Service Platform Overview

1.   Overview

This document sets out the minimum level of service to be provided in relation to the underlying infrastructure for SaaS or hosted Software (as applicable) (collectively referred to as the "**Platform**").

2.   SaaS/Hosting parameters

The following parameters are OneAdvanced's responsibility in the ongoing support of the Platform used for the Service:

2.1   Location

OneAdvanced data centres operate from Tier Three or equivalent Data Centres which are located in geographically separate sites within the United Kingdom. OneAdvanced provide and retain control of the infrastructure within the relevant Data Centres. This includes control of OneAdvanced supplied third-party software licensing mechanisms.

OneAdvanced reserve the right to use a shared infrastructure and to upgrade the hosting Platform either at the same location or by moving it to another location. In each such case, if availability will be affected, OneAdvanced will give reasonable advance notice and use reasonable endeavours to minimise the effect on the Service.

OneAdvanced also operate from Public Cloud providers including, but not limited to, Amazon Web Services and Microsoft Azure. Virtual Private Clouds (VPC) are utilised within public cloud regions relevant to data location. The hosting infrastructure is provisioned and administered as version-controlled Infrastructure as Code (IaC) by highly trained Engineers, exclusively employees of OneAdvanced. Access to our environments by third parties is carried out by exception only, under change control and in conjunction with our employees.

2.2   Platform Availability

Platform monitoring takes place to ensure that servers remain available to support the OneAdvanced solutions, using a variety of methods and technologies. This includes, but is not limited to, network monitoring, server uptime, environment health checks. The customer is responsible for ensuring that internet connections and other equipment or services are compatible.

OneAdvanced shall use commercially reasonable efforts to make the Platform available 24 hours a day (for at least 99.8% of the time per calendar year), seven days a week, excluding planned downtime periods.

2.3   Maintenance Windows

OneAdvanced reserve the right to take Platform services offline in order to carry out routine and/or emergency maintenance activities. OneAdvanced will endeavour to carry out such activities during scheduled windows of least customer disruption and outside of normal business hours (for example between 22:00 and 04:00 GMT). These activities may take place on a weekly, monthly, quarterly or six-monthly bases with ad-hoc periods to support where necessary. Customers will be informed of all planned maintenance periods with a minimum of one weeks' notice.

2.4   Backups

Backups may be taken using a variety of methods and technologies including, but not limited to, virtual machine images, replication, RDS and/or EC2, Lamda and Blob storage, to provide Service Continuity/Disaster Recovery capabilities. Backups are taken regularly and retained for a minimum period appropriate to the equipment and application requirements.

2.5   Disaster Recovery

Disaster recovery methods and technologies may vary dependant on the nature of the Platform and/or cause of service disruption. The below table indicates targets within a Production environment hosted in OneAdvanced Data Centres involving corruption of data.

Description	Corruption of data requiring recovery
Recovery Time Objective (RTO)	12 Hours
Recovery Point Objective (RPO)	24 Hours (15 Minutes for SQL transactions only)
Maximum Restore Period (Production)	30 Days

For the avoidance of doubt the following terms have the meanings below.

- Recovery Time Objective (RTO) – The target duration of time to restore Platform service.
- Recovery Point Objective (RPO) – The maximum target in which data might be lost due to disaster recovery activities.
- Maximum Restore Period – The maximum period to which OneAdvanced can complete a customer database restore in a Production environment.

2.6   Storage and Processing

All data processing and storage is confined within OneAdvanced data centres and VPC hosting regions. A list of sub-processors is available on the OneAdvanced website at https://www.oneadvanced.com/terms-and-conditions/data-protection-schedule/sub-processors/.

2.7   Security

OneAdvanced Platforms are secured by multiple layers of security technology, controls and processes. These include, but are not limited to, layers of firewall technology, identity and access control measures, role based access restrictions, network controls, security groups, and cyber threat monitoring.