FinFlag – Maintenance & Service SLA

April 2022

Document control

Document Revision History

Revision	Author	Date	Description of modifications
V001	GDU	12/12/2021	V7 SaaS- Initiation
V002	GDU	20/03/2022	V7 SaaS- miscellaneous adjustments
V003	LGI	27/04/2022	Miscellaneous adjustments

Distribution List

Name	Function/Role	For Info/Action	Approved/Reviewed	Date
Clients				

Description of the Subscription Services SLA

FinFlag will ensure during the term of the subscription agreement to correct within a reasonable timeframe any Incident that will be reported by the Client in compliance with Service Levels.

If the Incident is consecutive to an error in the Product code (B-Cephal server, B-Cephal modules, FTP and API proposed by FinFlag within the subscription term), the correction will be executed free of charge.

If the Incident is consecutive to an error in the Product parameterization done by FinFlag (as baselined at the start of the subscription), the correction will be executed free of charge.

If the Incident is consecutive to any other cause than Product code or Product parameterization done by the User, the correction will be executed in the frame of the Advice Services and will be charged.

The timing of these corrections will depend on the nature of the issue and a solution will be proposed to fix the issue in a reasonable time frame.

The SLA regarding the correction process and timing is defined below:

FinFlag shall use its best endeavours to meet the following SLA's:

What	SLA	Responsible	Audience	Objective	Correction Period
Incident report	Promptly notify the incident or error and provide a documented example of such incident or error if requested.	User	FinFlag	Twofold: 1. Inform about the incident 2. Collect and provide relevant information to qualify the incident	na
Incident reception acknowledgement	within 2 hours of mail reception	FinFlag	The authorized incident reporter	Confirm formally reception of incident report	na
Incident first level of qualification	within 2 hours (working hours) after sending/reception of acknowledgement	FinFlag	The authorized incident reporter	Confirm qualification of request (incident in code, incident in parameterization done by Licensor, incident in parameterization done by Licensor, not incident, change request,…)	na
Incident second level of qualification	Severity I -> within 4 hours after first level of qualification	FinFlag	The authorized incident reporter	Fix the incident	Immediate work start Correction ASAP (as soon as possible) (target 1 day)
	Severity II -> within 12 hours after first level of qualification	FinFlag	The authorized incident reporter	Fix the incident	Correction within reasonable timeframe according to industry standard for this severity. (target 3 days)
	Severity III -> within 24 hours after first level of qualification	FinFlag	The authorized incident reporter	Fix the incident	Correction next version or release, provided such next version or release is delivered within six months following User error report

The incident report will only be considered when transmitted to the following email: support@finflag.com

Incident transmitted via other media or audience and for which no formal incident reception acknowledgment is provided by the FinFlag will not be considered as received.

These SLA are only valid during working hours; Monday to Friday from 9am to 5pm (European Continental time).