

SLA Self Hosted

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
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

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

Severity of Issues	
Severity Level 1	<p>Major service disruption.</p> <p>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.</p>
Severity Level 2	<p>Key functionality impaired. A temporary workaround available.</p> <p>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.</p>
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	client	client	client	UnifyApps

List of Task on Cloud Environment	Responsible	Accountable	Consulted	Informed
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.				
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
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

Category	Item/ Task	Responsible	Accountable	Consulted	Informed
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
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	UnifyApps	UnifyApps	UnifyApps	client

	internal UnifyApps QA env				
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 & Application infra health monitoring	UnifyApps	UnifyApps	client	client
Post Release	Patch fix Completion communications	UnifyApps	UnifyApps	client	client
