SBS

SBS SaaS Service Level Agreement
Digital Core for Retail Banks

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Agreement_Digital Core for Retail
Banks_(eng)_v28022025

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Feature	Standard	Advanced
Method of Access for Sopra Banking Software Service Desk	Web ITSM tool and phone for P1 only	Web ITSM tool and phone for P1 only
Level 1 and level 2 teams availability	24/7/365	24/7/365
Business hours and On-call	Business hours Mo-Fr 8AM-6PM SBS Service Desk CET (GMT+1) On-call during off hours (for Priority 1)	Business hours Mo-Fr 8AM-6PM SBS Service Desk CET (GMT+1) On-call during off hours (for Priority 1 and 2)
Eary life support	3 first months after the Go Live	1 first month after the Go Live
Number of Support Requests	Unlimited	Unlimited
Service Availability for Digital Core	99.5% Quarterly excluding planned downtimes	99.9% Quarterly excluding planned downtimes
Service rate	Online response time: 90% under 1500ms 99% under 2000ms within the agreed platform boundaries	Online response time: 90% under 1000ms 99% under 1500ms within the agreed platform boundaries
Service rate for Payment (if applicable)	Outgoing Process: Average 90% under 1500ms and 99% under 2500ms Incoming Process: Average 90% under 1000ms and 99% under 2000ms (Within the platform boundaries of maximum 20 transactions per second (Outgoing / Incoming processes))	Outgoing Process: Average 90% under 750ms and 99% under 1500ms Incoming Process: Average 90% under 500ms and 99% under 1000ms (Within the platform boundaries of maximum 30 transactions per second (Outgoing / Incoming processes))
TTRespond	30 minutes	30 minutes
TTResolve Critical: Priority 1 High: Priority 2 Medium: Priority 3 Low: Priority 4	6h 75% < 2 business days, 100%<4 business Days P3 < 20 business days P4 < 40 business days	4h 75%<1 business day, 100%<2 business days 10 business days 20 business days
Additionally for Disaster Recovery:		

RTO (Recovery Time Objective) Time to restore service	Best effort	120 min to validate the behavior of the system and restore normal capacity
RPO (Recovery Point Objective) Max accepted loss of data	Best effort	Near 0 second (only transactions being processed during the disaster may be lost)
DRP test frequency	1 test/year (execution report will be communicated to the Customer) on a "Production like" environment	1 test/year (execution report will be communicated to the Customer)

Maximum Planned Downtime: 6 hours cumulated with a maximum 12 hours per year.

Service Rate for API calls:

Feature	Standard
Maximum number of connected end user on the platform	5 000
API calls per second	200

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