



Annex 1

Support service & SLAs



Support service

Cloud monitoring service – Standard

VERIDAS has an internal 24x7 cloud support and monitoring service. With this in-house monitoring, VERIDAS tries to prevent and detect service failures and strange situations to maximize cloud availability. The following classification of incidents by priority is established:

CRITICS	HIGH	MEDIUM	LOW	NON-EXISTING
<p>Critical downtime of the cloud operation</p> <ul style="list-style-type: none">· Unavailability of the service.· Abnormally high slowness, which resembles an unavailability of service.· Irrecoverable loss of data, when the responsibility for them has been assigned to VERIDAS.	<p>Anomalous performance in cloud operation</p> <ul style="list-style-type: none">· Slow response time for several cloud services.· Affecting a large group of users.	<p>Anomalous performance in cloud operation</p> <ul style="list-style-type: none">· Slow response time of a cloud service.· Abnormal operation of a cloud service, causing repeated failures in its use.· Affecting an average group of users.	<p>One-time, non-persistent cloud operation failures</p> <ul style="list-style-type: none">· Abnormal operation of the cloud service, causing failures in its use during a specific and limited period of time.· Affecting a reduced group of users.	<p>Consultations on the operation of the cloud that do not affect the normal operation of the service.</p>



Support service

Cloud monitoring service – Standard

In any case, **the above guarantees do not cover:**

- Interruptions due to scheduled maintenance and made known to CUSTOMER.
- Causes not attributable to VERIDAS. This category includes, but is not limited to, breakdowns in CUSTOMER's or end customer's equipment, outages of third party access connections, external breakdowns of other suppliers outside VERIDAS, etc.
- Acts by which CUSTOMER, the Client or a third party cause an internal cut of the service provided, due to a non-standard action of the service. These include, but are not limited to, external attacks, improper use of resources, poor orchestration that may result in saturation of the contracted service, etc.

Any CUSTOMER notification regarding an incident detected, **must include the following minimum information for analysis** by VERIDAS:

- Date and time when the incidence occurred.
- Cloud service(s) affected.
- Reproducibility: request and error response received.
- Validation data, when applicable.
- Justification of the classification assigned to the incident by priority.
- Any other details that help VERIDAS to resolve the reported incident.



Support service

Cloud monitoring service – Enterprise

The ENTERPRISE cloud support and monitoring service includes all the features of the basic model, with the addition of the following features:

- **Incident analysis is carried out by means of 24x7 Customer Service/email from Monday to Sunday, holidays included.**

- **The CUSTOMER will have a telephone number that will only be used as an escalation to the previous one or in the event that the Jira service does not work.**



Support service

Cloud monitoring service – Enterprise

Scaling matrix	Low priority ticket	Medium priority ticket	High priority ticket	Critical priority ticket
Level 0	Open a ticket at Veridas Service Desk or send an email to: support@veridas.com	Open a ticket at Veridas Service Desk or send an email to: support@veridas.com	Open a ticket at Veridas Service Desk or send an email to: support@veridas.com	Open a ticket at Veridas Service Desk or send an email to: support@veridas.com
After (no response)	> 10h	> 6h	> 2h	> 30m
Level 1	Send email to Customer Support Manager: mg.support@veridas.com	Send email to Customer Support Manager: mg.support@veridas.com	Send email to Customer Support Manager: mg.support@veridas.com	Send email to Customer Support Manager: mg.support@veridas.com
After (no response)	> 20h	> 12h	> 4h	> 1h
Level 2	mail/call to the Director of: Architecture & Systems	mail/call to the Director of: Architecture & Systems	mail/call to the Director of: Architecture & Systems	mail/call to the Director of: Architecture & Systems
After (no response)	> 48h	> 24h	> 8h	> 2h
Level 3	mail/call to CTO	mail/call to CTO	mail/call to CTO	mail/call to CTO



Support service

Cloud monitoring service – Enterprise

· VERIDAS undertakes to address the issue raised within the following deadlines, which will be computed from the time VERIDAS receives the communication:

- Critical incidence: 2 hours;
- High incidence: 8 hours;
- Medium incidence: 24 hours;
- Low incidence: 40 hours.

· **Proactive Monitoring:** Veridas continuously analyzes the customer's traffic profile to try to detect anomalous behavior in the customer's infrastructure that could be associated with service failures, denial of service attacks or hung processes.

· Upon detection of any anomaly according to the previous point, VERIDAS will contact the CUSTOMER by opening a proactive Jira ticket in order to notify and assist the CUSTOMER in the solution.

Comparison between both monitoring models

The analysis of these incidents is carried out by means of Attention/email -8x5- during office hours:

09:00 to 17:00. Time zone (Madrid, GMT+2, CEST), excluding national and regional holidays.

Description of the service	Standard	Enterprise
In-house 24x7 cloud support and monitoring service provided by Veridas	✓	✓
Jira communication channel	✓	✓
Incident generation by the customer	✓	✓
Analysis of incidents during working hours (8x5)	✓	✓
Resolution by a specialized technical team	✓	✓
Commitment to respond to incidents according to their criticality	✗	✓
Analysis of incidents in full schedule (24x7)	✗	✓
Incident escalation according to escalation matrix	✗	✓
Continuous proactive monitoring	✗	✓
Information and assistance during continuous proactive monitoring	✗	✓



Processing times SLAs

The following table shows the estimated average times for the different services contracted for the processing times.

Check	Expected processing time
Document Image Check	90% < 20 s 95% < 40 s 99% < 1 m
Facial/Liveness Similarity Check	90% < 5 s 95% < 10 s 99% < 30 s
Video identification processing	90% < 20 s 95% < 30 s 99% < 1 m

Check	Expected processing time
Das-FaceBond	90% < 5 s 95% < 10 s 99% < 30 s