



clock.

SUPPORTING SERVICES

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At Clock we're proud of the quality and craft we invest in the things we build for our partners.

After we have delivered a product we want to make sure that it continues to function perfectly, and in the way that's intended. In fact, in most cases our customers also ask us to make improvements over time.

So once a product has been built, we also offer a number of **Supporting Services** that ensure the product continues to operate correctly and securely.

This document lists those services, and explains how each of them works.



SUPPORTING SERVICES

1: HOSTING

This service keeps the application **running and available** on the host server. It also keeps the infrastructure maintained and secure.

2: MAINTENANCE

This service keeps the application and its dependencies **up-to-date and secure**. Note that this is usually bundled with hosting services in order to keep the whole application secure.

3: SUPPORT

This service provides a support desk that will **respond to any issues** after the 90 day warranty period. It comes with a Service Level Agreement (SLA) for peace of mind.

4: RETAINER

This service provides a set of hours to be used for **feature improvements** or ad-hoc tasks of any kind, whether creative, tech or anything else we do.

5: AD-HOC

All of our contracts allow for additional charges for **additional work**, as needed by the customer - if a snap piece of design or development work needs to be completed for instance, customers can pull down on pre-agreed rates to get work done.

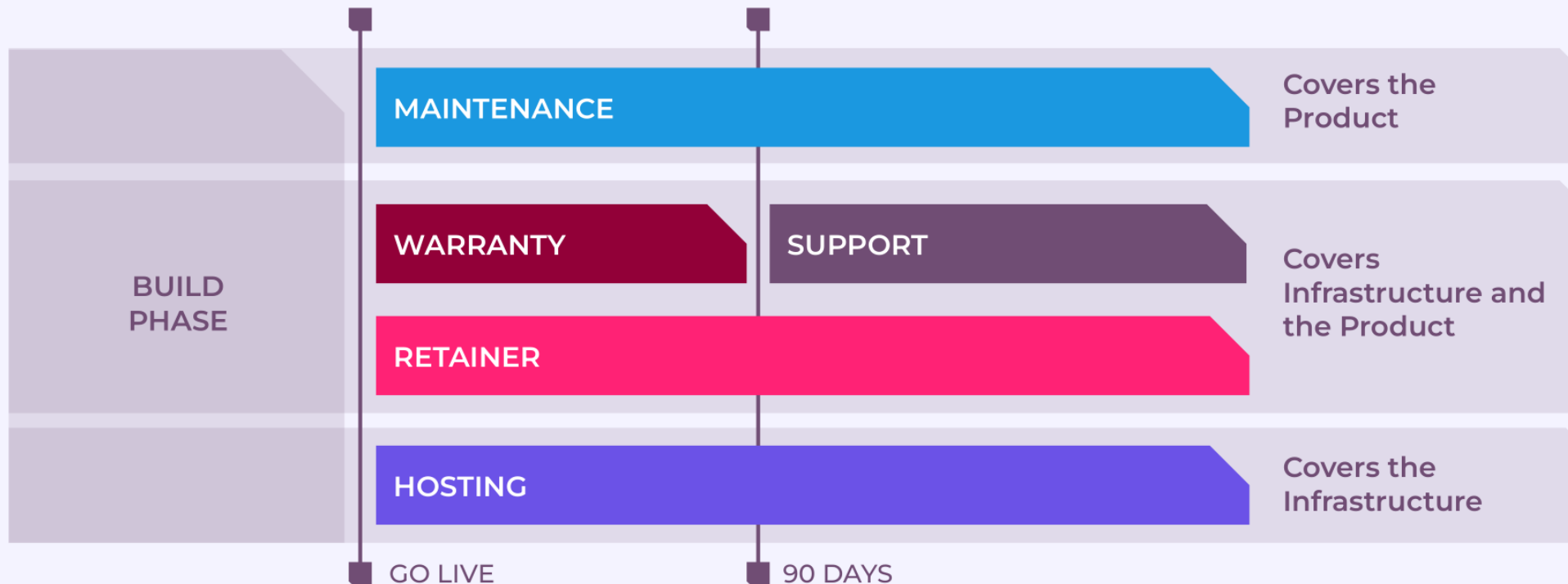
6: WARRANTY

A **free 90 day warranty** is provided after every project is delivered. This ensures that any small issues that arise in a live environment are found and fixed, and anything that was postponed for launch is dealt with.

OVERVIEW

Clock builds all manner of digital products, from software and APIs, to hardware and games. These products usually require some type of infrastructure to run on, which must also be maintained. Database backups need to run, and various other ongoing tasks need to be performed.

The diagram below depicts the typical aftercare required to ensure a product continues to function correctly. As you can see there are a number of supporting services that are required after Go Live. Some apply to the product, others to the infrastructure - and some apply to both.



1: HOSTING

What is it?

Most products Clock builds have to be hosted somewhere. Hosting relates only to the infrastructure that keeps your product online, not the product itself. It guarantees your product's availability, that it is scalable to support your business growth, and that the underlying infrastructure is safe and secure.

We can help provide hosting with a couple of different options depending on what is best for the project and for your goals:

1: Hosting Services **Fully Managed**

We host and maintain the infrastructure that supports your product.

2: Hosting Services **Bring Your Own**

You have an existing hosting set-up (for which you pay for directly) on a third party, such as AWS, but you wish us to maintain the hosting set-up on your behalf.

What is not covered?

We don't upgrade versions beyond their major version. An example could be Mongo Database. If we release your product on the (at the time) latest version of 5.0.0, we will apply all patches to this database in the 5.x.x line in order for it to remain secure.

We will not, however, be able to upgrade you to version 6.0.0 when that is released without doing extra paid-for work, as major version changes often add or remove features we may be relying on.

There are occasions when your product needs downtime, for example when we need to implement critical security patches. In this case we will work with you to schedule the downtime, but in some cases, we may have to act proactively. This type of scheduled downtime is not included in any SLA breaches.

When does it start?

Hosting starts from the day the software is production ready.

What is included?

The relevant Work Order will also include a Core Dependency Inventory for Hosting which will list the critical items (usually operating system and database) that are explicitly updated. This list is not exhaustive and is meant to be a guide for you about when the infrastructure that supports the product we have built may become end of life or need upgrades. These timelines are usually many years.

	Fully Managed	Bring Your Own
Uptime Service Level	>99.9%	>99.9%
Patching, Maintenance and Security Updates	Yes	Extra Cost
Additional Features	<div> Service integrity measures: <ul style="list-style-type: none"> ➤ Configured health checks with readiness, liveness and startup probes, ensuring deployments are continually healthy ➤ 90 day log retention Backup and disaster recovery: <ul style="list-style-type: none"> ➤ Native backups (database dump) ➤ Disk backups (volume snapshot) ➤ Backups are scheduled for: <ul style="list-style-type: none"> - Daily backup with retention for 14 days - Hourly backup with retention 3 days </div> <div> Database upgrades: <ul style="list-style-type: none"> ➤ We apply minor version upgrades frequently in order to maintain security levels. Major upgrades are applied automatically where no application changes are needed, but where application changes are needed, a proposal will be provided. Major version upgrades are not mandatory until databases become unsupported. Upgrading and patching: <ul style="list-style-type: none"> ➤ Patches to the underlying infrastructure are applied every 2 weeks with latest Kubernetes, containers, KataVM, Cloud Hypervisor and Flatcar (including latest kernel) versions ➤ Core services and dependent software are monitored for vulnerability disclosures and are patched outside of the two week window to mitigate these problems as soon as they arise. </div> <div> Monitoring and alerting of service availability: <ul style="list-style-type: none"> ➤ 24/7 monitor of platform stability with alerting for performance degradation and service outages are integrated with the 24/7 Clock support desk ➤ Performance metrics are recorded from outside of the platform in order to ensure uptime of services Application Layer Updates: <ul style="list-style-type: none"> ➤ Security, Minor Versions and Patch Versions are applied frequently based on their impact Domain Services: <ul style="list-style-type: none"> ➤ Where Clock is responsible for the management of domain services, renewals will be timely and DNS will be secured and monitored for the length of the agreement. </div>	Extra Cost

2: MAINTENANCE

What is it?

All software requires continued care to ensure it runs smoothly. Maintenance refers to the tasks required to keep your software up-to-date, secure and functioning properly. It involves regularly checking for issues, correcting them, and making updates.

What is included?

We make sure that the product we built for you receives security and performance updates as they are released by third parties. The relevant Work Order will include a Core Dependency Inventory for Software which will list the critical items (usually frontend libraries and CMS systems) that are explicitly updated.

This list is not exhaustive and is meant to be a guide for you about when the software that supports the product we have built may become end of life or need upgrades. These timelines are usually many years.

What is not covered?

*Maintenance is specific to the product, not the infrastructure it runs on. So while we maintain frontend libraries and CMS versions, **databases and infrastructure are not covered under maintenance.***

We don't upgrade versions beyond their major version. So if we release your product on the (at the time) latest version of 19.0.0, we will apply all patches to this library in the 19.x.x line in order for it to remain secure.

However, major version changes often add or remove features we may be relying on. So, upgrade you to version 20.0.0 will incur additional work and costs.

When does it start?

Maintenance starts from the day the software is launched.

3: SUPPORT

What is it?

If your software is business critical and you need peace of mind, then a support contract is recommended. It comes with a Service Level Agreement (SLA) that ensures guaranteed response and resolution times, should something go wrong that needs urgent attention.

If you see your software deviate from the way it should function, support grants you access to either a 24/7 or 'business hours' help desk, where you'll be able to log a support ticket. It will be classified according to urgency and/or severity and dealt with within the agreed SLA times. If we don't, then you will receive a credit for the missed SLA.

What is included?

We offer two options:

1. **UK Business Hours:** we will respond and resolve within business hours.
2. **24/7:** we will respond and resolve at any time, day or night.

Tickets are ranked by Severity from P1 to P4, where P1 is the most severe. Specific definitions of these levels can be found in the MSA. The response times and resolution times are listed here...

Severity	Response Time	Resolution Time
P1	1 Hour	4 Hours
P2	4 Hours	24 Hours
P3	12 Hours	48 Hours
P4	24 Hours	96 Hours

What is not covered?

If your software is integrated with a third party system that is the cause of the problem, we will not be liable to fix any related software issues until the third party system has resolved things themselves. In this case, SLA times will not be applicable and additional costs may apply in order to fix the issue.

If you don't have a support contract in place, or don't have 24/7 support when the issue occurs out of hours, you will still be able to access our help desk and log a ticket. Our ad hoc or out of hours hourly rates will be applied on a time and materials basis to resolve the issue.

When does it start?

Support services can start from the day the software is launched or alternatively, you can wait until the 90-day warranty period has expired.

4: RETAINER

What is it?

A retainer is essentially a pot of paid-for hours that guarantee monthly services for you to be able to make changes and updates to your software or product.

Retainer services will allow you access to the studio to do this quickly, and you can use your hours in whatever way provides the most value.

You may want to use retainer services for designing and building new features, developing a roadmap for the future, or simply for making quick updates to a user interface. Retainer services can even be used for ad hoc fixes if you don't have a support contract in place.

Retainer hours will be logged in our internal tracking system and shared with you so that you can see how many hours you have left to use up, be it monthly, quarterly or annually.

What is included?

Any of Clock's services, from:

- ❖ **Consultancy**
- ❖ **Strategy & Design**
- ❖ **User Experience**
- ❖ **Software Development**
- ❖ **DevOps**

What is not covered?

There is no SLA attached to retainer services and requests for work are made through your designated project manager or the client services team.

When does it start?

Retainers normally start as soon as the software is launched but you can have them start at any time you wish.

5: AD-HOC

What is it?

Very simply, what it says on the tin - ad hoc services are for when you don't have a retainer and you request for work to be done to your software on an ad hoc basis. Alternatively you may have exceeded your retainer pot - and need some extra hours.

Because of the ad-hoc nature of this service, anything can be included from our list of project services. Scheduled work will be quoted at our standard hourly rate.

What is not covered?

You can make any request for our services, but if you don't have a support contract in place and you contact us out of hours, requiring emergency assistance, any work agreed and undertaken will be charged out at our out of hours ad hoc rate.

When does it start?

There's no specific start date - just shout when you need us.

6: WARRANTY

What is it?

All Statements of Work that Clock undertakes for you will automatically come with a free 90 day warranty.

If there are bugs or features not working as they should be (according to the specification) once the product is in a live environment, we'll fix them as soon as we can.

What is not covered?

There is no SLA attached to the warranty but you will be able to access our support desk.

Work completed under retainer or anything other than a new Statement of Work does not include a warranty.

When does it start?

The warranty period starts as soon as the software is in a live environment.