MOODY'S

Service Level Document

What the Service is

NewsEdge+ aggregates content from over 27,000 global news sources bringing together premium subscription content with relevant online news and other supporting content like transcripts, industry reports and regulatory filings into one rights cleared solution. All news sources are processed in real-time and enriched with valuable metadata for easy filtering on the companies, subjects, industries and events that matter most.

Features

→ Global news database with more than 15 years archive

→ Content includes newswires, newspapers, journals, web sources, industry reports & much more.

→ Over 80 different native languages represented

→ Searchable taxonomy includes company, people, industry, subject, location and sentiment

→ Filter search results by relevance, duplicate stories, and word count

→ News Volume Data allows users to identify trends across industries and subjects.

→ Company Insights pages provides users with relevant risk insights linked to Moody's Orbis database

→ Monitor company portfolios through visual dashboards to spot emerging, impactful news

→ Customizable home page based on user preferences

→ Access via mobile friendly version, responsive design for smartphones.

→ Interactive data visualization tools

→ Spam news suppression

→ Copyright compliant redistribution tools include RSS, email alerts and newsletters

→ Licenses available for GenAI use cases

→ Content accessible via web application, data feeds, APIs, and MCP server agentic AI capabilities

Benefits

→ Centralized access to premium subscription sources and relevant online content

→ Real-time news processing provides timely, relevant updates

→ Faceted taxonomy enhances news search and refinement for precise results

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→ Control parameters of search through business relevance and sentiment scoring

→ Personalized news alerts and information sharing on your schedule

→ Multiple redistribution options available to reach users where they work

→ Several content delivery options for easy news integration

→ Flexible user and reader licenses available

→ World-class, 24/7 customer support

→ Integration with third party applications

Description

NewsEdge+ solutions deliver timely, relevant news and information important to you and your organization. We carefully select global, regional, and local news sources – including breaking news from newswires and media outlets – to ensure that you are informed as important events unfold, and have the broader perspectives on the effect of these events on business and industry. We process news sources in real-time and enrich them with valuable metadata designed to make the information you and your users care about instantly available. NewsEdge enables you have the latest news and information on the companies, subjects, industries, and events that matter most to you.

→ Broad News Coverage

Gain access to over 27,000 breaking news and key trade publications, web sites, blogs and other relevant content, an extensive source list that is growing over time.

→ User-friendly Features

Streamlined search tools offer advanced querying power to users of all levels, and one-click access to in-depth dedicated pages to fully explore granular topics through targeted news and interactive data visualizations. New portfolio tools enable you to monitor companies of interest at a glance.

→ Risk-driven Insights

Access new insight pages that blend Moody's data and analytic expertise with news signals for business intelligence through a risk-focused lens covering credit, crime, and other important company risk events.

→ Easy Distribution

Use tools for designing newsletters and for subscription management. Take advantage of additional distribution options via alerts, RSS feeds.

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→ Usage Reports

Get reports on logins, session frequency, session length, reads and reads by source, for example email, newsletter, RSS, etc.

The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

The Services will be operational and fully functional in all material respects (i.e. capable of displaying information and conducting transactions as contemplated in the ordinary course of business) 99% of the time during any 30 day period. The parties shall mutually agree upon a regularly scheduled maintenance downtime period, which shall not exceed two hours in length per day and shall occur during "off-peak hours".

Moody's has a documented incident management process and it forms part of the wider InfoSec policy at Moody's. Reporting of issues is through local support contact teams. If an incident is deemed serious enough to warrant escalation then an appropriate team of senior management are grouped together. Updates are pushed through an external Dashboard system. This is updated with latest status updates.

Onboarding and Implementation

During your onboarding process, we will work with you to make sure you have the best sources for your needs, and that your feeds are tagged, de-duped, standardized, and normalized for seamless delivery into your application. If you have or license your own content sources, we can ingest those as well, so you get a single, normalized and standardized flow of news through the same channel, with the same enrichment, and no latency.

Whether you are conducting complex BOOLEAN searches or simple natural language searches, our taxonomy of over 1,500 industry, 3,500 subject, and 119,000 location tags can help you find the content that is most relevant to your topic. You can further increase relevance by filtering on language, geographic origin, source, or frequency of appearance. We suppress duplicate content and eliminate robotic content, with publisher-supplied corrections and revisions to content so you don't read an obsolete version. Our algorithms keep up with the latest trends and buzzwords, so you can be confident in the relevance of your filter and search results. Our library scientists work tirelessly to improve content recognition by adding new concepts and updating the NewsEdge taxonomy and subject, industry, and location tags.

After Sales Support

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All clients are assigned a dedicated Account Manager and will be given direct contact details for them. Product training is included (both onsite and remote) as part of all our subscriptions. Helpdesk support is provided to all customers without additional cost. Our helpdesk team is available by phone and email to help with any questions relating to data, software tools and integration. The Moody's helpdesk team is highly regarded and has been the recipient of customer service awards presented at the International Information Industry Awards.

Technical Requirements

We deliver full digital content of the news and information relevant to you and your users in industry standard formats such as RSS, JSON, XMLNews, NewsML, etc. for easy, rapid deployment. Select the content sources you want and apply any filters to tailor the feed to your requirements.

NewsEdge has a REST API as well as news feeds available in many different formats. The majority of NewsEdge Portal desktop application functionality is replicable using the Web Service. Use the OPENS API developer toolkit to create a custom application or to integrate news search and filtering into your own applications. We offer APIs for search, email alerts, RSS-feed building, and newsletter publishing. Access to our web service and news feed is on a request by request basis. Trial credentials and support are available upon request.

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