

Service Definition Document:

Blockchain Solutions

1. Service Overview:

Our Blockchain Solutions Service offers customized solutions leveraging blockchain technology to address various business challenges, streamline operations, and drive innovation. We provide end-to-end blockchain development services, including consultation, design, development, and deployment of blockchain-based solutions tailored to the specific needs and objectives of our clients.

2. Data Backup, Restore, and Disaster Recovery:

While our Blockchain Solutions Service does not directly involve data backup and restore, we prioritize data security and integrity throughout our engagements. We assist clients in developing business continuity and disaster recovery plans to ensure operational resilience in the event of unforeseen incidents.

3. Onboarding and Offboarding Support:

We provide comprehensive onboarding support to help clients seamlessly integrate our Blockchain Solutions Service into their operations. Similarly, offboarding support is offered to ensure a smooth transition and knowledge transfer upon termination of services.

4. Service Constraints:

Service constraints may include maintenance windows, during which temporary disruptions to service availability may occur. The level of customization allowed is determined based on

project scope and requirements, balancing flexibility with project deadlines and budget constraints.

5. Service Levels:

Our service levels prioritize performance, availability, and support responsiveness. We commit to meeting or exceeding agreed-upon performance benchmarks, ensuring high availability of blockchain resources, and providing timely support during specified hours.

6. After Sales Support:

We offer ongoing after-sales support to address post-implementation needs, including troubleshooting, optimization, and guidance on leveraging blockchain solutions effectively to achieve business objectives. Support channels may include email, phone, or dedicated support portals.

7. Technical Requirements:

Technical requirements for our Blockchain Solutions Service may vary based on project scope and objectives. However, clients are generally expected to provide access to relevant blockchain networks, platforms, and infrastructure to facilitate collaboration and implementation.

8. Outage and Maintenance Management:

We proactively manage outages and scheduled maintenance activities to minimize disruption to service. Clients are notified in advance of any planned maintenance windows, and efforts are made to ensure minimal impact on blockchain operations and transaction processing.

9. Hosting Options and Locations:

Our Blockchain Solutions Service does not involve hosting infrastructure. However, we can provide guidance on hosting options and locations based on client requirements and preferences, including cloud-based solutions and third-party hosting providers.

10. Access to Data (Upon Exit):

- Upon termination of services, clients retain full ownership and access to their data and blockchain assets. We facilitate data extraction and provide assistance with transitioning to alternative service providers as needed, ensuring a seamless exit process.

11. Security:

- Security is paramount in our service delivery. We adhere to industry best practices and standards to ensure the confidentiality, integrity, and availability of client data and blockchain assets throughout the engagement. Measures include encryption, access controls, and adherence to data protection regulations.

This Service Definition Document outlines the key aspects of our Blockchain Solutions Service. We are committed to delivering high-quality, innovative solutions that empower organizations to unlock the full potential of blockchain technology and drive business success in today's digital economy.