in minutes during the last 30 days (=43200)

Downtime is defined as any time when the majority of Youredi customers cannot access or use the services in the scope of this SLA due to a fault in the service.

For clarity, the following issues are not considered downtime as defined in this document:
- Any downtime caused by changes done to connectivity settings (addresses, firewalls etc.) by customers or their counterparts that have not been agreed in advance with Youredi Support.
- Any downtime caused by services that are running in customer environments (e.g. on-premise connectivity adapters/services).

# 5  Data Retention and Privacy

By default, Youredi reserves the right to store log information up to 12 months to ensure that possible incidents can be investigated by support personnel or system administrators, even if they are not immediately discovered. In the case of integrations these logs often contain the transferred payload/message.

If it is required to store other customer-specific data, the retention period and access restrictions are always agreed separately with the customer during the implementation project.

It is the responsibility of the customer to inform Youredi if processed or stored data contains sensitive information that requires shorter retention periods or restricted access.

Please see *Youredi Data Protection Policy* for detailed data retention and -privacy processes.

# 6  Support Operations

## 6.1  Incidents and Service Requests

Customers must raise service requests and report incidents through the support portal at https://support.youredi.com or by email at support@youredi.com. If needed, Youredi can provide customers training on using the support portal.

During the implementation phase Youredi will agree with the customer who is authorized to create service requests (incl. access requests) on behalf of the customer.

The Youredi Service Desk provides advice and assistance in connection with:
- Operational use and service requests related to the platform and/or solution, based on your SLA.
- Suspected incidents, problems or malfunctions.
- Workarounds for such identified incidents, problems or malfunctions, where reasonably possible.

When reporting an incident or suspected malfunction, the customer must include then following if possible:
- What was being attempted / what was the user trying to achieve
- Step-by-step actions taken prior to the error/malfunction/incident
- Screenshots showing error messages or other proof of the incident.
- Frequency of the error and information if it an be repeated on command or if it appears to be linked to some other event.

Youredi will confirm the receipt of the notification. Youredi and the Customer shall together clarify the extent of the incident when necessary. Based on analysis done by person in charge of the request, the Customer and Youredi agree on applying any possible workarounds, hot fixes or changes to the service.

Target response and resolution times for incidents and services requests related to Youredi services in production usage are documented in the table below.

| Priority | Description of Classification | Response Target | Resolution Target |
|---|---|---|---|
| **Urgent** | An incident is classified as urgent if:<br><br>1. the entire production system is unusable and there is no workaround available, or<br><br>2. there is reason to suspect fraud or an information security breach | 1 hour | 4 hours |
| **High** | An incident has high priority if it causes:<br><br>1. loss of key functions under normal conditions, or<br><br>2. important software components to become unusable, or<br><br>3. frequent failure of important services and there is no workaround | 4 working hours | 16 working hours |
| **Medium** | An incident has Medium priority if it causes:<br><br>1. reduced functionality due to error(s) affecting the overall system, or<br><br>2. significant degradation of system performance, or<br><br>3. infrequent interruptions to system availability, and there is a workaround available | 8 working hours | 32 working hours |
| **Low** | An incident has Low priority if it causes a non-significant effect on the functionality of the product or service.<br><br>All other service requests (for customers with solution support), e.g. technical questions or minor changes requests are handled with Low priority. | 16 working hours | 64 working hours |

The response time target is assuming 8-hour work days from Monday to Friday, but Urgent incidents will be actioned during weekends as well. All Urgent incidents will be escalated immediately to the top management at Youredi.

In case an information security breach or fraud is confirmed, the Youredi ISO will inform affected customers and relevant authorities within 72 hours (as required by GDPR).

Youredi cannot guarantee a specific resolution time for any incident, but once the initial response has been given for an incident, the incident should be actively worked on until it can be resolved or otherwise closed in agreement with the person that raised the issue.

Youredi reserves the right to determine when a customer request is too large to be considered a service request as defined in this document. Typical service requests could be e.g. changing an URL or ip-address in an interface or adding a field mapping to an existing integration but not e.g. connecting an existing integration to a new counterpart. Youredi Support will, however, engage the correct persons to handle larger change requests (sales or project management depending on the case).

## 6.2 Access Requests

Youredi will log and validate all requests for access to the services in the scope of this document. Youredi reserves the right to deny access in case the request cannot be validated with confidence.

The Youredi platform allows customers to manage their own users, and in this case Youredi will not take any responsibility for created user accounts or granted access.

While Youredi will use commercially acceptable means to protect and ensure accuracy of customer data, each and every user is also responsible for ensuring that their private credentials are secure and not shared with anyone else.

Youredi reserves the right to revoke user access immediately and without warning in case fraud or a security breach is suspected.

User accounts that have not logged in for 12 months will be deactivated and the user will need to raise a ticket with Youredi Support to activate the account, and accounts that have been inactive for 3 years will be purged or anonymized.

# 7  Support Level Options

## 7.1  Platform Support

Platform support is included in the monthly platform fee for all customers. This includes incident resolution according to target response- and resolution times defined in this SLA.

## 7.2  Solution Support

The Standard Support Services do not include solution support. For Standard Support Services customers, all Solution Support service requests are handled on a best effort basis and invoiced according to the hourly price agreed with the customer or using default list prices if nothing else has been defined.

Customers can opt to include a fixed amount of solution support hours (to cover service requests) for a fixed monthly fee. With this option, all service requests from the customer will be handled according to target response- and resolution times defined in this SLA document.

The solution support packages are:

| | |
|---|---|
| Bronze | 5 hours included |
| Silver | 10 hours included |
| Gold | 15 hours included |
| Custom | As agreed separately |

Solution support hours exceeding the included hours are invoiced according to the hourly price agreed with the customer or using default list prices if nothing else has been defined.

## 7.3  24/7 Availability

For an additional monthly fee, Customers can opt to have 24/7 support availability in which case the target response- and resolution times defined in this SLA are counted using 24 hours/day and 7 days/week.

## 7.4  Additional Support Options

Youredi can help the customer to set up various processes and tools allowing to e.g. monitor implemented integrations or reconcile transaction volumes. These services will be defined and set up during the implementation project or treated as a change request to existing services.

Youredi can also offer various Professional Services as needed, including but not limited to:

- General integration or integration architecture consulting
- Program- or project management services
- Incident resolution assistance when the incident is caused by services or solutions that are not managed by Youredi (e.g. on-premise server issues)
- Additional data management services (validation, consolidation, resending etc.) not in scope of the implemented services.

All additional support options are invoiced according to the hourly price agreed with the customer or using default list prices if nothing else has been defined.