

Service Description



Luware
Recording



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1 Introduction

This document describes the underlying hosting services as well as the Service wrap, including Support Services and Platform Service Level Agreements for the Luware Recording product.

This document is intended to be read in conjunction with the Luware [General Terms of Use](#) for SaaS products and the customer specific offer document.

2 Audience

Luware Recording Customers, Partners and Prospects

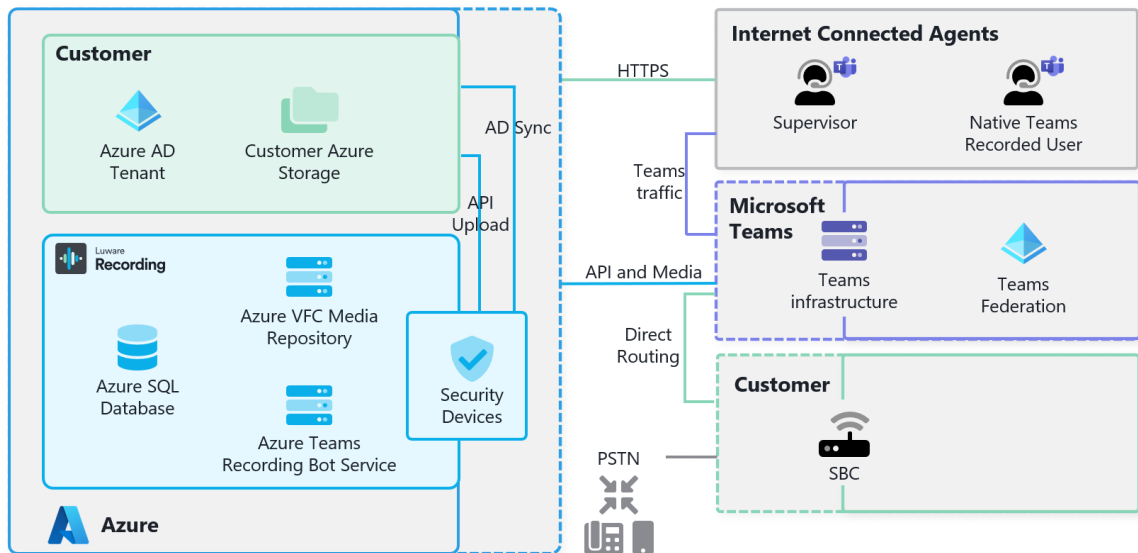
3 Luware Recording

Whether you are using Microsoft Teams for obligatory regulatory requirements such as recording, retention and surveillance of voice and electronic communications or you want to improve customer experiences by quality management, Luware Recording combines the leading financial compliance solution of Verint with added services by Luware. Offering secure monitoring, record-keeping and reporting capabilities with the full ease and security of a subscription-based cloud service.

A description of the feature set can be found on [our website](#) and in the Luware Recording Solution Description which can be obtained from your Luware Sales Representative.

3.1 High Level Architecture

Luware Recording is based on the well-established Verint Financial Compliance product and is offered as a cloud hosted Software-as-a-Service (SaaS) offering to our customers. The system is hosted and operated in Microsoft's Azure cloud platform.



Managed by Luware

Managed by Customer/Partner

Managed by Microsoft

3.2 System Core Components

Azure VFC Media Repository

The Azure VFC Media Repository is the Web Application service providing Web access to all recorded communication. Conversation metadata is stored in the Azure SQL Database and recording files are stored in a customer or partner's Azure storage target. The Web Application provides all the essential features required for compliance or quality driven recording as expected from an on-premise VFC deployment.

Azure Teams Recording Bot Services

The Teams Recording Bot services are responsible for capturing and directing media streams from Teams calls into Azure hosted recorders. This type of recording is called Native Teams Recording. The bot services are authorized by the customer's or partner's Teams tenant to join and record calls. When a recorded user joins a call, the Bot Service can provide text and audio announcements when recording is initiated. The captured media streams are temporarily stored on the recording bot servers in Azure until being uploaded to the customer's chosen Azure storage target using the customer compliance or quality requirements.

SQL Database

The SQL database is responsible for storing conversation metadata, user and group permissions, audit logs and various other essential information.

Customer Azure Storage

The customer or partner leveraging Luware Recording will be required to provide an Azure Storage target. This will be the resting location of all captured recordings after they have been uploaded based on the customer's/partner's compliance requirements. Luware recording supports a wide range of compliance and quality requirements.

Network and Security Infrastructure

All Security Infrastructure such as firewalls, routers, gateways and load balancers are fully managed and monitored by Luware.

3.3 Key Integration Points

Luware Recording Bot Services to Microsoft Teams

The Azure hosted Luware Recording Bot services require registration, authentication, permissions and admin consent to capture Teams user's media streams. This integration will be completed by the customer or partner's tenant admin. Details of this configuration will be used by the bot to enable Luware Recording bots.

Azure Active Directory Integration

Luware Recording leverages Azure Active Directory integration for 2 key functionalities:

- **User Authentication**
- **User Synchronization**

Azure Storage Integration

Luware Recording leverages native Azure Storage integration for long-term storage of the recorded conversations.

More Information can be found in the **Luware Recording Technical Whitepaper**. Please ask your Luware Sales Representative for a copy.

4 Support

4.1 Support Packages

Luware offers two different Support Packages for Luware Recording. Customers with an active subscription are entitled to a Standard Support Package which is included in the base subscription price. Premium support, including 24x7 SLA's and a 99.9 % uptime target (excluding scheduled maintenance), can be purchased at an additional premium.

Please find the details of the available support packages below:

Support Package	Description
Standard	<p>Commercial: Standard Support is included with your Subscription Licenses</p> <p>Support Coverage: 7.00 to 19.00 CET Monday to Friday, excluding bank holidays in Zurich, Switzerland for Contracts with Luware AG in Switzerland; in Germany for Contracts with Luware Deutschland GmbH in Germany; or 7.00 to 19.00 UK time zone Monday to Friday, excluding bank holidays in London, UK for Contracts with Luware UK Limited.</p> <p>Platform Availability: Availability target of 99.9% per year (excluding scheduled maintenance)- no Availability Credits applicable</p>
Premium	<p>Commercial: Premium Support can be purchased at an additional premium on top of your Subscription Licenses</p> <p>Support Coverage: 0.00 to 23.59 CET Monday to Sunday -> Support tickets outside of the 7.00 to 19.00 CET Monday to Friday window or on bank holidays in Zurich, Switzerland for Contracts with Luware AG in Switzerland; Germany for Contracts with Luware Deutschland GmbH in Germany; or outside of the 7.00 to 19.00 UK time zone Monday to Friday or on bank holidays in London, UK for Contracts with Luware UK Limited need to be raised via the support hotline.</p> <p>Platform Availability: 99.9% per year (excluding scheduled maintenance) with applicable Availability Credits as laid out in this document.</p>

Customers with follow-the-sun operations or business critical services are encouraged to consider the Premium Support Package.

4.2 Luware Service Desk

The Luware Service Desk is located in Europe (Zurich and London at the time of writing) and is staffed with Luware Support Specialists ready to help our customers and partners with their technical support queries. The service desk is available on a 24/7 basis. The effective support coverage depends on the chosen support package.

The Luware Support covers enquiries on the standard functionality as well as software defects or platform unavailability/degradation. The Luware support does not cover any issues caused by infrastructure outside of Luware's control or improper/malicious use of the provided service.

Luware does not provide error-related support services if the Products have been used or modified by a Partner or a Customer other than in accordance with the documentation or other instruction given by Luware from time to time.

Where a Luware partner is involved in the support process, the partner service desk will talk to the customer's service desk, as well as their authorised administrators. The Partner support desk will receive incidents and issues, prioritise them and may pass tickets back to the primary service team and onto the customer service desk, if they are out of scope.

Where Luware supplies services directly to a customer, that customer must have an internal desk who are capable of triaging basic core Microsoft Teams issues, Internet connectivity issues, Client PC issues or any other issues not directly caused by the Luware Recording platform. The customer must have appropriate resources to support any infrastructure outside of Luware's control and the ability to follow triage guidelines from Luware prior to case escalations. [The Luware General Terms of Use for SaaS Products](#) provides the framework of Luware's services offer.

The Luware Recording Service desk is reachable via the following channels:

Channel	Contact
Support Portal	https://helpdesk.luware.cloud
Support Hotlines	Switzerland: +41 58 404 28 07 Germany: +49 711 8998 9621 United Kingdom: +44 20 3300 2751

We encourage our customers and partners to leverage our Support Portal in order to categorize and prioritize support cases in an efficient manner and respond effectively.

4.3 Ticket Classifications

The Luware ITIL aligned Service Desk will classify customer Tickets as follows:

Incident

Incidents generally are unplanned, isolated break/fix issues and only have limited impact on single users or services.

Examples:

- Single users not being able to log in to the platform
- Single users not being recorded

Unplanned

Have a limited effect on one user or service

Problems

Issues which are either widespread, affect multiple users or whole clusters and have significant impact are classified as Problems

Examples:

- Web App Outage
- The Call Recording is not working

Service Request

Any formal requests for Services from Luware are classified as Service Request.

Examples:

- User Management
- Recording Configuration
- Training requests

General Assistance

Any general enquiries for help or assistance with the Luware Cloud products are classified as General Assistance.

Examples:

- Configuration questions
- General usage queries
- Requests for Assistance

4.4 Severity Levels

Severity Levels for Incidents or Problems are defined as follows:

Severity	Description
Urgent	an Error caused by a Luware Service that renders the Service inoperative or causes the Service to fail catastrophically; e.g. critical system impact; system down; acute security and fraud risks that have effect of compromising the confidentiality and integrity of stored data.
High	an Error caused by a Luware Service which causes the operation of the Service to be severely impaired or essential aspects of the Service not to function with significant business impact.
Medium	means an Error caused by a Luware Service where most business functions remain operational. For the avoidance of doubt, cosmetic errors are not classified as "Errors".
Low	means an "how-to" questions for a Luware Service related to one or multiple modules and integration, installation and configuration inquiries, enhancement requests, or documentation questions.

4.5 Support Service Levels

Tickets with the classification 'Service Request' and 'General Assistance' will be handled on a Best Effort basis. However, the Luware Service Desk endeavours to respond to these ticket types within one working day.

The following Service Levels apply for tickets with the classification 'Incident' or 'Problem':

Severity	Standard SLA	Premium SLA
Critical	Response: 2 hours Intervention: 12 hours Escalation: 24 hours	Response: 30 minutes Intervention: 3 hours Escalation: 6 hours
	Note: Critical Support tickets must be raised via the Luware Support portal in tandem with a telephone call to the Luware Support hotline.	
Major	Response: 2 hours Intervention: 24 hours Escalation: n/a	Response: 30 minutes Intervention: 6 hours Escalation: 12 hours
	Note: Major Support tickets must be raised via the Luware Support portal in tandem with a telephone call to the Luware Support hotline.	

Minor	Response: Next Business Day Intervention: Next Business Day +48 hours Escalation: n/a	Response: Next Business Day Intervention: Next Business Day +12 hours Escalation: n/a
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Note: Hours count within the covered hours of the chosen support package; the clock pauses at the end of each coverage day and continues at the start of the next coverage period.

Definitions:

Response	The response time means the time from correctly raising a ticket with Luware and the receipt of a first response from a Luware engineer. Automatic replies from our ticketing systems do not count towards this metric
Intervention	The intervention time means the time after raising a ticket by which a Luware engineer will actively investigate the Error reported. Typically, this means hands on the system or interpreting any provided log files.
Escalation	The escalation time means the time after raising a ticket by which the allocated engineer will involve a higher skilled engineer within the Luware Professional Services team.

5 Platform

5.1 Platform Availability

Luware is aiming to provide an industry-standard platform availability of at least 99.9% (ninety-nine and nine tenths percent or three nines) per calendar year. This platform availability target excludes any scheduled maintenance windows or events which are outside of the reasonable control of Luware, such as force majeure or any upstream issues outside of the Luware Cloud service responsibility borders.

The yearly platform availability is calculated based on the total minutes per month that the core platform functionality was unavailable to the affected customer compared to total minutes in that particular month (days per month x 24 x 60).

Unavailability definition:

Product	Definition
Luware Recording	The core call recording functionality is unavailable to the customer

The Availability of the core platform doesn't include any components that are not key to the core functionality such as web applications, reporting or configuration interfaces.

The SLA is calculated per Luware Recording Instance and is available on <https://status.luware.cloud>.

5.1.1 Availability Credits

Availability Credits are calculated based on the Subscription charge paid for the affected service for the month in which the platform unavailability occurred. The credit percentage is outlined below.

Monthly Uptime	Availability Credit
99.0 to 99.9 %	a month service fee
95.0 to 99.00 %	three month service fee
90.0 to 95.00 %	six month service fee
Less than 90.0 %	a year of service fee

Availability Credits will be credited on the subsequent billing cycle.

5.1.2 Credit Requests

In order to receive an Availability Credit, a Ticket must be raised with the Luware Service Desk within five business days of the Availability Target violation. The Credit Request must include a description of the affected Luware Cloud Service, date, time and duration of the occurrence of the platform unavailability you

are claiming credit for, as well as reference to the Ticket you have raised, indicating the platform outage to the Luware Support Desk.

Credit Requests will be assessed by Luware platform management within 10 business days and if valid a confirmation e-mail will be sent to you stating the Availability Credit amount and indicating the billing cycle to which the amount will be credited.

5.2 Business Continuity and High Availability

All Luware Cloud solutions are built in a highly available and redundant fashion as to provide our customers with highest availability standards. Depending on the chosen Luware Cloud product, high availability is achieved via replication of services in or between datacenters or different Microsoft Azure cloud instances. All critical system components and potential single points of failure are designed redundantly and with business continuity in mind.

The Luware Cloud platform is pro-actively monitored on a 24/7 basis to detect any issues or incidents and to alert the Luware Operations teams in order to mitigate any arising problems.

5.3 Capacity Management

Luware performs proactive capacity monitoring on the Luware Recording platform in order to ensure sufficient resource availability to handle upcoming workloads. Customer orders are assessed based on their size and complexity and will be considered for the capacity planning of the platform. Sizing exercises are executed on a regular basis to be able to react in time to expand the base capacity and to ensure platform stability across the entire platform and solution stack.

6 Subscription Pricing

The Luware Cloud services are priced based on a monthly subscription model with a defined minimum commitment. The subscription price includes the hosting, operation, monitoring and standard support package for the chosen product. Setup costs, Professional Services costs, customizations, training costs or any other one-off costs are billed separately and will be quoted by our sales representative on your Luware Cloud proposal.

The detailed Pricing model for your chosen product is outlined in the product specific Solution Description.

7 Maintenance

Luware Operations performs regular maintenance on the Luware Recording hosting platform in order to keep the system up to date and secure. Maintenance is executed based on the following schedule. Maintenance windows can be scheduled at different dates for different/independent Luware Cloud products.

In general, we aim for continuous functionality and minimum downtime of the platform core services even during a maintenance window. Nevertheless, we'll schedule and communicate a max. platform downtime per maintenance window.

Type	Cadence	Description
Regular Maintenance	Monthly	Regular Monthly Maintenance is executed to keep the Luware Recording Platform up to date and secure. During the Regular Maintenance Window, Software- and Operating System Update and patches are implemented by our Operations team. Customers will be notified via E-Mail 5-10 business days prior to these maintenance windows.
Critical Maintenance	Scheduled as needed	Critical Maintenance is executed on an ad-hoc basis in order to patch the platform for security, vulnerability and stability as required. The aim is to inform customers 72 hours prior to such Critical Maintenance windows; however, this notification timeframe cannot be guaranteed for urgent patches.
Incident	Unplanned	Unplanned Maintenance is executed in rare circumstances in order to remediate incidents, protect the system from threats or to prevent a predictable system failure. The aim is to provide 24 hour notice to our customers where this is reasonably possible, however this notification timeframe cannot be guaranteed for urgent maintenance.

8 Software Upgrade

The Luware Recording platform is regularly upgraded with the latest available Software in order to introduce new features as well as to ensure platform stability and security. Luware Recording customers can benefit from the latest available features without having to take care of any upgrades themselves. Standard Software Upgrades are included in the Luware Recording subscription pricing. Newly introduced features might require additional licensing and/or Professional Services.

9 Training

Basic video-based End-user training is included in the on-boarding fee of Luware Recording. More customer specific training packages can be supplied by our Professional Services team. Please enquire with your Luware Account Manager.

10 Feature Requests

Feature Requests for Luware Recording can be raised via the Luware Service Desk or by contacting your Account Manager. Feature Requests are reviewed on a regular basis by an internal product committee and the decision whether to incorporate a Feature Request on the product roadmap will be taken based on a set of criteria such as business value, customer demand etc. However, the decision to incorporate a Feature into the product lies solely with Luware and their third party providers.

11 Platform Security

Staying true to our Swiss heritage, Customer data security and integrity is our highest priority. Luware Recording is built with high levels of security and resilience in accordance with industry standards, in order to ensure a reliable and secure service to our customers. Details can be found in the Luware Recording Security White Paper which can be obtained from your Luware Account Manager.