

SLA

Terms of Use

UnifyApps shall use commercially reasonable efforts to achieve the availability targets set forth below.

Availability Target

UnifyApps shall use commercially reasonable efforts to maintain Availability of the Platform 99.5% of the time during each calendar monthly reporting period, excluding below mentioned scenarios :

- (i) Emergency maintenance (UnifyApps reserves the right to perform any required emergency maintenance work outside of the planned downtime window. UnifyApps will use reasonable efforts to notify the Customer before commencing and will use reasonable efforts to limit the impact on the customer);
- (ii) Planned Downtime (UnifyApps will use reasonable efforts to notify the customer 24 hours before commencing);
- (iii) Unavailability caused by acts or omissions of customer or its agents;
- (iv) Unavailability caused by network unavailability or bandwidth limitations outside of the Unifyapps network;
- (v) Issues arising from problems in the software, firmware or hardware of Unifyapps' suppliers;
- (vi) Hacks, malicious introduction of viruses, disabling devices, and other forms of attacks that disrupt access to the Platform;
- (vii) Power outages or other telecommunications or Internet failures; and
- (viii) Events outside of UnifyApps' control.

The Availability of the Platform for a given calendar month will be calculated according to the following formula (referred to herein as the "Availability") :

$$\text{Availability} = ((\text{Total minutes in the month} - \text{Total minutes in the month that Platform is unavailable}) \times 100) / (\text{Total minutes in the month})$$

Unifyapps's records and data will be the sole basis for all SLA calculations and determinations.

Standard Support Factsheet

| First Response SLA | Standard Support |
|---------------------------------|---|
| Severity 1 | 1 Hour |
| Severity 2 | 4 Hours |
| Severity 3 | 8 Hours |
| Severity 4 | 12 Hours |
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| Target Resolution or Mitigation | Standard Support |
| Severity 1 | 4 Business Hours |
| Severity 2 | 8 Business Hours |
| Severity 3 | 1 Week or Next Release |
| Severity 4 | 2 Weeks or Next Release / Future Releases |

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|--------------------|-------------------------------------|
| Services | Standard Support |
| Assigned Resources | General Support Team |
| Technical Support | 24*7 Days via Email and Web Tickets |

Platinum Support Factsheet

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|--|---|
| First Response SLA | Platinum Support |
| Severity 1 | 15 minutes |
| Severity 2 | 1 Hours |
| Severity 3 | 3 Hours |
| Severity 4 | 8 Hours |
| Target Resolution or Mitigation | Platinum Support |
| Severity 1 | Upto 4 Business Hours |
| Severity 2 | Upto 8 Business Hours |
| Severity 3 | 3 Business Days |
| Severity 4 | 1 Week or next Release |
| Services | Platinum Support |
| Assigned Resources | Designated Technical Support Manager (remote - customer HQ working hours coverage, based out of India) |
| Technical Support | 24*7 Days via Voice, Email, Chat/Web Tickets |

| Severity of Issues | |
|---------------------------|---|
| Severity Level 1 | Major service disruption. Issues that significantly impact the performance and functionality of all major functions of the UnifyApps platform causing severe disruption to account holder's use of the UnifyApps platform. |
| Severity Level 2 | Key functionality impaired. A temporary workaround available. |

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|-------------------------|--|
| | Issues that significantly impact the performance and functionality of a key function of the UnifyApps platform that causes significant disruption of account holder's use of the UnifyApps platform. |
| Severity Level 3 | <p>Moderate impact. Reasonable workaround available.</p> <p>Issues that significantly impact the performance and functionality of a function of the UnifyApps platform that causes some degradation in Account Holder's use of the UnifyApps platform.</p> |
| Severity Level 4 | <p>Minor impact.</p> <p>Issues that are minor or cosmetic, usability or documentation-related Issues or general product feature/function queries.</p> |

Contact us

Support Email ID : support@unifyapps.com

Webpage : Unifyapps.com

UnifyApps Support does not include :

- (i) Developing applications for customer, answering questions on customer's application architecture or on recommended development patterns best practices
- (ii) Debugging customer' applications
- (iii) Analyzing and troubleshooting the performance of customer's applications or infrastructure
- (iv) Performing system administration tasks (including network tasks and troubleshooting networking issues) on self-managed installations

Additionally, UnifyApps shall have no obligation to support :

- (i) Software installed on any hardware and/or interfaces that are not supported by UnifyApps
- (ii) Incidents caused by Customer's negligence, abuse or misapplication or use of the UnifyApps platform other than as specified in the Documentation, in the applicable agreement(s) or Order(s)
- (iii) Modifications by anyone other than UnifyApps or its contractors
- (iv) Failure to operate the Platform in accordance with the user guides

Language

Customers can communicate with UnifyApps Support in English.

RACI Matrix

Deployment Model

- a. UnifyApps will deploy its products in client managed Cloud instance. The overall security, deployment, hosting costs will be owned by the client.
- b. Client will ensure UnifyApps' devops team and a set L0, L1, and L2 engineers have access to UnifyApps' platforms inside client owned environment to perform its duties under the RACI matrix below and the SLA above.

(1) TechOps/DevOps RACI Matrix

| List of Task on Cloud Environment | Responsible | Accountable | Consulted | Informed |
|---|-------------|-------------|-----------|------------|
| Cloud Account Security - IAM, Access to servers, Access and monitoring of bastion/jump server, multi-factor auth | client | client | client | UnifyApps* |
| Cloud Provider IAM setup/changes - Any cloud level users, policies, etc | client | client | client | UnifyApps* |
| NOC & Ops users management - backend access to servers and services for monitoring and support | client | client | client | UnifyApps* |
| Cloud Infrastructure Monitoring - SIEM dashboard, ingesting, monitoring and analyzing logs, integrity data security checks | client | client | client | UnifyApps* |
| Cloud Account Monitoring - SIEM dashboard + cloud specific tools such as WAF etc. | client | client | client | UnifyApps* |
| Infrastructure Addition / Modification - Any changes to cloud account, major infrastructure changes, etc | client | client | client | UnifyApps* |
| VPC and network setup/changes - cloud network, security groups, public access, etc | client | client | client | UnifyApps* |
| Billing - cloud billing, cost dashboards | client | client | client | UnifyApps* |
| Key Management - KMS BYOK, key changes, rotations, etc | client | client | UnifyApps | UnifyApps* |
| Data Security - Keys/KMS, Encryption, Firewall, IDS, IPS, AV, DIFR/IRP, Security config for cloud | client | client | client | UnifyApps* |
| Security Incident Response for Application *only for incident related to UnifyApps application | UnifyApps* | UnifyApps* | client | client |
| Security Testing - Pen-Testing, Red/Blue team *On SLA reference , We will need 5 Days AFTER notification (by client testers, etc). Unless it's critical, we will also need to add time to perform the QA process before Go live. | client | client | client | UnifyApps* |
| Application AppSec Vulnerabilities response and fix * On SLA reference , We will need 5 Days AFTER notification (by client testers, etc). Unless it's critical, we will also need to add time to perform the QA process before Go live. | UnifyApps* | UnifyApps* | client | client |

| List of Task on Cloud Environment | Responsible | Accountable | Consulted | Informed |
|---|-------------|-------------|-----------|------------|
| Application internal and external Audit response and fix * On SLA reference , We will need 5 Days AFTER notification (by client testers, etc). Unless it's critical, we will also need to add time to perform the QA process before Go live. | UnifyApps* | UnifyApps* | client | client |
| Underlying infra or landing zone/VPC | client | client | UnifyApps | UnifyApps* |
| Application monitoring - Monitoring for Application platform *Application monitoring will be partly dependent upon underlying INFRA monitoring which client is accountable for. | UnifyApps* | UnifyApps* | client | client |
| Code Deployments - Details in QA & Release sheet | UnifyApps* | UnifyApps* | client | client |
| OS Level changes - patches, upgrades, etc** | UnifyApps | UnifyApps | client | client |
| Container changes (code related) - patches, upgrades, etc** | UnifyApps | UnifyApps | client | client |
| Application backend configuration changes - Backend application changes** | UnifyApps | UnifyApps | client | client |
| High availability - availability across multiple zones** | client | client | UnifyApps | UnifyApps |
| Approval of any changes related to Application, DB, OS, Container etc. | client | UnifyApps | client | client |

UnifyApps can only fulfill its obligation under this RACI matrix, only if the client provides uninterrupted access to UnifyApps's platform to its team of L0, L1, L2 engineers.

(2) Support RACI Matrix

(A)

| Category | Item/ Task | Responsible | Accountable | Consulted | Informed |
|---------------------|--|---------------------|---------------------|---------------------|---------------------|
| Training & Access | Train & Support POC on client policies & procedures | client | client | UnifyApps | UnifyApps |
| Training & Access | Procedure for client environment Superuser Access for troubleshooting | client | client | UnifyApps | UnifyApps |
| Incident Management | Contact list for subscription to status page updates | client | client | UnifyApps | UnifyApps |
| Incident Management | Security incident Triaging | client | client | client | UnifyApps |
| Incident Management | Provide escalation path for proactive alerts | client | client | UnifyApps | UnifyApps |
| Service Request | Vendor engagement for troubleshooting infrastructure, integration, database with customer's cloud instance etc | client UnifyApps | client UnifyApps | client UnifyApps | client UnifyApps |
| Service Request | Troubleshooting of Severity 1- 4 issues | UnifyApps | UnifyApps | client | client |

| Category | Item/ Task | Responsible | Accountable | Consulted | Informed |
|-------------------|--|-------------|-------------|-----------|-----------|
| Vendor Management | Any partner where UnifyApps does not have direct contract or control | client | client | UnifyApps | UnifyApps |
| Service Request | Portal not working - Link not working | UnifyApps | UnifyApps | UnifyApps | client |
| Service Request | Reports Not available | UnifyApps | UnifyApps | UnifyApps | client |
| Service Request | Report vs UI mismatch | UnifyApps | UnifyApps | UnifyApps | client |
| Service Request | Specific User access not working | UnifyApps | UnifyApps | UnifyApps | client |
| Service Request | RBAC control not working | UnifyApps | UnifyApps | UnifyApps | client |
| Service Request | UI / UX functionality not working | UnifyApps | UnifyApps | UnifyApps | client |

(B)

| Exclusions | Item/ Task | Responsible | Accountable | Consulted | Informed |
|------------|---|-------------|-------------|------------------|------------------|
| Exclusions | Internet connectivity down | client | client | UnifyApps client | UnifyApps client |
| Exclusions | Connectivity down between Customer's cloud instance & other client applications | client | client | UnifyApps client | UnifyApps client |
| Exclusions | Power Outage at site or DC or LZ | client | client | UnifyApps client | UnifyApps client |
| Exclusions | Firewall hardware issues | client | client | UnifyApps client | UnifyApps client |
| Exclusions | any API issue not managed by UNifyapps | client | client | UnifyApps client | UnifyApps client |
| Exclusions | Maintenance | client | client | UnifyApps client | UnifyApps client |
| Exclusions | VPN / VDI / AD ID issues | client | client | UnifyApps client | UnifyApps client |
| Exclusions | Connectivity | client | client | UnifyApps client | UnifyApps client |
| Exclusions | Code Fix deployment with verification cycle | client | client | UnifyApps client | UnifyApps client |

(3) QA & Release RACI Matrix

(A)

| Normal planned Release | Details | Responsible | Accountable | Consulted | Informed |
|------------------------|---|-------------|-------------|-----------|----------|
| Release Planning | Identify & agree on a deployment window in IST with client client | UnifyApps | UnifyApps | client | client |
| Release Planning | Release High Level summary & IA notes | UnifyApps | UnifyApps | client | client |

| | | | | | |
|------------------------------|---|-----------|-----------|-----------|-----------|
| QA in UnifyApps Env | Automaton & Manual QA | UnifyApps | UnifyApps | UnifyApps | client |
| QA in UnifyApps Env | Logging Bug & Regression | UnifyApps | UnifyApps | UnifyApps | client |
| QA in UnifyApps Env | Internal QA sign off & release version | UnifyApps | UnifyApps | UnifyApps | client |
| Pre Release Tasks, Approvals | Release ticket creation for UAT (UAT & Prod env) | UnifyApps | UnifyApps | UnifyApps | client |
| Pre Release Tasks, Approvals | Release pre tasks execution in UAT & Prod env within agreed timelines | UnifyApps | UnifyApps | UnifyApps | client |
| Pre Release Tasks, Approvals | Release deployment Approval | UnifyApps | client | client | UnifyApps |
| Pre Release Tasks, Approvals | Release deployment communication | UnifyApps | UnifyApps | UnifyApps | client |
| UAT & Release Deployment | Release branch deployments on 1. client UAT env min 2 days before the deployment window | UnifyApps | UnifyApps | UnifyApps | client |
| UAT & Release Deployment | Release Branch deployments on client Prod within approved release window | UnifyApps | UnifyApps | UnifyApps | client |
| UAT & Release Deployment | High Level Sanity - Ack & approval by client Teams | client | client | client | UnifyApps |
| Post Release | Post Release High Level Sanity with client Teams | UnifyApps | client | UnifyApps | client |
| Post Release | Post Release UnifyApps KPI & Application infra health monitoring | UnifyApps | UnifyApps | client | client |
| Post Release | Release Deployment Completion communications | UnifyApps | UnifyApps | client | client |

(B)

| Urgent / Emergency Patch or Code Fix | Details | Responsible | Accountable | Consulted | Informed |
|---|--|--------------------|--------------------|------------------|-----------------|
| Release Planning | Identify & agree on a deployment window in IST with client client | UnifyApps | UnifyApps | client | client |
| QA in UnifyApps Env | UnifyApps will work on the already deployed branch version in client Prod we will add Fix to the same version and test the fix in UnifyApps QA ---> client UAT environment | UnifyApps | UnifyApps | client | client |
| UAT & Release Deployment | Incremental fix/ changes will be merged in deployed client live branch, once the fix is verified in internal UnifyApps QA env | UnifyApps | UnifyApps | UnifyApps | client |
| UAT & Release Deployment | Live patch fix on client Prod within approved release window | UnifyApps | UnifyApps | UnifyApps | client |
| UAT & Release Deployment | High Level Patch Sanity - Ack & approval by client Teams | client | client | client | UnifyApps |
| Post Release | Post Patch - confirmation from client that request fix / change is successfully deployed | UnifyApps | client | UnifyApps | client |
| Post Release | Post Patch UnifyApps KPI & | UnifyApps | UnifyApps | client | client |

| | | | | | |
|--------------|--|-----------|-----------|--------|--------|
| | Application infra health monitoring | | | | |
| Post Release | Patch fix Completion communications | UnifyApps | UnifyApps | client | client |
