



# Service Level Agreement

## Definition of the Service

Invevo is a SaaS credit management platform that automates processes and empowers users to complete the right action at the right time to deliver working capital optimisation whilst providing the data insights that drive continual improvement and operational cost savings.

This agreement covers the levels of service and support that will be available to you.

The scope of this document covers all current & future versions of Invevo.  
This Service Level agreement will become effective from the Go Live date.

## System Availability

The system is available 24/7.

The Invevo Engineering Support Team is available 24/7/365 to maintain system availability.

Invevo's Proactive Monitoring Services alerts the engineering team in the event of any outages and any system behaviours which could result in service disruption.

## Planned Maintenance

Maintenance is generally performed with zero downtime. In some instances, we may need to perform maintenance with some downtime however, we will always endeavour to provide one week's notice before maintenance is performed.

Any urgent maintenance required, which results in downtime, will count against the SLA performance penalties if performed within core service hours. Invevo will endeavour to arrange all planned maintenance within hours of least disruption.

## System availability targets (p1)

Invevo has a 99.9% system availability target over 30 days. Service Credits apply where availability falls below the defined threshold.

System availability is defined as a period of time when the system is inaccessible to your users on [https://\\*-invevo.io/](https://*-invevo.io/) during service hours



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Invevo will not be liable for system availability interruptions outside of our control such as Azure outages or an internet outage caused by one or more Internet Service Providers.

Invevo will not be liable for system availability interruption caused by missing or corrupt data interfaces provided by you.

Invevo will not be liable for system availability interruptions caused by the unavailability of Third Party products or services.

Invevo will not be liable for system availability if you fail to respond to an enquiry from ourselves or any 3rd Party acting on our behalf which prevents them from completing their obligations.

Invevo will not be liable for system availability due to action or negligence on the part of yourselves when making configuration changes to the platform.

Should the system availability fall below agreed levels, Service Credits will be applied to your account in accordance with the following table. In any monthly period, the maximum applicable Service Credit shall be 10% of the monthly license fee.

Service Availability	% of monthly all fee credited
$\leq 100 \geq 99.9$	0%
$< 99.9 \geq 99.5$	5%
$< 99.5$	10%

A P1 Service Level failure below 99.5% will entitle the Customer to a service review meeting in line with ITIL best practices.

Clear next steps will be agreed by all parties in the best interest of the client receiving a quality service.

Any P1 service failure below 99.5% in three consecutive months will entitle the customer to terminate the service.



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### Interface availability targets (p2)

Invevo has an 8-hour resolution target to fix any interface issues that prevent data from being imported into Invevo from your source systems.

Any interface that is not fixed within the resolution target will result in a service credit being applied to your account.

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Invevo will not be liable for interface availability interruption caused by missing or corrupt data interfaces provided by you.

Invevo will not be liable for interface availability interruptions caused by the unavailability of Third Party products or services.

Invevo will not be liable for interface availability if you fail to respond to an enquiry from ourselves or any 3rd Party acting on our behalf which prevents them from completing their obligations.

Invevo will not be liable for interface availability due to action or negligence on the part of yourselves when making configuration changes to the platform.

Interface Availability P2	% of monthly all fee credited	Interface Availability P2
0–5 service credits	0%	0–5 service credits
6–10 service credits	2%	6–10 service credits
11+ service credits	5%	11+ service credits



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### System availability targets (p3)

Invevo has a 24-hour resolution target to fix any service issues. Any service issue that is not resolved within the 24-hour resolution target will result in a P3 service credit being applied to your account.

Service Issues are:

- The workflow service is unavailable
- Workspaces are unavailable
- User is unable to send a desktop communication
- User is unable to process a credit card payment
- User is unable to set-up a payment plan
- User is unable to create/complete a task
- User is unable to request/approve a credit limit change
- User is unable to update a transaction/account status
- Permissions have failed to run

Service Availability P3	% of monthly all fee credited
0-5 service credits	0%
6-10 service credits	2%
11+ service credits	5%

### Service credits

We will automatically issue service credits on your next invoice in the event of service availability failure.

### Service availability reports

Service is monitored using Azure Application Insights and service availability reports are available monthly.

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### Fault Reporting & Support, Response and Resolution Targets

Once a fault has been logged with the Product Support Team that affects service availability, we will endeavour to resolve your fault within the following service resolution targets.

#### System Unavailable P1 (High)

- Resolution target 1 hour
- Issue Classification – Site Unavailable
- Description – The web site is unavailable to all users who are unable to access the site.
- Action – Immediate action by an engineer and product support.
- Communication – Communication emailed via Service Hub within 15 minutes of detection / Incident response

#### Interface Unavailable P2 (Medium)

- Resolution target 12 hours
- Issue Classification – Loss of Interfaces
- Description – The web site is accessible but interfaces are unavailable to exchange data between systems.
- Action – Product support will perform initial triage before engaging with client.
- Communication – Communication made to client within 60 minutes of detection / Incident response.

#### Service Impaired P3 (Low)

- Resolution target 24 hours
- Issue Classification – Impaired Services
- Description – The site is available, and the interface channels are available. Users can access accounts but a service has been impaired.
- Action – Product support will perform initial triage before engaging with client.
- Communication – Communication made to client within 4 hours of detection / Incident response.

### Complaints Procedure

The Service Desk will endeavour to operate within agreed SLA's. If the service response is not to your satisfaction, then you may raise a complaint by email to [service.complaints@invevo.com](mailto:service.complaints@invevo.com) who will then follow up on the matter and provide a reply within 24 hours.



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### Escalations

We operate a flat engineering team structure at Invevo which means that service failures are triaged and then allocated to the best engineering resource. In the first instance your point of contact is the Product Support Team: [helpdesk@invevo.com](mailto:helpdesk@invevo.com) however, should you need to escalate beyond the service agreement then please do so in writing to:

**1st Escalation point** – [escalations@invevo.com](mailto:escalations@invevo.com)

**2nd Escalation point** – Service Delivery Manager, Luke

