

ALVAO Software Services
G-Cloud Service definition
January 2026

1 Introductory Provisions

- 1.1 This document contains:
 - 1.1.1 Annex 1 Services specification;
 - 1.1.2 Annex 2 SLA (Service Credit eligibility conditions);
 - 1.1.3 Annex 3 Additional Services (Technical support).
- 1.2 Unless expressly stated otherwise, terms here written with a leading capital letter shall have the meaning given in Article 1 of the ALVAO Software Services G-Cloud Terms and Conditions document.
- 1.3 This document is effective from 1 January 2026.

Annex 1

Service Specification

1 Introductory Provisions

- 1.1 This Annex contains the Service specification.
- 1.2 Unless expressly stated otherwise, terms here written with a leading capital letter shall have the meaning given in Article 1 of the ALVAO Software Services G-Cloud Terms and Conditions document.

2 ALVAO Asset Management Computer Program

- 2.1 ALVAO Asset Management is an information system enabling the organization to implement effective management of all computer and other assets under the care of the ICT department. It assists ICT department staff in solving and documenting daily operational tasks and in sharing and maintaining information related to IT infrastructure. It provides important information for planning IT recovery and budget preparation. It assists in the management of business risks of legal or regulatory sanctions related to the use of illegal software in the company. The system has been developed in keeping with world-best practices in service management (ITSM/ITIL).
- 2.2 ALVAO Asset Management distinguishes registered objects according to the "Object type" classification.
 - 2.2.1 The Customer is entitled to register in the product no more objects of the "Computer" Object type than are specified in the Business Proposal.
 - 2.2.2 The Customer is also entitled to register other objects in the program that are not of the "Computer" Object type. Such Objects may be registered by the Customer up to a maximum of fifty (50) multiples of the number of "Computer" Objects specified and limited in the preceding clause 2.2.1 of this Annex.
- 2.3 A more detailed ALVAO Asset Management specification is available under the following link <https://doc.alvao.com>.

3 ALVAO Service Desk Computer Program

- 3.1 ALVAO Service Desk is a system for modern organizations and IT departments that want to reliably manage all their tasks. The system has been developed in keeping with world best practices in service management (ITSM/ITIL). This makes the system suitable for corporate IT management, but can also be successfully used to manage

other service departments. With ALVAO Service Desk, you can easily define the services you provide and so can tailor complex tasks and their solutions to align with your processes.

- 3.2 The ALVAO Service Desk distinguishes Access Accounts “per-solver” and “per-user”. The limit on the number of Access Accounts is given in the Business Proposal.
- 3.3 The “per-solver” account is an Access Account assigned to a worker who meets at least one of the following conditions:
 - 3.3.1 s/he is a member of the resolution team (i.e. in a system role of: Operator, Solver, Special investigator or Manager) of a service open to anonymous requests (i.e., the service allows for the system user Guest);
 - 3.3.2 s/he is a member of the resolution team for a service, which has active the option “Request a Resolver-based license”.
- 3.4 The “per-user” account is an Access Account assigned to a worker who meets all of the following conditions:
 - 3.4.1 does not meet the conditions of the “per-solver” Access Account;
 - 3.4.2 s/he is a member of the resolution team or in the system role of User, of a service, in which anonymous requests are not permitted (i.e., the service does not allow for the system user Guest).
- 3.5 A more detailed ALVAO Service Desk specification is available under the following link <https://doc.alvao.com>.

4 Product Operation (HOSTING)

4.1 Definitions

Production environment	The Production environment is an environment in which production instances of the system are running, including a production data storage repository (hereinafter as the “Production storage”) and, if agreed, a independent data storage repository for reporting (hereinafter as the “Reporting storage”).
Test environment	The Test environment, if agreed, is an environment in which a test instance of the system, including a test data storage is run and which is used for testing purposes.
Operating hours	The operating hours for the production and test environments are 24 hours per day for 365 days a year (24 x 365).
Availability	The Production environment shall be available 99.9% of the time in the Monthly Period - Guaranteed Service Level. The Test environment is provided without guaranteed availability.

Data location	The data is stored in a Microsoft Azure data centre in the United Kingdom and follows Microsoft rules for Azure SQL Database.
Production storage	The Production storage is the production data storage repository that is included in the Production environment of the Online Application. Storage repository capacity is altered in direct proportion to the number of the Online Application license units provided, while taking into account the highest unit value of each license provided. This means that if the number of the Online Application license units provided increases, storage repository capacity is directly proportionally increased. Examples of the relationships between unit counts and capacity, including how capacity is calculated according to the number of units, are given in clause 4.2 and 4.3 of this Annex. When the storage repository capacity is exceeded, fees are automatically charged for each GB of data commenced, per the storage repository capacity increase pricing. The maximum possible storage repository capacity is 1 TB.
Reporting storage	The Reporting storage, if agreed, is a real-time replica of the production data storage repository (Azure SQL database) that is included in the Production environment of the Online Application. The purpose of the reporting storage repository is to lighten the load on production storage repository by performing analyses and reports on data in the reporting storage repository. Storage repository capacity is altered in direct proportion to the number of the Online Application license units provided, while taking into account the highest unit value of each license provided. This means that if the number of the Online Application license units provided increases, storage repository capacity is directly proportionally increased. Examples of the relationships between unit counts and capacity including how capacity is calculated according to the number of units, are given in clause 4.2 and 4.3 of this Annex. When the storage repository capacity is exceeded, fees are automatically charged for each GB of data commenced, per the storage repository capacity increase pricing. The maximum possible storage repository capacity is 1 TB.

Testing storage	The Testing storage, if agreed, is the test data storage repository that is included in the Test environment of the Online Application. Storage repository capacity is altered in direct proportion to the number of the Online Application license units provided, while taking into account the highest unit value of each license provided. This means that if the number of the Online Application license units provided increases, storage repository capacity is directly proportionally increased. Examples of the relationships between unit counts and capacity, including how capacity is calculated according to the number of units, are given in clause 4.2 and 4.3 of this Annex. When the storage repository capacity is exceeded, fees are automatically charged for each GB of data commenced, per the storage repository capacity increase pricing. The maximum possible storage repository capacity is 1 TB.
Backup archiving	The retention period for production backups is 7 days. Neither the reporting nor test storage repository is backed up. Database backups are performed according to Microsoft rules for Azure SQL Database.

4.2 Examples of relationships between license units and capacity of storage repositories

Examples of products (licenses) provided and number of units	Included Capacity storage [GB] ¹
ALVAO Asset Management for 100 computers	10
ALVAO Service Desk for 200 users	20
ALVAO Service Desk for 10 solvers	20
ALVAO Service Desk for 500 users + ALVAO Service Desk for 30 solvers	60
ALVAO Asset Management for 1,000 computers + ALVAO Service Desk for 1,500 users	150
ALVAO Asset Management for 1,000 computers + ALVAO Service Desk for 100 solvers	200

ALVAO Asset Management for 1,000 computers + ALVAO Service Desk for 1,500 users + ALVAO Service Desk for 100 solvers	200
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4.3 Examples of relationships between included storage and actual storage used

Actual Capacity Used storage [GB]	Included Capacity storage [GB]	Capacity overruns of the storage included [GB] ²
55.3	100	-
122.5	100	23

¹ Ten computers correspond to 1 GB of storage capacity. Ten users correspond to 1 GB of storage capacity. One solver corresponds to 2 GB of storage capacity.

² Overrun is billed for each commenced GB of data.

Annex 2

SLA (Service Credit eligibility conditions)

1 Terms used

- 1.1 Unless expressly stated otherwise, terms here written with a leading capital letter shall have the meaning given in Article 1 of the ALVAO Software Services G-Cloud Terms and conditions document.

2 Authorized Application Downtime

- 2.1 The availability of the Online Application may be temporarily restricted for the purpose of carrying out necessary maintenance, for a maximum of two (2) hours on weekdays during the day from 6:00 AM to 6:00 PM (GMT or BST) and sixteen (16) hours outside this time in any one Monthly Period (hereinafter as the "Authorized Application Downtime"). Instigating Authorized Application Downtime is permissible in the following cases:
- 2.1.1 The Application Downtime was notified to the Customer in writing at least 3 days before its execution; or
 - 2.1.2 stability or security of the Online Application is seriously compromised (in which case Application Downtime can be instigated immediately, without prior notification to the Customer); or
 - 2.1.3 by mutual agreement of the Contracting Parties.
- 2.2 If both the ALVAO Service Desk and the ALVAO Asset Management product are provided within the Online Application, clause 4.1.1 of this Annex regarding authorized Application Downtime for each of these Products shall apply separately, i.e. the total scope of the authorized Application Downtime is calculated separately for each Product.

3 Actual Service Level

- 3.1 The Actual Service Level shall be calculated for each Monthly Period according to the formula below, and if both ALVAO Service Desk and ALVAO Asset Management are provided within the Online Application, the Actual Service Level for each product shall be calculated separately:

$$\frac{\text{User Minutes} - \text{Outage time}}{\text{User Minutes}} \times 100 \%$$

3.2 For the purposes of this Annex, User Minutes shall mean:

3.2.1 if either ALVAO Service Desk or ALVAO Asset Management is provided within the Online Application, the time calculated for each Monthly Period according to the following formula:

$$\frac{(\text{total minutes in the Monthly Period} - \text{total time of Justified Application Downtime in the Monthly Period})}{\text{number of active Access Accounts}}$$

x

number of active Access Accounts

3.2.2 if both ALVAO Service Desk and ALVAO Asset Management are provided within the Online Application, User Minutes shall be calculated for each Monthly Period and each product separately according to the following formula:

$$\frac{(\text{total minutes in the Monthly Period} - \text{total time of Justified Application Downtime related to the relevant Product in the Monthly Period})}{\text{number of active Access Accounts related to the relevant Product}}$$

x

number of active Access Accounts related to the relevant Product

3.3 For the purposes of clause 3.2 of this Annex, the number of active Access Accounts means the maximum number of active Access Accounts specified in the Business Proposal (if the maximum number of active Access Accounts is not specified in the Business Proposal, the average number of active Access Accounts in the relevant Monthly period shall apply).

3.4 For the purposes of this Annex, Outage time shall mean:

3.4.1 in the case of ALVAO Service Desk, the sum of the full minutes in the relevant Monthly Period during which it was not possible to read or write data from an Access Account in ALVAO Service Desk (to which the Access Account had the appropriate permissions), always multiplied by the number of Access Accounts from which data could not be read or written (e.g. 12 May unavailability for 5 minutes from 10 Access Accounts + 20 May unavailability for 2 minutes from 1 Access Account = Outage time total of 52 minutes);

3.4.2 in the case of ALVAO Asset Management, the sum of the full minutes in the relevant Monthly Period during which it was not possible to log in from an Access Account to the Online Application (ALVAO Asset Management product), always multiplied by the number of Access Accounts from which it was not possible to log in (e.g. 12 May unavailability for 5 minutes from 10 Access Accounts + 20 May unavailability for 2 minutes from 1 Access Account = Outage time total of 52 minutes);

3.4.3 Application Downtime instigated in accordance with the Contract is not included in Outage time.

4 Service Credit

4.1 In the event that the Actual Service Level is lower than the Guaranteed Service Level in any Monthly Period, the Customer may be entitled to a Service Credit in the amount calculated as follows:

4.1.1 if either the ALVAO Service Desk product or the ALVAO Asset Management product is provided within the Online Application, the amount of Service Credit shall be calculated according to the following formula (rounded to two decimals):

$$\left(- \frac{\text{Actual Service Level}}{\text{Guaranteed Service Level}} + 1 \right)$$

x

Online Application Fee for the relevant Monthly Period

4.1.2 if both ALVAO Service Desk and ALVAO Asset Management are provided within the Online Application, the amount of Service Credit shall be calculated for each product separately according to the following formula (rounded to two decimals):

$$\left(- \frac{\text{Actual Service Level in relation to the relevant Product}}{\text{Guaranteed Service Level in relation to the relevant Product}} + 1 \right)$$

x

The Online Application part of the price related to the relevant Product for the relevant Monthly Period

4.2 Part of the Online Application Price related to the relevant product means the sum of the price for the Service Desk (if the relevant product is ALVAO Service Desk), or the price for Asset Management (if the relevant product is ALVAO Asset Management), and the proportional part of the price for operating the product corresponding to the ratio of the price for the Service Desk and the price for Asset Management (if the relevant product is the ALVAO Service Desk), respectively the prices for Asset Management and prices for the Service Desk (if the relevant product is ALVAO Asset Management). The individual prices are listed in the Business Proposal.

4.3 The Customer shall be entitled to the Service Credit under the following conditions:

4.3.1 The Customer shall submit to the Provider, or through the Reseller, if the Contract was entered into on the basis of the Reseller's Business Proposal, a request for a Service Credit together with all information necessary to validate this request, including but not limited to: (i) a detailed description of the Incident; (ii) information regarding the time and duration of the Outage; (iii) the number of Access Accounts concerned; and (iv) descriptions of attempts to resolve the Incident by the Customer at the time of occurrence. Several Incidents can be reported together within a single request;

4.3.2 the Service Credit request must be submitted in writing no later than the end of the Monthly Period following the Monthly Period in which the Incident occurred;

- 4.3.3 The Provider shall assess the submitted request for the Service Credit together with all the information at their disposal and decide in good faith within forty-five (45) days of receipt of the request whether the Customer is entitled to the Service Credit and, if applicable, to what extent, and shall advise the Customer in writing accordingly. This decision entitles the Customer to claim a Service Credit to the agreed extent.
- 4.4 An "Incident" for the purposes of this Annex means any single event or set of events that caused an Outage.

Annex 3

Additional Services (Technical Support)

1 Terms used

- 1.1 Unless expressly stated otherwise, terms here written with a leading capital letter shall have the meaning given in Article 1 of the ALVAO Software Services G-Cloud Terms and conditions document.

2 Support Plan Differentiators

Capability	Essential ¹	Premium	Platinum
Infrastructure & application monitoring	24×7	24×7	24×7
Regular core application updates	✓	✓	✓
Product support hours	8×5 (regional)	8×5 (regional)	8×5 (regional)
Support channels	Service Desk, Email	Service Desk, Email, Phone	Service Desk, Email, Phone
Incidents and bugs support	✓	✓	✓
Basic product questions ²	✓	✓	✓
Online docs + AI chatbot	✓	✓	✓
Customer voice portal	✓	✓	✓
Advanced configuration topics		✓	✓

Configuration assistance (online meeting)		✓	✓
Product trainings		✓	✓
Limited support for customer – developed custom code		✓	✓
Prepaid hours (monthly) ^{3,4}		2 hours	6 hours

¹ Essential support plan is automatically available to all Customers of the Online Application.

² Include:

- a) Questions about basic functions and navigation in the Online Application;
- b) Responses based on official public documentation;
- c) Links to the knowledge base, tutorials, and FAQ section.

A higher level of support (detailed technical assistance, configuration, troubleshooting of operational problems) falls outside of Basic Product Questions and is charged according to the current price list or can be provided as Advanced Configuration Topics included in higher support plans.

³ Prepaid hours can be used for the capabilities mentioned above (Advanced configuration topics, configuration assistance).

⁴ Unused hours are carried over to the following month, but only within the current billing period. These accumulated hours may be used either in a single session or in multiple sessions, based on an agreement between the Customer and the Provider, and only if permitted by the Provider's capacity constraints.

3 Support Hours

3.1 UK Region

8×5 - 9:00 AM to 5:00 PM (GMT or BST) on Provider Business Days.

3.2 Alternative support hours may be arranged upon individual agreement.

4 Severity & First response Targets

4.1 Incidents

Severity	Essential	Premium	Platinum
Critical	3h	2h	1h
Medium	6h	4h	2h
Low	8h	6h	4h

4.2 Requests

Request Type	Essential	Premium	Platinum
Requests (how-to, etc.)	8h	6h	4h

4.3 Severity definition

4.3.1 Critical

A defect that has a major impact and makes the main features of the Online Application not usable; data loss or data corruption that impacts business transactions; or information exposure where users can see information they should not. The Online Application is not available.

4.3.2 Medium

A defect that limits the use of the Online Application or specific functionality of the Online Application but has a temporary workaround available, or where part of the of the Online Application deviates from the documented specification.

4.3.3 Low

A defect that does not restrict operation but affects procedures for working with the Online Application, for example minor mismatches of controls or outputs compared to the documentation.

4.3.4 The Provider team determines the Severity after initially analysing the ticket. Customers can designate an Incident as a high priority if it meets the criteria for a Critical Incident.

5 Prepaid Hours & Billing Rules

5.1 Work beyond the prepaid hours included is billable at the then-current professional services rates. The minimum billable unit for remote work is fifteen (15) minutes; for on-site work (if ordered), one business day. Travel may be charged separately.

6 Escalation

- 6.1 Premium and Platinum plans include phone support, which functions as an escalation channel in addition to the Service Desk. For Critical Incidents, Customers must report via Service Desk and phone (if available to their plan).

7 No Duplication

- 7.1 This Annex does not duplicate terms already defined in the ALVAO Software Services G-Cloud Terms and conditions, including but not limited to: Availability SLA, Service Credits, Maintenance windows, GDPR/data protection, confidentiality, governing law.

8 Scope of Support

- 8.1 Support covers the Online application with all licensed product, modules and certified applications. Related Microsoft products, third-party applications, and customer-managed infrastructure are not in scope. Limited support for customer-developed custom code is available in Premium and Platinum plans.

9 Support Procedure

- 9.1 To request support, Customers should log a ticket via the ALVAO Service Desk (24×7) or email support@alvao.com Phone support is available for Premium and Platinum plans.
- 9.2 When submitting a ticket, Customers should include a clear description of the issue, severity level, and any relevant screenshots or logs.
- 9.3 Provider will acknowledge the request, validate severity, and begin triage. If necessary, the issue will be escalated internally.
- 9.4 Customers are expected to cooperate by providing timely information, access, and test environments for customizations or integrations.