

# Cadac Service Level Agreement

**Version 2021**

**Cadac Group**

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# 1 General

This Service Level Agreement (SLA) covers the following services:

- General Services and the support platform
- Cadac Support (CS)
- Cadac Cloudservices

Each type of service is described in the chapters below:

- What will be delivered?
- By what means does delivery take place?
- What are the service arrangements?

## 2 Application/scope

Cadac Group's products and services operate under two brand names and are both within the scope of this SLA. The brand names are Cadac and NedGraphics and serve the industries listed below;

- Architecture, Engineering and Construction
- Manufacturing
- Process, Power and Marine
- Infra
- Government
- Aviation

For sections in this document where the name Cadac is used, the name NedGraphics may also be applied and vice versa.

Cadac Group's products and services can be divided into the following categories;

- produced and exported by Cadac
- created and exported by NedGraphics

These products and services all fall under the heading: Cadac Group products and services.

Third-party products and services:

- Products or services created and performed by Autodesk
- Services provided by Microsoft

These products and services fall under the heading: third-party products and services.

For parts in this document where Cadac products and services are mentioned, this SLA applies. For third-party products and services, reference is made to service agreements mentioned on the website of the supplier concerned unless SLA conditions are explicitly mentioned in this document.

In case of conflict between this Service Level Agreement, the commercial offer of Cadac, the commercial offer of third parties and the NLDigital terms of delivery, the provisions of the NLDigital terms of delivery shall prevail at all times. In the event of a conflict between the aforementioned provisions, the following order of precedence shall apply, in descending order of importance:

- I NLDigital terms of delivery
- II Commercial offer of Cadac Service
- III Level Agreement of Cadac
- IV Third-party commercial terms

## 3 General service and support portal

### 3.1 What will be delivered?

#### General Services

Via the Cadac website, in addition to access to the digital platform, you also have access to general Cadac services.

General services are provided for sales and service activities prior to or immediately after the purchase of software or services. Think of commercial and/or software activation issues. You can submit your questions to Cadac via the sales or service section.

The use of general services is free of charge. Sales, service and support questions can be submitted via the Cadac website.

#### Support portal

You can access our support platform via the Cadac website. Via the support platform, you can consult our knowledge base and register technical and/or functional questions about the use of the software, track progress and find your questions in your archive.

There are costs associated with using the support portal. These costs are inclusive for Clients with a Cadac Support (CS), Cadac Cloudservices or NedGraphics maintenance contract.

The purpose of the support services via the support platform is to support the Client during his/her work process. Per support ticket, a guideline of 1 hour of telephone support is applied whether or not in combination with remote access. Remote access is done with Cadac tooling (standard TeamViewer). If, during the handling of a question or problem, it turns out that it is too extensive and exceeds the 1-hour guideline and/or that the question concerns consultancy and/or execution services, it can be decided, in consultation with the client, to perform any additional services remotely or on site at the hourly/daily rate applicable at that time. These additional services are not included in the Cadac Support (CS), Cadac Cloudservices contract or NedGraphics maintenance contract.

To use the support portal, one of the following conditions must be met, client has;

- Cadac/NedGraphics-maintenance contract
- Cadac Support (CS)
- Cadac Cloudservices

### 3.2 By what means does delivery take place?

#### The supportplatform

The supportplatform ([www.cadac.com](http://www.cadac.com) -> Service & Support) is the central place for customer support.

The supportplatform supports in two ways:

- Self-service through the Cadac knowledge base
- Case-specific support based on a support request

## Knowledge base

The support platform provides 24/7 access to the Cadac knowledge base. The knowledge base is the place where the user finds all available information about Cadac software and FAQs of Autodesk software, among others. For additional or extended knowledge items regarding Autodesk software, reference is or can be made to the publicly available Autodesk Knowledge Base. If the Cadac Knowledge Base does not provide an answer to the question asked, a question can be registered by means of a support ticket.

## Support ticket

Support tickets are a written registration of your technical and/or functional question. Support tickets must meet the following conditions:

- The question should be carefully worded
- The product in question should be mentioned
- If possible, support the question with visual material
- Registration is done in a personal capacity, with a valid and verified My Cadac account. After ticket registration, the person who registered the ticket becomes Principal and contact person for the question in question

After registering your question, the contact person will be contacted or called back by a Cadac employee. In cooperation, the question will be answered and/or additional effort will be made by the specialist to solve the question through remote services.

Via the support portal, the contact person is able to track the progress of his/her tickets.

## Support ticket intake

Client has the right to register technical and functional questions regarding the use of Cadac products via the support portal.

Through the portal can be reported:

1. Service request (question, suggestion or request)
2. Incidents (fault or problem)

The progress and response time of a notification is determined by the priority of the notification.

Prioritisation is determined by determining the urgency and impact of a notification, as per the table below.

The urgency of the notification indicates the extent to which functionality or productivity is affected. Four levels of urgency are applied:

1. Question/suggestion/request
2. Minor decrease in functionality/productivity
3. Large decrease in functionality/productivity
4. Completely unworkable, no functionality/productivity

The impact of the notification indicates the degree of the number of users affected. Four impact levels are applied:

1. The notification applies to one individual
2. The notification applies to one department
3. The notification applies to several departments
4. The notification applies to the entire organisation.

The priority of the notification is the resultant of the urgency and impact of a notification.

The priority level determines the response time and solution target time of the notification. Four priority levels are applied:

1. Low
2. Medium
3. High
4. Urgent

The priority of the notification is determined according to the table below:

		Urgency			
		Question/suggestion/request	Small decrease functionality/productivity	Large decrease functionality/productivity	Completely unworkable, no functionality/productivity
Impact	One individual	Low	Low	Medium	Medium
	One department	Low	Medium	Medium	High
	Multiple departments	Medium	High	High	Urgent
	Complete organisation	Medium	High	Urgent	Urgent

Cadac will adjust the priority of the report after registering the query, following contact, review and approval from and with the customer.

Cadac reserves the right to prioritise support tickets differently if it appears that the prioritisation should be different in our opinion.

## **Working method Support ticket processing**

The Cadac support staff apply the following procedure when handling a support ticket and supporting the client.

1. The client should submit a ticket formulated as carefully as possible. If necessary, additional information will be requested to better interpret the question.
2. The client will receive an e-mail notification with ticket number, after registration of the report.
3. The Cadac support employee will process the support ticket and will contact the client in writing and/or by telephone to discuss and answer and/or resolve the question.
4. If deemed necessary by the Cadac support employee, he/she may log in to his/her server or PC via remote access\*, after approval by client.
5. The support ticket will be closed with client's approval. Cadac reserves the right to close support tickets independently if no response is received from the client after repeated reminders.
6. The client will receive an email notification after closure of the ticket.
7. The client has the opportunity to assess the quality of the execution.
8. If the support ticket is classified by Cadac as an error or wish in the product or service, the support ticket will remain open until a work-around/patch-fix is delivered and/or wish is implemented in its software or services.

\*Cadac uses TeamViewer for remote support.

## **Errors and wishes in Cadac products or services**

Service requests and/or incidents may, after registration by client and follow-up investigation by Cadac, lead to a classification, error or wish in software or services.

Errors in the products or services will, as far as possible, be provided with a work-around. This work-around is normally a temporary situation unless it is decided by Cadac not to make any adjustments to the software or services for this purpose.

Errors of a production-disrupting nature (Urgent priority only) where no work-around is possible will be addressed and solved immediately by Cadac within its operational capabilities.

Wishes in products or services including the wish to fix any errors in the products or services are put on a wish list. Prior to building a new product version, the wish list is discussed with direct internal and external stakeholders and implementation choices are made within the available time and resources. Cadac reserves the right



for not implementing wishes in its products or services without giving reasons. The client will be informed of the decision-making and progress of any implementation.

### **Errors and wishes in third-party products or services.**

Errors and/or wishes in third-party products or services will be reported by Cadac to this party. Cadac will continue its efforts to enforce work-arounds, solutions for production disrupting errors and product or service wishes with these parties and inform the client about the state of affairs. However, Cadac cannot enforce solution and/or implementation wish guarantees with third parties.

### **Release planning Cadac products and services**

The formal internal acceptance of a product or service (version, release, patch) is done by the Cadac product(service) manager. The product(service) manager is advised in this by the product owner. With this, the product(service) manager also decides on the formal release of a product (version, release, patch) and thus its placement on the support portal.

When communicating the planning for product development, the applicable guideline is used. Depending on the stage of product development, this guideline indicates the accuracy with which the planning applies:

- Major releases are scheduled every six months.

If planning Development is complete, then the quarter in which the software will be available is known. If planning testing and documenting is also known, then the month of delivery is known. If execution of testing and documentation is ongoing then the week of availability is known. The main source of information on planning and release of the entire product portfolio is the release calendar. This is an internal document, managed by the Director Development & Innovation in cooperation with the product (service) managers, development project leaders and with the product owners.

Minor and bugfix releases are scheduled in accordance with the above procedure and have a shorter lead time.

Note:

Questions about the availability of product releases can be submitted as service requests via the support portal.

### **Reporting**

A report of support tickets is retrievable via the support portal.

### 3.3 What are the service arrangements?

#### General services

For service requests, no service agreement applies. Cadac will endeavour, on the basis of best effort, to provide you with service as quickly as possible. In doing so, we will aim to prioritise Medium and Low as described in the paragraph below.

#### Support via the support platform

Cadac's support platform is available to the client 24 hours a day, every day of the year, barring maintenance and/or force majeure situations in the event of breakdowns and the like.

Response times and solution target times apply to the handling of incidents, depending on the priority of the report.

	Urgent	High	Medium	Low
Response times after registration	< 4 hour	< 6 hour	< 12 hour	< 16 hour
Solve target after registration	80% < 5 working days		80% < 10 working days	

Response times and solution target times are measured during regular support opening hours (on working days, Monday to Friday from 08.30 - 17.00, with the exception of general holidays and days off due to company closure). If issues are submitted outside opening hours, they will be addressed on the next working day.

Solution target times are exclusive;

- The time required by the client to carry out his/her actions.
- The time required by third parties of client and/or Cadac to carry out his/her action.

In all cases, it is the net time taken by the Cadac employee to resolve the query.

#### Excluded support

The support activities below are excluded from regular Cadac support;

- Executive project work
- Issue old Cadac software licence files older than the 3 previous releases (but available using service card).
- File analyses
- Data (base) work
- Setting up and/or adjusting company templates
- Setting up and/or adjusting company-specific software configurations
- Installations, re-installations, de-installations
- Upgrades

- Migrations
- Workplace coaching (functional/professional coaching of an employee, on-the-job training)
- Functional IT management

For work or questions that are excluded from Cadac support, it is often possible for the client to purchase additional services from Cadac. This can be obtained via Cadac's digital platform (cadac.com). Cadac will inform the client about the possibilities in question, whereby a suitable solution will be sought.

### **Complaints procedure**

The complaints procedure aims to improve Cadac's services, in the broadest sense of the word. Client can report dissatisfaction with the (manner of) service provided by Cadac (and its employees) via the support portal or the account manager.

The response time for complaints is a maximum of 5 working days. Received complaints are analysed internally and notifier of the complaint receives a response from Cadac within 4 weeks.

## 4 Cadac Support (CS)

### 4.1 What will be delivered?

When purchasing software from Cadac, Autodesk or other software, it is possible to order Cadac Support (CS).

This form of support gives you opportunities to submit functional and technical user questions via the support portal and get help for this from a Cadac employee. This service includes help with;

- Purchase support
- Administrative actions (contract manager change, change of reseller, transfer of licence, address and/or name changes, request previous use rights)
- Generation of licence files, multi user licences
- Autodesk account issues
- Activation issues
- Other licensing issues
- Troubleshooting Autodesk and/or Cadac software
- Questions about functional use of the Autodesk and/or Cadac software, not being a training.

Delivery takes place via the support portal as described in the previous chapter. The described deliveries of chapters 3.1 and 3.2 apply here.

### 4.2 By what means does delivery take place?

Delivery takes place in accordance with section 3.2

### 4.3 What are the service arrangements?

The service agreements take place in accordance with section 3.3

## 5 Cadac Cloudservices

### 5.1 What will be delivered?

Cadac Cloudservices offers the possibility of using Cadac software from the Cloud. Cadac ensures that the software is made available, managed and supported 'in the Cloud' (via the internet). For the ICT infrastructure, Cadac uses the services of Microsoft and SLTN. For the client, there is only one point of contact: Cadac.

Cadac Cloud services are delivered in the following manifestations;

- Public SaaS service (Software as a Service, further described as **SaaS**)
- Service accessible to everyone via the Internet (examples are: NedGlobe, NedWibon)
- Public and private hosting/ Hybrid service (Hosting as a Service, further described as **HaaS**)  
Applications accessible to everyone via the intranet. Application, user management and data in the cloud. (Examples include Cadac TheModus, open UOB, NGDW, NedBrowser)
- Public DaaS service (Desktop as a Service, further described as **DaaS**)
- Workstation with Cadac applications accessible to everyone via the internet or intranet.
- (Examples include: NedOmgeving, NedInfra.)

### 5.2 By what means does delivery take place?

#### Access to the Cloud

SaaS and DaaS

Cadac provides the client with access to its cloud service after assignment and provides access resources and a web address for this purpose.

HaaS

Cadac gives the client access to the hosting environment after an initial project implementation.

### 5.3 What are the service arrangements?

#### Incident management

Incident management aims to prevent disruptions in normal production or restore it as soon as possible and limit the impact of the disruption on the business. Implementation in accordance with chapter 3. Support portal.

#### Problem management

Problem management means: Identifying and removing structural causes behind incidents (repeated incidents and high-impact incidents).

SaaS, HaaS and Daas:

Description	Service level
Initial problem analysis	< 2 working days after problem discovery
Finalised analysis and forecast	< 10 working days after start of analysis
Resolution time	> 85% according to realistic prognosis

Specifically for SaaS/Azure see:

<https://azure.microsoft.com/en-us/support/legal/sla/summary/>

### Change management

Change management is the process of structurally scheduling, implementing, testing and documenting changes. The objectives change management include:

- Responding to customer requirements in response to business changes, avoiding incidents, interruptions and rework.
- Responding to change requests from the business and IT, ensuring the service is integrated with business needs.
- Responding to necessary changes in software applied by the supplier of a programme (patch management).

Changemanagement SaaS and DaaS:  
Changes are implemented unannounced by Cadac.

Changemanagement HaaS:  
Changes are announced two weeks before implementation. Occasionally security changes can be implemented immediately without notice.

### Availability management

Availability management is the process that ensures that the right resources, methods and techniques are deployed to guarantee the optimal availability of IT services. Service levels address the availability of the infrastructure.

HaaS and DaaS have the following availability levels.

KPI	Servicelevel
Availability rate of virtual server and storage	99,80% 24/7 hour every three months
Availability rate of data centre/housing facilities	99,80% 24/7 hour every three months
Network availability rate	99,80% 24/7 hour every three months
Maintenance window	month in the evening between 19:00 and 21:00 with advance notice and agreement
Maintenance weekend	Up to 4 times a year to be determined in consultation
Emergency maintenance	In consultation

Specifically for SaaS/Azure see:

<https://azure.microsoft.com/en-us/support/legal/sla/summary/>

**Continuity management**

Continuity Management aims to ensure that the required technical and functional components and services within IT can be brought back up & running within the agreed time in case of a disaster. The service levels for Continuity Management are aimed at having data stored digitally available at all times

HaaS and DaaS:

KPI	Servicelevel
Back-up frequency	Daily in a time period between 22:00 and 06:00 the next morning (data in the data centre only)
RPO	24 hours
Back-up retention	The backup files are stored on a storage medium for 14 days and these backup files can be made available read only so that CADAC can access and download them if needed for a restore

RPO: Recovery Point Objective. The maximum period of data loss after a system failure.

Specifically for SaaS/Azure see:

<https://azure.microsoft.com/en-us/support/legal/sla/summary/>