



Innovation Group

Current Service Offering for G Cloud 15



ISO Document Revision History

Date	Revision	Distribution	Overview
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1 Summary

The Xurrent service offers an availability target of 99.8% during the 24x7 service hours from Monday through Sunday, which is roughly equal to a maximum outage duration of 1½ hours per month. The resolution target of a service outage (i.e., an incident that prevents multiple users from using the service) is 1½ support hours. Outages that affect only 1 user, and service degradations that affect multiple users, have a resolution target of 240 support hours. At least 80% of the incidents covered by an SLA based on this offering are to be resolved within the resolution target. In case of a disaster, the service will automatically be recovered at its continuity site.

Customers are charged 1 'user-month' at the end of each month for each enabled person registered in the customer's Xurrent account who was authorised for 1 or more roles during the previous month, or during a part of the previous month.

1.1 Availability & Reliability Targets

Service Hours

The service is to be available, taking into consideration the availability target, during the following hours:

- 24x7 (Monday through Sunday)

The service hours and support hours in this service offering and the service level agreements that are based on it are presented in Coordinated Universal Time (UTC). This time zone is applied for all service level calculations related to this offering.

Availability

During the service hours, the service is to be available for at least 99.8% of the time.

The service may be down for up to 4 hours per calendar month due to scheduled maintenance. The maintenance window is:

- Saturdays from 10:00pm until Sundays 2:00am UTC

A service outage is classified as scheduled maintenance when customers, with an active service level agreement based on this service offering, were notified at least 5 days in advance and the outage occurred during the maintenance window.

Each calendar month, the actual availability of the service is calculated and compared with the availability target to determine whether this target has been violated. Service outages for scheduled maintenance are not included in the availability calculations.

The service is considered to be unavailable, or down, when two or more users within the customer organisation are unable to access the service's core functionality due to the same incident.

Reliability

During the service hours, the service will not be down more than 3 times per month.

1.2 Performance & Continuity Targets

Performance

The transaction of a user logging on to the service (the reference transaction) is not to take longer than 20 seconds following submission of the user's primary email address and password.

Continuity

In case of a disaster, the service will be recovered automatically within 5 minutes at the continuity site. No intervention from the customer organisation is required.

In the rare event that the continuity site is also struck by a disaster, the service will be recovered manually within 48 hours at another site.

1.3 Response & Resolution Targets

Responses within Target

At least 80% of the requests for incident resolution that have been submitted for the service by the customer organisation are to be responded to within the targets specified for each impact level below.

A minimum of 5 incidents are required to determine whether the target has been violated or not.

Resolutions within Target

At least 80% of the requests for incident resolution that have been submitted for the service by the customer organisation are to be resolved within the targets specified for each impact level below.

A minimum of 5 incidents are required to determine whether the target has been violated or not.

Targets

When Impact equals "Low - Service Degraded for One User"

Response target: within 48 hours

Resolution target: within 480 hours

Support hours: 24x7 (Monday through Sunday)

When Impact equals "Medium - Service Down for One User"

Response target: within 24 hours

Resolution target: within 240 hours

Support hours: 24x7 (Monday through Sunday)

When Impact equals “High - Service Degraded for Several Users”

Response target: within 24 hours

Resolution target: within 240 hours

Support hours: 24x7 (Monday through Sunday)

When Impact equals “Top - Service Down for Several Users”

Response target: within 30 minutes

Resolution target: within 1 hour and 30 minutes

Support hours: 24x7 (Monday through Sunday)

1.4 Backup

Data Loss

A full backup is taken each day. The maximum risk of data loss for the customer organisation is therefore limited to 24 hours. Each backup is retained for 7 days.

Offline Backup Schedule

The service remains available for use during backups.

Restore Duration

A full restore is to be completed within 24 hours after having determined that this is required.

1.5 Prerequisites & Limitations

Prerequisites

For the customer organisation to benefit from the service, the following requirements need to be met by the customer organisation:

- A personal computer or mobile device with one of the supported browser application versions for each user of the service.
- An internet connection for each user's personal computer or mobile device. This internet connection should provide a minimum bandwidth of 128 kbps per user of the service.

Xurrent, Inc. cannot be held accountable for violations of the service level targets caused by the failure of the customer organisation to meet one or more of these requirements.

Limitations

It is possible that, the network connectivity between the Xurrent servers and the internet is performing normally and that the customer's prerequisites are met, but that the performance target is being violated or that the service is inaccessible due to performance issues or outages within the internet. Xurrent, Inc. cannot be held accountable for the performance of the internet.

A customer cannot hold Xurrent, Inc. accountable for incidents that have been caused by the customer.

The Acceptable Use Policy published at <https://www.xurrent.com/acceptable-use/> dictates the usage limitations applicable to the Xurrent service.

1.6 Reporting & Review

Report Frequency

Customers with an active service level agreement based on this service offering receive an online service level report once every month.

Review Frequency

Customers with an active service level agreement based on this service offering can request an online service level review meeting with a representative of Xurrent, Inc. once every year.

1.7 Charges, Penalties & Termination

Charges

Customers are able to purchase 12 months or multi year agreements to access the Xurrent Platform. The Xurrent Platform has Starter, Corporate and Enterprise License packages and they all have different costs and platform functionality. Customers can add additional license packs to each of these throughout the duration of a contract.

Penalties

In case the Availability and/or the Reliability service level target of a customer's service level agreement that is based on this service offering has been violated during a monthly reporting period, the affected customer will receive, free of charge, several prepaid user-months for future use. This number of prepaid user-months equals 25% of the number of user-months consumed by the customer during the reporting period in which the target violation(s) occurred.

In addition, whenever a service level target (e.g. Availability or Resolutions within Target) of a customer's service level agreement that is based on this service offering has been violated, the customer can request a report from Xurrent, Inc. that explains how the root cause of the violation(s) has been, or will be, eliminated. Xurrent, Inc. is to deliver such a report to the customer within one calendar month after the request was submitted.

Termination

Any service level agreement based on this service offering remains into effect until terminated by the customer or Xurrent, Inc. in accordance with the Xurrent User Agreement.

Notice:

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