

SERVICE LEVEL AGREEMENT

Terms and conditions for clients using the Heresafe platform.

Document Control

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1. Service Level Agreement

This document describes the Service Level Agreement which Heresafe Limited will deliver to The Client under the support and maintenance service for SaaS products .

1.1. Availability

Heresafe SaaS applications have a target availability of 98% aggregated over a 3 month period, however our typical availability is much higher than this.

Availability of a SaaS application is measured at the boundary at which our network meets the internet.

1.2. Support

All support matters are to be first raised to the support email: support@heresafe.com.
Priority One support matters can be raised within Service Hours via 01226 212 056.

1.3. Service Hours

Heresafe provides application support between the hours of 9.00am and 5.30pm Monday to Friday excluding Bank Holidays.

1.4. Support Priorities

Support incidents are split into five priorities:

1.4.1. Priority One

Priority One is defined as total loss of service.

- Target resolution within 4 hours during Service Hours.

1.4.2. Priority Two

Priority Two is defined as partial loss of service or workarounds in place.

- Target resolution within 2 business days.

1.4.3. Priority Three

Priority Three is defined as inconvenience caused by parts of the system not operating as expected.

- Target resolution within 5 business days.

1.4.4. Priority Four

Priority Four is defined as minor defects affecting usability.

- Target resolution as soon as reasonably practicable.

1.4.5. Priority Five

Priority Five is defined as cosmetic defects affecting look and feel.

- Target resolution as soon as reasonably practicable.

1.5. Other Support Services

Minor amendments such as template changes are usually covered under this Service Level Agreement.

1.6. Out of Scope

- Additional training after adoption period.
- Changes in system functionality and additional development work.
- Consultancy Services.
- Content Management Services

1.7. Disaster Recovery

1.7.1. RPO - 24 Hours

The Recovery Point Objective specifies the maximum acceptable amount of data loss. To meet this objective, all data is backed up at least daily, so the worst case scenario means rolling back to the last successful backup.

1.7.2. RTO - 48 Hours

The Recovery Time Objective defines the maximum tolerable downtime for an application. To meet this objective we plan to restore to a previous backup within at most 48 hours since disaster. To achieve this target we ensure that infrastructure is available on alternative providers and that backups are replicated to offsite data centres and with alternative providers.

2. Version History

Version	Date	Author	Notes
1.0	Historic	Phil Atkinson	Client specific SLA document.
2.0 - 4.0	Historic	Phil Atkinson	
5.0	24/02/2025	Daryl Greensill	Change to Heresafe branding and new template.
5.1	01/04/2025	Daryl Greensill	Add disaster recovery RPO/RTO.
5.2	09/06/2025	Daryl Greensill	Change to RTO