

Service Level Agreement (SLA) of Scompler Technologies GmbH

We care about our customers - that's why we always do our best to support you in your daily work. With full commitment and far beyond the standards.

However, as errors or problems can always occur even with the best planning and care, the following Service Level Agreements (SLAs) set out the exact services that we offer you as a minimum standard.

For better understanding, the SLA is also available in an English version. In case of doubt, only the German version of the Service Level Agreement applies.

Support availability

Scompler staff will be available to the extent described below to answer questions and otherwise assist the Customer in resolving issues that may arise in the day-to-day operation of the Platform.

The Scompler ticket and support portal is available 24 x 7 x 365, subject to circumstances beyond Scompler's reasonable control and maintenance. All questions, issues and requests can be logged via the Scompler support portal. In addition, it is possible to contact support via the e-mail address support@scompler.com. Email inquiries will be treated as a priority.

Response times

The response time begins with the receipt of the error description by Scompler Support and ends with the first response to the customer. Times outside the support window are not taken into account. We always try to respond to the report immediately.

Error messages submitted outside the support window via the support portal or by e-mail are deemed to have been received at the start of the following active support period.

Scompler support is available in the following time window:

Service times

	ONE	ONE+	TEAM	PRO	PRO Plus (to be booked)
Weekdays	Time CET	Time CET	Time CET	Time CET	Time CET
Mon - Fri	09.00 - 17.00	09.00 - 17.00	09.00 - 17.00	09.00 - 17.00	07.00 - 19.00

Response times

Classification	ONE	ONE+	TEAM	PRO	PRO Plus (to be booked)
	Response time	Response time	Response time	Response time	Response time
Urgent	n. V.*	3 hours	1 hour	1 hour	30 minutes
High	n. V.*	5 hours	2 hours	2 hours	1 hour
Medium	n. V.*	1 working day	1 working day	1 working day	4 hours
Low	n. V.*	3 working days	1 working day	1 working day	1 working day

* subject to availability

Other support services

	ONE/ONE+	TEAM	PRO	PRO Plus (to be booked)
Check-In in the first 6 months after roll-out	-	-	4-weekly	2-weekly
Project review	-	Quarterly	Quarterly	Monthly
Personal contact person in support	no	no	no	Yes
Telephone contact option	no	no	no	Yes
Increased availability	-	-	-	by arrangement

Definition of error categories

Level	Classification	Description
Level 1	Urgent	The service is completely unavailable or the performance is so limited that the platform becomes unusable. There is no workaround.
Level 2	High	A main functionality of the service is unusable, resulting in massively limited functionality or affecting a large number of users.
Level 3	Medium	There is a loss or restriction of a single function or resource, but the majority of functions are available and extensive use is possible.
Level 4	Low	Minor errors and all other service requests, such as general questions about usage, tasks or extension requests.

Platform performance

Service commitment

Scompler will use reasonable efforts to monitor and maintain the Scompler Platform servers and to ensure the connectivity, availability and operation of the servers in accordance with Scompler's uptime objectives set out below.

Availability

The service is available at least 99.5% of the calendar month ("availability"). Availability applies to the Service as a whole, not to individual functions. It does not include unavailability due to acts or omissions of the Customer or its agents; unavailability due to network interruptions or bandwidth limitations outside the Scompler network; problems resulting from issues with Scompler's suppliers' software, firmware or hardware¹; hacks, malicious introduction of viruses, deactivation of devices and other forms of attacks that disrupt access to the Scompler platform; power outages or other telecommunications or internet failures; and events beyond Scompler's control. These events are only included in the calculation of availability if the failure could have been prevented by reasonable and customary precautions in the hosting industry that were not taken. Higher availabilities are possible against conclusion of separate SLAs ("Service Level Agreement") for a fee.

If maintenance work is required and the service is therefore not available, Scompler shall inform the customer of this at least 48 hours in advance if possible. Maintenance work is usually carried out between midnight and 4 am. Service outages due to maintenance work shall not be counted towards availability, provided they do not exceed two hours per month.

Scompler's records and data form the sole basis for all SLA calculations and determinations.²

Maintenance window

Scompler has a time window for scheduled maintenance from 00:00 CET Friday to 4:00 CET Saturday; the possibility to change this maintenance window to another time period after prior notification to the customer remains unaffected. Scompler will make every effort to minimize the impact on customers using the platform. This is achieved by Scompler generally using only one or two maintenance windows per month and performing operations to minimize the impact on the customer.

Emergency maintenance

Scompler reserves the right to perform any required emergency maintenance outside of the Scheduled Maintenance Window. Scompler will use reasonable efforts to notify the Customer prior to the commencement of any emergency maintenance outside the Scheduled Maintenance Window and will use reasonable efforts to limit or avoid any impact on the Customer.

¹ The platform is operated on Amazon AWS, the limitation described here would only apply to an AWS failure, the components we use to operate the platform are redundant

² We use an external service for monitoring that checks the availability and function of the login page every minute. This service is independent of our platform.

Notification

Scompler notifies the customer immediately of major outages at the site or unplanned maintenance procedures. The notification is sent by e-mail to the "project owner" stored in the system and/or, if applicable, to all registered users who have been active on the platform in the past six months.

Problem escalation

If Scompler Support does not respond to a request within the timeframes specified in the response time matrix, the customer can escalate the issue within Scompler Management. Contact the escalation manager in the order listed below.

Head of Customer Success

Head of Product

CEO

Self-commitment

In the event that Scompler has to inform the customer of an application/network impairment or the possibility of an impairment, the customer is responsible for ensuring that the contact details provided are up to date.

Definition of terms

"Error" means the limitation of the ability to access the Scompler Platform or a component of the Scompler Platform that previously functioned as defined. Errors do not include problems caused by modifications made by the Customer or its representatives, or improper use of the system.

"Scheduled Maintenance Window" means the specified periods of time during which Scompler may restrict or suspend access to the Scompler Platform or Software so that Scheduled Maintenance can be performed.