



AMC Service Level Agreement

AMC Consult A/S

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1 General Information

This agreement ('The SLA') is concluded on the basis that The Customer also adhere to all the contracts AMC finds necessary for The Customer to attain rights of use to AMC products ('The Agreements').

Introductory comments

"It is common practice for other producers of software in this industry to outsource support requests to help-desks managed by external vendors. We believe collaboration between us and our users will form a close relationship to the benefit of all parties involved. For AMC the best support we can give is support that is not needed. Therefore, we intend to keep the support in-house and to continuously learn from the support requests we receive for developing better software.

It is also crucial for us that support tickets are reported by the source, being the users of our products. We recommend our customers to let their users have access to our service desk directly, instead of turning to a third-party support provider. This will be to the benefit of our end-users as they will have their real problem solved, learn from our support team, and influence our future releases.

We believe it is possible for us to share the same interests as our customers who would like to have problems solved as soon as possible, as we would like to solve them and ensure they don't become problems again in the future." CEO, Peter Makki.

Office hours

Service is provided under this subscription during office hours:

- Monday - Thursday 9.00 to 16.00 CET/CEST.
- Friday 9.00 to 15.30 CET/CEST.
- Saturdays, Sundays and public Danish holidays are excluded.

Unless otherwise agreed, The Customer's contact points are either [AMC's service desk](#), or AMC's customer service department through info@amcbanking.com or +45 38 88 88 70.

In scope

This agreement outlines the service level and service responsibilities provided by AMC according to The Customer's service plan (hereafter 'The Service'). This SLA includes a description of appointed roles necessary to receive The Service. It also includes a description of support services performed by AMC on The Customer's initiative and according to The Customer's service plan. The Agreement ensures that problem resolution is initiated by AMC in accordance with the conditions mentioned.

The Service is only applicable in connection with The Deliverables to customers with legal rights to use, and with registered license users.

Not in scope

AMC is not obliged to provide The Service if:

- The Service is requested in connection with anything other than The Deliverables. This includes service requests in connection with customer-modified AMC software.
- A problem occurs which is not attributable to AMC or The Deliverables.
- The Customer fails to follow AMC's explicit instructions, such as failing to update relevant software, or failing to change best practices as advised by AMC personnel.

If a service request is not in scope of The Service, AMC's billable consultants can be booked. The terms of the provision of consultancy are outlined in AMC's General Terms.

License Administrators

All AMC licenses are connected to one or more License Administrator ("LA").

The LA has access to the License Portal at <https://license.amcbanking.com>. From here the LA will be able to maintain billable subscriptions such as service plans, LA's, extra support users. The LA can also maintain bank account approvers and task approvers.

The LA has access to the Service Desk at <https://servicedesk.amcbanking.com>. All technical inquiries with The Deliverables must be registered in AMC's Service Desk by a LA or a support user.

The LA is also the official communication point and the legal representative of The Customer and AMC's main contact with the licensee concerning any matter under this subscription.

2 Service plans

A service plan is the service subscription automatically linked with a specific AMC Banking product.

- The AMC Banking Fundamentals is linked with Service Plan 0.
- The AMC Banking Plus is linked with Service Plan 1.
- The AMC Banking Enterprise is linked with Service Plan 2 or Service Plan 5.

Overview of Service Plans

Service commitments		SP 0	SP 1	SP 2	SP 5
SC01	Normal support	X	X	X	X
SC02	Facilitation, updates, and monitoring of servers	X	X	X	X
SC03	Automated update of bank certificates		X	X	X
SC04	Host-to-host channels		Limited	X	X
SC05	Fast-track service desk			X	X
SC06	Dedicated servers			X	X
SC07	Critical support Incidents			X	X
SC08	Off-hours consultancy	X	X	X	X
SC09	Improved up-time				X
SC10	Extended support hours (08-20 CEST)				X
SC11	Dedicated manager				X
SC12	Modifiable source code				X

Service Commitments

SC01 Normal support

Read more about normal support in [section 3](#).

SC02 Facilitation, updates, and monitoring of servers

AMC will facilitate servers for The Deliverables to run securely in the cloud by outsourcing cloud computing services to a compliant cloud provider. AMC may change cloud provider to any other compliant cloud provider.

AMC will manage hosted servers in terms of keeping servers updated and monitoring the operation of the servers. AMC will intervene accordingly in case of server issues.

SC03 Host-to-host channels

AMC offers bank integration in two ways: Either with a file-based payment method using payment files, or with so-called host-to-host channels allowing for direct secure ERP-to-bank communication.

SC04 Automated update of host-to-host channels

AMC will make sure host-to-host channels are available and secure for transition of payment data. This requires continuous renewals and updates of the components in the bank channel. One example is, that AMC must renew encryption certificates on an on-going basis, because they function as a temporary key to make the encrypted payment data readable for intended receivers such as banks.

AMC has automated the process of updating bank channels by utilizing The Customer's use.

SC05 Fast-track service desk

AMC will prioritize all service desk inquiries from customers with service plans that include this service. The fast-track service is activated automatically when reporting a ticket in AMC's service desk, and The Customer will skip the queue and receive support faster than customers without this service.

SC06 Dedicated servers

An AMC Banking Enterprise runs in a closed environment ensuring secure isolation of The Customers' payment data. If included in the service plan, AMC is responsible of providing secure dedicated servers available for Customers with SP2.

SC07 Critical support incidents

Read more about critical incidents in [section 3](#).

SC08 Off-hours consultancy

Read more about Off-hours consultancy in [section 3](#).

SC09 Improved Up-time

The Customer can add enhancement of the service continuity. AMC will implement availability set according to The Customer's needs and will thereby have two or more fallback instances deployed across several geographical regions. This service provides a guaranteed connectivity to at least one server at least 99% of the time.

SC10 Extended support hours

If The Customer is located in a time-zone where AMC's normal office hours are not sufficient, it is possible to request for service availability within 08.00-20.00 CET.

SC11 Dedicated Manager

With this service commitment, AMC can offer a more proactive and strategic service for large size customers. AMC will assign a single point of contact employee with specific knowledge about The Customer's circumstances and utilization of AMC's products. With this service The Customer can keep personalized

contact with a dedicated manager, such as monthly status meetings, instead of reaching out through AMC's standardized communication channels.

The dedicated manager will also aim to be available by phone outside office hours for urgent matters.

SC12 Modifiable source code

Customers can for internal use further develop on the source code delivered, but The Customer accepts that this will result in a tacit abandonment of AMC's guarantees described in AMC's general Terms, because these guarantees are only applicable for software entirely developed by AMC.

3 AMC’s support service

General

If The Customer encounter functional problems with The Deliverables inside the scope of this agreement (see [section 1](#)), AMC shall provide support to The Customer through AMC’s Service Desk: <https://servicedesk.amcbanking.com>.

The Customer appoints LA’s and/or additional designated personal support users to access AMC’s Service Desk. It is expected that service desk users have general knowledge about The Deliverables, and they are obliged to follow AMC’s oral and written instructions regarding the use of The Deliverables.

All tickets are stored in the service desk system and can be reviewed by The Customer at any time for future records.

Support categories

Whether or not the support categories apply to The Customer, depends on the kind of service plan negotiated.

Support Type	Service plans	Maximum Response	Contact options
Normal Support	All service plans	Normal (48 hours)	www.servicedesk.amcbanking.com
Critical Incidents	2 + 5	Urgent (4 hours)	www.servicedesk.amcbanking.com info@amcbanking.com +4538888870
Off-hours consultancy	All service plans	Planned activities	www.servicedesk.amcbanking.com info@amcbanking.com +4538888870
Security Incidents	All service plans	Internal procedure	www.servicedesk.amcbanking.com info@amcbanking.com +4538888870

Normal Support

Definition

AMC provides normal support to customers with any service plan in AMC's Service Desk. Normal support tickets are all AMC-related technical requests raised as a ticket in the AMC Service Desk system. AMC offer up to half ($\frac{1}{2}$) an hour support time per ticket.

Response time

Almost all tickets raised in the service desk system are responded within few hours. On rare occasions support tickets are responded next day. AMC guarantees a maximum response time at 48 hours.

Action

The interaction always starts with written communication, but the support might include an oral communication, or online access to The Customer's environment. AMC may also choose to set up a meeting with The Customer, and may at it's own discretion record such support sessions for analysis to solve the issue, future reference, and internal use.

If the ticket takes more than half ($\frac{1}{2}$) hour to solve, or is out of scope of normal support, then the support team will offer The Customer a billable consultant to take over the issue.

Billing

Normal support is included in the service plan fee.

Critical Support Incidents

Definition

Critical incidents are critical functional problems that require AMC's attention urgently. Customers with SP2 or SP 5 can request to escalate a functional problem to a critical support incident provided that:

- The Customer can't perform usual regular tasks in The Deliverables, and
- postponement will have severe consequences for The Customer, and
- AMC is not able to propose a work-around, which The Customer will be able to execute with reasonable effort.

Response time

When raising critical incidents, The Customer is guaranteed a consultant or developer available within 4 business hours. The 4-hour guarantee is only valid within AMC's office hours.

Action

AMC guarantees one or more of the following actions within 4 hours:

- A call or online meeting from AMC's support or consultant team.

- A consultant has started transport towards The Customer's location.
- A consultant will access the Deliverables by online connection.

Unless otherwise agreed, the AMC activities begins and continues during normal working hours until the problem is solved, or a work-around is proposed, and The Customer is in normal operation again.

AMC will provide The Customer with continuous updates, which will appear in a post-incident report available to The Customer.

Billing

For consultancy work not caused by errors in The Deliverables the consultancy time is billable¹. If the critical problem is resolved in the Service Desk, the service is free.

Off-hours consultancy

Definition

Off-hours support is for special consultant or software developer requests outside AMC's office hours.

Customers with SP2 can request Off-hours consultancy by contacting AMC through the desired contact point (see options in support table above). The Customer does not need to justify the severity of the problem. Upon request from The Customer AMC will strive to offer consultant resources outside normal office hours.

Response time

All tickets raised as Off-hours consultancy will have a consultant contacting The Customer within 4 business hours and will be ready to work on the problem.

Action

The support team will ensure that the problem is described properly and will estimate the extend of the work required. A proposal will be sent to the LA as soon as the proposal is agreed, a consultant will contact The Customer. The work will be continued in business hours and outside business hours until The Customer is in a normal operation or at least in a situation where the operations can be managed by working work-arounds.

As for the Critical Support Incidents a post-incident report is created and shared with The Customer.

Billing

Off-hours consultancy is billable three (3) times normal consultancy fee. AMC's guarantee of free fault correction does not apply to work done outside office hours.

Security incidents

Definition

¹ All consultancy work during office hours is free of charge for any software errors in AMC's products. See more about AMC's guarantees in AMC's General Terms.

All customers are encouraged to contact AMC with regards to all kinds of security related issues, which will be recorded and investigated. AMC will for each request evaluate the vulnerability threat according to The Danish Payment Act ('Lov om betalinger').

Read about the Danish Financial Supervisory Authorities' ('FSA') requirements: <https://www.finanstilsynet.dk/Tilsyn/Information-om-udvalgte-tilsynsomraader/It-tilsyn/It-haendelsesrapportering>.

Response time

The response time will vary dependent of the security vulnerability level.

Action

The security team will ensure that the security incident follows procedure according to legal requirements. A response will be sent to The Customer and proper needed actions will be decided by the security team according to best practice.

The Customer will help and partake in the investigation of the security incident and will make all circumstantial information available for AMC. Also, The Customer must follow AMC's instructions, and implement any mitigating enhancement required by AMC.

Billing

No billing is performed.