

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:

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

System Availability SLA (“SLA”)	90% System Availability percentage during each Month for productive versions
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Excluded Downtime	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.
Scheduled Downtime	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

	Maintenance Windows
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.

	Konnect Analytics email Support
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Description	Customer to send queries and issues to a specific email id.
Release Update Information	Self-serve through web and Community and emails to be sent
Support Portal and Phone	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.

Konnect Analytics Cloud Service	Contact Channels
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.

Priority	Definition	Response Level
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<p>P1</p>	<p>Very High: 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"> - A productive service is completely down. - 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. 	<p>Initial Response: Within 30 minutes of case submission.</p> <p>Response Update Time: 30 minutes</p> <p>Resolution Target: Konnect Analytics to provide for issues either a (i) resolution, or (ii) workaround or (iii)</p> <p>This is generally caused by the following action plan within 3 hours.</p>
<p>P2</p>	<p>High: 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>Initial Response: Within one hour of case submission</p> <p>Response Update Time: 1 hour</p> <p>Resolution Target: Konnect Analytics to provide for issues either a (i) resolution, or (ii) workaround or (iii)</p> <p>action plan within 6 hours for Konnect Analytics Preferred Care customers only.</p>
<p>P3</p>	<p>Medium: 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>Initial Response: Within 30 mins of case submission</p> <p>Response Update Time: 90 minutes</p> <p>Resolution Target: Konnect Analytics to provide for issues either a (i) resolution, or (ii) workaround or (iii)</p> <p>action plan within 2 Days for Konnect Analytics Preferred Care customers only.</p>

<p>P4</p>	<p>Low: 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.</p>	<p>Initial Response: Within 1 hour of case submission Response Update Time: 120 minutes Resolution Target: 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.</p>
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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.

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