

# Service Level Agreement (SLA)

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# Service Level Agreement For Konnect Analytics Cloud Services (“SLA”)

## Service Level Agreement

This Service Level Agreement for Konnect Analytics Cloud Services sets forth the System Availability SLA for the productive version of the applicable Konnect Analytics Cloud Services to which customer has subscribed (“Cloud Services”) in an Order Form with Konnect Analytics.

This Service Level Agreement for Konnect Analytics Cloud Services shall not apply to any Konnect Analytics Cloud Service for which a System Availability service level is explicitly set forth in the applicable Supplemental Terms and Conditions for such Konnect Analytics Cloud Service or for which the applicability of service levels is explicitly excluded in the Agreement.

## Definitions

“**Downtime**” means the Total Minutes in the Month during which the productive version of the applicable Cloud Service is not available, except for Excluded Downtimes.

“**Local Time**” means, except as otherwise expressly defined in Section 4 below, the following time Zones:

UTC +5.30 Indian standard time

“**Month**” means a calendar month.

“**Total Minutes in the Month**” are measured 24 hours at 7 days a week during a Month.

## System Availability SLA

### 3.1 System Availability

System Availability percentage is calculated as follows:

$$\text{SystemAvailability\%} = \left[ \left( \frac{\text{TotalMinutesinthemonth} - \text{Downtime}}{\text{TotalMinutesinthemounth}} \right) * 100 \right]$$

<b>System Availability SLA (“SLA”)</b>	90% System Availability percentage during each Month for productive versions
<b>Excluded Downtime</b>	Total Minutes in the Month attributable to: (i) a Scheduled Downtime for which a Regular Maintenance Window is described in Section 4 below, or (ii) any other Scheduled Downtime according to Section 4 for which the customer has been notified at least five (5) business days prior to such Scheduled Downtime Or (iii) unavailability caused by factors outside of Konnect Analytics reasonable control, such as unpredictable and Unforeseeable events that could not have been avoided even if reasonable care had been exercised.
<b>Scheduled Downtime</b>	Scheduled Downtime for the applicable Cloud Services to which customer has subscribed is set forth in Section 4 below entitled “Maintenance Windows for Cloud Services”.

### **Maintenance Windows for Konnect Analytics Cloud Services**

Konnect Analytics can use the following maintenance windows for Scheduled Downtimes as listed below. Where “Local Time” is referenced, this refers to the location of the office where the KA(Konnect Analytics) operates. Konnect Analytics will provide Customer reasonable notice without undue delay of any major upgrades or emergency maintenance to the Cloud Services.

#### **Konnect - ERP**

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly Monday 8.00 PM to 12:00 AM (UTC +5.30 Indian Standard Time)
Major Upgrades	Up to 12 times per year from Friday 8:00 p.m. to Saturday 12:00 a.m (UTC +5.30 Indian Standard Time)

### **SUPPORT POLICY FOR KONNECT ANALYTICS CLOUD SERVICES**

This Support Policy for Konnect Analytics Cloud Services is part of an Agreement for certain Konnect Analytics Cloud Services (“Agreement”) between Konnect Analytics and Customer and apply to the Cloud Services stated in the Order Form.

#### **SUPPORT OFFERINGS**

Currently KA provides support via Support Portal (Email), Phone only.

### 1. SUPPORT SERVICE SCOPE

The following table describes the services included in Konnect Analytics Enterprise Support, cloud editions and Konnect Analytics Preferred Care. Further clarification of terms in the following table is provided in the Capitalized Terms table below.

	<b>Konnect Analytics email Support</b>
<b>Description</b>	Customer to send queries and issues to a specific email id.
<b>Release Update Information</b>	Self-serve through web and Community and emails to be sent
<b>Support Portal and Phone</b>	Monday-Saturday 9.30 AM - 6.30 PM Excluding local holidays

### 2. LANGUAGES

Konnect Analytics currently provides language support only in English, Tamil, Hindi, Malayalam.

### 3. CONTACTING SUPPORT

Beginning on the effective date of a customer's agreement for Cloud Services, that customer may contact Konnect Analytics's support organization as primary point of contact for support services.

For contacting Konnect Analytics's support organization, the current preferred contact channel for Konnect Analytics Enterprise Support, unless otherwise set forth in the table below.

<b>Konnect Analytics Cloud Service</b>	<b>Contact Channels</b>
Konnect ERP	support@konnectbi.com
Konnect ERP IVR Number	+91 7303336060

### 4. CUSTOMER RESPONSE LEVELS

Konnect Analytics responds to submitted support cases (also referred to as "case", "incident", or "issue") as described in the table below.

<b>Priority</b>	<b>Definition</b>	<b>Response Level</b>
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<p><b>P1</b></p>	<p><b>Very High:</b> An incident should be categorized with the priority "very high" if the problem has very serious consequences processes related to core business processes. Urgent work cannot be performed.</p> <p>circumstances:</p> <ul style="list-style-type: none"> <li>- A productive service is completely down.</li> <li>- The customer's core business processes are seriously affected. A workaround is not available for each circumstance. The incident requires immediate processing because the malfunction may cause serious Losses.</li> </ul>	<p><b>Initial Response:</b> Within 30 minutes of case submission.</p> <p><b>Response Update Time:</b> 30 minutes</p> <p><b>Resolution Target:</b> Konnect Analytics to provide for issues either a (i) resolution, or (ii) workaround or (iii) This is generally caused by the following action plan within 3 hours.</p>
<p><b>P2</b></p>	<p><b>High:</b> An incident should be categorized with the priority "high" if normal business processes are seriously affected. Necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the Konnect Analytics service that are required immediately. The incident is to be processed as quickly as possible because a continuing malfunction can seriously disrupt the entire productive business flow.</p>	<p><b>Initial Response:</b> Within one hour of case submission</p> <p><b>Response Update Time:</b> 1 hour</p> <p><b>Resolution Target:</b> Konnect Analytics to provide for issues either a (i) resolution, or (ii) workaround or (iii) action plan within 6 hours for Konnect Analytics Preferred Care customers only.</p>
<p><b>P3</b></p>	<p><b>Medium:</b> An incident should be categorized with the priority "medium" if normal business processes are affected. The problem is caused by incorrect or inoperable functions in the Konnect Analytics service.</p>	<p><b>Initial Response:</b> Within 30 mins of case submission</p> <p><b>Response Update Time:</b> 90 minutes</p> <p><b>Resolution Target:</b> Konnect Analytics to provide for issues either a (i) resolution, or (ii) workaround or (iii) action plan within 2 Days for Konnect Analytics Preferred Care customers only.</p>

<b>P4</b>	<b>Low:</b> An incident should be categorized with the priority "low" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the Konnect Analytics service that are not required daily, or are rarely used.	<b>Initial Response:</b> Within 1 hour of case submission <b>Response Update Time:</b> 120 minutes <b>Resolution Target:</b> Konnect Analytics to provide for issues either a (i) resolution, or (ii) workaround or (iii) action plan within 3 Days for Konnect Analytics Preferred Care customers only.
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The following types of incidents are excluded from customer response levels as described above: (i) incidents regarding a release, version and/or functionalities of Konnect Analytics Cloud Services developed specifically for customer (including without limitation those developed by Konnect Analytics Custom Development and/or by Konnect Analytics subsidiaries); (ii) the root cause behind the incident is not a malfunction, but a missing functionality (“development request”) or the incident is ascribed to a consulting request (“how-to”).

## 5. CUSTOMER’S RESPONSIBILITIES

**5.1 Customer Contact.** In order to receive support here under, customers shall designate qualified English speaking contact persons (each a “Customer Contact” or “key user”) for the Konnect Analytics Support Advisory Center and Mission Critical Support.

**5.2 Application Administrator.** At least two of a customer’s Customer Contacts shall be an application administrator. The Customer Contact is responsible for managing all business related tasks of the Cloud Service related to Customer’s business, such as:

- a) Support end users and manage their Incidents. This includes searching for known solutions in available documentation and liaising with Konnect Analytics support in the event of new problems;
- b) Manage background jobs and the distribution of business tasks across users;
- c) Manage and monitor connections to Customer’s third party systems (if available);
- d) Support the potential adoption of the Cloud Service.

**5.3 Contact Details.** Customers shall provide contact details (in particular e-mail address and telephone number) by means of which the Customer Contact or the authorized representative of such Customer Contact can be contacted at any time. Customers shall update their Customer Contacts for an Konnect Analytics Cloud Service through the Konnect Analytics. Konnect Analytics may, from time to time, confirm with customers the correctness of information customers provide as required herein. Only such authorized Customer Contacts may contact Konnect Analytics’s support organization.

**5.4 Cooperation.**

To receive support services here under, customers shall reasonably cooperate with Konnect Analytics to resolve support incidents, and shall have adequate technical expertise and knowledge of their configuration of the Konnect Analytics Cloud Services to provide relevant information to enable Konnect Analytics to reproduce, troubleshoot and resolve the experienced error such as, by way of an example, instance name, username, form name and screen shot.

## 6. CAPITALIZED TERMS

Below are further explanations of the capitalized terms used above:

Customer Success Manager End-to-end Supportability	A specific Konnect Analytics customer representative that is assigned as primary contact for ongoing management, provides support case oversight, technical guidance and mentorship. Provides personalized information on release updates and guidance on adoption and usage. Support for incidents that occur in integrated business scenarios consisting of both, Konnect Analytics Cloud Services and other Konnect Analytics products with a valid support agreement.
Go-Live	Go-Live marks the point in time from when, after set-up of the Konnect Analytics Cloud Services for the a customer, the Konnect Analytics Cloud Services can be used by that customer for processing real data in live operation mode and for running that customer’s internal business operations in accordance with its agreement for such Konnect Analytics Cloud Services.
Local Time Zone	A customer’s local time zone, depending on where the customer is headquartered.
Mission Critical Support	Global incident handling by Konnect Analytics for issues related to support hereunder with P1 and P2, including Service Level Agreements for Initial Response, Ongoing Communications and Resolution Targets (as set forth in the above table for Response Levels).
Non-Defect Issue	A reported support case that does not involve a defect in the applicable Konnect Analytics Cloud Service and does not require engineering / development or operations personnel to resolve.

Product Roadmap Update Information	Product roadmaps Konnect Analytics makes generally available to customers as part of customer support. Product Roadmap Update Information is provided for informational purposes only, and Konnect Analytics does not commit to providing any future products, features or functionality as described in the Product Roadmap Update Information.
Release Update Information	Generally available documented summaries, webinars and videos provided by Konnect Analytics to inform and instruct customers on new product release changes.
Konnect Analytics Cloud Service	Any Konnect Analytics Cloud Service set forth in an applicable Order Form.

# SERVICE LEVEL AGREEMENT FOR Konnect On Premise SERVICES (“SLA”)

## **RECITAL**

WHEREAS, Customer has acquired the right to use KONNECT ERP Software through KONNECT employees.

NOW, THEREFORE, In consideration of the mutual promises and obligations in this Agreement, the sufficiency of which is hereby acknowledged, the parties, intending to be legally bound, agree as follows:

## **AGREEMENT**

## 1. Definitions

1.1 "Documentation" means KONNECT's documentation which is delivered to Customer under the Service Level Agreement.

1.2 "KONNECT Support" means Konnect offering support to customers as stated in Annexure 1 (General Terms and Condition)

1.3 "Software" means (i) all software developed by or for KONNECT and/or KONNECT Group and delivered to Customer and/or Customer Group companies under the Service Level Agreement; (ii) any new releases there of made generally available pursuant to KONNECT Support; and (iii) any complete or partial copies of any of the foregoing.

1.4 "Proprietary Information" means: (i) with respect to KONNECT, the Software and Documentation and KONNECT Support Components, any other third-party software with or as part of the Software, benchmark results, manuals, program listings, data structures, flow charts, logic diagrams, functional specifications; (ii) the concepts, techniques, ideas, and know-how embodied and expressed in the Software and (iii) information reasonably identifiable as the confidential and proprietary information of KONNECT

or Customer excluding any part of the KONNECT or Customer Proprietary Information which: (a) is or becomes publicly available through no act or failure of the other party; or (b) was or is rightfully acquired by the other party from a source other than the disclosing party prior to receipt from the disclosing party; or (c) becomes independently available to the other party as a matter of right.

2. Services To Be Performed. KONNECT will provide KONNECT Support as specified in the KONNECT Service Level Agreement incorporated and made a part hereof by reference. Customer is responsible for making the necessary internal arrangements for the carrying out of KONNECT Support on a noninterference basis. Customer understands that KONNECT Support under this Agreement only applies to the Supported Software as originally provided by KONNECT, excluding without limitation any modifications, add-ons or enhancements to the Software that have been developed by customer or any third party.

3. KONNECT Support Fees. KONNECT Support Fees shall be paid annually in advance. Any limitations on increases to KONNECT Support Fees are subject to Customer's compliance with the Customer COE requirements specified in the applicable KONNECT Support Schedule.

KONNECT Support Fees should be paid in advance every year. There will be a nominal KONNECT Support Fee increase as users increase.

All fees are in Indian Rupees unless otherwise agreed to by the parties. All payment terms are net thirty (60) days from date of invoice. Any fees not paid when due shall accrue interest at the rate of 2% per annum over the base lending rate of RBI.

4. Taxes. Fees and other charges described in this Agreement includes all applicable taxes.

Customer is not responsible to pay to KONNECT for any other Taxes and related costs, interest and penalties paid or payable by KONNECT.

5. Term. KONNECT Support will commence 1 month from system go-live. After the Initial Term and subject to the Agreement and KONNECT Support Schedule, KONNECT Support shall renew on the renewal date for the subsequent one year period.

**Support Matrix with Priority and response time:**

Criticality	Description	Support method	Contact number
1. Business stopped	Time to Respond 30 mins, time to resolve 4 hours	Email/Call	+91-7303336060
2. Business running but affecting day-to-day activities	Time to Respond 4 Hours, Time to resolve 24 hours	Email/Call	+91-7303336060
3. System affected but not affecting the day-to- day activities	Time to Respond 24 Hours, Time to Resolve 76 hours	Email/Call	+91-7303336060

Support Desk Contact details: Email: [support@konnnectbi.com](mailto:support@konnnectbi.com)

Customer can reach Konnect Support desk during office hours (at least 8 hours a day, 6 days a week)