



The purpose of this document is to describe the AsInt Service Level Agreements.

Service Level Agreements

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DOCUMENT VERSION

Date	Comments
September 2019	Initial Creation of SLA's and published by AsInt, Inc.
October 2021	<ul style="list-style-type: none">• Updated hours of support.• Updated with new products.

TO BE SIGNED

SLA INTRODUCTION

This is a Service Level Agreement (SLA) between the users of the AsInt software solutions and AsInt. This document identifies the services provided and the expected level of services between by AsInt for commercially engaged customers.

Please note this page is for reference to our customers. A signed agreement is required for commercial engagements.

Subject to review and renewal annually.

DEFINITIONS, CONVENTIONS, ACRONYMS, AND ABBREVIATIONS

- **SLA** = Service Level Agreement
- **Accuracy** = Degree of conformance between a result specification and standard value.
- **Timeliness** = The characteristic representing a performance of an action that leaves sufficient time remaining to maintain SLA service expectation.
- **SaaS** = Software as a Service
- **IT Operations Department** = A customer unit responsible for internal IT Operations.
- **KPI's** = Key Performance Indicators

PURPOSE AND GOALS

The purpose of this SLA is to specify the requirements of the SaaS service as defined herein with regards to:

- Requirements for SaaS service that will be provisioned to users of AsInt products
- Agreed service targets
- Roles and responsibilities of AsInt, Inc.
- Duration, Scope, and Renewal of this SLA contract
- Supporting processes, limitations, exclusions, and deviations

CONTRACTUAL PARAMETERS

This section specifies the contractual parameters of this agreement. Once an agreement is signed with a customer, you can expect the below.

1. Contract renewal must be requested by the customer at least 30 days before the expiration date of this agreement.
2. Both signatory parties must agree with modifications, amendments, extensions, and early termination of this SLA.
3. The customer requires a minimum of 60 days' notice for early termination of this SLA.

KPIS AND METRICS FOR SAAS PRODUCTS

The Key Performance Indicators (KPI's) will vary based on the Application Type, and Cloud-based Software-as-a-Service (SaaS), and mobility.

SaaS Monthly Commitment

1. **99% or higher**
2. **Measurement = Uptime**

The AsInt Mobile applications are currently freeware and therefore are excluded from the above SaaS KPI's. However, they are very reliable and also achieve a 99% uptime.

PRIORITIES AND DESCRIPTIONS

When submitting an item, users can define the Priority. By default, the Priority is set to Important.

Note: As the AsInt team performs the initial triage of the issue, we reserve the right to change the Priority based on the below definition.

Critical, Priority 1

1. The problem results in extremely serious interruption to a customer's production system and has affected or could affect the entire user community.
2. Tasks that should be executed immediately cannot be executed because of a complete crash of the system or by interruptions in the main functions of the production system.
3. Data integrity is compromised.
4. The service request required immediate processing, as the problem can result in financial losses.

Urgent, Priority 2

1. The problem results in extremely serious interruption to normal operations, or the issue will negatively impact the enterprise-wide production system rollout.
2. Important tasks cannot be performed in a production system, but the error does not impair essential operations.
3. Processing can continue in a restricted manner.
4. Data Integrity may be at risk.
5. The service request requires timely processing, as the malfunction could cause serious interruptions to critical processes or negatively impact business decisions.

Important, Priority 3

1. The problem causes interruption to normal operations.
2. It does not prevent the operation of a system, or else there is minor segregation in performance.
3. The error is attributed to malfunctioning or incorrect behavior of the Software.
4. The issue will impact a pilot or proof-of-concept deadline.

Recommendation, Priority 4

1. A recommended change to an existing feature to optimize a work process or a recommended new feature to an existing application.
2. The change in the feature, or an additional new feature, does not prohibit existing normal use of the Software.
3. The service does not require timely processing, though escalation can occur to ensure the addition or change meets the customer's needs.

ESCALATION PATH

- Users of the online ticketing system can change the Priority, self escalating the Priority, response, and resolution.
- If the submitter of the ticket does not believe the item is being handled properly, they can escalate the ticket to the AsInt management team at the below contact information:
 - Rohan Patel, CEO, rohan.patel@asint.net
 - Jarret Reeves, CTO, jarret.reeves@asint.net
 - Michael Warren, COO, michael.warren@asint.net

RESPONSE AND RESOLUTION



Critical, Priority 1

- Response: 4 Hours
- Resolve: 24 Hours
- Measurement-based on ticket support responses and closure.

Urgent, Priority 2

- Response: 8 Hours
- Resolve: 3 Business Days
- Measurement-based on ticket support responses and closure.

Important, Priority 3

- Response: 8 Hours
- Resolve: 5 Business Days
- Measurement-based on ticket support responses and closure.

Recommendation, Priority 4

- Response: 8 Hours
- Resolve: Subject to roadmap inclusion.
- Measurement-based on ticket support responses and closure.

EXCEPTIONS AND LIMITATIONS

This SLA is subject to the following exceptions and special conditions:

- AsInt cloud-based apps are down due to the SAP Business Technology Platform availability.
- AsInt Apps are down due to customer IT Operations Department and IT infrastructure.
- The customer uses the AsInt customer support portal to track requests and KPI generation.

RESPONSES AND RESPONSIBILITIES

Customer responsibilities:

- The customer should provide all necessary information and assistance related to service performance that allows the AsInt to meet the performance standards as outlined in this document.

- Customer shall inform AsInt regarding changing business requirements that may necessitate a review, modification, or amendment of the SLA.
- Customers are submitting tickets and are using the AsInt ticketing system to track metrics.

AsInt responsibilities:

- AsInt will act as a primary support provider of the services herein identified except when third-party vendors (e.g., SAP) are employed to assume appropriate service support responsibilities accordingly.
- AsInt will inform the customer regarding scheduled and unscheduled service outages due to maintenance, troubleshooting, disruptions, or otherwise necessary.

SOFTWARE SUPPORT AVAILABILITY

- An online support portal with Knowledge Database and access to a ticketing system is available 24/7.
- The support desk, using the online support system, is monitored from India and North America, which provides 24-hour coverage during working days of Monday thru Friday.
- For weekend support, we also monitor the online support system. However, delayed response times may occur.

SIGNATURE BLOCK

The Parties acknowledge and agree to this agreement's terms and conditions and set their hand or seal as evidenced below.

By:	
Print Name	
Title:	
Date:	12/27/2021

	AsInt, Inc.
By:	
Print Name	Rohan Patel
Title:	CEO
Date:	12/27/2021