Service Description for Support and Maintenance

Hypergene Service Center & Operations

HYPERGENE

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1. Introduction

Hypergene has a clear goal to offer our customers the market's strongest concept for customer service & support. An important organization for this is Hypergene Service center. Service center is the first point of contact for all requests and questions, being both support on how to handle your solution, your long-term continuous development and, last but not least support when you need it the most.

The extent of the SaaS software support is regulated in the Service Level Agreement (SLA) connected to your general Hypergene SaaS Agreement.

This document aims to describe the processes and ways of working and is a complement to the SLA. Processes and ways of working are continuously improved and updated as we grow, adapt to changes around us or technical innovation. This means that this document can change over time whereas our SLA is still consistence.

If you are a customer that has a service level agreement with a Partner to Hypergene this document may still be applicable to you when it comes to processes around maintenance, service windows in the SaaS service or being that the Hypergene Service center acts as 3rd or 4th line of support rather than 1st and 2nd line.

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2. Support

If you as customer has a valid support agreement written directly with Hypergene or through a fulfillment partner, you have access to the Service center. The Service center will be your single-point of contact (SPOC) regardless of request, being questions, incidents, concerns connected to your use of Hypergene or our relationship.

2.1 Service center

The Service center is the central point for providing you as a customer with easy, reliable, and available service in the daily work in your Hypergene software. The Service center works according to a structured process and receive, register, coordinate and resolve the different support requests that we have defined: incidents, user support, requests, and feedback.

The most important tasks for the Service center are to:

- Receive and register requests from customers and resolve as many of those as quickly as possible.
- Hold the 1st and 2nd line function in the request process (3rd line if a partner holds the initial responsibility).
- Make an initial assessment of the request and try to resolve or assign the request to 3rd line.
- Monitor that all support requests are addressed according to the agreed service level – and escalate if necessary.
- If necessary, coordinate the work to resolve a request.
- Keep the customer informed of the status and progress in the resolution of the request.
- Close all requests and notify the customer (if not done before)
- Periodically create reports about our interaction with you as a customer to our Customer Success Managers, Expert Services team, and Management team.
- Create reports on potentially major or severe incidents to customers and our management team.

With Service center, you as a customer should experience that it is easy to contact Hypergene and quickly receive professional support. By registering all requests in a support management system, information quality is ensured and makes it possible for you to get an overall picture of which requests are registered, how the requests are handled and get statistics of all errands.

2.2 How to contact Service center

There are three different channels for reporting requests to Service center. Via the Hypergene customer portal, e-mail, and telephone. The primary channel is always the customer portal.

- Customer portal: https://servicedesk.hypergene.se
- E-mail: servicedesk@hypergene.se
- Telephone: +46 (0)40 - 661 10 80

In the customer portal, you as a customer can see all your requests for your entire organization. The status, priority and resolution of the requests can be followed up in the customer portal.

2.3 Opening hours

Service center is open to receive requests via the customer portal and e-mail 24/7. Service center is staffed during business hours, 8.00 a.m. to 5.00 p.m. CET on any business day, Monday - Friday (excluding public holidays in the Supplier's country). Extended support hours can be agreed upon in a separate agreement.

2.4 Who can contact Service center?

Service center is staffed and structured to provide support to educated system administrators with good knowledge of the customer's solution and in Hypergene software. These system administrators are noted as contact persons in our support management system. It is the customers responsibility to ensure that we have correct records and that we are notified of changes in contact persons. A maximum of 10 contact person can be registered.

Service center keeps up-to-date information about the customer, about the customer solution and the extent of the current support agreement.

Support requests that lay outside Service centers commitment, i.e. our standard SLA or extend SLAs are charged on a time and material basis. As a customer you will always be informed if and when a request lies outside Service centers responsibility, in relation to yearly fees stated in your Hypergene Software or SaaS agreement and will be given an estimate and offer to approve before we proceed with resolving the issue.

The maximum time spent on request within the SLA is 15 minutes per customer and month. There is no limitation to resolve standard software or standard SaaS related incidents & errors for which Hypergene are responsible for.

2.5 Categorization of requests

All requests are categorized. The categorization is used to define what the request is about, it is also used to identify which applications/modules that cause the most support requests. The statistics showing which parts generate the most requests are valuable for our product department in our ongoing quality work.

The requests are categorized according to the matrix below:

Category	Description and example
Incident	Error or deficiency in Hypergene SAAS or customer solution *
User support	Questions about functionality
Change request	Change in a customer solution, help from a consultant
Feedback	Feedback about functionality (new or existing) in Hypergene product

* An incident can be related to the unique customer solution configured by our partner or consultants. These requests are registered but resolving them may not be a part of Service centers responsibility and thus not covered by the SLA or the yearly fees for Hypergene software or Hypergene SaaS. In these cases, incidents & requests are delivered to our partner, our consultants, or our managed services team within our Expert Services

organization to be resolved. If there is a managed service contract signed to cover your unique solution, the SLA also be extended to handle these request and issues by our Expert Service team or partner.

2.6 Service Level Agreements (SLA)

All requests that are reported to Service center are immediately assigned a priority, which describes how critical the request is for the customer. You as a customer cannot choose the priority yourself when you register the request, but you can help our 1st line to set a correct priority by describing how the request affect your work. Service center will handle the requests according to the agreed SLA. Information and procedure around priorities are found in the SLA.

2.7 Status updates during request process

Our system will directly respond when a request is created, informing that we have registered the request and which unique id the request has been assigned. Our support reps will inform customer when they start to handle the request and when it is resolved. If the request takes a long time to resolve, we will keep the customer informed of the latest status until the request is resolved.

3. Incident management

Even though we always aim to deliver an error-free and stable environment with continuous uptime, incidents do happen. To be able to quickly and efficiently handle incidents that impact on our customer's ability to utilize our service but also to provide you with the best possible experience and information we have created an incident management team.

What is it?

Incident management is to restore normal operations while minimizing the impact on business operations and maintaining quality. This while in parallel provide all relevant parties with information around incidents, progress to resolve and analyzing what has happened.

Incident management describes the necessary actions an organization takes to analyze, identify, and correct problems while taking steps to prevent future incidents.

What is an incident?

An incident is an event that can disrupt or cause loss of operations, services, or functions.

Process

- **Alert channels and information**
  If an incident occur, our incident manager is notified through various channels about what has happened and communicates the information internally and externally.
- **Incident team**
  The incident manager is in charge and calls in an incident team to work effectively on the problem to minimize/eliminate downtime.
- **Communication**
  During the process, the incident manager informs all affected parties on an ongoing basis.

- **Diagnosing and lessons learned**
  Once an incident is resolved, it is followed up and analyzed to prevent future problems.
- **Logging & reporting**
  Each incident is logged, and an incident report is prepared.
- **Analyzing and monitoring**
  Our incident manager continuously follows up on requests that risk becoming critical to maintain and deliver good support to our customers with continuous improvement of our processes.

4. Maintenance & Operations

4.1 Maintenance of the Hypergene Cloud service

The Hypergene Cloud service can be divided into two parts, our standard software and the underlying IT-infrastructure and related services. These two parts are maintained separately from one another following different maintenance cycles and periods.

The maintenance of the Hypergene standard software is described in the section Software Upgrades & maintenance below and the maintenance of the IT-Infrastructure is described in section Infrastructure Service windows below.

Potential emergency maintenance will be communicated to customers as soon as possible but can be performed without customer consent.

4.1.1 Software Upgrades & Maintenance

Hypergene regularly upgrades customers in accordance to specified by the agreement.

For non-critical issues, patches are applied during planned service windows and may be rolled out over several patch-windows or as part of regular upgrades of Hypergene. Hypergene reserves the right to provide patches together with minor, non-breaking changes to the standard platform functionality if this is deemed to be the most suitable and optimal way to provide the patch.

Critical issues will be patched as soon as a patch is readily available and rolled out as soon as possible to all affected customers.

Information about severe security issues such as high-impact vulnerabilities, data breaches, will be communicated as soon as it is possible to do so without endangering any customers.

4.1.2 Infrastructure Maintenance

Hypergene has currently partnered with Videnca AB to provide all cloud IT-infrastructure including related software and services, related maintenance, and monitoring. This includes but not limited to the hardware, networking, database infrastructure and Kubernetes orchestration platform.

Planned shutdown, restart, and maintenance of the above-mentioned services are primarily scheduled during the service windows.

4.1.3 Service Windows

In cases where planned maintenance may affect product functionality or service, the customer will be notified one week in advance.

Service Window Category	Time	Communication
Infrastructure maintenance	Daily 04:00 – 05:00 CET DST Monthly Saturday 09.00-18.00 CET DST	Usually without advance notice
Integrations	Daily 05:00 – 08:00 CET DST	Integrations can affect software availability
Planned Hypergene Upgrade	Based on upgrade cadence	Advance notice will be sent out

4.2 Monitoring of the Cloud service

The Hypergene Cloud service is monitored from several different aspects. Both generally and per customers with various measurement points, including general cloud service availability, performance such as capacity, occupancy, and load but also data integration flows and performance.

Monitoring is conducted 24/7 by our hosting partner with the aim of detecting potential issues in advance. Threshold levels are set in the monitoring system to prevent problems and incidents.

Integrations are monitored per integration with SQL alerts and other means depending on delivered integration technology & solution. Alerts create incidents in our incident management system and are handled by the service center team for initial analysis and potential resolving the of the issue. For second line support our expert services organization will be utilized.

In the case of recurring issues over a period, a trend analysis is conducted, and recommendations are provided to the customer.