



Cora Standard Service Level Agreement

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The Power of Predictability

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1. Introduction

1.1. Background

Cora Systems Limited ("Cora") and you the "Customer" have entered into an agreement (the "Contract") for the Customer to use its current version of the programme and project management software application developed by Cora called "Cora PPM" which has been configured by Cora to the Customer's requirements. The terms and conditions in relation to the use of Cora PPM are set out in the Contract and related documents.

1.2. Purpose of Agreement

Under the terms of this Service Level Agreement ("SLA") Cora is responsible for providing technical support and maintenance for Cora PPM to the Customer. The type and level of service to be provided is set out below. This SLA forms part of the Contract and should be read in conjunction with that document. Defined terms herein shall bear the same meaning ascribed to them in the Contract.

1.3. Scope

The scope of this document relates to the standard levels of support afforded to the Customer for the functionality provided by the Supported Versions of Cora PPM. The scope of support relates only to the production and UAT sites. It does not relate to third party applications which may be integrated with Cora PPM, hardware and software not supplied or developed by Cora, or the Customer's use of Cora's API, and use not permitted in the Contract and related documents.

1.4. Duration of Agreement

This SLA is effective for the Subscription Term and any renewals thereof, subject to the agreed fees being paid, as set out in the Contract.

1.5. Hosting Centre

Cora will be hosting the Customer's instance of Cora PPM with its hosting partner. Cora reserves the right to change its hosting partner from time to time.

1.6. Network Uptime Guarantee

Cora aims for 99.9% uptime but guarantees a 95% uptime of Cora PPM on a twelve-month rolling average excluding malicious attacks on the services such as DDoS (distributed denied of service); Dos (denial of service); scheduled maintenance; and prior notified upgrades of their servers. Cora shall endeavour to perform all infrastructure related upgrades/backups outside of core business hours where possible and practicable. Cora will inform the Customer of upgrades carried out by the hosting provider when it is notified of them.

2. Support Services

2.1 Support Channels

A dedicated, secure helpdesk is established for the Customer at the following address:

<https://cst.corasystems.com/>.

To enable the Customer's users to log support and technical maintenance issues on a 24/7 basis. This helpdesk will be the primary channel for the logging of all support and maintenance issues that arise for the Customer.

Support will be available:

From 08:30 IST/UTC – 17:00 PST on a Business Day as standard.

Customers who request EMEA only support will only have access to support from 08:30 AM IST/UTC to 17:00 PM IST/UTC.

Customers who request US only support will only have access to support from 08:30 AM EST to 17:00 PM PST.

2.2 Service Level Agreements

2.2.1 Cora Support Matrix

Sev 1 (Critical)	Definition:	Total site outage affecting the entire organization
	Response Time:	90% within 2 hours
Sev 2 (Significant)	Definition:	Access issues impacting a single entire department or a major group within the organization.
	Response Time:	95% within 4 working hours
Sev 3 (Moderate)	Definition:	Access issues impacting a single department or a specific group of users.
	Response Time:	98% within 8 working hours.
Sev 4 (Low)	Definition:	Functional or Cosmetic issues. Access issues impacting a small number of users or a single user.
	Response Time:	100% within 4 working days.

Each call received by the support staff will receive a severity level based on the table above. Support call performance reports will be generated upon request from the customer.

2.2.2 Adjustments

1. Cora will make every effort to resolve all issues through workaround or configuration within the Target Resolution Time.
2. SLA does not apply to Service Requests such as upgrade requests, change requests, script requests, etc.
3. When raising a ticket, if multiple issues are thought to be present, one ticket will be required for each.
4. When raising a ticket, all fields in the ticket form must be fully populated and all requested info provided ideally including a detailed screen recording, or at the very least a series of detailed full screen screenshots.
 - a. This is especially important for critical tickets logged out of hours, failure to do so may see the ticket not addressed out of hours.
 - b. Intentionally populating mandatory ticket fields with inadequate information to pass validation will see the ticket closed and require the requester to log correctly.
5. If an issue is confirmed as fixed during UAT it cannot be reopened if found later in Live, this will require

a new ticket.

2.3 Cora Support Helpdesk

Ticket Status:

Once logged on the Cora Support Helpdesk, tickets will be assigned the following status types:

Status	Description	SLA Active
Open	New Ticket Logged on Helpdesk.	Yes
Further Information Required from User	Cora is waiting for additional information from the ticket requester. If the information is not provided within 5 working days, the ticket will automatically close due to inactivity. Customers who self-host their environments will also see this status in use while we await an updated copy of the database	Suspended
Under Investigation	The ticket has been assigned to a member of CST and is currently under investigation.	Yes
With Third Party (Excluding hosting providers)	A resolution for the issue is dependent on input from a Third party or external supplier.	Yes
Change Request*	A change to Cora PPM is necessary to remediate the issue raised and the issue is marked as a change request. As such the request will be put through a change control process where it will be analyzed, estimated, scheduled, and approved for release in a future iteration.	No
Bug Identified	The issue has been reproduced by CST and has been confirmed as a Bug.	Yes
Bug Fix Scheduled	The Issue has been scheduled for fixing by the Cora Engineering Team.	Yes
Bug Fixed, awaiting scheduled upgrade	The Issue has been fixed and tested by Cora, and Cora await agreement with the Customer to put the fix (or new build) on to the Customer's UAT site for verification purposes.	Suspended
Awaiting customer verification	A fix has been provided and is awaiting UAT. If the verification is not provided within 20 working days, the ticket will automatically close due to inactivity.	Suspended
Unable to complete upgrade	Cora is unable to complete an upgrade containing a fix for the issue due to remote access difficulties. This only applies to customers who Cora do not manage hosting for.	Suspended
Duplicate ticket	This ticket is a duplicate of one already logged on the helpdesk.	No
Awaiting approval to Upgrade Live	A fix has been applied to the UAT site and confirmed by the Customer. Cora will await final approval from the Customer to upgrade the live site with the new build or fix.	Suspended
Resolved	Issue has been resolved but additional actions are outstanding.	No
Closed	Issue has resolved and there are no outstanding actions so can now be closed off.	No

**Change Requests are dealt with using the change request process set out in the Statement of Work and may incur additional charges.*

2.4 Cora Roles and Responsibilities

Role/Person	Responsibilities
Application Support (1st Level)	• First point of contact for the Customer support • Support Requests Management • Validation of SR details • SR reply to management • SR Routing • Follow up with the Customer support desk representative. • Escalate Severity 1/critical issues to the Escalation manager.
Infrastructure Diagnostics (2nd Level)	• Diagnostic support around infrastructural issues (e.g., server software issues, network problem diagnosis, database problem diagnosis, etc.) • On-site support when required. • Maintenance of the Customer Profile (Network Topology, Hardware, Configuration Profiles, etc.) • The Customer remote access set up
Application Support (2nd Level)	• Config debugging. • Follow up with business when required. • Upskilling 1st level support • Engagement in escalations
Implementation Consultant	• Provide clarification on end-user functionality. • Provide clarification on whether issues are defects or change requests. • On-site support when required
Customer Success Representative	• Management of relationship with the Customer • Management with the Customer of support-related commercial issues • Escalation points for the Customer
Escalation Manager	• Primary source of contact for Customer on Severity 1/critical issues • Ensures adequate focus and prioritization internally • Management of all internal comms of any escalated issue • Responsible for preparation of related RCA documentation
Head of CST	• Ultimate responsibility for the delivery of support services.

2.5 Escalation

2.5.1 Cora Internal Escalation Process

The following table shows the internal escalation path and the typical reasons for the escalation of issues.

From	To	Main Reasons
1st Level (Application Support)	2nd Level (Infrastructure/ Application/ Business)	- Product specialist expertise in all areas of product - Technical workings of solution - Business functionality/config.
1st/2nd (Application Support)	IT Support Engineer Infrastructure team	- Technical infrastructure config. - Technical requests - Cora internal support issues - The Customer support process issues
1st/2nd (Application Support)	Engineering team	- Severity 1 issue requires. - Immediate attention - Cora internal support issues - The Customer support process issues
Customer Success Representative & Escalation Manager	CX Officer	- The Customer support process issues - Support commercials clarification
CX Officer	Cora CEO	Customer Success Representative and CST unable to resolve issues

2.6 Additional Modules

Cora reserves the right to charge (on a time and materials basis with a breakdown of tasks) for any additional modules that have been developed where additional configuration work is required as part of the upgrade. If the Customer decides not to purchase the additional module, this functionality will be disabled in the upgrade that is installed for the Customer. The Customer will be notified of any additional related chargeable elements in advance of installation of the upgrade.

2.7 API Support

When a client purchases the Cora API module, Cora support anything related to the Cora API module subject to fair usage. If a customer has a data analytics/API team and they want to or have already created connections to the Cora API, Cora cannot support them in their work (i.e. support calls they make). Cora's support is restricted to making calls from Cora API and the data is not getting returned due to a Cora error. If an issue is experienced within another application consuming the API, it is a must that a check is first run via Swagger/Postman/etc.

3. Upgrades

3.1 Upgrade Process

Cora reserves the right to implement new versions and upgrades of the SaaS including changes to the design, security, operational method, technical specifications, systems, and other functions. The Customer will be entitled to receive upgrades at no additional cost, provided all payments due have been paid in full. Customers should not be more than two versions behind the latest version. There are typically two to four upgrade releases per year. Each upgrade is supported with supplementary release notes.

The standard support is to maintain the Customer on the most recently upgraded version of the software as all product fixes and enhancements will be contained in the most recent release. If Customer uses an older version of the SaaS or a legacy feature, Cora does not guarantee that it will work as optimally as the latest version. Cora reserves the right to move the Customer to the latest version with prior notice.

Additional services, which may be required by the Customer as part of the upgrade process, are as follows below and are provided on a chargeable basis, with costs to be agreed with the Customer:

- Business consulting on new features, best practice, and training
- Technical consulting on integration and other custom software, impact analysis and upgrade
- Assistance with user acceptance regression testing of modifications or enhancements to the software
- Project Management expertise to assist with upgrades.
- Product enhancement for new features to be included with the upgrade.

3.2 Upgrade Timeframe

Cora will endeavor to complete an upgrade within one Business Day and the scheduling of this will be agreed with the Customer in advance. However, where unforeseen technical difficulties occur, an upgrade may take longer depending on the issues. Cora will communicate any issues arising with the Customer through the communication channels outlined in this document.

3.2.1 Maintenance Windows

Cora will ensure the continuous maintenance and optimal performance of the infrastructure including but not limited to servers, network devices and cloud storage systems and cloud resources. Scheduled Maintenance windows will be communicated and agreed in advance to minimize operational disruptions to the customer. Critical issues will be addressed promptly in accordance with this SLA should they arise.

3.3 Upgrade Process

Cora will maintain two separate Cora PPM applications for the Customer: User Acceptance Test (UAT) site; and "Live" Production site.

As part of our upgrade process, Cora will first upgrade the UAT site and allow a period of testing by the Customer. Once the Customer is satisfied that the application meets the standards and requirements, the parties will agree to the release and Cora will then upgrade the live site.

An additional temporary environment can be made available if required by the Customer (e.g., Training site) but may result in additional costs for the customer.

3.3.1 Steps:

- Inform the Customer's primary contact of availability of upgrade
- Confirmation from the Customer's primary contact to proceed with upgrade of the UAT site
- Upgrade the database on the UAT site
- A copy of the existing live database first replaces the existing UAT database
- The upgrade is carried out on the UAT site
- The Live site is replaced with the upgraded Live site

4. Access

As this is a hosted solution Cora will arrange and manage the remote access requirements to the hosting center and servers.

Cora will require access to the application site and the database of the Customer UAT and Live sites while performing upgrades and as part of the support process (e.g., to aid issue reproduction/debugging). Cora will require access to the application site and the database of the Customer UAT and Live sites while performing upgrades and as part of the support process (e.g., to aid issue reproduction/debugging).

5. Backup and Recovery

Cora will operate a standard backup and recovery process. The database will be backed up daily, outside Working Hours and stored in a remote location within the same geographical region of the customer. In the event of a loss of service for an extended period (>4 hours) Cora will put into effect the recovery plan whereas the Site will be restored to a new server, within one working day, with the last backup available. This will be done in consultation with the Customer and every effort will be made to keep them always informed through the agreed communication channels.

5.1 Recovery Point Objectives (RPOs)

RPO focuses on data and Cora's resilience to the loss of it in a disaster. Standard RPO for PPM is 24 hours – accomplished through nightly backups across a fully managed and monitored backup solution with Azure Recovery Services Vault infrastructure. RPO for designated Live databases will be 24 hours. Live databases can be restored quickly from the previous 28 days and Day 1 of the previous 3 months.

5.2 Recovery Time Objectives (RTOs)

RTO looks at the whole business and systems involved and is the target time set for the recovery of IT and business activities after a disaster has struck. Standard RTO for PPM is 48 hours. Current virtual infrastructure redundancies help reduce the risk of a major disaster. We always work to restore any interruption in service at the earliest possible time.

5.3 Backup Storage Capacity

The Customer will have access to 20 GB of backup capacity covering both storage and backup of the data. Additional capacity above this will be subject to additional charges.

5.4 Backup Verification and Testing

Regular verification and testing are supported by Cora to ensure that backups are not only present but also viable for a successful recovery. Cora implements routine recovery drills that simulate real-life disaster scenarios to confirm that backups can be restored within the specified RTO and without issues. Automated integrity checks help to validate that each backup is complete and free from corruption, reducing the risk of failed restores.

5.5 Backup Monitoring and Alerts

Cora has automated monitoring and alert systems to proactively manage backup operations and detect issues before they impact recovery efforts. The system is configured to send alerts for backup failures, missed schedules, or any deviations from expected performance. This allows teams to respond quickly to anomalies, reducing potential downtime.

6. References and Glossary

Term	Definition
Supported Versions	The current release of the product and the 2 most recent releases before it
UAT	User Acceptance Test
IST	Irish Standard Time - Active during Irelands daylight savings time - UTC+1
UTC	Coordinated Universal Time – In use when IST is not in effect
EST	Eastern Standard Time
PST	Pacific Standard Time
CST	Customer Support Team
CSR	Customer Service Representative
SR	Service Request
Business Hours	The hours that Cora provides support coverage in region 08:30 – 17:00 on a Business Day. IST/UTC 08:30 –17:00 EST 08:30 – 17:00 PST 08:30 – 17:00
Business Day	Monday to Friday excluding public and bank holidays.
Hotfix	Hotfixes are used to address bugs or security vulnerabilities that require immediate attention without the need to await a full major release.
API	Application Protocol Interface. Component within the product.
Defect	Functionality not behaving as defined per Cora documentation and/or as defined by Cora Product team.
Severe Performance Degradation	Load time of any screen (not including imports/exports/background processes) within acceptable data loads is over 30 secs.