SaaS Service Definition

SAAS SERVICE SUPPORT

The SaaS Service as defined in the SaaS Agreement entered into between the parties ("the SaaS Agreement") shall include the following support service and all defined terms in the SaaS Agreement will apply to this schedule.

1. an advisory and explanatory service (service desk) with respect to the Software and the SaaS Service including the provision of a telephone, online chat, online support portal and email consultation service provided during Working Hours

2. Incident logging, Incident priority allocation and follow up actions to achieve resolution of the Incident in accordance with the Incident Priorities

3. communication from CIPHR providing information on matters of general interest with respect to the Software and SaaS Service

4. if CIPHR makes an Update generally available to its customers of SaaS Services, it will supply the Customer with that Update without additional charge

SAAS SERVICE INCLUSIONS AND EXCLUSIONS

1. Service Inclusions

The SaaS Service shall include the following facilities and services;

1.1 standard operational activities involving the maintenance, security and availability of the System Environment
1.2 daily backup and storage for a minimum of three weeks of such backups of the Software and Customer Data, stored by the operation of the Software or the SaaS Service
1.3 operation of the SaaS Service in accordance with the provisions of ISO27001:2013 as defined in CIPHR's statement of applicability, including;
    1.3.1 administration of System Environment security, administration of operating system level user accounts and passwords, administration of System Environment security infrastructure and processes
    1.3.2 monitoring of the SaaS System Environment to provide appropriate levels of confidentiality, integrity and availability to the customer
1.4 storage space for customer related files and documentation of up to 5GB or within limits as specified in any Order Form

2. Service Exclusions

Unless specified in any Order Form or otherwise agreed in writing, the following items are not part of the SaaS Services or other Services provided under the SaaS Agreement and shall remain the sole responsibility of the Customer

2.1 maintenance, support or management of any Customer Software or Customer database
2.2 development work, installation or upgrades of the Software, any applicable Third Party Software or Customer Software, other than new developments or releases of the Software, Third Party Software or Customer Software that CIPHR, in its absolute sole discretion, agrees to install and support under this agreement for access and use by the Customer during any Subscription Period
2.3 maintenance, support, upgrading, installation, licensing or management or other services for any Customer Software, hardware, desktop equipment, infrastructure or peripherals or the Customer's premises or computer systems or its environment or telecommunications network
2.4 acquisition and/or licence management of any Customer Software, Third Party Software and/or Customer data (including databases themselves, if any)
2.5 any activity relating to the rolling-out, implementing and/or upgrading, reconfiguration or migration of the System Environment to the Customer's premises
2.6 Customer or Customer User training
2.7 Customer data conversion and migration
2.8 procurement, provision, maintenance and support of or any advice in connection with the Customer's computer systems or its environment or the Customer's telecommunications network
2.9 the design in respect of the System Environment interface with the Customer computer systems or its environment or the Customer's telecommunications network or Customer premises
2.10 the procurement, adequacy, maintenance or support of or any advice in connection with the software or other licensing requirements for any systems, software, computer, device or facility used by the Customer or any Customer User to access or use the SaaS Service or any website or computer network CIPHR uses in connection with the SaaS Service