Introduction

The SaasNow service consists of the following components;

- The SaasNow **portal** (www.saasnow.com/portal), where you can manage your environments
- The SaasNow **platform** and **infrastructure**, where your SaasNow environments reside
- The SaasNow **SAS service**, which makes sure your SaasNow environment keeps running

Each component is supported by SaasNow.

Service and support

- An availability of 99.85% is guaranteed for the SaasNow **portal**, **platform** and **infrastructure**, as described in the SaasNow User Agreement, with 24/7 phone support
- An availability of 99% is pursued for the **SAS service**, with SaasNow incident management
- SAS Application level support can be provided by your local SAS Partner. If you do not have a local partner, SaasNow can provide SAS Application level support

SaasNow incident management

Priority	Description	Initial response time	Information frequency	Resolution*
1	System not available	2 business hours	4 business hours	8 business hours
2	Impact on operational processes	4 business hours	1 business workday	16 business hours
3	Component not working, Impact to business is minimal	1 business workday	3 business workdays	40 business hours
4	Component not working, Impact to business is low	1 business workday	5 business workdays	n/a

* SaasNow will perform all reasonable efforts to resolve the incident within the listed resolution time. However, because of the nature of software systems and the reliance on Customer support teams and third-party infrastructure providers, this cannot be guaranteed.

SaasNow change management

Change requests for the **SAS service** can be submitted to the SaasNow support address and must be approved by SaasNow and the customer before being applied.

Description	Lead time Impact analysis	Lead time for implementation
Emergency change	1 business day	1 business day
Normal change	2 business days	4 business days

For changes to the SaasNow **platform**, **portal** and **infrastructure** processes (e.g. change management, release management, configuration management) are in place in the Information Security Management System (ISMS) of SaasNow. Where applicable, customers will be notified of changes before they are implemented.

Changes that are not within scope of SaasNow change management can be separately contracted and executed. SaasNow will remain responsible for communications and follow-up.

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3013 AK Rotterdam   Email   info@saasnow.com   VAT   NL855020350B01   IBAN   NL26ABNA0573590192 EUR
The Netherlands   Internet   saasnow.com   BANK   ABNAMRO   NL39ABNA0573590346 USD

SaasNow business hours

Region	Business hours
Europe	Monday – Friday, 9.00 – 18.00 CET
USA / Canada	Monday – Friday, 8.00 AM – 5.00 PM ET
Other	Monday – Friday, 9.00 – 18.00 CET

SaasNow delivers SAS incident management only during the listed business hours, except when such day occurs on a public holiday or SaasNow holiday.

Contact

- Support portal for tickets and request: www.saasnow.com/servicedesk
- Emergency contact for **portal**, **platform** and **infrastructure**
  - Phone during business hours: +31 10 798 62 95
  - Phone during non-business hours +31 88 4242 278 (provided by Sentia)

Certifications

All processes regarding the cloud services provided by SaasNow are in scope of the management system of SaasNow that is in compliance with, amongst other standards, the ISO 27001:2017 standard. This includes the support services described in this document regarding SaasNow **platform**, **portal**, **infrastructure** and the **SAS service**.

The management system of SaasNow is periodically assessed externally by an accredited organization. Certificates can be provided on request.

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