



SAFE ERP Standard Support and Service Level Agreement (SLA)

Version: 1.0

Effective Date: 01/08/2026

Provider: Business Systems Engineering (BSE)

1. Overview & Scope

This SLA defines the support services, targets, and operational commitments for SAFE ERP under applicable License Models (Subscription or Perpetual) and Hosting Arrangements (Customer-Hosted or BSE-Managed), as designated in the governing Commercial Agreement.

1.1 In-Scope Services

Subject to an active support entitlement, BSE provides remote support for:

- Incident investigation, software defect correction, and standard system troubleshooting.
- Guidance on standard system configuration and operation.
- Provision of software updates, patches, and maintenance releases.
- Integration support for explicitly contracted third-party systems.

2. Support Channels & Operating Hours

- Standard Support Hours: Sunday – Thursday, 9:30 AM – 5:00 PM (Egypt Time), excluding official Egyptian public holidays.
- Approved Support Channels: BSE Support Portal, official support email, WhatsApp, or any agreed communication channels. Requests must include full details (company, branch, environment, user, financial year, module and/or page names, issue description, error logs/screenshots, and impacted business functions).
- Emergency Support: Available 24/7 strictly for Priority 1 (Critical) issues affecting customers with an active Premium Support agreement.

3. Incident Severity, Target Response Times & Service Commitments

The SLA Service Clock begins upon receipt of a complete support request via an approved channel. Target resolution may include permanent fixes, temporary workarounds, or configuration adjustments.

Priority	Classification	Business Impact	Target Initial Response
P1	Critical	Complete outage or severe operational failure with no workaround.	Within 1 Hour

P2	High	Core function materially impaired; operations significantly impacted.	Within 2 Business Hours
P3	Medium	Non-critical feature impaired; business continues via workaround.	Within 4 Business Hours
P4	Low	Minor usability issues, general inquiries, or feature requests.	Within 1 Business Day

3.1 P1 Resolution Delay & SLA Clock Extension

If BSE fails to meet the Target Workaround / Restoration timeframe for a Priority 1 (P1) Incident, the applicable resolution SLA window shall automatically be extended by one (1) full business day for every one (1) business hour of unexcused delay past the target restoration timeframe.

3.2 Mandatory Workaround & Automatic De-escalation (P2 & P3 Incidents)

If BSE is unable to deliver a permanent code fix for a P2 (High) or P3 (Medium) incident within the designated Target Resolution period:

- **Mandatory Workaround:** BSE must deliver and deploy an operational workaround, temporary workflow, or system reconfiguration within that target period to mitigate business impact.
- **Automatic De-escalation:** Once a viable workaround is successfully provided by BSE, the ticket severity shall automatically scale down to the next lower priority level:
 - o A P2 (High) ticket with an active workaround scale down to P3 (Medium).
 - o A P3 (Medium) ticket with an active workaround scale down to P4 (Low).
- **Final Resolution:** Permanent code patches for de-escalated tickets shall be incorporated into standard future release packages without violating the primary SLA target.

3.3 Service Credit Remedies & Monthly Cap (P1 Incidents)

Where BSE fails to provide either a permanent resolution or a viable workaround for a P1 incident within the target window (including permitted extensions under Section 3.1):

- **Credit Calculation:** The Customer shall be eligible to request a Service Credit equal to 5% of the monthly hosting/support fee for each full 4-hour period of unexcused delay beyond the target window.
- **Monthly Cap:** The total cumulative value of Service Credits issued to a Customer in any single calendar month shall not exceed 15% of the total monthly hosting/support fee paid for that month.

- Sole Remedy: Service Credits represent the Customer's sole and exclusive financial remedy for SLA response or resolution delays under this agreement.

4. SLA Clock Suspensions & Dependencies

The SLA Service Clock pauses ("Pending Customer Action") when BSE is awaiting:

- Customer information, approvals, access permissions, or credentials.
- Availability of customer technical personnel or infrastructure restoration.
- External third-party dependencies outside BSE's reasonable control.

Periods of suspension are excluded from performance calculations

5. Hosting Conditions & System Responsibilities

5.1 General Customer Responsibilities

The Customer shall maintain active license and support entitlements, designate authorized technical contacts, and ensure end-users follow standard SAFE ERP operating procedures.

5.2 Customer-Hosted Environments

Where SAFE ERP is deployed on infrastructure owned, rented, or managed by the Customer, the Customer retains sole and exclusive responsibility for:

- **Cybersecurity & Threat Protection:** Implementing and maintaining comprehensive protection against viruses, malware, ransomware, unauthorized access, cyberattacks, and hacking attempts.
- **Backups & Data Integrity:** Establishing, maintaining, and regularly testing full database, application, and system backups.
- **Licensing & System Updates:** Maintaining valid licenses and applying necessary updates or security patches for underlying operating systems, database platforms, third-party software, network hardware, and security tools.
- **Remote Access Provision:** Maintaining secure, reliable remote access (VPN, Remote Desktop, credentials) for BSE during support hours. BSE is not responsible for support delays resulting from restricted access, network downtime, or customer infrastructure failure.

5.3 BSE-Managed Hosting & Service Level Commitments

Where BSE provides or manages the hosting environment, the following conditions apply:

A. Service Availability Commitment (99% Target)

BSE targets a 99% uptime availability for the hosted SAFE ERP application during each calendar month. This commitment applies strictly to core application accessibility

The 99% availability target excludes downtime resulting from:

- Emergency security patches or Force Majeure events (as defined in Section 6.3).
- Scheduled maintenance exceeding thirty (30) minutes, provided such maintenance is performed during designated off-peak hours and announced to the Customer at least seventy-two (72) hours in advance.

Downtime occurring under any of the above conditions shall not be computed against the 99% monthly service availability target.

B. Scope of Customer Access

The Customer and its authorized end-users are granted operational access exclusively to the SAFE ERP software application user interface.

C. Server & Infrastructure Restrictions

Neither the Customer nor any third party acting on the Customer's behalf shall have any right to access, inspect, log into, or demand administrative rights for underlying servers, virtual machines, database engines, or physical data center devices.

D. Operational Confidentiality & System Secrecy

To protect the cybersecurity, operational integrity, and trade secrets of BSE's hosting environment, the Customer has no right to request, inspect, or demand direct access to detailed information regarding:

- Server specifications, cloud architecture, hardware configurations, or physical device locations.
- Internal backup strategies, schedules, automated routines, backup files, or storage destinations.
- Security protocols, firewall parameters, intrusion detection systems, anti-virus protections, or monitoring tools.

E. Reporting & Audit Assurances

For Customers utilizing BSE-Managed Hosting, the provision of customized or periodic reports regarding hosting environment health, automated backup attestations, patch compliance, or security posture details is not included under standard support.

Such reporting deliverables are contingent upon the Customer maintaining an active Premium Support Agreement and executing a mutually agreed Special Reporting & Security Addendum. Said addendum shall govern the exact scope, frequency, delivery schedules, non-disclosure conditions, and administrative fees associated with such security and infrastructure reporting. In all cases, direct root, administrative, or infrastructure-level access remains strictly prohibited.

6. Exclusions & Limitations

6.1 Exclusions

Unless covered by a separate Professional Services agreement, support excludes:

- Custom software development, new reports/ dashboards, or major custom enhancements.

- Data entry, manual data cleansing, bulk migration, or user training.
- On-site support, hardware repairs, or support for non-BSE software/networks.
- Issues caused by misuse, unauthorized modifications, or failure to follow documented procedures.

6.2 Service Limitations

BSE shall not be liable for indirect, consequential, or business loss damages arising from service interruptions, delays, or system downtime to the fullest extent permitted by law.

6.3 Force Majeure & Infrastructure Reinstatement

BSE shall not be liable for any failure, delay, or interruption in performance or service availability resulting from acts, events, or circumstances beyond its reasonable control. These include, but are not limited to:

- Acts of God & Nature: Earthquakes, floods, severe weather, natural disasters, or other catastrophic acts of nature.
- War & Civil Unrest: War, hostilities, acts of terrorism, armed conflict, riots, civil commotions, military actions, or national/regional emergencies.
- Infrastructure & Data Center Failures: Regional telecommunication outages, major internet backbone disruptions, widespread power grid failures, malicious cyberattacks, or third-party cloud data center disasters.
- Governmental Actions & Labor Disputes: Strikes, lockouts, trade embargoes, regulatory restrictions, sanctions, or mandatory legal bans.

During the occurrence of a Force Majeure event:

1. All affected BSE SLA response targets, resolution timelines, and hosting availability commitments shall be temporarily suspended without penalty.
2. BSE shall use commercially reasonable efforts to mitigate downtime, preserve data integrity under BSE-Managed Hosting, and resume normal operational service levels as soon as technical conditions allow.
3. Customer Infrastructure & Reinstatement Costs: In Customer-Hosted Environments (or where infrastructure damage occurs on customer-controlled environments), the Customer remains solely responsible for repairing, replacing, or restoring its hardware, operating systems, network, security layers, and underlying server infrastructure. Any technical assistance requested from BSE to rebuild, reinstall, reconfigure, or restore the SAFE ERP environment, databases, or application instances following a Force Majeure event or infrastructure compromise shall be treated as an out-of-scope service and billed to the Customer at BSE's standard Professional Services rates.

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7. Data Retention & Fee Adjustments

7.1 Data Retention (BSE-Managed Hosting)

Upon termination or non-renewal of BSE-Managed Hosting, BSE will retain customer data for two (2) calendar months ("Data Retention Period"). The Customer must export or request migration assistance (subject to professional service fees) within this window. Following this period, BSE will permanently destroy all hosted data and backups.

7.2 Service Suspension for Non-Payment

If undisputed invoices remain unpaid for more than fifteen (15) calendar days past their due date, BSE reserves the right to suspend support, maintenance, hosting, and SLA clock obligations until all outstanding fees are settled.

7.3 Fee Adjustments & SLA Changes

BSE reserves the right to adjust recurring fees at renewal to reflect market, operational, or infrastructure cost changes upon advance notice. SLA terms apply per active service term and may be updated prior to the start of a renewal period.

8. Order of Precedence

In case of conflict between contractual documents, the following order applies:

1. Signed Master Commercial Contract / Service Agreement.
2. Applicable Order Form / Signed Commercial Quotation
3. Hosting Service Schedule
4. This SLA Document
5. Technical Specifications / Supporting Attachments

9. Applicability and Customer Acceptance

This SLA is a standard SAFE ERP Support and Service Level Policy issued by Business Systems Engineering ("BSE") and applies to all Customers receiving SAFE ERP software, support, maintenance, subscription, hosting, or related services, subject to the applicable Commercial Agreement, Order Form, Commercial Quotation, Subscription Agreement, License Agreement, or Service Agreement.

The applicable version of this SLA shall be incorporated by reference into the Customer's relevant commercial or contractual documents.

The Customer shall be deemed to have accepted this SLA upon the earliest occurrence of any of the following:

- Signing or accepting a Commercial Agreement, Order Form, Commercial Quotation, Subscription Agreement, License Agreement, Service Agreement, or renewal document that refers to this SLA.
- Providing electronic acceptance through a BSE-approved system, portal, or electronic acceptance process.
- Activating, accessing, using, or continuing to use SAFE ERP or any related BSE support, maintenance, subscription, hosting, or managed service after being provided with, or given access to, this SLA.
- Paying an invoice, subscription fee, support fee, maintenance fee, hosting fee, or renewal fee that expressly states that the applicable services are subject to this SLA.

BSE shall maintain reasonable records of Customer acceptance, including, where applicable, the Customer identity, accepted SLA version, acceptance date, acceptance method, and relevant contractual, electronic, or service records.

The Customer acknowledges that it has had a reasonable opportunity to review the applicable SLA before acceptance or continued use of the relevant services.

This SLA may be updated by BSE in accordance with Section 7.3. The updated SLA shall apply from the effective date stated in the updated version or from the commencement of the next applicable service or renewal period, subject to the terms of the relevant agreement and applicable law.

