SBS

SBS SaaS Service Level Agreement
SBP Lending Suite

SBS SaaS Service Level
Agreement_Lending Suite_Collateral
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SBS

Feature	Standard
Method of Access for SBS ServiceDesk	Online service management tool
Level 0 and level 1 team availability	Business hours Mo-Fr 8AM-6PM
Business hours and On-call	Business hours Mo-Fr 8AM-6PM SBS Service Desk Paris time (GMT+1)
Number of support Requests	Unlimited
Product Service Availability	> 99% (on a quarterly basis, planned down time excluded)
Environment Availability	Production: 24/7/365 Pre-production: Business hours (only during testing phases)
TTRespond	P1 & P2: 30 minutes in Business hours P2-P3: 4 hours
TTResolve Critical: Priority 1 High: Priority 2 Medium: Priority 3 Low: Priority 4	Only for production environment. A critical incident is a total unavailability of the platform P1: workaround: 75% <4 Business hours – 99% < 8 Business hours P2: workaround: 75% < 2 Business day – 99% < 5 Business days P3 – P4: Best effort
Additionally for Disaster Recovery:	
RTO (Recovery TimeObjective) Time to restore the service	Best effort
RPO (Recovery PointObjective) Max accepted loss of data	Best effort (with a maximum of 1 Business day)
DRP test frequency	1 test/year (execution report will be communicated to the Customer) on a "Production like"environment
Software enhancements and comitology	
Software release	2 minor releases updates per year, planned by SBS
Comitology	1 meeting per quarter on service 1 meeting per quarter on security Release notes for software updates and bug fix