Centric Pricing & Inventory™ Service Level Agreement (v3.1)

The terms and conditions of the service level agreement for Centric Pricing & Inventory™ depend on the selected modules and add-ons that extend the capabilities of the Predictive Intelligence Platform.

Hosting Plans

The hosting plans for Centric Pricing & Inventory™ describe different configurations and guarantees in infrastructure and service availability.

Centric Software offers three different hosting plans plans: Bronze, Silver, and Gold. Specific hosting plan features can become available at lower tiers to meet more complex requirements. Please contact the Centric Software sales team for pricing and additional details.

Infrastructure

Bronze & Silver	Gold
The Centric Pricing & Inventory™ platform leverages a multi-tenant infrastructure. Computing and database resources are shared among tenants. Centric Software implements technical measures to ensure security (virtual isolation), scalability, availability, and reliability.	This plan includes dedicated resources and thus enhanced isolation in terms of performance and information security. The application runs inside a single-tenant environment and consumes its data from a dedicated database system.

Production Environments

Centric Pricing & Inventory™ runs on one production environment per customer with workflows on live production data. Customers can request additional production environments to fully replicate the data from the main production environment.

The additional environment yields its own set of user accounts. It is fully supported to give different people access to the extra environment. They count towards the total number of named users. The data is kept up to date by production-grade data pipelines. All of them use the same data

source as the regular production environment. Every environment is integrated separately into the monitoring and alerting system. Issues are captured individually.

Common Use Cases

An additional production environment allows for feature previews that do not interfere with the regular day-to-day business. New functionalities can now be tested before their full range production roll out.

Another use case is that logical separation of the customer business is made easy by having multiple environments running. Since both are production-grade environments, customers may choose to implement strict separation of concerns, e.g. one environment to manage German stores and one to manage Italian stores.

Business rules configure the price and inventory optimization services. They may have a big impact on the results and staging them in a safe environment grants confidence to experiment with changes more often. Additionally, customers can now run two different configurations simultaneously.

Optimization Calculations

The Centric Pricing & Inventory™ solutions calculate proposals for optimized price and inventory decisions. Depending on the selected number of weekly calculation runs, Centric Pricing & Inventory™ schedules batch runs for these calculations at a different frequency, e.g., five weekly price calculations require five computation runs.

Named Users

A named user is any person who may use the Centric Pricing & Inventory™ web application at any time. If a customer has 100 people in the organization and they all need access to the software – even though not at the same time – then the customer needs 100 named users.

Service Availability

The Centric Pricing & Inventory™ services are available 24 hours per day on all seven days of all weeks in the year.

Centric Software grants, subject to fault, the following availability according to the selected hosting plan, disregarding planned maintenance work, if Centric Software has announced this to the customer at least five working days prior to the start of the planned maintenance work.

Bronze	Silver	Gold
99% on the average of a calendar month	99.5% on the average of a calendar month	99.95% on the average of a calendar month

In the event of security incidents or due to similarly urgent technical reasons, maintenance work can become necessary during business hours. The services might temporarily be unavailable when this happens. The customer will be notified in a timely manner by email.

Maintenance

Planned maintenance work that requires an interruption of operations will be carried out on weekends or on working days outside normal business hours, as far as possible.

Planned maintenance work, if it affects the use of the services, will be announced to the customer at least five working days in advance.

Disaster Recovery

Disaster recovery is the process to restore or to reestablish essential services upon unplanned events that led to severe technical issues. In contrast to a disruption (which leads to service degradation), a disaster involves a failure of a whole data center or even geographical region to ultimately bring the service delivery to a halt. They can be caused by natural events or human interaction.

To prepare for these types of events, Centric Software builds a strong process for disaster recovery. The main goals are to restore data from backups and to recreate the affected infrastructure in a healthy data center. Staff members undergo recurring training sessions and review the recovery capabilities regularly. Centric Software offers three different disaster recovery plans: Bronze, Silver, and Gold as described in the following table.

Service	Bronze	Silver	Gold
Single availability zone backups	✓	✓	✓
Infrastructure monitoring and alerting	✓	✓	✓
Recurring review of recovery capabilities	✓	✓	✓
Disaster recovery playbook	✓	✓	✓
Multi availability zone data backups		✓	✓
Multi availability zones failover replica		✓	✓
Restore to a different site within one availability zone		✓	✓
Restore to a different site in another region			✓
Cross region data backups			✓

Support Plans

Centric Software's support plans for Centric Pricing & Inventory™ outline the level of technical assistance and customer support provided to users of the Centric Pricing & Inventory™ applications. The goal is to ensure that customers receive timely and effective support to resolve any issues or challenges they encounter while using the solution.

Business Hours

The business hours define when the Centric Software support desk is available for customers. The support desk can be reached via our support website or by email at cpi-support@centricsoftware.com.

Business hours for customers in Europe: Monday to Friday from 08:00 AM to 06:00 PM Central European Time (CET/CEST), except on Dec 24 and Dec 31 and public holidays in Germany.

Business hours for customers in North America: Monday to Friday from 08:00 AM to 06:00 PM Central Time (CST/CDT), except on Dec 24 and Dec 31 and U.S. bank holidays.

The business hours coverage can be extended upon request. Please contact the Centric Software sales team for pricing and additional details.

Incident Definition

An incident occurs when the Centric Pricing & Inventory™ service fails to perform the functions specified in the service description, produces erroneous results, or otherwise fails to operate in a manner that limits the use of the service.

Incident Classification

The priority of an incident is calculated by the following impact-urgency matrix. Urgency ranges from low to critical. Impact is defined by a range between minor and extensive.

Impact/Urgency	Critical	High	Medium	Low
Extensive	P1 (Urgent)	P1 (Urgent)	P2 (High)	P3 (Normal)
Significant	P1 (Urgent)	P2 (High)	P3 (Normal)	P4 (Low)
Moderate	P2 (High)	P2 (High)	P3 (Normal)	P4 (Low)

Impact/Urgency	Critical	High	Medium	Low
Minor	P2 (High)	P3 (Normal)	P4 (Low)	P4 (Low)

Examples

P1 Incident: A bug in the software renders it unusable. Data can be significantly corrupted or lost. The customer is unable to operate. There is no interim solution.

P2 Incident: A major component of the customer's ability to operate is affected. Some aspects of the business can continue but it is a major problem.

P3 Incident: The customer's core business is unaffected but the issue is affecting efficient operation by one or more people.

P4 Incident: The issue is an inconvenience or annoying but there are clear workarounds or alternatives.

Resolution Targets

Incidents are processed within the specified business hours. The resolution target is defined according to the incident priority. If the incident resolution is not finished within the business hours and the maximum resolution time has not been reached, the incident resolution will continue at the beginning of the next business hour.

If it is not possible to resolve the incident within the time defined below, Centric Software will notify the customer as soon as possible, stating the reasons for the problem and the expected time for its resolution.

Targets/Priority	P1 (Urgent)	P2 (High)	P3 (Normal)	P4 (Low)
First Qualified Response	3 hrs	8 hrs	16 hrs	48 hrs
Resolution	18 hrs	36 hrs	108 hrs	–