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Service Level Document

Service Description

Orbis offers unparalleled company data on over 600 million global companies, blending and standardising information from 200+ sources for comparability across jurisdictions worldwide. Orbis enables enhanced decision-making and efficiency through features such as bulk upload, analysis, comparison and API integration for data enrichment and workflow optimisation.

Monitoring capability

Orbis provides with the ability to proactively monitor individual or groups of companies through its alerting capabilities. The user can select which data variables they want to be alerted to, and from there they will be pushed notifications whenever a change is made.

Analytical tools

Orbis provides several analytical tools options. This includes, among others, pivot analysis, peer analysis, the contact tool and batch search.

Export functionality

Orbis export options are extensive allowing users to work in a file format of the choosing. The file formats include Excel 2007 (.xlsx), Excel (.xls), Text (.txt), CSV (.csv), XML, (.xml) & PDF. An added feature which is valued by our global client base is the ability to also work collaboratively and as part of the export functionality users can also share exports directly via email.

Additional modules:

Risk flags (Grid)

Grid is the world's most comprehensive risk database of adverse media, sanctions, watchlists, and PEPs. Risk information is curated into detailed profiles by individual or organization, so you can see all associated, risk-relevant data in structured and detailed reports. Grid related profiles are colour flagged in the entire Orbis database.

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Beneficial ownership including T-rank

Moody's supply detailed ownership information on a global scale. Access to the ownership modules would allow customers to understand controlling ownership pathways, beneficial ownership, or subsidiary data in more detail. This includes the ultimate parent company of the subject entity which can be defined with a certain percentage of threshold based on customer requirements. Orbis tracks ownership to 0.01% of a shareholding and connect companies to companies, companies to people and people to people to help efficiently navigate and uncover global networks.

News

Latest company-related news stories from around the world, which also highlights news with a negative sentiment to help you make the best-informed decisions. Updated every 15 minutes, our news service collates relevant stories from reliable sources.

M&A news

Moody's has information on over 2.5 million deals from over 200 countries, with a 20-year or longer history in each location. This news is linked in our reports in Orbis, to quickly identify any deal or rumour that is relating to the company of investigation.

Research reports

Orbis Research contains reports on Company profiles and Industry profiles from Moody's Analytics Capital Markets, Moody's Investor Service, GlobalData, MarketLine and Morningstar.

Financial strength

Assesses the overall health of companies. This information is sourced from partners, all experts in helping people assess companies. Each has a slightly different approach and methodology - giving you a range of views to use in your own analysis. These models have specifically been designed to work with the financial data in our company databases.

Financial risk review

Provides assessment of the creditworthiness of a company. It grades companies based on how well they can meet their financial commitments. The evaluation is available for all corporate entities in Orbis with financial data.

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Moody's probability of default

Helps analyse the credit risk for any company in the world, regardless of whether they publish financials.

ESG score predictor

Allows you to estimate standardised and comparable scores for Environmental, Social, and Governance (ESG) risk for any company globally, including Small and Medium Enterprises (SMEs).

Cyber risk rating

It is a measure of an organisation's security performance and, accordingly, their level of cybersecurity risk.

DEI Score

The Diversity score offers a lens through which users can get a diversity-centric performance assessment of a company based on globally comparable metrics.

MACRI

Moody's Country Risk Indicator captures the interconnected nature of the global economy. The score draws on a wide array of economic, social, political, demographic, and survey data and combines these with economic forecasts and subjective assessments of economic policy and institutional risks.

Patent module

Moody's connects 156 million patents which are sourced from 150 patent offices to the entities in Orbis. This unique combination of data allows our customers to instantly identify and characterise owners of specific technologies and intellectual property rights.

Trademark module

A database exceeding 700,000 trademark records matched to companies in Orbis. Allowing to search on trademarks names, number of trademarks and all companies

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with trademarks to align these across the corporate groups globally, allowing tax administrations to undertake similar comparative tax risk analysis combining with other intellectual property data and information.

Customized data feeds

Orbis allows you to add your own information to the data that is available in the database. The information you add, can be displayed in your list of results or in the company report. You can import your own fields or create variables based on formulas.

API

Orbis REST API allows our customers to interact on demand with Orbis. It is a live service with real-time responses. It follows industry standards and is used by hundreds of customers to a wide range of use-cases.

Onboarding support, availability and performance

Moody's structured implementation approach ensures that our projects are aligned with our customers' business strategy so they can quickly achieve all benefits of the Moody's Solution. Each customer will have a dedicated team that will cover the following aspects; front line support (helpdesk), training, and commercial account management. Each one of these roles provide a key element, and together will ensure the customer has the best support possible. Moody's support team will always try to help our customers get the most out of the solution they have purchased. Throughout the contract length, our teams of Relationship managers and helpdesk support will help identify more within the solution and share new ways to utilise the database.

Access to the system is controlled by usernames and passwords, or for the API the token will be provided. System is accessible 24/7. Who these are attributed to is controlled by our back-end administration site and the users will be sent an email directly containing their login details. Users can be deleted and added on the administration site and passwords can be updated/reset. Anyone who does not have a username/password will not be able to access the system. The admin site can be accessed and controlled by the client and/or Moody's. Please note that there are advanced privacy and security settings available. Within the admin site it is also possible to monitor usage statistics e.g. how frequently users are logging in to the system, how much data they are accessing.

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Users will access Orbis via a URL which will take them to a user interface, each individual user will log into using their unique email and password. Through this interface, users will have access to all functionalities including search criteria, individual company reports, and the tools section which they will be able to access quickly and easily.

Availability of service is 99%.

After sales support

Relationship management

Dedicated Relationship Manager (RM) will be assigned to each customer. RM will deliver both onsite and remote sessions as required:

→ Initial training for all staff, tailored to requirements

→ Tailored training for new staff joining throughout duration of contract

→ Option for annual refresher training for all staff

→ Updates & training on features developed over course of the contract

Please note that if the dedicated RM were to change, Moody's would issue timely communication of this, and a structured handover period would ensue.

Training material

In addition to tailored training sessions, access to several learning and promotional materials would be provided. Within Orbis there are 'help guides' built into the tool. These help guides contain clear methodology documentation (including how content is sourced and updated), video tutorials and guided 'walkme' functionality which enables the user to be guided through the product step by step. The training material also includes clear methodologies on how the data is collected as well as the definitions for each.

If required, Moody's can also provide promotional materials which can help to raise awareness of the data.

Customer service

Moody's has a global support team that operates from local offices in all major jurisdictions. These teams provide first- and second-line support for client requests. Moody's Client Service Specialist team is located across the globe to provide customers with 24x5 service. The 24x5 service begins when Hong Kong and Singapore open Monday (at 9am local time) and continues until the San Francisco office closes on Friday (at 6pm PST). The 24x5 service excludes national and Moody's holidays.

Clients can contact the Client Service Specialist Team via phone, email, or our self-service portal, Moody's Support Web.

You will also have access to the help desk for any questions they may have. This team can be reached at clientservices@moodys.com

Email support is available 24/7.

Technical requirements

Moody's platforms can be accessed via commonly used web browser including Google Chrome & Microsoft Edge, as well as others.

API and Data Feeds are available upon request outside of scope for this offering.

Data backup and restore, disaster recovery plans

Our backup policy requires performing daily and weekly backups of critical data of our internal and hosted applications. Moody's maintains an appropriate BCP in compliance with applicable laws and consistent with industry standards.

BCPs are maintained and tested regularly: We review our BCP and risk assessment regularly. The BCP is tested and updated regularly to ensure that it is up to date and effective. We can provide a Business Continuity Overview document upon request.

DR plans are maintained and tested annually: We maintain appropriate DR plans for each of our SaaS-hosted products. The plans include details on application description, key personnel, data backups and recovery, offsite storage, and failover and failback procedures. We perform annual disaster recovery tests for our SaaS-hosted products to validate the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) timeframes of less than or equal to 24 hours.

Outage and maintenance management

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We perform quarterly updates and notify clients at least a week in advance.

Hosting options and locations

Orbis is hosted on AWS in Frankfurt, Germany

Next layer – cloud hosting, Vienna, Austria

Access to data (upon exit)

Client data where hosted by Moody's is deleted/returned upon contract termination.

Security

We have established comprehensive information security policies, standards, procedures, and guidelines that address physical, technical, and administrative requirements to protect customer business data. We review these documents, update them annually, and share them with applicable parties, including employees and third parties required to comply with these policies. The list of key information security policies, standards, procedures, and guidelines include: → IT (Acceptable) Use Policy

→ Physical Security Policy

→ Network Security Standard

→ User Access and Management Standards

→ Patch Management Standard

→ IT Asset Management Standard

→ System Hardening Standard

→ Vulnerability Assessment Standard

→ Log Management Standard

→ Information Security Incident Response Plan

→ Backup Standards

→ Business Continuity and Crisis Management Plans

→ IT Asset Disposal Procedure

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For more information visit moodys.com/publicsector