

PiLog Software-as-a-Service (SaaS) Service Level Agreements (SLAs)



The following guidelines are the starting point for all PiLog Software-as-a-Service (SaaS) Service Level Agreements (SLAs).

1. **Service availability:**

SLA Requirement in general is 99.5%. The downtime calculation excludes any scheduled maintenance.

2. **Recovery Time Objectives (RTO)**

The maximum acceptable duration of time from a system failure/disaster event until the service is restored to an operational state will be specified

SLA Requirement: Unless otherwise agreed between PiLog and Customer, a specific time limit of:

- 1 hour for ISP downtime and
- 4 hours for recovery of Application and Database and
- 24 hours for full recovery in case of hyperscale failure.

3. **Data loss tolerance levels (also known as recovery point objectives)**

The maximum acceptable amount of data loss measured in time will be agreed upon by PiLog and Customer

SLA Requirement: A specific time interval (SLA based on backup frequency of SaaS options selected. This often correlates directly with the frequency of data backups.

Measurement: The time between the last successful data backup/replication and the moment the failure occurred.

Reporting: Reports should specify the RTO target and confirm the backup or replication frequency used to meet it. In the event of an incident, the report should state the date and time of the last usable data point.