



SLA Boltrics Cloud

This document provides an overview of responsibilities and activities related to installation, maintenance, and management of the cloud version of 3PL Dynamics of Boltrics, available on Microsoft Azure cloud in a public environment.

On all our activities, the 'Dutch ICT-conditions 2014' apply.

Responsibility Microsoft

Microsoft is responsible for the maintenance and availability of the Microsoft Azure cloud environment, with sufficient security and performance.

- For regular maintenance, Microsoft sends an e-mail to Boltrics.
- Periodic maintenance by Microsoft may require a reboot / downtime of the server.
- The Microsofts' SLAs for Microsoft Windows Azure apply <https://azure.microsoft.com/en-us/support/legal/sla/>
- A single Microsoft Azure environment, without availability sets, is used.

Responsibility Boltrics

Boltrics is responsible for maintaining the Nekovri / 3PL Dynamics public environment, with sufficient performance and security and a periodic data backup.

The following periodic actions are performed:

- Weekly SQL maintenance plan – between 02:00 and 03:00 (UTC+1)
- Daily backup of the Virtual Machine
- Daily backup SQL – between 02:00 and 05:00 (UTC+1)
 - Backup stored on Azure
 - Redundant
 - Daily backup kept for minimal 4 weeks
 - Backup is done of the PROD environment
 - A full backup and transaction log backup is made
 - Restore of backup is on request and costs will be charged on basis of time/material
- Critical updates from Microsoft are automatically installed on weekends. Downtime is on average 15 minutes; in case of problems this can take longer.

• Maintenance

Boltrics makes use of Boltrics status page to inform its users of software maintenance. Customer should and can subscribe to Status Updates of Boltrics status page to be able to receive notifications of maintenance. Boltrics will make every effort to publish maintenance information on the status page in a timely manner. Customer is responsible for regularly and timely consulting information on the status page and for taking timely notice of notifications provided via the status page. Customers can indicate a desired time (during business hours), with the smallest possible impact on their business, for regular maintenance, which Boltrics can take into account.

Responsibility customer

Customer is responsible for the content and accuracy of the data. In addition, the customer is responsible for everything which is stored locally, including a proper internet connection to Microsoft Azure:

- All locally stored data or locally installed software including:
 - Installation, maintenance local server and operating system
 - Local Dynamics Business Central Clients
 - Local Jet Reports installations
 - EDI, FTP
 - Printer Drivers
 - Pragmasys installation
- Internet connection
 - Proper bandwidth (upload / download speed)

