AIMMS

Service Level Statement

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Introduction

Driven by our Core Purpose to bring the benefits of optimization to society, we have always strived and will always strive to provide excellent service to our customers. Our specific goals therein are to help our customers make best possible use of our products and make using our products a smooth and enjoyable experience. We feel very committed to these goals and will strive at all times to achieve them.

It is therefore the purpose of this Service Level Statement to express our intentions and ambitions as to specific minimum service levels for the AIMMS Software provided. While this Service Level Statement is not contractual in its nature, it is our intent that this statement will provide clarity and align our internal processes. It will always remain secondary to our common-sense and ambition to provide excellent service to our customers.

Definitions

The Software – The software artifacts that we distribute to our customers, AIMMS, AIMMS PRO, the AIMMS Cloud Platform and the SC Navigator apps.

Application Development and Testing – The process of developing and testing AIMMS applications

Application Usage – The process of deploying, operating and using AIMMS applications

Current Version – The latest version of a product that introduces new features

Defect – Error, flaw, failure or fault in one of AIMMS' software artifacts or in the AIMMS Cloud Platform that causes it to produce an incorrect, or to behave in ways not intended by AIMMS (this is also called 'bug').

Fatal Defect – A defect that severely disrupts the Client's operation, because the application cannot be used. Defects disrupting the application development are not considered fatal defects.

Feature Request – Request for adding or changing functionality of our products, other than fixing a defect.

In Maintenance – In case of license: maintenance fees have been paid for the current calendar year for the licenses for which services are being requested. In case of subscription: subscription is valid.

Minor Defect – A defect that does not impede operational usage or development project progress

Non-fatal Defect – A defect that impedes Client's operational app usage but does not disrupt it severely. In case of app development, the project can proceed, but defect needs fixing before app is taken into production.

Product Installation – The process of installing or upgrading our products.

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Service Window – Time window when AIMMS provides services on its products in a specific region.

Stable Production Application – An AIMMS application, including SC Navigator applications, which is being used in daily operation, which has not been changed recently and which is running in an environment where the underlying software and hardware installation (AIMMS Software, Operating System, etc.) has not been changed recently either. We assume the operation of a stable production application requires the operation of test environments and procedures to minimize the need of production disruptions caused by roll-out of new or changed applications, software upgrades, system upgrades, etc.

Support Request – Request for support for the use of our products, either when users are stuck or when they wish to improve their use of our product, such as application modeling and UI development.

Target Response Time – Time period within which client receives first response from AIMMS after submitting a support request. Typically, this 'response' includes the classification we gave the issue and the resulting target resolution time.

Target Resolution Time – Time period within which we try to resolve the defect or support request, including the time spent waiting for a response or action from our customer.

Work-around – In some cases our User Support specialists may offer a work-around for a product defect to enable the client to continue with the project; 'unblock'.

Strong Recommendation to operate Test Environments

We strongly recommend our customers to operate a separate test environment to reduce the risks of disrupting the production environment with software upgrades, application changes or new applications. Please note that we only classify Defects as 'High' for customers who follow this procedure.

Target Response and Resolution Times

The following chart expresses our 'target' response and resolution times, based on the nature of our client's issue. We realize it may not always be possible to respond, or obtain a resolution, within the times stated here, due to any number of potential factors, but as with all of the provisions in this Service Level Statement, these targeted times are the goals we will consistently seek to attain.

	Target Response Time [business hours]	Target Resolution Time [business hours]
High	1 – 2 hours	ASAP[1]
Medium	16 hours	15 days
Low	16 hours	30 days

[1] Where 'ASAP' means that all people required to resolve the issue will immediately start resolving the issues and will continue to do so until the issue has been resolved.

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We recognize four resolutions for defect reports:

1. Release a software version where the defect is removed ('fixed').
2. Provide a work-around to unblock the user.
3. Decline to remove the defect (because no work-around can be found and removing the defect is disproportionally expensive).
4. No defect can be found in our software or AIMMS Cloud Platform. The observed behavior has a cause elsewhere or is a suggestion to adjust the functionality. Suggestions for functionality adjustments will be considered as possible ideas for the product development roadmap.

AIMMS may decide not to fix a defect, for example if an acceptable workaround has been provided, or the expected user benefit does not merit the cost of fixing the defect.

In some problem situations, in order to support our users efficiently we may need the model and the data. In such situations, if the client does not provide timely the necessary model and data, then the problem resolution may take longer than the specified target times. In particular, this may be especially important for items which are to be classified as 'High'.

When the resolution of a defect report involves releasing a new software version, the resolution target response time refers to releasing the new software version in a version update of the software or, for the AIMMS Cloud Platform, on the Non-Production environment (we will collaborate with the users to time the release to the Production environment).

Disclaimer: In case we need to involve 3rd parties (e.g. solver providers) in our resolution process, it may not be possible to target the same resolution times, as we cannot control the time in which these 3rd parties commit to their contribution.

Severity Classification

	Stable Production Application	App Development and Testing[2]	Installing Products[3]
Fatal Defect	High	Medium *Current versions* only	Medium *Current versions* only
Non-fatal Defect	Medium	Medium *Current versions* only	Medium *Current versions* only
Minor Defect	Low	Low *Current versions* only	Low *Current versions* only
Support Request	Medium[4]	Medium[5]	Medium[5]

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[2] Includes publishing apps on PRO

[3] Licensing issues fall under 'Product Installation' and are typically resolved during the same business day.

[4] When a client encounters severe problems with a stable production application that are not caused by bugs but for example because the model has become unfeasible by changing input data, our User Support team can choose to classify the issue as 'High'.

[5] Support requests that can be handled by our User Support team are typically resolved sooner, applying common sense in assessing the severity and the effort.

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Service Window

Service Window	
EMEA	Monday – Friday 9:00-17:00 Amsterdam time, excluding Dutch public holidays
Americas	Monday – Friday 9:00-17:00 Seattle time, excluding US public holidays
Asia-Pacific	Monday – Friday 9:00-17:00 Singapore time, excluding Singapore public holidays

In practice, we will use common sense to leverage our global presence where feasible, to help our customers outside the regional Service Window.

Premium Service Window

Customers that have purchased our 'Premium Service Window' service will have a 24x7 service window, with dedicated phone number, for all Severity High incidents, fatal Defects in our Software that occur in a stable production environment. SC Navigator apps are not yet included in this service.

AIMMS Cloud Platform

Performance targets for the AIMMS Cloud Platform:

Uptime[6]	99.5%
RPO[7]	15 minutes
RTO[8]	2 business hours

In the highly unlikely event of a 'malicious wipe' of the entire AIMMS Cloud Platform, the RPO will be 24 hours and the RTO will be 2 business days.

Extra *Severity High* incident types specific to the AIMMS Cloud Platform:

    a. AIMMS PRO login or portal page unavailable for more than 5 minutes
    b. App in the AIMMS PRO Portal that could be launched before cannot be launched
    c. Solve jobs remain in the queue despite availability of unused solve sessions and solver licenses
    d. AIMMS PRO API cannot be reached for more than 5 minutes
    e. App that worked before now freezes or crashes repeatedly, despite using similar[9] data sets as before.

Extra *Severity Medium* incident types specific to the AIMMS Cloud Platform:

    f. Drop in performance: slower calculation and slower user-interface response using the same app and similar[9] data sets.

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[6] [Minutes the platform was available in the calendar month] / [Total minutes in the calendar month (24x7)]
[7] Recovery Point Objective: the maximum targeted period in which data might be lost due to a major incident
[8] Recovery Time Objective: targeted duration of time within which the service will be restored after a major incident
[9] 'similar' as in similar size and similar mathematical properties

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The AIMMS Cloud Platform no longer requires 'Maintenance Windows' for regular maintenance such as Software updates. In the unlikely event that we need to take the platform down for maintenance, we will do so outside regular office hours and with 3 business days' notice to our customers.

When software updates are available for the AIMMS Cloud Platform, either AIMMS PRO updates or the cloud software, we will update the Non-Production accounts and inform the customers when we intend to update their Production accounts, thus allowing our customers to perform tests on the Non-Production accounts. This 'staging' approach will not be applied for new AIMMS PRO versions that only contain bug fixes.

Customers are expected to use their AIMMS Cloud Platform Non-Production ('Preferred' and 'Premier') account to test newly developed or changed apps before publishing these to their AIMMS Cloud Platform Production account.

Application Databases provided with the AIMMS Cloud Platform

Support for the optional application database with the AIMMS Cloud Platform is limited:

   a. Included: unavailability of the database, problems reaching the database and insufficient computing capacity
   b. Excluded: database configuration and other database administration tasks, database query design and optimization, database performance optimization, setting up unmanned data exchange with other systems.

Support on connectivity between AIMMS Cloud Platform and on-premise resources

Support for connectivity between AIMMS Cloud Platform and on-premise resources is limited. AIMMS can investigate and resolve issues for the correct functioning of the AIMMS Cloud Platform including functionality for connecting to on-premise resources such as the VPN Gateway. AIMMS will not investigate or resolve connectivity issues in the on-premise environment.

Application-Specific Resources in WebUI

The AIMMS WebUI -builder contains an option for so-called *Application-Specific Resources*: custom widgets and custom styling (CSS). Support for Application-Specific Resources is limited:

   a. Included: defects in the interface protocol for custom widgets (as described in the documentation on 'creating your own widgets').
   b. Excluded: defects in the custom widget code itself.
   c. Excluded: defects observed in the application that do not occur when the custom CSS is removed from the folder for project-specific resources, except for standard annotation CSS options.

Service Entitlement

Any user with a valid subscription or license for the Software may report a defect in our Software or problems with their license and installation. In order to receive support in case of defects, the subscription needs to be valid or the license(s) of that user or organization need(s) to be 'in maintenance'. In that case we will aim to meet the target response and resolution times and we will provide progress reports. In rare cases AIMMS may decide not to fix a defect, for example if the expected user benefit does not merit the cost of fixing.

In case a user or organization reports a defect which turns out not to be caused by a defect in the Software, AIMMS reserves the right to charge for the time spent to be involved or to be investigating and diagnosing the cause of the problem or defect.

Customers may place support requests when they have an arrangement with AIMMS for support. Our support services are provided by our skilled AIMMS Specialists, with extensive experience in applying Optimization and AIMMS, who can provide help in achieving your goals and add value to your applications.

Release Policy and Impact on Defect Fixing

We are employing the following release scheme:

- The latest Software version that introduces new features into AIMMS, will be denoted as the C*urrent Version.*

- In the *Current Version*, we will fix *Defects* reported in *any* supported Software version, and we strive to release bug fix versions with minimal delay.

- We will *not* automatically fix Defects in non-current Software versions (for example in AIMMS 4.4 when AIMMS 4.5 has become the new current version). We will, however, fix Defects in non-current Software versions *on demand*, provided that the Defect reported occurs in a stable application during production usage of that application.

- We will *not* fix Defects in non-current versions

    o   if they are the result of adding new features to an AIMMS application,

    o   if the issue is the result of a Software or hardware upgrade for which the Software version at hand was not designed, or

    o   if the Operating System on which the issue occurs is no longer supported by its manufacturer.