IRIS iDEAL® Support and Maintenance Document

IRIS Business Services Ltd. (IRIS) is dedicated to providing exceptional support and maintenance for your iDEAL® solution. Here's an overview of our comprehensive approach designed to ensure:

- **Smooth Operation:** Minimize downtime and disruptions with a reliable iDEAL® solution.
- **Timely Issue Resolution:** Receive prompt assistance to maintain optimal performance.
- **Ongoing Product Improvement:** We continuously strive to enhance iDEAL® based on industry trends and customer feedback.

1. Dedicated Support Services:

- **Single Point of Contact:** Our offshore Help Desk serves / Single Point of Contact (SPOC) as your dedicated support team, readily available to assist with:
    - **Issue Reporting:** Quickly report any problems you encounter.
    - **Application Training:** Access comprehensive training materials to maximize your use of iDEAL®.
    - **Documentation Access:** Easily locate essential software documentation.
    - **Troubleshooting Guidance:** Receive expert advice to resolve basic technical challenges.
- **Expert Technical Support:** A team of experienced technical professionals is on hand to diagnose and resolve complex technical issues within the iDEAL® software. These specialists may work remotely or on-site depending on the severity of the problem.
- **Service Level Agreements (SLAs):** We establish formal below SLAs outlining guaranteed response times for various issue priorities. This ensures you receive timely assistance for critical matters.

SLA - Resolution Matrix			
Severity	**Description**	**Response Time**	**Resolution time**
Critical	A critical incident with a very high impact on regulatory reporting.	30 mins	4 hrs
High/Major	A major incident with a significant impact on regulatory reporting.	30 mins	8 hrs
Medium	A minor incident with low impact on regulatory reporting. An incident with the potential to become a major incident if not quickly addressed.	8 hrs	2 Days
Low/Minor	A support request that's irritating users but does not impact overall system function.	8 hrs	3 Days
Very Low/ Cosmetic	A minor incident that impacts product usability but doesn't bring it to a halt.	24 hrs	5 Days

2. Proactive Maintenance Services:

- **Bug Fixes:** Despite its proven track record with over 100 global entities, IRIS promptly addresses reported software bugs. We release patches or updates to ensure ongoing functionality and security. Following is a SLA for the Bug Fixes in the software:

SLA - Resolution Matrix			
Severity	**Description**	**Response Time**	**Resolution time**
Critical	A critical issue/ error with a very high impact on regulatory reporting.	30 mins	2 Days
High/Major	A major issue/ error with a significant impact on regulatory reporting.	30 mins	4 Days
Medium	A minor issue/ error with low impact on regulatory reporting. An incident with the potential to become a major incident if not quickly addressed.	8 hrs	8 Days
Low/Minor	A support request that's irritating users but does not impact overall system function.	8 hrs	15 Days
Very Low/ Cosmetic	A minor issue/ error that impacts product usability but doesn't bring it to a halt.	24 hrs	30 Days

- **Regular Security Updates:** We go beyond initial testing to provide regular updates that address newly discovered vulnerabilities and maintain compliance with banking regulations.
- **Product Enhancements:** Based on evolving regulatory reporting guidelines and changes in XBRL taxonomies, IRIS may introduce new updates and enhancements through upgrades.

3. Effective Communication and Collaboration:

- **Dedicated Account Managers:** A single point of contact within IRIS acts as your bank's liaison. They will understand your specific needs and manage the support process efficiently.
- **Customer Feedback Channels:** We encourage you to provide feedback on support quality, product features, and future development needs. Your input is invaluable to us.
- **Disaster Recovery Planning:** IRIS will discuss our disaster recovery plan to ensure business continuity in case of unforeseen disruptions. Since iDEAL® is offered on-premise, disaster recovery infrastructure and process management are your responsibility. However, we will assist with setting up the solution on your designated servers.

Timely Regulatory Compliance:

- **Regulatory Expertise:** IRIS understands the regulatory landscape for banking clients. We ensure timely development and delivery of applicable reports to meet compliance requirements.

- **New Reports:** We will identify reports applicable to your bank and work to ensure their implementation and delivery within deadlines. Please note, timely access to the necessary data and business logic from your source system and business team is crucial for on-time delivery.
- **Report Updates:** We will analyze updated taxonomies from the Bank of Mauritius and incorporate any necessary changes to your reports within regulator-defined timeframes. We will discuss the type of changes (e.g., validation, structural) and effort required before implementing them.
    - For Validation Updates: IRIS will analyze updates from the updated taxonomies and implement necessary changes in the reports within designated timelines. We will discuss the details with you to ensure compliance and avoid reporting delays.
    - For Structural Changes: Changes requiring additional data elements from your source system will be considered Change Requests (CRs). We will discuss requirements, timelines, and effort & cost estimates before implementation.

Note: All updates to reports and taxonomies will be managed from our IRIS India office.

IRIS Advantage:

IRIS's well-managed support system ensures optimal iDEAL® performance, minimizes downtime, and empowers you to focus on your core business activities.