

eHour – Service Definition

1. Service overview

eHour is a cloud-based time tracking and project management service designed for organisations that need accurate insight into worked hours, project progress and costs. The service is delivered as a Software-as-a-Service (SaaS) solution and is accessed through a web browser or mobile device.

2. Service scope

The eHour service includes:

- Time tracking via timesheets and stopwatch
- Project, task, client and team management
- Budget and cost tracking
- Reporting and data export
- Role-based access and approvals
- API access for integrations
- Optional integrations such as Jira and identity providers

The service does not include on-premise deployment, custom software development, or customer-managed infrastructure.

3. Deployment model

eHour is provided as a multi-tenant SaaS solution hosted on Amazon Web Services (AWS). The service operates in a public cloud environment and is fully managed by the supplier.

All production data is stored and processed within the European Economic Area (EEA), using AWS regions located in the EU.

4. Security and compliance

eHour operates under an ISO/IEC 27001-certified Information Security Management System (ISMS).

Security measures include:

- Encryption of data in transit using TLS 1.2 or higher
- Encryption of data at rest using AWS-managed encryption mechanisms
- Role-based access control
- Audit logging of relevant user and administrative actions
- Regular vulnerability management and penetration testing

5. User access and identity

Users access eHour through authenticated accounts. Supported authentication methods include:

- Username and password
- Single Sign-On (SSO) via external identity providers such as Microsoft Entra ID and Google
- Optional Multi-Factor Authentication (MFA)

Access within the application is restricted using role-based permissions.

6. Support and onboarding

Users are supported through:

- In-application onboarding for new users
- An online HTML-based knowledge base with getting started guides
- Email and in-application support

Support is provided during business hours (Monday to Friday, 9:00–17:00 CET).

7. Data management and portability

Customers can export their data at any time during the contract and at contract termination.

Available export methods include:

- Built-in exports of reports and data sets
- API-based data access

Supported export formats include CSV and XLSX.

Upon contract termination, customer data can be permanently deleted in accordance with agreed retention periods.

8. Availability and maintenance

eHour uses best efforts to maintain 99.5% availability during business hours (09:00–18:00 CET).

Planned maintenance that may affect availability is, where reasonably possible, performed outside business hours and communicated in advance.

The service is hosted on scalable AWS infrastructure and uses monitoring and automated scaling to maintain availability.

9. Resilience

The service is designed for resilience using managed cloud infrastructure, including redundancy, monitoring and automated recovery mechanisms provided by AWS. Further technical details are available upon request.

10. Trial and commercial model

eHour is offered with a 14-day free trial that provides full access to all service features. After the trial period, continued use of the service requires an active subscription.

Pricing is subscription-based and depends on the number of users.