SaaS Support Services & Service Levels

Technical Support Services

Semarchy will allow you to identify up to five (5) named, trained individuals who will be able to engage with our support team for ongoing management and resolution of issues.

Semarchy will provide telephone and/or email consultation to you on normal business hours excluding holidays, Monday through Friday from 8:00 am to 6:00 pm local time ("Standard Support Hours"), to assist in problem resolution. The support includes help desk support, telephone and/or email consultation, and remote communication support for you all of which are subject to the limitations hereinafter described.

You may call the Semarchy Help Desk during Standard Support Hours, send an email, or open a ticket on the Semarchy Help Desk support portal. The latest information for contacting Semarchy Technical Support is kept up to date on https://www.semarchy.com/support/.

If you encounter a problem in the usage of the programs and send a support request to Semarchy, Semarchy shall diagnose and reasonably assign a priority to the noted problem. If it is determined by Semarchy that said problem is caused by an error in the programs, Semarchy shall make its best efforts to correct said problem according to the Severity Levels defined below. If it is determined that said problem is not caused by an error in the programs, Semarchy shall make its best effort to advise you and share its known best practices with you.

Severity Levels Definition

A "bug" or "defect" or "problem" in the programs means any failure of the programs to have the functionality or perform as intended or otherwise in accordance with, or meet any specifications or requirements contained in, the published Documentation for the programs.

A "bug" or "defect" or "problem" will only be considered such so long as it is not related to issues or failures with any customer related hardware, third party software, network, misuse of the application not in line the Documentation or industry standards, malicious attacks and/or force majeure.

Support requests shall be classified by the following priority and response levels:

Severity 1 - Application Down

Only applicable for SaaS customers. An error that completely prevents the use of the Semarchy application for all customers. Reserved for application down events.

Severity 2 – Critical Business Impact

A bug or defect in the application or severe application latency that blocks substantial features or all features of Semarchy Programs. The customer's work is stopped or so severely impacted that the customer cannot reasonably continue to work. The operation is mission critical to the business and the situation is an emergency

Severity 3 – Severe Business Impact

A bug or defect in Semarchy Programs causes a severe impact on productivity and/or service levels. The customer's work is continuing (not stopped). Operation can continue in a restricted fashion.

Severity 4 – Minor Business Impact

A bug or defect in Semarchy Programs causes a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Service Levels*

Severity	Response Time	Delay for an acceptable workaround	Delay for a fix
Severity 1 - Application Down	1 hour	30 minutes	1 hour
Severity 2 - Critical Business Impact	1 hour	2 days	5 days
Severity 3 - Severe Business Impact	4 hours	5 days	10 days
Severity 4 - Minor Business Impact	8 hours	Not applicable	Within 12 months in the next generally available product patch.

Upon receipt or diagnosis of a Severity 1 or Severity 2 issue, Semarchy shall commit to best and continuous efforts to resolve or provide you with an acceptable work-around or fix for the issue.

While our technical support for the application is developer / configuration project focused, and we don't offer formal around the clock support for application related issues, we will make every reasonable effort to support typical situations, such as production deployments or changes,

where assistance and support may be required beyond normal business hours. You may request with reasonable advanced notice, during business hours, coverage for planned production changes or upgrades of the Semarchy programs to ensure they can alert the support team and have resources on standby for extended hour or weekend support.

SaaS Specific Services (defined below) for application availability are monitored 24x7x365.

In order to provide the support services described herein, Semarchy will work together with our customers and relevant Semarchy services providers such as Systems Integrators or SaaS services providers in good faith to determine access solutions as required which conform to your security and data access policies and procedures. Under typical circumstances, Semarchy does not require or have any access to customer's production environments or data for application related support. Failure by the customer to provide information, including data, files, etc. as reasonably requested by Semarchy to aid in the investigation and troubleshooting of any issues will result in these Service Levels not being in effect for the specific issue in question.

SaaS Specific Services

Definitions:

Two main goals of a software vendor when they are offering products as a service instead of as deployed software is the vendors responsibility in making sure the software is available for use by the customer base and there are safeguards in place to ensure data input by a customer is not lost due to an unforeseen hardware or human error. There are a couple acronyms used to be able to quantify these goals and the risks taken on by a customer when using the service.

Availability: Availability, or "Uptime", refers to the time that the application is available for use by the customer in a given measurement period. Availability is measured monthly and is calculated as follows:

(Availability-Scheduled Downtime) / ((Availability - Scheduled Downtime) + Unscheduled Downtime

"Scheduled Downtime" is any downtime scheduled by Semarchy where 48 hours notice is provided to the customer as well as the recurring maintenance window that occurs nightly from 2 am to 3 am EST. "Unscheduled Downtime" is any downtime that occurs that is not Scheduled Downtime.

Availability is monitored by Semarchy's Site Reliability Engineering (SRE) team on a 24x7x365 basis. If Unscheduled Downtime is experienced, the SRE team will be alerted automatically via the monitoring and restore the application as quickly as possible. Customers will be notified if Unscheduled Downtime occurs and also have the ability to contact Semarchy at any time, 24x7x365, if they believe Unscheduled Downtime is occurring. Between 8 am to 8 pm EST

customers can contact Customer Support through normal means to report Unscheduled Downtime. After 8 pm and before 8 am EST, i.e., "after-hours", customers can contact Semarchy at S1afterhours@semarchy.com to report Unscheduled Downtime.

RTO: (Recovery Time Objective): Recovery Time Objective is the maximum amount of time it takes between a service being listed as unhealthy to when interventions put in place by the service providers teams are able to get the service back in a healthy state.

RPO: (Recovery Point Objective): Recovery Point Objective is the maximum amount of data loss denoted in time increments that a customer would experience if there was an incident impacting data availability or processing.

SaaS Specific Service Levels

Availability: 99%
RPO: 30 minutes
RTO: 24 hours