

SYNESA SOLUTIONS EDROMOS SERVICE DESCRIPTION

INTRODUCTION

This document defines the content for the Synesa Solutions eDromos -service. eDromos is a service that enables organizations or individuals to analyze, monitor and develop processes with the principles of continuous improvement.

DEFINITIONS

As used in the Service Description, capitalized terms shall have the meanings ascribed to such terms in the following:

“Customer” shall mean the entity having subscribed to or purchased the Synesa Solutions Products for its own internal use under this Agreement indicated in the Order Form.

“Designated Users” shall mean those employees, or personnel of subcontractors of Customer or designated by Customer who have been given the right to use the Synesa Solutions Service under this Agreement to the extent of the licence of Customer, and the amount of which users shall be specified in the Order Form.

“Order Form” shall mean electronic or written document describing ordered version of Synesa Solutions Service, including features and service configuration ordered by the Customer.

“Synesa Solutions Products” shall mean the proprietary “eDromos” software provided by Supplier to the Customer.

“Synesa Solutions Service” shall mean the proprietary “eDromos” offered based on software as a service (SaaS) model as specified in the Order Form and/or any additional services offered by the Supplier.

OVERVIEW OF THE SERVICE

The Synesa Solutions Service allows

- data driven fact-based current state analysis and automated process discovery
- continuous process and KPI monitoring
- converting fact based model into a discrete event simulation model
- process simulation (e.g simulation of development actions)

The Synesa Solutions Products consists of eDromos solution in Azure cloud platform. The Supplier is responsible for the maintenance of the service environment and the software. eDromos instances are ran on Azure App Services using the latest App Service versions. All services are ran and data is stored in Azure West-Europe located in Amsterdam. This excludes Azure AD user information which is stored in EU Model Clause compliant datacenters.

Optionally the Synesa Solutions Products can be also delivered as on premise solution.

SERVICE FEATURES

A comprehensive feature list of the Synesa Solutions Products is available on Synesa website.

The Synesa Solutions Service is offered according to customer order which is specified in service configuration. For more detailed information about the available service configurations see the Service Pricing.

In case of on premise solution all the features of the Synesa Solutions Service may not be available for use. For more detailed information contact Service Desk.

The Supplier reserves the right to make modifications, including upgrades, patches, revisions or additions to the Synesa Solutions Service.

AUTHENTICATIONS

Authorized access is required to use the Synesa Solutions Service. The Supplier will deliver credentials and other account information for Designated Users to access the Service.

DEVELOPMENT

The Supplier actively develops the Synesa Solutions Service based on user feedback and its own knowledge. Development suggestions can be sent to the Supplier via Service Desk email.

SERVICE AVAILABILITY

The Synesa Solutions Service is generally available 24/7 during the year. The Supplier has the right to shut down the service temporarily for maintenance and update purposes or for some other technical reasons. About such deviations in service availability the Customer will be informed in advance.

SERVICE DESK

If there will be error in the Service functionality User (Designated User) should report this immediately to the Supplier's Service Desk. Incident management will be started based on the incident classification where critical incidents are prioritized. Fixing critical incidents are started immediately without any unnecessary delays.

Service Desk provides support in English and in Finnish.

Should the User (Designated User) want to get in contact with the Supplier regarding The Synesa Solutions Service, they can be contacted via:

Supplier 's email: support@synesa.com

Supplier 's telephone: +358 50 3362 166

Primary contact point is via email to support@synesa.com

For best performance we would like to have following syntax used in email: Subject: "<Customer> :incident description".

Product support by phone is hourly charged. The hourly is cost 120 euros / hour (excluding VAT).

CHANGES TO THE SERVICE DESCRIPTION

The Supplier has the right to change this service description. If the service description is changed substantially to the Customer's detriment, the Customer will be notified of the change at least one month prior to the entry into force of the change. In other cases, the Supplier will inform the Customer of any changes in the manner and schedule it considers appropriate.