

Service Level Description

This document describes the customer Service Level Agreement provided by Relationwise A/S.

Points of Contact

The Services are performed by a Customer Success Manager (“CSM”) who serves as the primary point of contact to assist Customer with their platform adoption and value realization. This service is not intended to replace Customer Support, but rather help ensure that the Subscription Services are being adopted and utilized by users as expected in the initial purchase. Customer will also provide a primary (and secondary) point of contact for any issues related to the Success Services (“Program Owner”).

Success Services

The Success Services are designed to enable customers to maximize their adoption, usage, and value of the Subscription Services. Any services beyond those described in the following table will result in additional fees to be scoped and agreed upon by both parties.

Service	Description
Implementation	<p>Implementation services are designed to ensure a successful product experience for all users. This program will be led by the Customer Success Manager who will work with users to ensure a seamless transition onto the platform. Holistically, the services include:</p> <p>The first phase, Onboarding, is centred around gathering the necessary information to provision each account. This phase includes preparation activities for both the Program Owner and the Customer Success Manager at Relationwise.</p> <p>The second phase, Deploy, consists primarily of training material (starter kit), ensuring users are fully equipped to begin the Net Promoter Score Journey.</p> <p>The third phase, Adopt, is geared towards ensuring users can adopt the platform into standard operating procedures and ways of working.</p>

Usage Insights Review	<p>The Customer Success Manager will monitor and provide summaries of platform usage to Program Owner to help identify areas of low platform adoption and usage, and to discuss areas of improvement. Additionally, Customer Success Manager will share best practices to support growth in adoption and usage. This service is provided remotely from Customer Success Manager on a 3-6 months cadence.</p> <p>If Program Owner needs additional help beyond the reviews, Relationwise can recommend its trusted partners at additional cost.</p>
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Customer Support Assistance	<p>Customer Support: This team is equipped to handle technical product questions and issues. Members of this team can be reached by email or through the Support button in the platform. Standard support hours are 8am-4pm local time, serviced from London, UK.</p>
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Server facilities	<p>The IT-solution will be hosted on Relationwise's server facilities. Relationwise servers are maintained by TDC-hosting, a leading Danish hosting company, within a secure data centre. TDC-hosting manages the maintenance of our hardware, operating systems, storage, daily and incremental hourly backups, redundant firewalls etc.</p>
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Data protection (Data handling agreement)	<p>The data processing unit shall act solely on the instructions of the systems manager. The data processing unit must take the necessary technical and organizational security measures to prevent the accidental or illegal destruction, loss or degradation of data and to ensure that data is not disclosed to unauthorized persons and is not misused or in any other respect handled in a manner which contravenes the Danish Act on Processing of Personal Data. The data processing unit must, at the request of the systems manager, provide the systems manager with sufficient information to enable the systems manager to ensure that the aforementioned technical and organizational security measures have been taken.</p> <p>Relationwise commits to always comply with applicable legislation including the Danish Data Protection Act and the forthcoming statutory instrument on personal data 2016/679 of 27 April 2016.</p> <p>Relationwise Security Policy participates in this agreement.</p>
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