



SaaS Service Level Agreement

1st January 2026



EDGE IT Systems Limited

Enterprise House, Courtaulds Way, Coventry, West Midlands, CV6 5NX

Tel: 02476 667 337

info@edgeITsystems.com

www.epitaph-solutions.com



SaaS Service Level Agreement

1 General Overview

This Service Level Agreement (SLA) is between EDGE IT Systems Limited (EDGE), who are the service provider, and its clients of Eptaph SaaS (software as a service).

The SLA includes the following sections:

1. Overview
2. Service Description
3. Responsibilities
4. Support
5. Availability, Response, Disaster Recovery and Maintenance
6. Software Development and Software Support Process
7. What the Eptaph contract does not cover
8. Assumptions

The SLA shall remain in place until revised or the expiry of the term contract, for the use of Eptaph SaaS.

2 Service Description

Eptaph is software to assist with the administration and management of cemeteries and crematoria.

Eptaph SaaS provides the hosting of Eptaph software and data for online access over the internet.

The service covers:

- use of the software
- software updates
- data storage
- software support and
- the provision and support of hosting and online access infrastructure

Further details of the service are available in the following documents:

- AdvantEDGE and Eptaph Technical Details.pdf
- EDGE Data Centre Infrastructure.pdf



SaaS Service Level Agreement

3 Responsibilities

3.1 EDGE Responsibilities

- 3.1.1 EDGE responsibilities are as outlined in this document for the service provision of Epitaph SaaS.

3.2 Client Responsibilities

- 3.2.1 Client is responsible for all IT support relating to their own computer systems or Internet connections.
- 3.2.2 Client is responsible for providing a reliable computer system that meets the technical requirements for Epitaph SaaS. The minimum user requirements are Microsoft Windows Remote Desktop Connection 10.0 and 512K broadband with 20:1 contention ratio or lower.
- 3.2.3 Client should provide a backup Internet connection, e.g. ADSL or 3G/4G/5G dongle, or an alternative connection device with an independent internet connection, e.g. 3G/4G/5G tablet.
- 3.2.4 Client is responsible for the cost of their Internet connection.
- 3.2.5 Clients to use the Microsoft Authenticator Multi-Factor Authentication (MFA) to access the SaaS products and services provided by EDGE.

4 Support

4.1 What is a software support contract?

The support contract provides software updates, bug fixes and remote support to trained users in the use of the software. Support also includes the provision of published answers to frequently asked questions (FAQs), quick guides and user manuals.

4.2 Support Procedure

All users should have received training to EDGE approved standards. During training they will be introduced to the relevant quick guides and user manuals and other sources of support.

The recommended sequence of actions for accessing support are:

- 4.1.1 Login: click Support, Manuals, Epitaph and refer to a quick guide or manual.
- 4.1.2 Create a job on the online Service Desk either by:
- Login, click Support & Service Desk, or
 - Open www.edgelTsystems.com, click Help and Service Desk, or
 - Open <https://service-desk.edgehostedservices.com>
- 4.1.3 Email support@edgelTsystems.com
- 4.1.4 Call 024 7666 7337



SaaS Service Level Agreement

5 Availability, Response, Disaster Recovery and Maintenance

5.1 Availability

5.1.1 Epitaph SaaS service is 99% available Monday to Friday, 8.00 a.m. to 6.00 p.m. and 95% available at all other times to allow for maintenance. These are target system availability figures, measured per calendar quarter (pro rata for the first quarter of the contract). These figures exclude circumstances wholly beyond the control of EDGE or agreed planned maintenance.

5.1.2 Service Status

The Status of the service is available via <https://www.edgeITsystems.com/status> . This webpage is maintained 24x7 with the latest status and details of outages during the last 30 days.



SaaS Service Level Agreement

5.2 Response

- 5.2.1 Technical Support is available Monday to Friday, 9.00 a.m. to 5.00 p.m. excluding public holidays and period between Christmas and New Year.
- 5.2.2 Technical support is only available to certified Epitaph users, i.e. all users must be trained.
- 5.2.3 Online user access changes and passwords supplied within 1 working days.
- 5.2.4 Requests to reset the password for an Online user must be submitted by email from one of the Client's senior managers. EDGE will then contact the signatory by phone and the request will be processed with the response time of a Major problem (see section 5.2.7).
- 5.2.5 Target response times during the technical support hours stated in item 5.2.1 are:

Epitaph Product	Problem Category	Response	Workaround	Resolution
All Products	Service Down	30 minutes	1 hour	2 hours
Enterprise	Major	30 minutes	4 hours	12 hours
Enterprise	Minor	30 minutes		1 week
Classic	Major	2 hours	1 day	24 hours
Classic	Minor	2 hours		2 weeks

Major problems are defined as:

- SaaS service being unavailable.
- SaaS functional problem that is essential to the daily operation of the client's service.

Minor problems are defined as:

- SaaS service operational and useable but performance not optimal.
- SaaS functional problem that can be worked around whilst it is being resolved.
- SaaS functional problem that is not essential to the daily operation of the client's service.

5.2.6 Service Down

Users to report service down using the methods below listed in the order to used:

- Check <https://www.edgelTsystems.com/status>
- Call 024 7666 7337
- Call 024 7658 3880 (on call engineer)

5.2.7 Major Problems

Users to report major problems using the methods below listed in the order to used:

- <https://www.edgelTsystems.com/status>
- Call 024 7666 7337
- Online Service Desk via <https://service-desk.edgehostedservices.com>
- Email support@edgelTsystems.com
- Call 024 7658 3880 (on call engineer)



SaaS Service Level Agreement

5.2.8 Minor Problems

Users to report minor problems using the methods below listed in the order to used:

- Online Service Desk via <https://service-desk.edgehostedservices.com>
- Email support@edgeITsystems.com

5.3 Disaster Recovery

5.3.1 Microsoft SQL databases and production critical virtual machines are backed up every hour and stored in the Datto cloud. All other virtual machines are backed up at least once a day and stored in the Datto cloud.

5.3.2 In the event that the EDGE data centre is unavailable for any reason, disaster recovery is provided by technology from www.datto.com which backs up Eptaph SaaS, every hour to a separate UK data centre operated by Datto.

5.3.3 Data Centre Down

If a **service down** event occurs that cannot be resolved with 1 hour (see section 5.2.5) during working hours of 09:00 to 17:00 (see section 5.2.1), then EDGE will failover Eptaph SaaS to Datto which takes 90 minutes.

5.3.4 SaaS Escrow

If EDGE has ceased to trade or a **service down** event occurs and the staff at EDGE are not available to failover to Datto for any reason, then clients of Eptaph that have a SaaS Escrow contract can invoke the Escrow via a Statutory Declaration to Finance Chain Limited who trade as Software Escrow Solutions (SES).

The following happens if the SaaS Escrow is activated:

- Service is failed over to Datto
- If EDGE is not operational within 7 days, then SES will publish the “Escrow” icon on the Eptaph SaaS portal which will enable clients to download their software and data
- After 60 days the Datto service will be shutdown

5.4 Maintenance

Software upgrades supplied outside the hours specified in item 5.1 with changes and version number notified via log on procedure.



SaaS Service Level Agreement

6 Software Development and Software Support Process

6.1 Enhancements

EDGE reserves the right to charge for any enhancements requested by the client. However, from time to time it is likely that enhancements will be made to the software by EDGE and these will be supplied free of charge. Online users are automatically upgraded to the latest version.

6.2 New Versions

EDGE reserves the right to charge a fee to upgrade to a major new version of the software.

6.3 Bug fixes

All software produced by EDGE undergoes comprehensive test programmes, including trials by certain selected clients before it is released for general use.

However, should any faults with the software be discovered, that we confirm are bugs, the client will be entitled to a free fix to the problem request. Whilst the fix is being developed the clients affected can be rolled back to an earlier version of the software that did not have the problem.

In addition to receiving the fix to the bug, the client will also receive any further fixes to bugs that have been reported by other clients, and enhancements that have been included in the product.

6.4 Information

The client will automatically receive details of events such as training courses that are being run. Epitaph users will be told of the latest versions available upon the support contract renewal.

6.5 System Setup

System setup for a client will normally be carried out at the beginning of a contract. The cost of this is included in the contract price.

7 What the Epitaph contract does not cover

The contract does not cover the following:

- (a) Bespoke software enhancements for client
- (b) Technical support on any other computer software
- (c) Technical support on any hardware including communications equipment
- (d) Recovery of corrupt data or corrupt backup media
- (e) Visits to client's premises to carry out on-site support.
- (f) Consultancy and training

EDGE provides consultancy and training on all Epitaph products. The charge for this would normally be part of the proposal regarding the provision of Epitaph.

A comprehensive user manual is supplied for use by trained users. This is updated along with the software. Support is provided to trained users i.e. Support is not intended to be used as ad hoc training by default.

Upon request, EDGE can provide software enhancements and additional technical support.

8 Assumptions

- (a) All users have taken and passed the training course pertaining to the software being used.
- (b) Users have checked the FAQs, quick guide and user manual before contacting EDGE.
- (c) The stated technical requirements for Epitaph software and services are met i.e. they have a reliable PC (Windows 10 Professional, or newer with 8Gb RAM or higher) or thin client with reliable broadband internet access (of at least 0.5mb and 20:1 or lower contention ratio).