

## **Global Quality Charter**

### **TEMS Cloud SaaS**

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## Revision History

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# Table of Contents

- Introduction ..... 4
  - Content Disclaimer ..... 4
- Support Services..... 4
  - How to contact our Support team ..... 4
  - Register for our Customer Portal..... 5
- Support Availability..... 5
- Extended Support ..... 6
  - Escalation Guidelines ..... 6
- Service Level Agreement ..... 7
  - Incident classification..... 7
  - Response Time Objectives..... 8
- Uptime Commitment Levels ..... 9
  - Scheduled Maintenance ..... 9
  - Software Upgrades..... 9
  - Exclusions ..... 9
- Data Protection & Backup Policy ..... 10
- Customer Success ..... 11



## Introduction

This document outlines our commitment to maintaining a stable and resilient environment, including defined support processes, response times, and escalation procedures. By adhering to these standards, we aim to provide customers with predictable and efficient customer experience, empowering them to leverage TEMS Cloud with confidence. All the services described are available only to customers who are contracted for support and maintenance services and paid outstanding invoices.

## Content Disclaimer

This document is for informational purposes only and describes certain services. Infovista reserves the right to make changes to this document and the policies and procedures included within it at any time.

If you have any questions concerning any policies and procedures included within this document, please contact Customer Care Management at [support-mgt@Infovista.com](mailto:support-mgt@Infovista.com)

## Support Services

### How to contact our Support team

As a customer of TEMS Cloud, we want to ensure you get the best possible support experience. All technical queries and issues are submitted through our Customer Portal.

## Register for our Customer Portal

As a new TEMS Cloud customer, you will need to register on our customer portal to access assistance and resources. Please follow the steps below to create your account:

1. Go to <https://support.infovista.com>
2. Click on *Customer Login*.
3. Select *Not a member?* to begin the registration process.
4. Complete the registration form and ensure you select "TEMS" as your product line.
5. Submit the form to finalize your registration.
6. Once submitted a validation of your registration will be completed and an email with user credentials will be shared.

Once logged into the Customer Portal support queries can be raised using the **My Cases** link.



The **Customer Portal** offer many benefits and is a platform we continue to enrich with documentation, knowledge base articles and resources.

**Faster Response Times** – Your request goes directly to the right team, reducing delays.

**Track Your Requests** – Easily monitor the status of your support tickets in real-time.

**Knowledge Base Access** – Find answers to common questions instantly.

**AI and Automation** – AI chatbots for instant responses.

**Centralized Communication** – No lost emails, everything stays organized in one place.

### Support Availability

Our support team is available during business hours based on the following regional time zones:

Region	Coverage
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Americas	Monday to Friday – 8:00 AM - 6:00 PM (EST, UTC -5) Monday to Friday – 8:00 AM - 6:00 PM (CST, UTC -6)
Europe / Middle East and Africa	Monday to Friday – 09:00 AM - 6:00 PM (GMT, UTC 0)
APAC	Monday to Friday - 09:00 AM - 6:00 PM (MYT, UTC -7)

## Extended Support

If your business requires it, we can offer 24x7 On-Call service and is available for P1 system outages only. This is an add-on capability to the existing support packages.

## Escalation Guidelines

Infovista has established a rigorous problem escalation procedure designed to provide:

- Management Awareness
- Ensure alignment
- Sufficient technical resources to isolate replicate and analyse the problem
- Share business context
- Define an action plan
- Communication (phone/email/how often)

This escalation process is based on automated notifications that follow the following guidelines:

Escalation Level	Contact	Time Frame
1st	Regional Support Manager	24 hours
2nd	WW Support Director	48 hours
3rd	SVP Global Delivery and Engineering	72 hours

If you feel you are not satisfied with the actions you are welcome to escalate to the next level if required based on the time frame period in the table.

Notes:

- (1) Stated escalation process requires that the Customer provides all required information and test results.
- (2) Time frames are intended to be used as a guideline and not a substitute for sound business practices.

Should the customer feel the need to proceed to additional escalation, Infovista recommends that Customer-initiated escalation begin at the Manager level and proceed upward using the escalation guideline shown above for reference. This will allow those most closely associated with the support resources to solve any service problems quickly.

## Service Level Agreement

### Incident classification

When submitting a Support Request, select the severity that best aligns with the incident. Upon engagement, Infovista Support will evaluate the Support Request and may use discretion to reclassify it to the appropriate level according to these criteria.

Priority	Criticality	Impact	Priority Definition	Example
P1	Emergency	Tool Accessibility	Causes complete platform failure or accessibility, and no workaround is available	<ul style="list-style-type: none"> <li>• Infra or Networking issue</li> <li>• System down/not accessible</li> </ul>
P2	High	Tool Usability	Causes severe functional impairment, and no viable workaround is available	<ul style="list-style-type: none"> <li>• All reports are not accessible</li> </ul>
P3	Major	Tool Functionality	Causes moderate functional impairment, but a workaround exists	<ul style="list-style-type: none"> <li>• Operational tasks, such as a report is not displaying data</li> </ul>
P4	Minor	Tool Features	Causes minor feature impairment	<ul style="list-style-type: none"> <li>• Product queries</li> <li>• A report cannot be exported</li> </ul>

### Response Time Objectives

Priority	Type	Target Objectives		
Subscription		Standard / Connect	Advanced	Enterprise
P1	Initial response Time	4 business hours	3 business hours	2 business hours
	Workaround (if applicable)	5 business hours	4 business hours	3 business hours
	Target Resolution Time	5 business days	4 business days	3 business days
P2	Initial response Time	5 business hours	4 business hours	3 business hours
	Workaround (if applicable)	5 business days	3 business days	1 business days
	Target Resolution Time	Next SW Release	Next SW Release	Next SW Release
P3	Initial response Time	8 Business hours	6 Business hours	4 Business hours
	Workaround (if applicable)	10 business days	8 business days	5 business days
	Target Resolution Time	Next SW Release	Next SW Release	Next SW Release
P4	Initial response Time	10 business hours	8 business hours	6 business hours
	Workaround (if applicable)	n/a	n/a	n/a
	Target Resolution Time	Future SW Release	Future SW Release	Future SW Release

## Uptime Commitment Levels

At Infovista, we understand that uptime is critical for your operations. Our service is designed to provide a seamless and reliable experience, minimizing disruptions and maximizing productivity.

**Downtime = (1 – Uptime) × Total Time Period**

Where: **Uptime** is expressed as a decimal (e.g., 95% = 0.95).

**Total Time Period** is the duration for which uptime is measured = 260 days (number calculated based on support working days operating on 8\*5 and excluding the weekends)

To reinforce our commitment to delivering a dependable service, we offer the following uptime commitment levels as part of our Service Level Agreement (SLA):

Uptime (%)	Downtime (minutes)	Downtime (hours)	Downtime (days, 8-hour workdays)
99.5%*	1872	31.2	3.9

\*Uptime excludes non cloud native components.

### Scheduled Maintenance

Infovista reserves the right to perform scheduled maintenance **bi-weekly** to maintain the platform. The maintenance window is generally set for one hour. That doesn't mean the system will be down during the full window, but that services may not be fully functional until the maintenance is complete. Therefore, it's not recommended to use the system during a maintenance window.

### Software Upgrades

Upgrades to the TEMS Cloud solution itself or major component upgrades can take longer and cannot always be completed during the bi-weekly maintenance period. Infovista will schedule and communicate in advance when a longer maintenance period is required.

### Service Notifications

Infovista will ensure users of the platform stay up to date with any major maintenance, be it scheduled or unscheduled. These will be sent out using email notification. Minor maintenance that takes place during the standard bi-weekly maintenance period will not be notified on.

### Exclusions

The following does not impact uptime commitment levels.

### Scheduled Maintenance and Software Upgrades

- Maintenance & version upgrades required.
- Security updates or critical bug fixes to prevent data loss or severe system issues.

### Uncontrollable Events (Force Majeure)

- Natural disasters, power failures, or regional internet outages.
- Government actions, cyberattacks, or acts of war.

### Third-Party Failures

- Issues with cloud providers, DNS failures, payment gateways, or third-party APIs.

### Customer-Caused Downtime

- Network or firewall restrictions on the customer's side.
- User misconfigurations or unauthorized system changes.

## Data Protection & Backup Policy

At Infovista, we understand that your data is one of your most valuable assets. To ensure its security and availability, we provide automated daily backups across all subscription tiers. Infovista complies with applicable data protection laws and regulations, including GDPR, to ensure the privacy and security of personal data whenever such data is involved.

While we currently do not anticipate the processing of our subscriber's personal data, subscribers are responsible for notifying us should any personal data be involved. Our backup retention policy is designed to offer reliability and peace of mind, helping you recover data when needed.

Type	Occurrence
Production Data Backup	Daily
Production Data Backup Retention	3 days

## Customer Success

Customer Success Manager	Technical Lead	Account Manager	Value Consultants
<p>Your trusted advisor throughout your journey with Infovista. Enables you to use all purchased product features to best effect; understands, advises and supports your content strategy. Reviews and tracks your goals and kpis to prove the value of our partnership. Organizes regular Executive Business Reviews.</p>	<p>Responsible for the overall technical health and service quality (post go-live). Oversees Support releases alongside Customer Success Manager.</p> <p>Monitors service quality and verify timely case resolution by Support.</p>	<p>Manages the commercial aspects of our partnership. Supports renewal discussions. Coordinates proofs of concept and demos for new products.</p>	<p>Professional Services members that work on delivering additional value add features or training to support your delivery outside the standard contract.</p>
Event	What is it?	Audience	How often?
Weekly Meetings	30-60 minutes, Support Case Review, Upcoming maintenance	Core Team, Operational Team	During Sync Meetings

Executive Business Review	60-90 minutes, every 6 months starting ~90 days after onboarding. Executive level summary and review	Exec sponsor, Core team, other groups	Quarterly or biannually
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