

Service level baselines and capabilities.

| Managed Cloud Environments | | | | |
|------------------------------------|--|-------------------|-------------------|-------------|
| | Platinum | Gold | Silver | Bronze |
| Service Hours | 24/7 | 24/7 | 24/7 | 8/5 |
| P1 Resolution SLA | 4 hours (Fixed) | 4 hours (Average) | 8 hours (Average) | Best effort |
| P1 Response SLA | 15 min | 30 min | 60 min | 1 day |
| Monitoring as a Service | ✓ | ✓ | ✓ | ✓ |
| Availability and uptime monitoring | ✓ | ✓ | ✓ | ✓ |
| Service Reporting | ✓ | ✓ | ✓ | ✓ |
| Root Cause Analysis | ✓ | ✓ | ✓ | T&M |
| Host Security as a Service | ✓ | ✓ | ✓ | ✓ |
| Service Delivery Management | ✓ | ✓ | ✓ | ✓ |
| Log Collection | ✓ | ✓ | ✓ | ✓ |
| Managed Backup as a Service | ✓ | ✓ | ✓ | T&M |
| Patching as a Service | ✓ | ✓ | ✓ | T&M |
| Cloud Admin on Demand | T&M | T&M | T&M | T&M |
| Klarity | <i>Separately Priced Optional Services</i> | | | |
| Autopatcher | <i>Separately Priced Optional Services</i> | | | |
| Autobackup | <i>Separately Priced Optional Services</i> | | | |
| Cloud Foundation Service | <i>Separately Priced Optional Services</i> | | | |
| ITSM Integration | <i>Separately Priced Optional Services</i> | | | |
| Deep Security Enterprise | <i>Separately Priced Optional Services</i> | | | |

The Managed Cloud service capabilities are bundled into Service Level Packages defined by precious metal tiers.

Service levels apply per environment in scope of support (for example per subscription).

- Pricing scales as you move through the precious metal tiers
- SLAs can be adjusted up or down during the service term with 1 months notice
- Nordcloud provides platform specific operations, such as [Managed Databases](#) and [Managed Containers](#)
- For workload operations, our [Managed Applications](#) is there to support you on application level