

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

Any capitalized terms used in this document in relation to Software Support which are not specifically defined in this document but defined in the relevant Software License Agreement, hereafter referred as "Agreement", have the meaning as described in the Agreement.

### Incident Severity-wise support hours and Response time

Severity type Descriptions*	Support Features	Coverage / SLA
<b>Severity 1</b> <ul style="list-style-type: none"> <li>■ Software production instance is unavailable</li> </ul> OR <ul style="list-style-type: none"> <li>■ Authorized Users are unable to login to the Software production instance</li> </ul> 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>Support Hours</b>	24 x 7
	<b>Response Time</b>	60 minutes
<b>Severity 2</b> <ul style="list-style-type: none"> <li>■ Authorized Users can login to the Software production instance.</li> <li>■ Software production instance 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>■ Authorized Users can login to the Software production instance.</li> </ul>	<b>Support Hours</b>	Business Hours on Business Days

<ul style="list-style-type: none"> <li>Software production instance is functional but certain minor features or functions are failing</li> </ul>	<b>Response Time</b>	8 Business Hours
<b>Severity 4</b> <ul style="list-style-type: none"> <li>Cosmetic errors or minor suggestions</li> </ul>	<b>Support Hours</b>	Business Hours on Business Days
	<b>Response Time</b>	12 Business Hours
<b>Additional Software Support Features</b>		
Patches, Service Packs for the licensed Named Version		
Self-help resources like, knowledgebase, Documentation		
Advice on Software features, their use, problem diagnosis, online ticket management and support analytics		

### Official Support Contact Channels

Customer may contact TCS to report an error and request Software 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 shall ensure periodic data backup/ maintenance of the Customer Environment including Software configuration data.
- Ensure all non-production environments including production replica environment are always on the latest Patch, Service Pack of the Named Version with relevant data and all licensed functionalities of the Software to deploy and validate fixes, Patches, Service Packs, etc.
- Apply all security and emergency Patches without any undue delay upon receiving the notification from the Software Store or recommendation from Software Support team.

- Operations engineer by Customer: TCS recommends Customer to appoint support engineers trained in administration and operation of the Software. Refer Exhibit D for details on recommended attributes of Operations engineer.

### **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 Software 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 Software Support to Customer.
- Upon request by Software Support team, Customer shall approve and facilitate screen-sharing access to development and/or test and production environments to Software Support team for troubleshooting the reported issues.
- Provide additional logs and any other investigative information requested by Software Support team for troubleshooting the reported issues.

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

- Apply TCS provided resolution on non-production environments and perform extensive regression testing.
- Apply TCS-provided resolution on production environment only after thorough verification and after performing necessary system backup.

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.

### **Business Continuity and Disaster Recovery Management**

For more information reach out to : [BCP.DR@digitate.com](mailto:BCP.DR@digitate.com)

Digitate offers SaaS based solutions which are designed to be available 24\*7. Business continuity and disaster recovery plans are designed to ensure reasonable , minimal disruption for customer business operations. Our SaaS solution hosting providers Microsoft Azure and Amazon Web services (AWS) provide geographic and regional redundancies for our SaaS solution. The data for each customer account is continuously replicated to recovery data center.

For data center list of our hosting providers refer below links

Microsoft Azure Data Center Locations, Map – Azure Cloud Datacenters – Server Locations

Amazon AWS – 289 Data Centers – Locations and Details (datacentermap.com)

Digitate SaaS operations team determines whether an event or outage constitutes a disaster requiring activation of a Disaster Recovery (DR) plan. This is decided on the basis of certain factors such as nature of incident, the expected resolution time, and the disruptive consequences of executing the plan. Note that any software defects, despite their severity, do not qualify for disaster recovery treatment because we run the same code everywhere, and therefore switching to a different data center or hardware will not resolve the impact.

Periodic DR drills ensure that systems and processes are in place, as well as to assess and enhance the competency of all key personnels for successful implementation of DR activities.

Digitate provides two disaster recovery options for its customers:

Standard disaster recovery

Provides resiliency with recovery time objective (RTO) of 24 hours, and a recovery point objective (RPO) of 12 hours.

Premium disaster recovery

Is designed to reduce the time it takes to recover service after a disaster level event. This option allows failover quickly and minimizes disruption in operations with recovery time objective (RTO) of 4 hours, and recovery point objective (RPO) of 15 minutes

#### **EXHIBIT A: Definitions**

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

<b>Term</b>	<b>Definitions</b>
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)
Named Version	A version of Software licensed under a relevant Order Form that includes design or architecture change, major enhancements or new functionality (for example, Butterfly, Cheetah)

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 Software 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 Software Support team.
Service Pack	A sub-version of the Named Version that includes maintenance release, bug fixes, cumulative Patches and enhancements (For example, Service Pack 1)

**EXHIBIT B: End of Version and End of Life Policy**

TCS provides support for the Software as given below, subject to the Software End of Life Policy.

Type of Support	Description
Full Support	<ul style="list-style-type: none"> <li>For the nth Named Version, TCS shall provide full support for at least 2 years from the general availability ("GA") date of (n+1) th Named Version.</li> <li>Provide Service Packs, Patches, or workarounds to enable the product to operate in substantial conformity with its then-current operating Documentation.</li> </ul>
Limited Support*	<ul style="list-style-type: none"> <li>Following the conclusion of the Full Support period, TCS shall provide at least 1 (one) year of limited support for the nth Named Version.</li> <li>No new enhancements shall be issued to the nth Named Version or</li> </ul>

	<p>the highest Service Pack of the nth Named Version.</p> <ul style="list-style-type: none"> <li>• TCS Software Support team will direct Customer to existing fixes, Patches, or workarounds applicable to the reported incident.</li> <li>• TCS shall issue Patches for problems of high technical impact or business exposure for Customer. With Customer's assistance, TCS will determine the degree of impact, exposure and the appropriate remedies.</li> <li>• TCS Software Support team may direct Customers to upgrade to the then-current Named Version of the product if an issue with high technical or business impact occurring within the Customer's Named Version cannot be resolved by TCS using commercially reasonable remedies, but, can be resolved by upgrading to the then-current Named Version.</li> <li>• Research and development will be engaged on critical cases only and on a limited basis for problem identification.</li> </ul>
<p>End of Version Support*</p>	<ul style="list-style-type: none"> <li>• Access to most technical documentation through portal, knowledge base search, known resolutions and workarounds, existing Patches and Service Packs, and support communities will remain available as is where applicable.</li> <li>• No new maintenance Service Packs, enhancements, or Patches will be provided for a Named Version in "End of Version" status.</li> <li>• If an issue with a Named Version in "End of Version" status has been mitigated or can be avoided by using a higher Named Version of the Software, TCS Software Support</li> </ul>

	<p>team shall direct Customer to upgrade to a more current Named Version or Service Pack of the Software.</p> <ul style="list-style-type: none"> <li>• TCS shall have no obligation or liability arising out of Customer's use of a Named Version which has reached End of Version status.</li> </ul>
--	---

\*The support timelines applicable to Named Version 'Butterfly' are as per table given below.

Following are the support timelines for currently supported Named Versions

Named Version GA	Full Support	Limited Support	End of Version Support
Butterfly – 1st Oct, 2016	Until 31st Dec, 2020	Until 30 Jun, 2021	Starting 1st Jul, 2021
Cheetah – 1st Jan, 2019	Two years after GA of Named Version "-To be announced Named Version"	Not applicable	Not applicable

### Software End of Life Policy

At any time after the conclusion of minimum three (3) years from the date of the GA of the highest Named Version of a Software, TCS may, at its sole discretion, end all on-going or planned software development, maintenance and support ("Software End of Life") for the particular Software. At least 12 months prior to the effective date of the Software End of Life, TCS shall post a notification on Software Store.

During the timeframe between when Software End of Life notification is posted on Software Store and the actual effective date of Software End of Life, the Software will be supported as follows:

- No new enhancements will be made to the Software.
- No enhancements will be made to the Software to support new or updated versions of the platforms on which the Software runs or to which it connects.

- Software Support team will direct Customer to existing fixes, Patches, Service Packs, or workarounds applicable to the reported case.
- 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.

Country	Toll Free Number
Argentina	08004447242
Australia	1800492097
Austria	0800298378
Belarus	882000110595
Brazil	08000258758
Bulgaria	008002100067
Canada	18442977639
China	108007143092 108001403097
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
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 Software 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

It is recommended that Operations engineers be trained in:

- Linux skills
- Basic networking knowledge
- Java runtime experience and diagnostics skills
- Database experience

Topics to be handled by Operations engineers	Examples
Environment information	<ul style="list-style-type: none"> <li>• Should have access to the VM where Software is deployed.</li> <li>• Understanding of the deployment architecture of Customer environment.</li> <li>• Awareness of Software prerequisites.</li> </ul>
Service Restoration	<ul style="list-style-type: none"> <li>• Understanding of Software user and access management.</li> <li>• Access to sanity URLs, associated tools and technologies</li> </ul>
Basic troubleshooting and information collection related to issues	<ul style="list-style-type: none"> <li>• Replicate issue in same or lower environment, checking relevant log files with ticket IDs as applicable.</li> <li>• Search knowledge base.</li> <li>• Validating recent changes in the environment.</li> <li>• Compare working and non-working scenarios with logs across environments.</li> <li>• Update ticket description with error messages, UI screenshots, Software version details, logs and other evidences as applicable.</li> </ul>

Version: SaaS Support, August 2024

Release Date: August 28th, 2024

Copyright © 2023 Tata Consultancy Services Limited. All Rights Reserved.



