

Customer SLA

When raising an issue at a point of escalation to Olive we would request that emails are sent to the email address—[\[add client specific @vidayopro.com email\]](#)—. For general support queries, we ask that the email address support@vidayopro.com be used. Support Services are broadly classified into

- a) Email/ Ticketing helpline service
- b) Error correction service
- c) Update service.

All incoming queries are routed to Zendesk - our integrated ticketing system. An instant response regarding ticket generation is sent to the customers, allowing them to track the progress using Zendesk. The ticket resolution process consists of a three-level support system. I.e. L1, L2 & L3. Customer SLA consists of four ticket priorities.

Customer SLA			
Ticket Priority	Definition	Target Time to initial response	Target Time to resolution
Critical	Platform inaccessible to users	15 minutes	To be agreed on
High	Problem affecting core functionality	30 minutes	To be agreed on
Medium	Problem with non-core functionality affecting multiple users	40 minutes	To be agreed on
Low	Problem with non-core functionality affecting one or a few users. Minor issues that do not affect functionality, visual artefacts, formatting etc.	60 minutes	To be agreed on



Escalated tickets are reviewed by a Support Manager along with the respective customer success manager assigned for the customer, to evaluate business impact and the availability of development resources. The final decision is then communicated back to the customer & followed up accordingly.

Maintenance and Service

A maintenance window is a defined period of time during which planned outages and changes to production services and systems may occur. We encourage all services and systems to use the planned maintenance windows for the application of non-emergency changes. If a service does not have a planned maintenance window. Updates will be performed between 8 am and 12 pm on Saturdays. Limited-impact changes will be scheduled for Tuesday or Thursday evenings from 5:30 p.m. to 7 p.m.

Hosting

VidayoPro is deployed in AWS and Azure Cloud services in a private VPC. VidayoPro uses various services from AWS, Azure to build its architecture. The following items are used to configure VidayoPro in AWS and Azure -CloudFront, Elastic Load Balancer, EC2, S3, VPC, SES, Lambda Service, Lambda Edge, Aurora Serverless, Cloud Watch, Root 53, DynamoDB, and ElastiCache, Virtual Machine, Azure Firewall, Azure Kubernetes Service. VidayoPro stores all user-based data in RDS MySQL DB and MongoDB. All file or object-based data (video, documents, HTML contents etc.) are stored in the secure S3 service of AWS. Using the various AWS and Azure Security features like AWS Security Guard, and security group, VPC, VPN, Azure firewall we make sure that all the applications are secured and get 99.99999% uptime.

Quarterly reports will be provided, including but not limited to:

- Availability report
- Incident report
- Incident ageing report
- Service request report
- Problem report
- Change report
- Major incident report
- Post Incident Report
- Service Level Default Report to SLA