

Engage Process Service Level Agreement

Version: 2024

1. Definitions

Administrator:	One or more employees of Customers assigned and trained to be the administrator of the solutions for Customer.
Availability:	The percentage of time that the Suite are available to users without interruption. An interruption of less than 1 hour will not be noted as an interruption.
Customer:	The organisation that has signed an agreement with Engage Process for the use of the Suite via a subscription
Incident:	A general or partial interruption or slow-down of normal use or accessibility of the Suite.
Maintenance:	Improvements being made to the Suite.
Office hours:	Hours between 09:00 (09:00AM) and 17:00 (5:00PM) on working days, CET (Central European Time).
SaaS-service:	The use of the Suite of Engage Process via a network, including the hosting of the solution on servers in a data centre, access to the solutions via a website, and support and maintenance of the solutions.
Service Levels:	The requirements and services levels which the SaaS Service must meet based on this SLA.
Severity Level:	The seriousness of an incident.
SLA:	This Service Level Agreement.
Suite	The software and its functionality that is offered through the internet to the Customer and its Users.
Support:	Information and suggestions regarding the use of the Suite provided by Engage Process during office hours via telephone, e-mail, a website or via a service desk, aimed at better use of the solutions or at solving user experienced problems.
Training:	Coaching and instruction programs offered by Engage Process for users of the solutions.
Users:	The natural persons assigned by the Customer to make use of the Suite, normally being employees or contracted personnel of the Customer.
Working days:	Monday through Friday, except for national holidays.

2. General

All agreements regarding availability, service levels, support and incident management made between Customer and Engage Process are governed by this SLA.

3. Availability

The Engage Process Suite is available to users 24/7. Engage Process guarantees an availability of 98%. An interruption or delay in the availability of the solutions due to planned and communicated maintenance, a force majeure, like a power outage or network-outage, is not considered part of this service level.

4. Support

Users of the Suite can contact the support desk of Engage Process via the Administrator. Support to users of the Customer is limited to 4 hours per year for each Customer. In the situation that a high level of support is asked and a lack of knowledge for using the solutions is suspected, then Engage Process will propose a user training. The costs for such user training must be paid by Customer.

When the provisioning of support requires access to data that customer has stored in the

Suite, such as processes and projects, than this support will only be giving after explicit permission from the Administrator to Engage Process to access this data.

5. Product consulting and training

Engage Process and its partners offer paid product consulting and training services for customizing and setting up the Suite to the needs of Customer, and for training personnel of Customer in the use of the Suite.

6. New releases

Engage Process can add new features and functions and updates to existing features and functions to the Suite. New releases will be issued outside of office hours. The installation of a new release may result in an outage of maximum 4 hours. Customers will be informed if possible ahead of time of such new releases if and when these are relevant to the Customer.

7. Back-up

Customers can request a recovery of data for any moment up to 30 days back. In addition, a daily backup is kept for 6 months.

8. Customer contact

The support desk of Engage Process will initiate a call with the Administrator at least once per subscription year. In addition to these calls, Customer is free to contact the support desk or account management team of Engage Process at any time.

9. Incidents

An expert of the Engage Process helpdesk will react to each incident reported by a user in line with the severity levels as mentioned in this SLA. The support desk of Engage Process can only react to incidents that can be reproduced by the user or that are clearly described, including a screen shot of the problem.

Once sufficiently reproduced or reported, the incident will be picked up and the issue solved by Engage Process. Most issues can be solved by Engage Process within a couple of days, after which a new technical version of the solutions is released to all customers. An issue is solved if the issue cannot be reproduced after testing by Engage Process.

10. Severity levels of Incidents

Severity Level	Definition
3	Severity Level 3 will be assigned to all other incidents or incidents that have no influence on the accessibility of the solutions. The incident only has limited impact for users. Alternatively: Engage Process and Customer may agree to assign Level 2 to an incident.
2	Severity Level 2 will be assigned when an important function of one of the solutions is not available or does not work as specified, in such way that normal use of the solutions is no longer possible, even though the solutions are accessible by users. Alternatively: Engage Process and Customer may agree to escalate an issue to Level 2.
1	Severity Level 1 is assigned when a critical disturbance or blockage of the Suite occurs. The SaaS service is not available. Alternatively: Engage Process and Customer may agree to escalate an issue to Level 1.

11. Service Levels

The support desk of Engage Process will react to support calls and questions as soon as possible (response time). The Support desk will work to resolve issues as soon as possible (resolve time). In case of a Severity Level 1 Incident, but not limited to such situations, solving the Incident will become the highest priority for all involved.

The response- and resolve times listed below represent goals set by Engage Process. These are not final deadlines. Not meeting these times will not directly lead to a liability for Engage Process despite Engage Process' responsibility for the quality and accessibility of the solutions. If a response- or resolve time is not met by Engage Process, Customers can escalate the issue in line with the levels set in paragraph 10.

Response times, resolve times, escalation:

Severity Level	Response time, after receipt of notification	Resolve time, after receipt of notification	Escalation / Funtion
3	Within 5 working days.	T.B.D.	Customer Success Mgr.
2	Within 1 working day.	Within 5 working days.	CTO.
1	Within 1 working day.	Within 2 working days.	CEO.

12. End of subscription / contract

Several weeks prior to the end of a subscription or contract period Engage Process will remind Customer to discuss renewal of the subscription or contract. An automatic renewal is part of the agreement. When the Customer does not want to extend or renew the subscription, Customer can create an export file in the formats BPMN, XPD, Word, Visio or PDF. Engage Process will always keep the back-up data for 6 months after the end of the agreement.