

# Support Conditions for In Mind Cloud Services -Standard Support-



## 1. SUBJECT OF THE CONTRACT

- 1.1. Subject of the present Support Conditions is to maintain In Mind Cloud Services and support the licensee with In Mind Cloud Services.
- 1.2. The present Support Conditions are part of the subscription to In Mind Cloud Services. They shall be in force for the duration of the main contract of In Mind Cloud Services and shall terminate with the same.
- 1.3. The services resulting from the present Support Conditions are included in the agreed contractual fee.

## 2. SERVICE CONTENT

- 2.1. Within the scope of the present Support Conditions IN MIND CLOUD delivers the following services:
  - Treatment of problems and errors that have occurred during the proper use of In Mind Cloud Services;
  - Support service in connection with the functions of In Mind Cloud Services.
- 2.2. Treatment of the problem in case of support contains spotting the cause of the problem, problem diagnosis and services aiming at solving the problem.

## 3. SERVICE PROVISION

- 3.1. Support services are to be provided during the time periods specified in section 5 of the present Support Conditions. The applicable time zone for standby support periods shall be the time zone of the seat of the Contracting Partner.
- 3.2. Response times of IN MIND CLOUD are defined in section 5 of the present Support Conditions and will start from the moment of receiving a sufficiently specified problem description containing character of error, affected product components and all action taken so far. Response time is the period of time within which IN MIND CLOUD initiates services.

## 4. RESPONSE HIERARCHY

- 4.1. Applications for support will be classified into the following categories:
  - „High“: A default of the productive system has occurred which partially or entirely prevents usage. A temporary solution is not available. The working process is impaired to such an extent that urgent remedy is necessarily required.
  - „Medium“: The productive system is running but lacks essential functions which impair processing and usage.
  - „Low“: The productive system shows small-scale function losses that impair processing and usage only marginally. Requests about product use and application functions will be made.
- 4.2. Simultaneous occurrence of multiple errors might result in the next level error category.

## 5. RESPONSE TIMES AND PROBLEM SOLVING IN SUPPORT CASE

- 5.1. IN MIND CLOUD will response to support cases within the following periods:
  - „High“: Initial response instantaneous within 8 hours after notice  
The resolution target is 48 hours to provide a resolution, workaround or action plan
  - „Medium“: Initial response instantaneous within 24 hours after notice  
Ongoing communication: once every 3 business days
  - „Low“: Initial response within 48 hours after notice  
Ongoing communication: once every 2 weeks

- 5.2. IN MIND CLOUD will provide a Work Around if it is to be expected that a support case of „High“ or „Medium“ level cannot be fixed within the appropriate terms. The provision of a Work Around does not relieve IN MIND CLOUD from their obligation to resolve errors as quick as possible.
- 5.3. In case of simultaneous occurrence of multiple errors IN MIND CLOUD may establish remedy priorities

## **6. DUTY TO COOPERATE AND OBLIGATIONS OF THE CONTRACTING PARTNER**

- 6.1. A qualified contact person shall be specified to IN MIND CLOUD that shall either be authorized to make all required decisions himself or be able to consult authorized persons at short notice to implement decisions quickly.
- 6.2. The Contracting Partner provides IN MIND CLOUD in time and without prior request with all information, papers and data required to perform services and, as the case may be, to remove errors. The Contracting Partner will further perform any necessary actions in accordance with his duty to cooperate, esp. granting access to the system of the contracting party, if required for error analysis and error remedy.
- 6.3. The Contracting Partner is obliged to regularly save his data with the care of a prudent businessman.

## **7. MAINTENANCE SCHEDULE OF IN MIND CLOUD SERVICES**

In Mind Cloud Services will not be available for 1 hour max. every 14 days due to regular maintenance work, and 4 hours max. for four times per year for comprehensive maintenance work and to install updates and upgrades. Generally, maintenance work will be done between 10pm to 2am (CET). In Mind Cloud will seek to follow as closely as possible the maintenance window of SAP HANA Cloud Platform as defined in document “SLA for SAP Cloud Services enGLOBAL.v.12-2016”.

## **8. CONTACT**

Business Hours: Monday to Friday: 8 a.m. to 5:30 p.m. (CET)

Support Contact: <http://support.inmindcloud.com> or [support@inmindcloud.com](mailto:support@inmindcloud.com)

Support Languages: English, German, Mandarin and Hindi.