



Ascendify Service Level Agreement

Service | Support | Success

Updated: August 2016

	STANDARD	PREMIUM
Service Availability	99.9% Uptime	100% Guarantee
Service Level Monitoring	✓	✓
Backup & Disaster Recovery	✓	✓
Quarterly Business Review	✓	✓
Ticketing System	✓	✓
Help Desk Admin Support	✓	✓
Help Desk End-User Support		✓
Support for P1 Issues	24/7/365	24/7/365
Support Non-P1 Issues	M-F 9am-5pm PT	24/7/365

Client satisfaction and success is an essential priority for Ascendify. Every client deployment includes training, rollout, adoption and access to our help desk. In addition, our largest global clients may take advantage of Ascendify's premium service level which includes around the clock support.





Overview

Ascendify provides peace of mind to ensure the business continuity of our largest global clients. We recognize that every second your network is down, there are lost opportunities and the confidence of your users degrades. So with that in mind, we designed our service to uphold 99.9% uptime. Additionally, each account is provided with 24/7 P1 support and a dedicated account manager who will assist with change management, project success, training, adoption, and overall community management.

- Fast response to critical issues: 60-minute initial response on Priority 1 issues
- Additional levels of data privacy certifications for enterprise compliance
- Geographically distributed web servers to prevent outages from regional disasters
- Backup data servers with real-time data replication in stand-by mode
- World-class data centers in North America
- Direct access to qualified support specialists and engineering technicians
- Action plan on all critical issues: customer bridge staffed by specialists and 30-minute updates

1. Service Levels

a. Service Availability

The Services will be available in all material respects (i.e. capable of displaying information and conducting transactions as contemplated in the ordinary course of business) **99.9%** of the time excluding scheduled downtime.

b. Scheduled Downtime

Scheduled Downtime is the total time in a month during which any portion of the service is unavailable due to planned service maintenance. Scheduled Downtime will not exceed 2 hours per quarter and will be scheduled for off-peak hours, generally nights or weekends with 7 day advance notice to all clients.

c. Response Time

The average time required for the Services to respond (i.e.: commence transmitting a web page) after a request from Customer's system will not exceed 5 seconds from the time such request reaches the Services servers. The latency of an HTTP request is the elapsed time between a request and when data return is complete. 95% of all responses (when Software Services are available) will be less than 5 seconds per page, measured over each 24 hour day. The remaining 5% of responses should not be more than 15 seconds per page. This measurement will be made from a reasonably utilized high speed data line of not less than T1 to a defined set of pages on Ascendify's platform. Any 15-minute period of time in which consecutive responses are above the 15-second timeout will be counted as Unscheduled Downtime unless the network outage (i) was caused by a force majeure events beyond Ascendify's reasonable control, or (ii) is a general failure of the Internet. Ascendify will not be responsible for delays that occur beyond the point of connection of Ascendify's servers to the Internet.

d. Bandwidth

The bandwidth representing the Ascendify servers' connection to the Internet will be operating at peak capacity no more than 10 minutes in any 24 hour period and at greater than 50% of peak capacity no more than 60 minutes of any 24 hour period.



e. Browser Compatibility

The Services will be compatible with the following browsers:

- Microsoft® Internet Explorer®, most recent stable version
- Mozilla® Firefox®, most recent stable version
- Google Chrome™, most recent stable version
- Apple® Safari®, most recent stable version

f. Redundancy

The Services will operate with redundancy of the data store, application servers, and web servers. Ascendify will use reasonable efforts to monitor the status and availability of all components associated with the delivery of the Services, and document problem reports for all service impacting issues encountered during the delivery of the Services.

2. Business Continuity and Disaster Recovery Plan

a. Automated System Redundancy

Web Servers: All web servers are on a load balanced system

- Should one node fail for any reason; there are others in place to automatically pick up the load. The system will then be taken out of service to either repaired or replaced. **No downtime**
- Should all server nodes fail at once (very uncommon); new nodes can be created from the last good state server images. **15 minutes downtime**

Database Servers: Production database systems are on a load balanced system.

- **Read Servers:** If a read server fails, it is removed and the others servers support the load. The server is repaired or replaced. **No Downtime**
- **Write Server:** If a write server goes out of service, one read server is promoted to be a write server. The old server will be removed and a new read server will replace the one that got promoted. **30 minutes downtime**
- **All Servers:** Should all servers fail, the hard drive can be moved to a new machine that is created from a last good state server image **1 hour downtime**

Load Balanced Machines: Should an actual load balancer fail, the backup load balancer is promoted and all server nodes are moved to that system **10 minutes downtime**

b. Manual Recovery

Amazon Oregon region: Should all services fail in AWS's Oregon region, Ascendify has streaming data replication to a second location in Virginia. All web servers are replicated in Virginia and can be turned on to continue Ascendify's operations in the new facility. **2 hour downtime**

Backups: All data is statically backed up each night both in the Virginia AWS facility as well as at the Ascendify office as a secure, offsite backup.

c. Monitoring

Monitoring: All Disaster monitoring is done through a Nagios server and a ping system monitors the Nagios server as well as CloudWatch from AWS.

Alert: When an alert happens, a call tree is initiated according to the severity of the alert.





1. Primary contact is system administrator(s)
2. Backup contact is Director Operations
3. Escalate to VP of Engineering
4. Escalate to CEO if issue is not resolved according to the SLA agreement

System Degrade: Load monitoring and system performance is monitored through AWS CloudWatch

1. Primary contact is system administrator(s)
2. Backup contact is Director Operations
3. Escalate to VP of Engineering
4. Escalate to CEO if issue is not resolved according to the SLA agreement

3. Client Success Plan

Client Success Plan is included with every client deployment and includes training, rollout, adoption and technical assistance to our help desk.

a. Support Hours and Methods

Ascendify provides a Feedback button within the application that allows clients to submit requests directly to Ascendify. Ascendify also provides the following support, answering of telephone calls and emails from any System Administrator of the application at the following:

	Phone	Email
Standard Support	(415) 735-1602	support@ascendify.com
Priority 1 Support	(415) 735-1605	priority1@ascendify.com

Ascendify shall use commercially reasonable efforts to provide Priority 1 support 7 days a week, 24 hours per day and Priority 2 support during the following times 6am to 10pm Pacific Time. Problems may be reported any time, however, Ascendify will not be obligated to assign work after business hours for problems that are not classified as Priority 1.

b. Liaisons

Customer's technical liaisons for the clients' System Administrator to solve technical problems will be Ascendify's Client Services Manager and/or Chief Technology Officer. Customer may charge such liaison with action items upon written notice to Ascendify from time to time at reasonable intervals. Ascendify will not be obligated to provide support to any person other than the designated liaison.

c. Escalation and Priority

Calls are prioritized as follows (upon receiving a call or request, Ascendify will classify the problem according to the following criteria):

Priority	Description	Response Time	Target Resolution Time
Priority 1	Process cannot complete, there is no workaround and the solution is business critical.	60 minutes	Within 8 hours



Priority 2	Process cannot complete and there is no workaround, but the condition is NOT business critical, however, must be resolved by the next scheduled release, patch or update.	1 business day	10 business days
Priority 3	Process cannot complete, but there is a workaround that allows processing to continue.	1 business day	30 business days
Priority 4	This priority addresses cosmetic type improvements with no financial or processing impact. May include usability enhancements and feature requests.	5 business days	Add to Product Roadmap

d. Priority Definitions

Priority 1 (Critical Business Impact)

Customer is unable to use the Ascendify application, resulting in a critical impact on business operations. This condition requires immediate resolution.

Examples or conditions:

- A production server has failed
- Multiple users cannot access the production servers
- Performance of the servers has degraded to an unusable level
- Data is unrecoverable, corrupt, or lost

Priority 1 service involves reacting to the customer’s emergency situation by immediately providing the appropriate resources. Priority 1 issues will be serviced on a continual effort basis until the Priority 1 condition has been resolved. Status updates on progress toward resolution of P1’s will be communicated every 2 hours. Resolution of Priority 1 conditions may include temporary relief, enabling the customer’s business to operate until a more comprehensive solution is provided.

Priority 2 (Significant Business Impact)

This indicates the program is usable but is severely limited.

Examples or conditions:

- Issue is critical to customer’s business operations
- Non–production system data is inaccessible, cannot be archived or restored.
- Critical component returning error or not responding.
- Degraded application performance is having a serious negative impact on business
- Root cause analysis is required on a previous Priority 1 issue
- A database or application error has occurred which severely impacts business operations

Priority 2 issues will be serviced as critical during normal business hours and until the Priority 2 condition has been resolved. Rapid resolution should be provided using commercially reasonable efforts.





Priority 3 (Limited Business Impact)

This indicates the program is usable, but that some features (not critical to operations) are unavailable.

Examples or conditions:

- Issue affects customer's ability to meet near-term deadlines
- Component returning error or not responding
- Degraded performance is negatively impacting business operations
- Acceptable workaround may exist
- Issue is specific to one or a few users

Priority 3 issues are important for the customer and the customer's services and will be serviced as such. These issues will be worked during normal business hours, until the Priority 3 condition has been resolved. Priority 3 service delivery requires that both the product and the customer are eligible for customer support assistance.

Priority 4 (Minimal Business Impact)

This indicates the problem does not significantly impact operations, or that a reasonable workaround has been implemented.

Examples or conditions:

- Non-critical usability issue or improvement suggestion
- General question such as "how-to" or syntax questions
- An issue with little or no impact
- Documentation issues
- Issue that is resolved but remains open for customer confirmation

Priority 4 issues will be serviced as general issues during normal business hours until the Priority 4 condition has been resolved in order or priority as ranked on the product roadmap.

e. Escalation Procedure for Priority 1

- When it is determined that this priority level exists, the Client Services Manager will contact the on-call engineer and will begin resolution.
- If the call is not resolved within ONE HOUR, the managers of both Engineering and Client Services will be notified that the problem has been reported and of the action that is in process.
- If the call is not resolved within the first TWO HOURS, then the Vice Presidents of both Engineering and Client Services will be notified of the reported problem, the action taken and the status. At this time evaluation of additional resources will be made to ensure that resolution stays on track.
- If the call is not resolved within THREE HOURS, then the Chief Executive Officer will be notified, especially if there is potential that the system(s) availability is in jeopardy for the next day's business.
- At each stage, client will be notified of progress as soon as updates are available. Following resolution of the event, Ascendify will provide a root-cause report and analysis of the problem and initiate steps to prevent issues of a similar nature in the future.





4. Premium Support

Ascendify offers the following premium support package at an additional annual fee. In addition to the services described above, the enhancements to our standard service level are as follows:

a. 100% Uptime Guarantee

For improved reliability, Ascendify increases bandwidth and redundancy to ensure service availability at 100%. Also, as part of Premium Support, Ascendify provides pro-rated service level credits for any recorded downtime.

b. Help Desk End-User Support

In addition to providing support for our clients' System Administrator, Ascendify will also staff an End-User support team (Help Desk) in the clients' primary time zone, to handle the inbound support requests by all end-users including recruiters, sourcers, administrators, hiring managers and employees.

c. 24/7 Support of Non-P1 Issues

To support global teams, Ascendify provides extended hours to respond to System Administrator service inquiries that would not be classified as a P1 service outage. With Premium Support, 24/7/365 service is provided for P2, P3 and P4 issues so that global System Administrators can resolve issues more quickly.

