

SLA

Service Level Agreement for Holm Security VMP | Cloud

§1 General

1.1 Valid date

Valid from September 1st, 2024, and replaces any previous versions.

1.2 Parties

These terms concern the relationship between the customer ("The Customer") and the Netherlands-based company Holm Security Benelux B.V. with corporate Identity number 74312936 ("Holm Security").

1.3 Scope

The SLA (Service Level Agreement) describes compensation terms in the event of disturbances in the products provided and the level of service provided for support services.

1.4 Excluded products

Starting from 2021-10-01, the following products are not covered by the SLA:

- Monitoring of black-listed mail servers
- Monitoring of hacked websites

§2 Products & services

2.1 Products covered

The SLA covers the following products in the cloud-based version of Holm Security's platform. Each specific product is referred to as "The Product" and all products "The Platform" from here on.

Products:	Previous name(s):
System & Network Security	Network Scanning System & Network Scanning
Web Application Security	Web Application Scanning

Phishing Simulation & Awareness Training	Fraud Risk Assessment Phishing & Awareness Training
Device Agent	
Scanner Appliance	
Cloud Security	Cloud Scanning
Organizer	

2.2 Services covered

The following support and Professional Services are covered by the SLA.

Services:	Previous name(s):
Product Support	Standard Support
Holm Security Success Program Standard	Premium Support
Holm Security Success Program Plus	

§3 Compensation

3.1 Reduction of the monthly charge

Claims for reduction of the monthly charge based on disturbance (compensation) shall be made in writing to no later than seven (7) days after the calendar month when the disturbance occurred.

3.2 Deduction of upcoming invoice

Compensation is paid out by deducting the upcoming invoice. If there is no upcoming invoice, compensation cannot be paid out.

3.3 Number of compensations

If The Customer is entitled to several compensations under the SLA, only the compensation with the highest amount applies. The Customer is entitled to one (1) compensation per calendar month.

3.4 Claim report

For The Customer to be entitled to compensation, it's The Customer's responsibility to send a report to Holm Security with information about the disturbance for which the claim is made. The report should be sent using the support contact form.

The following data must be provided in the report for each claim:

- A detailed description of the problem with the date and time of the event.
- Any error messages.
- A detailed description of how the disturbance caused damage to The Customer.

3.5 Relevant assistance

The Customer must, to a reasonable extent, assist Holm Security with troubleshooting for the compensation claim to be valid.

3.6 Time for planned maintenance

Planned maintenance that impacts the performance of The Platform, will as far as possible, be carried out between 00.01 – 06.30 hours (CET, Central European Time). Security Center and Organizer (“The Control Panels”) can receive maintenance at any time.

3.7 Announcements for planned maintenance

Announcements for planned maintenance are made at least three (3) days in advance through Holm Security’s support pages.

3.8 Compensation for planned maintenance

Disturbances caused by any planned maintenance do not count as a disturbance.

3.9 Disturbance because of emergency

If Holm Security assesses it to be necessary for security reasons, or similar, The Platform will be put on hold. Disturbances caused by emergency reasons do not count as a disturbance.

3.10 Disturbance because system updates

The Products System & Network and Web Application Security are updated on a daily basis with new vulnerability tests. Scan operations are paused during these updates for up to sixty (60) minutes. These updates do not count as a disturbance.

§4 General availability

4.1 Scope

Applies to The Platform, but not the Device Agent (see specific terms for the Device Agent).

4.2 Disturbance

These terms describe what counts as a disturbance and The Platform being unavailable. Examples of disturbances:

- Scans are not carried out using cloud scanners or using a Scanner Appliance.
- Reports can’t be generated.
- The Control Panel is unavailable.

4.3 Compensation

Provided that The Customer fulfills its obligations, The Customer will receive a reduction of the monthly charge related to The Platform under the terms below.

Availability during one (1) calendar month:	Reduction of monthly charge:
Lower than 99.9% but higher than 99.0%	10 %
Lower than 99.0% but higher than 98.0%	25 %
Lower than 98.0%	50 %

§5 Device Agent

5.1 Scope

The following products are covered by these terms.

Products:
Device Agent for systems
Device Agent for personal computers

5.2 Disturbance

These terms describe what counts as a disturbance for the Device Agents. Examples of disturbances:

- Unavailable or unusable.
- Not reporting data normally on a regular interval as intended.

5.3 Minimum impacted Device Agents

For compensation to be valid, the impacted number of Device Agents must be on at least 25 % of The Customer’s total number of installed Device Agents.

5.4 Compensation

Provided that The Customer fulfills its obligations, The Customer will receive a reduction of the monthly charge, related to The Product, under the terms below.

Number of disturbances:	Reduction of monthly charge:
1-4	10 %
5-24	25 %
25 or more	50 %

§6 Support

6.1 Scope

The Product Support is limited to The Platform and closely related topics.

6.2 General

Product Support is provided to all customers from the Support Team, unless otherwise agreed. The following is included in the Product Support:

- Product support from Holm Security's 1st and 2nd line Support Team, related to implementation, ongoing work, and settings.
- The support is limited to eight (8) hours per month over the phone.
- The response time is eight (8) hours during local office hours in Sweden, Denmark, Netherlands, Malaysia, and India.

6.3 Communication channels

Support takes place through designated telephone numbers, email, or web meetings.

6.4 Opening hours

Holm Security support is open on weekdays from 09.00 to 17.00 hours, local time, in Sweden, Denmark, Netherlands, Malaysia, and India. Support is closed on weekends and public holidays. Notification of any exceptions is given at least three (3) days in advance through Holm Security's support pages.

§7 Professional Services

7.1 General

Product Support is included for all customers with Holm Security Success Program Standard and Holm Security Success Program Plus (collectively called "The Success Programs").

7.2 Holm Security Success Program Standard

The following is included in Holm Security Success Program Standard ("Standard") related to The Platform:

- A dedicated Customer Success resource.
- Guidance, training, and consultation.
- Advice related to understanding and prioritizing vulnerabilities.
- Optimize usage of The Platform.
- Quarterly follow-up meetings.

Standard is limited to eight (8) hours of help per calendar quarter.

7.3 Holm Security Success Program Plus

The following is included in Holm Security Success Program Standard ("Plus"):

- A dedicated Customer Success resource.
- Guidance, training, and consultation.
- Advice related to understanding and prioritizing vulnerabilities.
- Optimize usage of The Platform.
- Configuration and monitoring of operational status and scans in Security Center.
- Monthly follow-up meetings.

Plus is limited to eight (8) hours of help per calendar month.

7.4 Communication channels

The Success Programs are provided through designated telephone numbers, email, or web meetings.
