

SBS SaaS Service Level Agreement Regulatory Reporting

SBS SaaS Service Level
Agreement_Regulatory
Reporting_(eng)_v11062025

Feature	Standard	Advanced
Method of Access for Sopra Banking Software	Web ITSM tool	Telephone/Web ITSM tool
Level 0 and level 1 team availability	Monday to Friday, Business days and hours in France	Monday to Friday, Business days and hours in France
Business hours and On-call	Business hours Mo-Fr 8AM-6PM SBS Service Desk Paris time (GMT+1)	Business hours Mo-Fr 8AM-6PM SBS Service Desk Paris time (GMT+1)
Early life support	3 months from go-live	3 months from go-live
Number of Support Requests	Unlimited	Unlimited
Product Service Availability	99.5% yearly between 6h-22h	99.9% yearly between 6h-22h
TTRespond (evaluation in working hours)	3 working hours	2 working hours
TTResolve (evaluation in working hours) Critical: Priority 1 High: Priority 2 Medium: Priority 3 Low: Priority 4	12 working hours 4 working days 20 working days 40 working days	6 working hours 2 working days 10 working days 20 working days
Reporting	Annual reporting with indicators (Reference period for measurements = calendar year).	Annual reporting with indicators (Reference period for measurements = calendar year).
Additionally for Disaster Recovery:		
RTO (Recovery Time Objective) Time to restore service	7 working days to validate the behavior of the system and restore normal capacity	60 min to validate the behavior of the system and restore normal capacity
RPO (Recovery Point Objective) Max accepted loss of data	3 working days	Near 0 second (only transactions being processed during the disaster may be lost)

Feature	Standard	Advanced
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:

- Standard SLAs: 2 hours cumulated with a maximum 6 hours per year.
- Advanced SLAs: 2 hours cumulated with a maximum 4 hours per year.