



Zendesk Licenses - Service Definition Document

1. Service Description The SaaSy People provides licensing and resale services for the Zendesk Suite. Zendesk is a service-first CRM company with support, sales, and customer engagement products designed to improve customer relationships. The platform provides a unified workspace for agents, integrating messages from every channel (email, chat, voice, social) into one place.

2. Data Backup and Restore, and Disaster Recovery

- **Backup:** Zendesk performs automatic daily backups of service data. Data is replicated in near real-time across multiple availability zones (AZs) within Amazon Web Services (AWS) to prevent data loss.
- **Disaster Recovery:** Zendesk maintains a comprehensive Disaster Recovery (DR) plan, tested annually. In the event of a major disaster, traffic is re-routed to healthy zones or regions to ensure continuity.
- **Restore:** As a reseller, we can assist clients in leveraging Zendesk's native data recovery tools or professional services for granular data restoration if required.

3. Onboarding and Offboarding Support

- **Onboarding:** We manage the full provisioning of your Zendesk instance. Upon purchase, clients receive administrative access and guidance on initial setup. We provide access to Zendesk University for self-paced training. *Note: Full implementation and configuration services are available separately.*
- **Offboarding:** Clients retain full ownership of their data. Upon contract termination, we can assist in generating standard data exports (CSV/JSON) before the instance is closed.

4. Service Constraints

- **API Limits:** Usage is subject to Zendesk's standard API rate limits (varying by plan tier, e.g., Suite Team vs. Enterprise).
- **Maintenance:** Zendesk performs regular maintenance, typically communicated 24-48 hours in advance. Updates are deployed via a CI/CD pipeline to minimise downtime.

5. Service Levels

- **Availability:** Zendesk targets **99.9% availability** during each calendar month. Service credits are available for qualifying outages.
- **Support Hours:** The SaaS People provides resale and account support Monday to Friday, 8am to 10pm GMT.
- **Response Time:** Target initial response time of 24 hours for standard support queries.

6. After Sales Support We provide ongoing account management to ensure you are on the correct plan as your business scales. Clients have access to our team for billing queries and licence upgrades/downgrades. Additional technical consultancy is available on a retainer basis.

7. Technical Requirements

- **Client-side:** A modern web browser (Chrome, Firefox, Safari, Edge) and a stable internet connection.
- **Integration:** APIs require HTTPS and authentication tokens.

8. Outage and Maintenance Management

- **Reporting:** We monitor the official Zendesk status page and will proactively notify affected clients of major operational incidents.
- **Management:** Incident management is handled by Zendesk's internal SIRT (Security Incident Response Team). We act as the communication bridge for our licence holders.

9. Hosting Options and Locations Zendesk is a cloud-based SaaS hosted on AWS. Data location options (e.g., US, EEA) are available depending on the specific plan purchased (e.g., Suite Enterprise).

10. Access to Data (Upon Exit) Clients can export ticket and user data via the API or standard CSV exports at any time. Data is retained for a limited period after termination (typically 90 days) before deletion.

11. Security Zendesk holds industry-standard certifications including SOC 2 Type II and ISO 27001. All data is encrypted in transit (TLS 1.2+) and at rest (AES-256).