

# Software As A Service Support policy

 [digitate.com/saas-support-current](https://digitate.com/saas-support-current)

This document including all exhibits describes various aspects of SaaS Support such as scope, responsibility, contact details, response times and error correction services for the specified SaaS Services in an Order Form.

Any capitalized terms used in this document in relation to SaaS Support which are not specifically defined in this document but defined in the Software As A Service Agreement, hereafter referred as “Agreement”, shall have the meaning as described in the applicable Agreement.

## Incident Severity wise support hours and Response time

Severity type Descriptions*	Support Features	Coverage / SLA
<b>Severity 1</b> SaaS Services are not Available	<b>Support Hours</b>	24 x 7
OR		
<ul style="list-style-type: none"><li>Authorized User unable to perform any task on the UI</li><li>OR</li><li>ignio not picking up any new work AND ignio not processing existing work – ad hoc or scheduled</li></ul>	<b>Response Time</b>	60 minutes
<b>Severity 2</b> <ul style="list-style-type: none"><li>SaaS Services are Available</li><li>SaaS Instance (production) is functional but certain critical features or functions are failing</li><li>A workaround is available</li></ul>	<b>Support Hours</b>	Business Hours on Business Days
	<b>Response Time</b>	4 Business Hours
<b>Severity 3</b> <ul style="list-style-type: none"><li>SaaS Services are Available</li><li>SaaS Instance (production) is functional but certain minor features or functions are failing</li></ul>	<b>Support Hours</b>	Business Hours on Business Days
	<b>Response Time</b>	8 Business Hours
<b>Severity 4</b> Cosmetic errors or minor suggestions	<b>Support Hours</b>	Business Hours on Business Days
	<b>Response Time</b>	12 Business Hours

## Additional features of SaaS Support

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Self-help resources like, knowledgebase, Documentation

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Advice on SaaS Services features, their use, problem diagnosis, online ticket management and support analytics

### **Service Availability**

- Service Availability for SaaS Services shall be a minimum of 99.90%.
- Service Availability calculation shall exclude Scheduled Downtime, Unforeseen Downtime, Emergency Maintenance, Non-HA SaaS Services and non-production SaaS Instance.

### **Service Credits Calculation**

<b>Service Availability range (per calendar month)</b>	<b>Service Credit* per month (% of monthly SaaS Fees)</b>
99.90% and above	No credit
Greater than or equal to 99.80% but less than 99.90%	2%
Greater than or equal to 99.70% but less than 99.80%	5%
Greater than or equal to 99.60% but less than 99.70%	8%
Less than 99.6%	10%

\*Service Credits shall not be applicable for Studio Software provided as a service.

### **Official Support Contact Channels**

Customer may contact TCS to report an error and request SaaS Support services by any of the following methods:

- Toll free Numbers, please refer to Exhibit C.
- Support team email: [ignio.support@digitate.com](mailto:ignio.support@digitate.com).
- TCS provided incident management portal available at: <https://support.digitate.com>

### **Customer Responsibilities**

General responsibilities during regular operations:

- Operations engineer by Customer: TCS recommends Customer to appoint support engineers trained in administration and operation of the SaaS Services. Refer Exhibit D for details on recommended attributes of Operations engineer.
- Operations engineer shall ensure periodic data backup/ maintenance of the Customer Environment including the SaaS Services configuration data.

### **Pre-requisites and responsibilities during incident lifecycle**

### **Before incident registration:**

- Operations engineer shall perform initial analysis of issues or query received from Authorized Users and provide information, resolution or workaround for known issues.
- If Operations engineer is unable to provide resolution, Operations engineer shall register incident through the official support channels and provide the relevant information during incident registration. For details on Operations engineer responsibilities during incident lifecycle, refer Exhibit D.

### **During incident investigation:**

- Promptly respond to inquiries from SaaS Support team.
- TCS may request use of remote screen-sharing tools solely for the purpose of analysis of the incident and only if such analysis cannot be conducted solely through an examination of the logs and related files. TCS shall ensure that the information received from Customer during remote screen-sharing shall be used solely for the purpose of providing SaaS Support to Customer.
- Upon request by SaaS Support team, Customer shall approve and facilitate screen-sharing access to SaaS Support team for troubleshooting the reported issues.
- Provide additional logs and any other investigative information requested by SaaS Support team for troubleshooting the reported issues.

### **Post provision of incident resolution**

- Perform extensive regression testing post application of TCS provided resolution on non-production SaaS instance.
- Perform system back-up prior to application of TCS-provided resolution on production environment.

### **Release of Service Pack(s) and Patch(es) to the Software Version**

- TCS has the sole discretion to determine whether and when to develop or release any Service Pack or Patch to the Software Version.
- TCS will apply Service Pack or Patch to the SaaS Instance during the Scheduled Downtime only and Customer agrees not to delay or prevent TCS to apply Service Pack(s) or Patch(es).
- During Emergency Maintenance, TCS shall undertake commercially reasonable efforts to notify Customer without any undue delay to prevent major impact to Customer's operations.

TCS shall not be liable for any delay or failure in the performance of its obligations hereunder, if and to the extent such delay or failure is caused by the actions or omissions of the Customer or its agents or due to a breach of any terms by Customer of the Agreement for the Software to which this support pertains. TCS shall undertake commercially reasonable measures, as may be necessary, to correct or remedy such failures or delays by the Customer.

## EXHIBIT A: Definitions

The following table describes the terms used in this document and their definitions.

<b>Term</b>	<b>Definitions</b>
Available	<ol style="list-style-type: none"><li>1. Authorized User can login to the production SaaS Services account and the post-login landing page is displayed successfully.</li></ol> <p>AND</p> <ol style="list-style-type: none"><li>1. Production SaaS Services are able to process autonomous requests or requests from Customer.</li></ol>
Business Day	Monday to Friday (excluding local holidays observed by Customer)
Business Hours	8:00 a.m. to 6:00 p.m. (Customer observed local time)
Emergency Maintenance	For situations which require urgent attention, such as but not limited to, application of security patches, TCS shall perform emergency maintenance activities.
HA	SaaS Services are designed and optimized for high-availability, achieved through components setup in active-active or master-slave configuration
Non-HA	SaaS Services are designed and optimized for high cost efficiency. Low operating cost is prioritized over redundancy.
Patch	A sub-version of the Service Pack that includes bug fixes for functionality issues, improve security, performance and add new minor features (For example, Patch 1)
Response	Acknowledgement of incident provided by SaaS Support team through email, chat or on the incident portal.
Response Time	Time from raising incident request through the official support channels specified in this document to provision of Response by SaaS Support team.
SaaS Instance	Customer-specific SaaS Services instance
Service Availability	Means the percentage of the total time duration in a calendar month when SaaS Services were Available, subject to the exclusions agreed in this document. For clarity, Service Availability is always calculated during a calendar month.
Service Pack	A sub-version of the Named Version that includes maintenance release, bug fixes, cumulative Patches and enhancements (For example, Service Pack 1)

Scheduled Downtime	Any downtime communicated with an advance notice of a minimum of 48 hours to Customer for maintenance of SaaS Services shall be treated as Scheduled Downtime. TCS shall undertake reasonable efforts to prevent major impact to Customer's operations upon specific request from Customer. Maximum scheduled downtime in a month shall be 4 hours.
Software Version	The underlying version of the SaaS Instance.
Unforeseen Downtime	If SaaS Services are not Available due to circumstances beyond TCS' control including, breach of the Agreement by Customer, suspension or termination of SaaS Services, a Force Majeure event, general internet outages, failure of Customer's infrastructure or connectivity issues at Customer end, telecommunications failure and delays or cyber-attacks, etc. shall be treated as Unforeseen Downtime.

## **EXHIBIT B: End of Life Policy**

### SaaS End of Life Policy

- TCS may, at its sole discretion, end all on-going or planned software development, maintenance and support ("SaaS End of Life") for the SaaS Services. At least 12 months prior to the effective date of the SaaS End of Life, TCS shall notify Customer through email or through a notification on the SaaS Instance.
- TCS shall refund any Fees, already paid by Customer, for the unutilized duration of the Term of Order Form(s) for such SaaS Services.
- During the timeframe between when SaaS End of Life notification is sent to Customer and the actual effective date of SaaS End of Life, the SaaS Services will be supported as follows:
  - No new enhancements will be made to the SaaS Services.
  - No enhancements will be made to the SaaS Services to support new or updated versions of the platforms to which the SaaS Services connect.
  - TCS shall develop new hot fixes for problems of high technical impact. With Customer's assistance, Parties shall mutually determine the degree of impact and exposure and the applicable commercially reasonable remedies.

## **EXHIBIT C: Toll-free numbers**

The following table lists the toll-free numbers by country.

<b>Country</b>	<b>Toll Free Number</b>
Argentina	08004447242
Australia	1800492097
Austria	0800298378
Belarus	882000110595

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Brazil	08000258758
Bulgaria	008002100067
Canada	18442977639
Cyprus	80096086
Czech (Rep)	800144226
Denmark	80253247
Finland	0800917757
France	0800903316
Germany	08001807697
Hong Kong	800960151
Hungary	0680109981
India	18002666771
Ireland	1800901633
Israel	1809457242
Italy	800793791
Japan	006633813336
Latvia	80005365
Luxembourg	80027454
Malaysia	1800818014
Netherlands	08000220197
New Zealand	0800480379
Norway	80069020
Philippines	180011102034
Poland	008001124745
Portugal	800819147
Russia	88003017169
Singapore	8001013374
Slovenia	080081760

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South Africa	0800991330
South Korea	00798142037242
Spain	900808101
Sweden	0200330991
Switzerland	0800848272
Taiwan	00801127628
Thailand	1800011000
U.K.	08000315060
Uruguay	00040190920
United States	18442335950

#### **EXHIBIT D: Attributes of Customer Operations engineer:**

Customer shall appoint Operations engineer(s) trained on all relevant aspects of the SaaS Services who will typically analyze the symptoms, replicate the issue, determine the probable cause, propose solution or workaround and work with Customer to apply the solution or work around.

Operations engineer would typically handle and provide information that includes:

- Detailed investigation analysis with relevant logs, and investigation information
- Creating problem description
- Environment / build details
- Steps to reproduce
- Actual results and expected results

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