

## SaaS Support

This document, including all exhibits describes various aspects of SaaS Support such as scope, responsibility, contact details, response / resolution 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 applicable Software as a Service Agreement referring to this document, hereafter referred as "Agreement", shall have the meaning as described in the Agreement.

## Incident Severity, Response and Resolution time

Severity type Descriptions* <sup>1</sup>	Support Features	Standard	Premium
<b>Severity 1</b> <ul style="list-style-type: none"> <li>□ SaaS services are not available OR</li> <li>□ Authorized user unable to perform any task on the UI OR</li> <li>□ ignio not picking up any new work AND ignio not processing existing work - ad hoc or scheduled AND no workaround available.</li> </ul>	<b>Support Hours</b>	24 x 7	24 x 7
	<b>Response Time</b>	60 minutes	30 minutes
	<b>Resolution Time</b>	N/A	24 hours
<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	Business Hours x 7
	<b>Response Time</b>	4 Business Hours	1 Business Hour
	<b>Resolution Time</b>	N/A	5 Business Days
<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	Business Hours x 7
	<b>Response Time</b>	8 Business Hours	4 Business Hours
	<b>Resolution Time</b>	N/A	N/A

<b>Severity 4</b> □ Cosmetic errors or minor suggestions	<b>Support Hours</b>	Business Hours on Business Days	Business Hours x 7
	<b>Response Time</b>	16 Business Hours	8 Business Hours
	<b>Resolution Time</b>	N/A	N/A

\*1: Above Severity Level descriptions are applicable for production SaaS instance. For incidents raised with Severity 1-3 for non-production SaaS instance, the Severity shall be changed to Severity 3. If TCS provides a work-around that is not reasonably acceptable to Customer but corrects or avoids the issue for Severity 1-2, the Severity Level of the issue will be reduced to severity 3.

Additional Support Features	Standard	Premium
Self-help resources like, knowledgebase, Documentation	Yes	Yes
Advice on SaaS Services features, problem diagnosis, online ticket management and support analytics	Yes	Yes
<b>Support Management</b> (Please refer <a href="#">Exhibit C for details</a> )		
Support Account Manager	No Geo Escalation Manager	Yes Designated
L2 Support	Standard pooled L2	Designated L2

## Service Availability

- Service Availability SLA for Digitate provided SaaS Services shall be 99.50%, applicable as standard for production SaaS instance.
- Service Availability calculation shall exclude Scheduled Downtime, Unforeseen Downtime, Emergency Maintenance, and non-production SaaS Instance.

## Service Credits Calculation

Service Availability range (per calendar month)	Service Credit* <sup>2</sup> per month (% of monthly SaaS Fees)
Greater than or equal to Service Availability SLA	No credit
Greater than (Service Availability SLA minus 0.10%) but less than Service Availability SLA	2%
Greater than (Service Availability SLA minus 0.20%) but less than (Service Availability SLA minus 0.10%)	5%
Greater than (Service Availability SLA minus 0.30%) but less than (Service Availability SLA minus 0.20%)	8%
Less than (Service Availability SLA minus 0.30%)	10%

\*2: 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 D](#).
- 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 E](#) 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 queries 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 E](#).

#### **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 screensharing 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.
- TCS ignio support team may troubleshoot issues on TCS authorized communication, messaging application call and record the sessions with prior consent from the audience for Training and Quality purposes.
- In case of any disagreement to record the call, TCS ignio support team will discontinue the session and troubleshoot the issue further via ignio Support portal ticket only. **Post provision**

#### **of incident resolution**

- Perform extensive regression testing post application of TCS provided resolution on nonproduction 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. Customer agrees not to delay or prevent TCS from applying 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.

## 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.

Term	Definitions
Available	i. "Available" means that an Authorized User can login to the production SaaS Services account and the post-login landing page is displayed successfully.  AND ii. Production SaaS Services can process autonomous requests or requests from Customer.
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.
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 requests through the official support channels specified in this document to provision of Response by SaaS Support team.
Resolution Time	Resolution time is defined as the time taken from provision of Response till the time TCS provides a reasonably acceptable work-around which corrects or avoids the issue.
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 Availability SLA	Means the minimum committed Service Availability in a 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. The 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 Digitate's control including, breach of the service level agreement by cloud service providers, End Customer, suspension or termination of SaaS Services, a Force Majeure event, general internet outages, failure of End Customers infrastructure or connectivity issues at End Customers, telecommunications failure and delays or cyber-attacks, etc. shall be treated as Unforeseen Downtime.
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## Exhibit B: End of Life Policy

### SaaS Services 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.

## Digitate End of Support Policy

### Digitate product obsolescence for following versions as:

Version	End of Support
Cheetah	From 15-Apr-2024
Dragon	From 01-Feb-2025
Eagle	From 01-Feb-2026
Flamingo	From 01-Feb-2027

### Obsolescence of the release means the following:

Customers who are on active support have a choice:

- Continue using ignio as is and be limited to the support outlined below until the end-of-life date.
- Choose from our latest platforms to adopt the version that best suits your needs.
- Customers will need to migrate prior to the end of support date.

Digitate is committed to providing you with the highest level of customer care. Please read below for key timelines and support options:

Item	Current support	End of support
Software updates (Already released service packs and patches)	Yes*	No
Self-help resources (Documentation, enablement, support KEDB)	Yes	Yes
Technical support (Product support answer queries, debugs, performs RCA, gives solutions and work arounds)	Yes	No
Defect support (Provide code level bug fixes)	Yes*	No

Critical security updates (Provide fixes for security related issues)	Yes*	No
Enhancement requests (Features, technologies, adapters)	No	No

\*Code level and security fixes will be given only if the fix is not available in any of the existing above supported releases. If the fixes are available in subsequent releases, then the customer is expected to upgrade.

\* Software updates, Code level fix and security fixes will be given only if the fix is not available in any of the existing current releases. If the fixes are available in subsequent to current releases, then the customer is expected to upgrade.

## Exhibit C: Support Management

### Support Account Manager responsibilities

- Assign designated support associate equipped with knowledge of the use-cases deployed in Customer's landscape as well as contextual knowledge of Customer Environment to work on Customer's issues.
- Identify criticality of issues and ensure issue redressal by coordinating necessary support activities and engage with various teams.
- Proactively monitor Customer open cases on weekly / monthly basis.
- Prepare periodic reports and share key insights with relevant stakeholders.
- Proactively notify Customer of new SaaS features and fixes, alert analysis and recommendations.
- Guide the Customer as needed on the various recommended tools and latest training available.
- Compile and deliver root-cause analysis on either SaaS Services or process breakdowns as required.
- Represent organization in support meetings with Customer on a periodic basis.

### Exclusions for Support Account Manager

- Planning new use-case implementation in SaaS Services
- Customer use-case performance review and improvement
- Enabling solutions for Customer related to SaaS Services features, building custom external third-party integrations or customizations.
- Participation and support in proof of value projects.

### Geo-wise Escalation Manager responsibilities

- Addresses issues escalated by Customer as per Severity
- Follows and engages major incident management process for Severity 1 issues till the time services are restored.
- Engages required stakeholders to address escalated issues.
- Provide regular updates on escalated issue status to all stakeholders.
- Understands business criticalities and drives efforts for continuous improvement.
- Provide Root Cause Analysis for escalated issues.

### Exclusions for Geo-wise Escalation Manager

- Address escalations from non-assigned geography
- Address product feature requests and customization
- Address issues with Severity 3 and lower
- Participate in product planning (use-case addition/deletion, cost optimization) with customers.

[Back to Support features](#)

### Exhibit D: 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

Country	Toll Free Number
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 E: 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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**Changelog:** EOL date table format updated

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