



Service Definition Document

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1.0 Service Overview

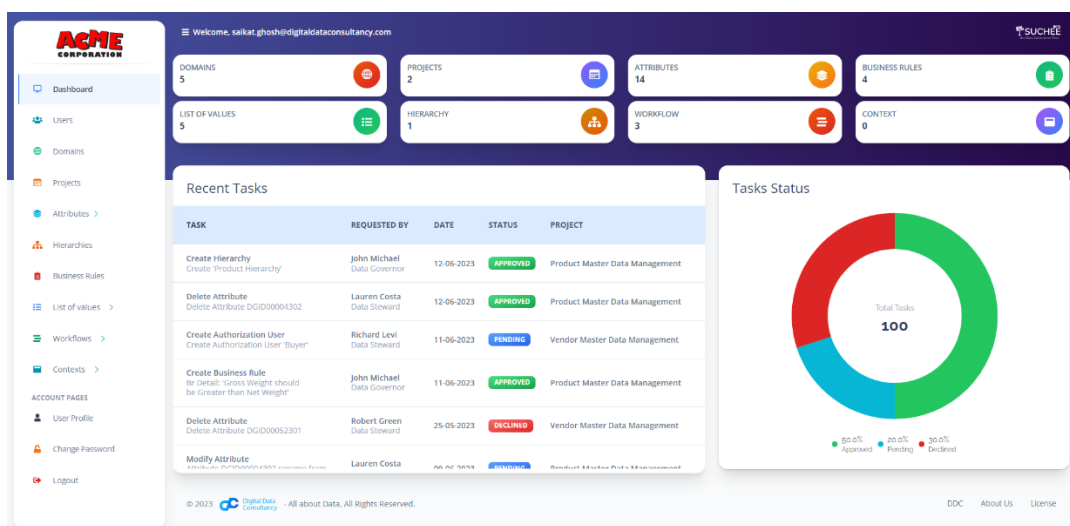
We believe that in the new digital world of cloud based, unstructured data the key challenges are still the same.

Harnessing the power of data has now become key to creating a difference with better human experiences. This opportunity comes with a few challenges – your data needs to be profiled, cleaned, governed, mastered and ready for discovery!

To democratise data DDC has developed its own Data Catalogue and Metadata Management Tool for effective data governance, which is unique in the marketplace for being a business facing tool, a SAAS solution to help you achieve your vision and plans for growth. The tool helps you to realise the true quality and value of your data by understanding where it comes from, why it exists and how relevant it is.

The tools capability goes beyond the Data Catalogue and Metadata Management, and also provides data governance workflows, project management for data cataloguing, lineage, auto discovery of enterprise data stacks, connectors to enterprise MDM tools and data profiling capabilities.

We are providing a single, simplified and business friendly solution that will act as the single source of truth for your business data cataloguing, data policies, governance which will be aligned to your business systems and processes. Your business or organisation will have access to correct data always for analytics and decision making.



1.1 Key Capabilities

- Data Project Management (Versioning)
- Data Cataloguing

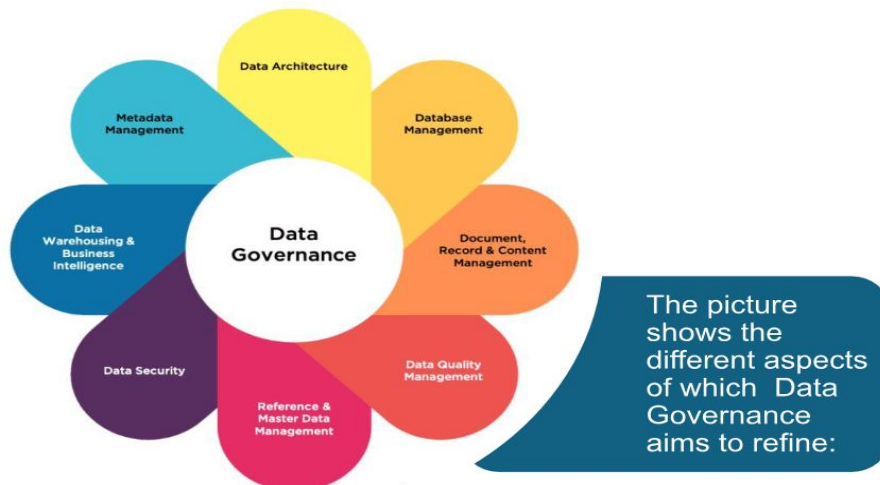
- Meta Data Management
- Data Stewardship Workflow
- Auto Discovery
- Lineage

1.2 Data Governance

With the right data governance strategy, you can be confident that your data is being managed to the high standard that you need to make good decisions and drive data-led initiatives successfully. We define Data Governance as being the grammar (Data Governance) of a language (data). The foundation of any successful data initiative or digital transformation Projects depends solely on accurate and reliable data.

For an organisation to achieve the status and confidence that the data they have and will utilise in reports, in formulating business strategies is managed, processed, secured, owned and stored as per a unified set of guidelines, rules as per industry and company standards. Data Governance, the guard-rail system has to be adopted.

Our team of data governance specialists provide strategy, design and implementation in all key areas of Data Governance. We may and can use any of the following tools and services to achieve Data Governance for your organisation which is the bedrock for all your data initiatives going forward.



2.0 Levels of Data Back-up and Restore

Data back-up will be provided by the software that we will be installing, chosen as per your business needs on either AWS/MS Azure.

The backup plan includes regularly scheduled backups from wireless devices, laptop computers and desktop computers to Google cloud servers.

As Suchee provides a SAAS service, the data is never egressed from the client environments and we follow strict disciplines of not downloading any customer data into local copies. We recommend the 3-2-1 strategy in back up where the data is held in two separate instances of the same clouded provider or on-prem data center and one in a completely different remote cloud data provider.

3.0 Disaster Recovery

As per the Disaster Recovery Plan, we have the infrastructure and systems in place to deal with such events. We have our own AWS Cloud server for Suchee where the work being done in the Project is backed up in AWS cloud. The software, environment which is used for technical configuration has full back up systems built into it.

Our Disaster Recovery Plan aims to minimize interruptions to normal operations:

- To minimize interruptions to the normal operations.
- To limit the extent of disruption and damage.
- To minimize the economic impact of the interruption.
- To establish alternative means of operation in advance.
- To train personnel with emergency procedures.
- To provide for smooth and rapid restoration of service.

Our Disaster Recovery Strategy is designed considering the following metrics:

- Recovery Time Objective (RTO): The maximum acceptable length of time for which the software services can be unavailable will be made clear prior to the implementation of the software and can be discussed and agreed upon during drafting of our Service Level Agreement
- Recovery Point Objective (RPO): The maximum acceptable amount of data loss measured in time.

If a disaster occurs we have the following people trained and who are responsible for kick starting the recovery process:

- Disaster Recovery Manager: Oversees the development and implementation of the disaster recovery plan.
- IT Department: Responsible for maintaining and implementing backup and recovery procedures.
- Human Resources: Manages communication with employees during a disaster.
- All Employees: All our resources are all trained to recover data, information that has been lost or accidentally deleted and we will employ additional resources depending on the seriousness, scale and urgency of the disaster event.

4.0 Service Delivery

We recommend the Swarming Model for service delivery and support. Suchee's swarming IT support model allows the support agent and users to see the end-to-end issues and solve them more quickly without causing delays. It is a collaborative effort of both engineers and stakeholders of a company. The repetitive issues are also solved faster by shared knowledge across the support staff. The learning curve of the support agents is improved, and the issues are well documented so that the knowledge can be shared with the end users.

Our service levels whilst during the Project will be from 9:00 am till 6:00 pm (normally, but the final timings will be as per the SOW) from Monday to Friday, However if there any critical issues our Team can work extra hours to try and fix the issue. If it is an issue which has risen as a result of our activity, we shall if needed work outside the normal stipulated hours to resolve it.

If the issue has risen due to an activity on the part of the buyer, we shall provide the support and guidance outside our normal hours if necessary for the buyer to resolve the issue as quickly as possible. The out of hours service level in such situations will be at the Suppliers discretion and on the criticality of the issue. We provide four levels of support. Tiers 0,1,2, 3 & 4

Tier 0 :Self-help and user-retrieved information

Users retrieve support information from web and mobile pages or apps, including FAQs, detailed product and technical information, blog posts, manuals, and search functions.

Tier 1: Basic help desk resolution and service desk delivery

Support for basic Buyer issues such as solving usage problems and fulfilling service desk requests that need IT involvement. If no solution is available, tier 1 personnel escalate incidents to a higher tier after triage.

Tier 2: In-depth technical support

Experienced and knowledgeable technicians assess issues and provide solutions for problems that cannot be handled by tier 1. If no solution is available, tier 2 support escalates the incident to tier 3.

Tier 3: Expert product and service support

Access to the highest technical resources available for problem resolution or new requirements. We analyse the root cause of the issue or request and then we decide whether to create a new fix, depending on the cause of the problem. This fix can be free as part of the core solution or it may be considered as a new change request.

Tier 4: Outside support for problems not supported by us.

Contracted support for items provided by but not directly serviced by the organization, including vendor software support.

The swarming IT support model has the following key principles:

- The support levels are not based on tiers.

- The groups do not incorporate any request escalations or repetitive requests of the same issues.
- The issue request directly goes to the particular agent who is best suited for handling and solving the issue.
- The assigned agent will deal with the issue till the problem is solved.

4.1 On-boarding and Off-Boarding Support

We along with our software provider assist our clients to onboard the system at critical points in the Project Timeline. It is the client's responsibility however to pass on that knowledge to their end-users.

We will assist and support our clients to onboard the data and metadata of the various data/business assets by providing onsite or off-site training.

We provide demos of the functionalities/features within the data catalogue tool . We will work with you and assist you to identify and use the various functionalities of the Data Catalogue software.

We also provide off-boarding support i.e. hypercare, after the software has been implemented to resolve your day-to-day bugs, queries and provide system support and guidance where needed. Our Buyer/client will also have access to the Software Product Support Team/Email access where they can raise tickets for their queries and issues.

We will make effective resources available as per client's requirements and ad-hoc needs. The clients will be billed either at a fixed rate or Time and materials to be agreed upon prior to the software purchase by the client.

4.2 Service Constraints

Suchee's service constraints from a technical and non-technical point will be as it is defined within the particular implementation scope and will vary from one customer to another. The service constraints will be decided based on the client's needs and clearly agreed upon between the Buyer and the Supplier before the commencement of the Project.

4.3 Service Levels

Our service levels whilst during the Project will be from 9:00 am till 6:00 pm from Monday to Friday, however if there are any critical issues our Team can work extra hours to try and fix the issue. If it is an issue which has risen as a result of our activity, we shall work outside the normal stipulated hours to resolve it.

4.4 After Sales Support

Suchee's policy is to ensure seamless performance/usage of the software for the client/buyer.

We provide effective resources to provide continuous support as agreed with the buyer and this can be completely bespoke as per the needs of the client.

Suchee appoints an Account Manager for every customer after the contract has been signed to transition from the buying cycle to the implementation cycle. The key functions of the Suchee account manager are the following :

- Serve as the lead point of contact for all customer account management matters.
- Build and maintain strong, long-lasting client relationships.
- Develop trusted advisor relationships with customer stakeholders and executive sponsors.
- Act as a point of escalation on service delivery issues

5.0 Technical Requirements

Our Technical requirements for our Data catalogue Software Product would be:

- Web Browser Interface for e.g. Windows, IE, Safari, Google Chrome
- Communication platform/channel e.g. Slack, MS Outlook, Goglemail
- Project Management Tool e.g. Atlassian, Jira etc (optional)

5.1 Security

We hold a Cyber Essentials certificate and all our Team members connect via a Virtual Private network to ensure complete privacy and security for all information, processes of our clients business. We also ensure two factor authentication and strong passwords for our staff and use Google Cloud for our regular data backup and recovery.

5.2 Hosting Options and Locations

The hosting options which we provide to the client is based on their in-house hosting systems and architecture in place.

Our software is a web-based software and hosted on our AWS cloud server which the client can access from anywhere as long as they have a secure internet connection.

We ensure the Product or the service chosen for implementation in the Project aligns with the client's hosting system and is agreed upon before the start of the Project

5.3 Access to data upon exit

We ensure that we have an effective handover policy by which we pass the knowledge of the access management to the service delivery organisation. We follow a transition framework which effectively moves the responsibility of the access management back to the organisation. We will ensure all data is wiped clean from client instances and termination of the access in our side

5.4 Any other Technical Requirements

Any other Technical requirements apart from what has been specified above will be clearly specified before the start of the engagement and will be dependent upon the customers scope and requirements.