INEXTO
THE VALUE OF AUTHENTICITY.

Maintenance Services Support – Defined Levels & Escalation Procedure

1. Interpretations and Definitions

1.1 As used in this Schedule, the following defined terms have the following meanings:

"**Client**"	means the Customer and/or Customer Affiliate.
"**Event**"	means an occurrence with the Software which requires attention from First, Second, and/or Third Level Support as part of the Client support and includes incidents, system events (meaning issues which come to light from proactive automated monitoring), problems, change requests and errors.
"**First Level Support**"	means the first level support as described within paragraph 2.1 of this Schedule.
"Resolution Time"	The time from which Supplier is notified of a Service Request to the point in time when the Service Request is resolved or an acceptable Work-around is devised and in place. The time when waiting for Customer feedback in order to start investigating the Event is subtracted from the total Resolution Time.
"Response Time"	The time from which Supplier is notified of a Service Request to the point in time when Supplier starts working on the Service Request.
"RPO"	or "Recovery Point Objective" is the maximum targeted period in which data might be lost from a Supplier hosted service disruption due to a major Event.
"RTO"	or "Recovery Time Objective" is the targeted duration of time and a service level within which a supplier hosted business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in Customer business continuity.
"**Second Level Support**"	means the second level support as described in paragraph 2.2 of this Schedule.
"**Service Provider**"	means the Supplier and Software owner as defined in the Agreement, or the Supplier's designated representative.
"Service Request"	Means a Client (or Client representative) request, by phone call/email/webform ticketing tool, to resolve an Event for Software and/or service support; each Service Request is logged into the Service Management Tool with a unique ticket number (i.e. "Service Request ticket"). Upon submission of the Service Request by the Client (or Client representative), the Client shall receive an email with URL link to the registered Service Request.
"**Software**"	means Software as defined within the Agreement.
"Support Hours"	Means the Service Provider's Customer Support Centers' availability Monday through Saturday 06h00-06h00 (CET/CEST); and where Customer Support Centers includes Service Provider's multiple sites.
"**Third Level Support**"	means the third level support as described in paragraph 2.3 of this Schedule.

"Working Day"	Monday through Friday, except bank holidays in Service Provider's offices.
"Working Hours"	means working hours within a Working Day.

2. Support Levels & Parties respective responsibilities

2.1 First Level Support

2.1.1 The responsibility of First Level Support is to register and classify each received Service Request and to initiate an immediate effort to resolve and restore a failed Software service, as quickly as possible.

2.1.2 If no immediate solution can be found to resolve the Service Request, First Level Support will report (escalate) the Event to Second Level Support.

2.1.3 The Client or Client's representative is responsible to provide and/or procure First Level Support services.

2.2 Second Level Support

2.2.1 Second Level Support takes over Service Requests for respective Events which cannot be resolved immediately by First Level Support.

2.2.2 Second Level Support has broader experiences and more in-depth knowledge about specific Software (i.e. Object Code), to include its architecture and the relevant infrastructure. Its aim is to restore a failed service or find a solution to any Event, as quickly as possible. There are Second Level Support specialists for each Software product and/or relevant service.

2.2.3 Second Level Support activities during Support Hours are:

(a) system troubleshooting;

(b) Software installation, upgrade, and configuration

(c) work-around to guarantee service availability;

(d) address Events reported (escalated) by First Level Support;

(e) address issues identified during service monitoring;

(f) execution of data patching;

(g) issue analysis for Third Level Support;

(h) document issue to improve performance of First Level Support;

(i) document and report (escalate) issues to Third Level Support where there are complex Events that Second Level Support is not capable to resolve (e.g. requiring

Source Code intervention) and/or where no known solution yet exists within the knowledge management database.

2.2.4 The Client or Client's representative is responsible to provide and/or procure Second Level Support services. In case the Client will decide not to procure Second Level Support services offered by INEXTO. INEXTO must ensure onboarding & integration of IT Suppliers selected by Client that will provide 2nd Level Support. That means adequate training, know-how transfer and access to INEXTO systems to be provided.

2.2.5 Client support requests per Section 2.2.3 (b) shall be submitted to INEXTO a minimum of seven (7) Working Days prior to their planned implementation. Client support requests for implementations outside of Support Hours shall be subject to an off- Support Hour surcharge [https://inexto.com/references/INEXTO.Rate.Card-(CHF).pdf].

2.3 Third Level Support

2.3.1 Events are forwarded to Third Level Support by Second Level Support when in-depth expertise of specialists is required to diagnose and resolve an Event. Third Level Support specialists have heightened knowledge of /experience with the Software and have access to Software Source Code.

2.3.2 Third Level Support performs advanced problem-solving in cooperation with Service Provider's development, delivery, and/or production teams, where and as necessary.

2.3.3 Third Level Support activities are:

(a) Data patching (creation and validation)

(b) code patching

(c) bug correction

(d) problem resolution definition

(e) full root-cause analysis

(f) execute Disaster Recovery Process

(g) document issue to improve performance of First and/or Second Level Support;

2.3.4 The Service Provider (i.e. Supplier) is responsible to provide and/or procure Third Level Support services.

3. Software Maintenance Support

3.1 Guidelines:

Key objectives	Prevent Software service disruption with proactive actions. Restore a failed Software service as quickly as possible.

	Identify and remediate root cause of reoccurring issues.	
Software Scope	INEXTOR, INEXTRACE, INEXHUB, INEXPRESS, INEXPACK, INEXTRACK, INEXTRACK-Compliance Module.	
Service Scope	Service Provider shall provide Third Level Support for INEXTO SUITE Components under Subscription by the Customer. Second Level Support may be offered by Supplier to Customer upon a reasonable demand notice by the Customer to the Service Provider of no less than three (3) months.	
Delivery Groups	Third Level Support shall be delivered through a combination of INEXTO's dedicated Support Teams based at its affiliates (e.g. Switzerland, Spain, Colombia), and INEXTO's product development and hosting management teams based in Switzerland. INEXTO Support is led by the dedicated INEXTO Global Support Manager who is responsible for overall Software support and Event management; reporting directly to a member of INEXTO's Senior Management team.	
Service Deliverables	Event management	• registration of Events • documentation of Events • escalation of Events • progress tracking • solving Events • closure of Events
	problem management	• root-cause analysis
	knowledge management	• document issues • issues review • problem management
Tools	Service Management Tool	Service Provider personnel shall register all Events within its service management tool and monitor, update investigation progress, and finally close the events.
Service (engagement from First Level Support)		service outages and Priority level are to be registered against appropriate service.

3.2 As a part of this Service Level Agreement, Service Provider shall have access to the following infrastructure service elements:

3.2.1 a service management tool (KBS), including a knowledge base of known Events; and

3.2.2 a secured document repository containing relevant service documents available to the Service Provider

3.2.3 as detailed in the table below:

Key objectives	Provide reliable and predictable server-based service elements per this Schedule's paragraphs 3.2.1 and 3.2.2. Enable preventive action rather than reactive interventions. Analysing the causes of issues and submitting Change Requests to remove problem sources. Enable distribution mechanism from a central solution. Produce a central repository for documentation and knowledge management. Share information with business partners.	
Service Scope	Above mentioned services. Service Provider shall host all relevant solutions and services (per this Schedule's paragraphs 3.2.1 and 3.2.2) and make these available to Service Provider personnel.	
Service Deliverables	Event management	Registration Documentation Escalation Progress Tracking Closure
	Service Management	Manage, maintain Events based on ITIL practices. Share content via extranet solution.
	Knowledge base	Register/maintain knowledge base. Share known errors/resolution actions with business partners via extranet solution.
	Document repository	Store documentation related to service offering. Share documentation via extranet solution.

3.3 Supplier's Office's Support Hours:

3.3.1 Supplier's Customer Support Centers' availability: Monday through Saturday 06h00-06h00 (CET/CEST)/M-F 00h00-00h00 (COT)/M-F 08h30-17h30 (IST) (i.e. "**Support Hours**")

3.3.2 Supplier's On-Call: 24x7

3.3.3 Supplier's HQ (Lausanne, CH) Working Hours: 08h30-17h30 (CET/CEST).

3.4 Supplier's Customer Support Contact information:

(a) Support portal: https://support.inexto.com/support/home

(b) Support e-mail (to request support): support@inexto.com

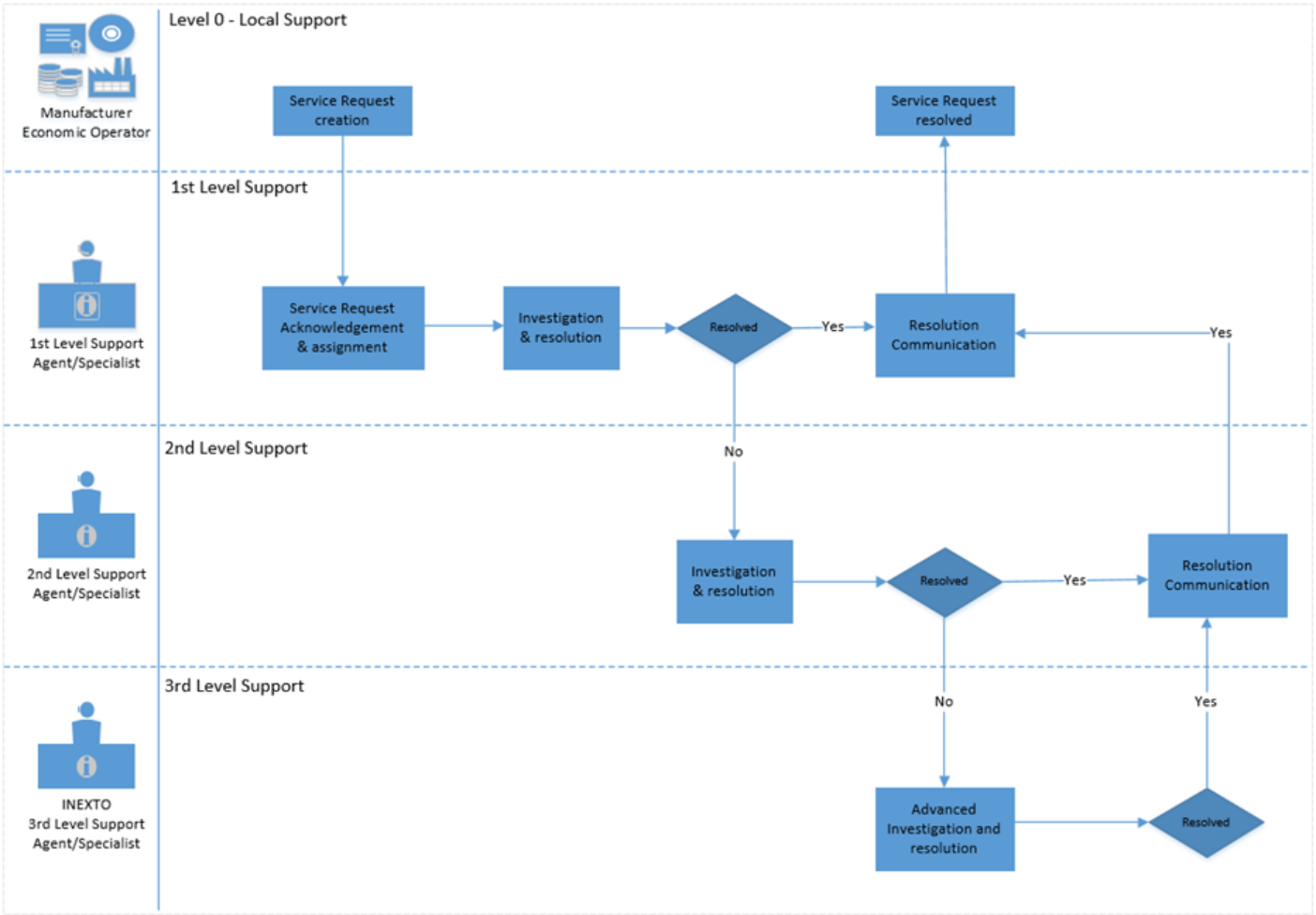
(c) Support phone (on-call duty assignment 24x7, *): +41 44 585 93 53

(d) Escalation contact phone (*): +41 44 585 92 05

(e) Customer Care e-mail (to share information): customercare@inexto.com

* P1 &P2 Events (see below Section 3.6.2)

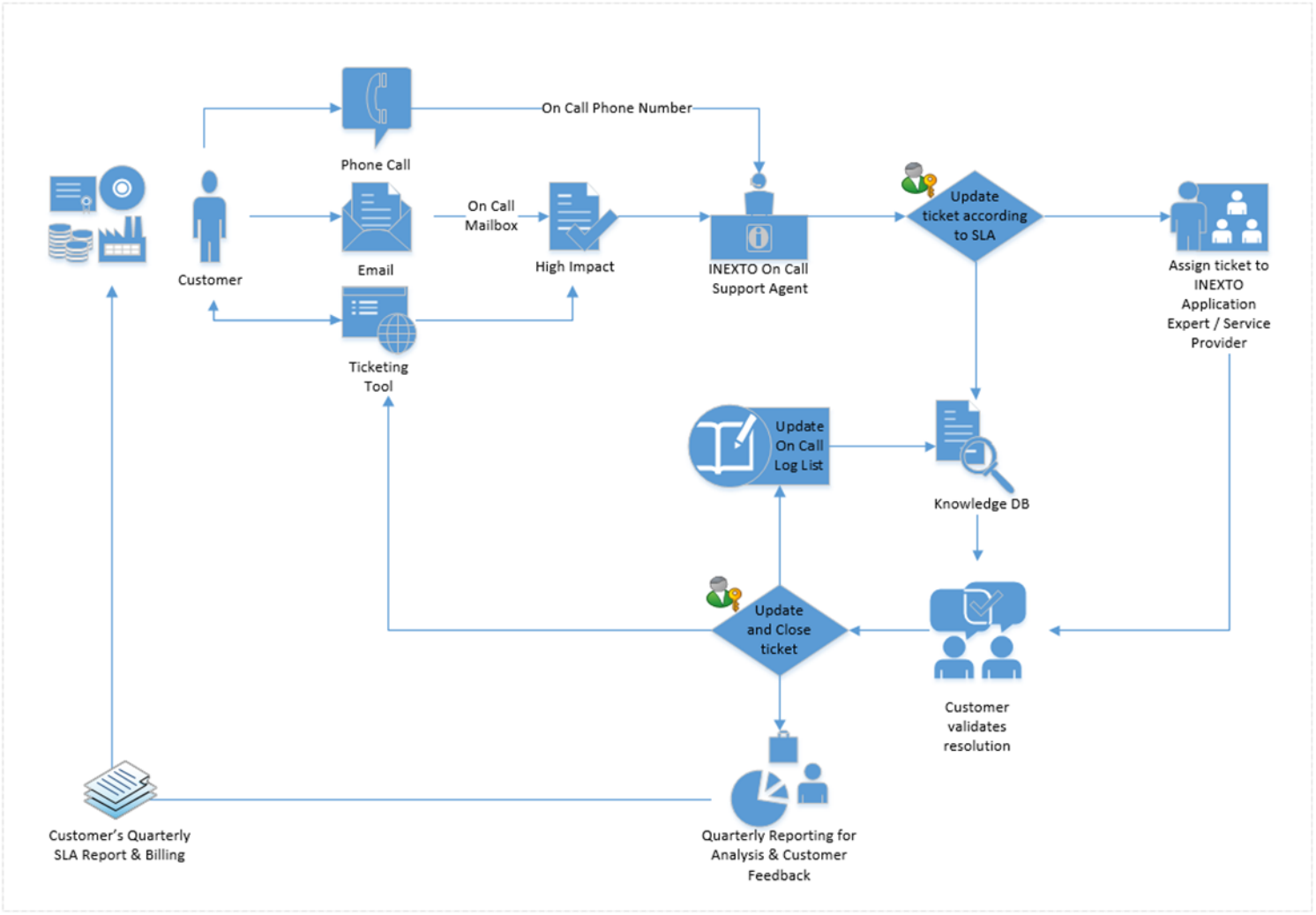
3.5 Support Levels escalation schematic:



3.5.1 On Call Support process escalation for P1 & P2Events:

All Service Request Events are logged on INEXTO Service Request Management (ticketing) tool, which keeps history of the Event / Service Request recording, handling, Response Time and Resolution Time.

For Events that are classified as critical or high, the **Customer must report the Event by a telephone call to Customer support. The event will be reported by using the ticket system as soon as thereafter**. The Service Response Times are measured and monitored using INEXTO's ITIL based Support System.



3.6 Request Severity Classes and Priorities

3.6.1 INEXTO will determine which class a Request belongs to and reserves the right to change the class at any time.

3.6.2 Event prioritization of any Service Request applies for 2nd Level & 3rd Level Support and is done according to the following table:

Priority level	Response Time	Resolution Time	Description
P1	Immediate / Within **30** minutes (Reporting in Ticket System)	Within **4** hours from the moment INEXTO agent receives the call.	The Request is classified as a **P1** Event if: • The whole production System is out of use, and • There is no Workaround solution. • Urgency is Critical. **Note that a phone call is required for classifying an Event to this severity level.**
P2	Within **1** hour	Within **9** hours from the moment INEXTO agent receives the call.	The Request is classified as a **P2** Event if it results in: • Serious degradation of System responses, or • The loss of key functionality under normal conditions, or • An important System componentis unusable, or • Frequent failure of an important System and • Affects more than 25% of overall users and • There is no workaround available **Note that a phone call is required for classifying an Event to this severity level.**
P3	Within **8** Working Hours	Within **5** Working Days from the moment INEXTO agent receives the call.	The Request is classified as a **P3** Event if it results in: • Reduced functionality due toError(s) affecting the overall System, or • Limited degradation of System performance or random outages in the System availability, and • Affects more than 25% of overall users or the majority of users in a single office and • A Workaround solution is available • Business impact is low.
P4	Within **16** Working Hours	Within **10** Working Days from the moment INEXTO agent receives the call.	The Request is classified as a **P4** Event or Service Request if it results in: • A non-significant effect on the functionality of the System • Affects only individual users, business documents or specific, non-critical functions of the System • Business impact is low.

3.7 RPO/Maintenance

Item	Details	Measurement mechanism	Service level measurement
RPO (recovery point objective)	The Recovery Point Objective means the amount of allowable data loss as a result of an Event. It is relevant in case of hosted services by Supplier.	Business process metrics audit	0 data loss
Scheduled and communicated Solution maintenance	Maximum Solution core functionalities downtime for planned maintenance activities. Service Provider Personnel shall always inform the Client of scheduled maintenance in advance.	Server monitoring statistics	12 hours per quarter, solely outside the hours of the standard service hours.

3.8 Third Level Support Event management and disaster recovery

Item	Details	Measurement mechanism	Service Priority measurement
Priority level (**P1**)	Recovery time objective (RTO) meaning the time within which Service Provider Personnel shall resolve an Event and resume pre-Event service availability.	Service audit – reporting	4 hours
Priority level (**P2**)			9 hours
Priority level (**P3**)			5 Working Days

3.9 Events shall be classified and prioritized in the following manner:

3.9.1 Impact:

(a) **Low**: service is degraded for one user.

(b) **Medium**: service is down for one user and/or degraded for several others.

(c) **High**: service is down for several users.

3.9.2 Urgency:

(a) **Normal**: integrity of business process unaffected.

(b) **Important**: non-critical business process stopped or critically impacted.

(c) **Critical**: critical business process stopped or critically impacted.

3.10 The following table shows the priorities (ranging from 1 to 3) based on both urgency and impact. These priorities are the basic criteria to measure service availability.

Urgency-Impact prioritization grid		**Impact**		
		Low	Medium	High
Urgency	Normal	P3	P2	P2
	Important	P2	P2	P2
	Critical	P1 *	P1 *	P1 *

(*) Events impacting data processing (i.e. Events impacting ability to scan shipping cases) are P1 by default.

4. Service Governance

4.1 Throughout the Term, Service Provider shall organise and provide a support governance structure to monitor the support.

4.2 Quarterly Review. The Service Provider shall track the service priorities and summarise them in a dashboard format. This includes the following activities:

4.2.1 Tracking unresolved Events;

4.2.2 Reviewing service performance;

(a) number of support requests opened within the month;

(b) number of support requests closed within the month;

(c) number of support requests remaining open for next month;

(d) average resolution time for closed requests within the month; and

(e) assessment of support requests and proposal for improvement.

4.2.3 Updating maintenance/release plan;

4.2.4 Capturing agreements and disagreements, and identifying items needing escalation;

4.2.5 Creating change requests as required;

4.2.6 Security incidents report;

4.2.7 Access and configuration report; and

4.2.8 Security related configuration changes report.

5. Out of Scope

The tasks in the table below are not covered by this SLA.

Consulting	Local physical presence covering deployment or deploy the solution on various warehouse locations; Support development for integration of various system with the Software; Support development of side applications connecting to the Software; Make proof of concept for specific installation mode; Plan the disaster recovery process according to requested business continuity level
Maintenance	Define integration strategy with applications landscape; Help executing regression tests and support business during UAT; Approved Material list updates (scanner/card/desktop)
Product Development	Create & adapt documentation outside of standard product documentation (i.e. Service Provider branded training guide); New development