

Service-Level Agreement

Rhaegal products

Updated on the 5th of April 2023

Overview

This Service Level Agreement outlines the terms under which the Rhaegal Product Services are offered to its paid subscribers of the Rhaegal Services. It may be revised from time to time.

System availability

Rhaegal will take appropriate measures in terms of redundancy, monitoring, and platform management to guarantee optimal service availability outside of planned maintenance windows.

The Service is deemed unavailable when authentication to the service is not possible (via SSO or Login page) or 1 key feature at least is not working.

Annual Services Availability:

- 365 days per year,
- 24 hours per day,
- 99% System Availability.

Service Levels

Customer Support

Support Level is provided 9 hours a day, Monday to Friday CET from 9:00 to 18:00.

Response time

Service levels	Response time
1 - Unusable application	Up to 1 hour
2 - Usable application with major unavailable functionalities	Up to 3 hours
3 - Usable application with minor unavailable functionalities	Up to 6 hours

Resolution time

Service levels	Response time
1 - Unusable application	Up to 8 hours
2 - Usable application with major unavailable functionalities	Up to 3 business days
3 - Usable application with minor unavailable functionalities	Up to 3 business weeks

Unavailability plan

If the application is unavailable with lost data, the data will be restored with a backup. Data is saved in a backup hourly, daily, weekly, and monthly (See [Backup policy frequency and retention](#)). The time to restore the server, the application, and the data are under 8 hours.

Backup policy frequency and retention of the database

Frequency	Every	Retention Time	Snapshot Time
Hourly	6 hours	7 days	08:50 UTC
Daily	N/A	7 days	08:50 UTC
Weekly	Saturday	4 weeks	08:50 UTC
Monthly	Last day of the month	12 months	08:50 UTC

Upgrades

Rhaegal upgrades its platform very frequently to both deliver new features and quickly resolve any issues. Release notes and resources on new features are published on our Documentation on doc.rhaegal.com.

A vast majority of releases are done in a hot deployment mode and do not require any downtime. Occasionally, a Major Release or an upgrade in our Hosting environment may require a Maintenance Window.

Usually, Maintenance Windows are open on weekends or outside of business hours. They are always announced at least 24h in advance.

Rhaegal may also open a Maintenance Window on short notice in the event of an emergency, for example, related to a detected security breach.

Security Infrastructure

We understand the nature of our role as a Data Processor and take appropriate measures to protect against any unauthorized use or access.

Our Security Infrastructure includes Intrusion detection services, security monitoring, Restricted Physical Access, Restricted Network Access, Encrypted Data Access, Redundant firewalls, Isolated public/private LANs, Isolated NAS and SAN access, and Real-time anti-virus.

In addition, only restricted individuals and workstations may update critical elements of the system such as Firewall rules, Settings, recovery procedures, and backup procedures.

The system monitors and logs all major components including application services, system settings, load balancers, firewalls, and LAN traffic.

Any security inquiries can be addressed at security@rhaegal.com.

Disaster Recovery Plan

Only database cluster is on fault-tolerance configuration.

In the event of a full outage of the primary database instance operations are transferred to a secondary node where a full service can be restored.

Time to recover

Failure of a single base Service: Instant

Failure of multiple base Services: 2h

Full Outage of the primary hosting facility: 12h

Penalties

Should Rhaegal fail to achieve its Service Availability as described in this document and upon Customer's written request, it shall pay to the Customer a penalty of 10% of the Subscription Fees paid during the last 12-month period (calendar year) per each 1% below the committed Service Availability.

Service Penalties and Liabilities of any kind that may arise from using the Rhaegal Services are limited to 100% of paid Subscription Fees paid in the last 12 months.