



**ROGER365.io**

# ROGER365.io Service Level Agreement

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## Introduction

This Service Level Agreement (SLA) describes the availability for the ROGER365.io services. This document is intended to be read in combination with the ROGER365.io General Terms and Services that can be found on the ROGER365.io website:

- Privacy & Policy (<https://www.roger365.io/privacy-statement>)
- Terms of Services (<https://www.roger365.io/terms-of-service>)
- Terms & Condition (<https://www.roger365.io/-/media/project/roger365/roger365/pdf-files/nldigital-terms-2020---en.pdf>)

## Contact details

ROGER365.io is sold and supported by our Value Added Resellers (VAR). VARs offer you advice, consultancy, training, and support in your region. Please contact your local ROGER365.io reseller for any enquires.

## Best Effort

ROGER365.io is committed to providing its services with the utmost diligence and best efforts. While every reasonable effort will be made to ensure service availability and performance, there may be circumstances beyond the control of ROGER365.io.

## Availability

ROGER365.io utilizes 100% Microsoft Azure infrastructure, which includes robust data storage and redundancy measures. Data processed within ROGER365.io is stored triple during the processing stage, ensuring data integrity and minimizing the risk of data loss. Additionally, a daily backup is performed to further safeguard the data.

In the context of availability, ROGER365.io leverages the capabilities of Azure's geo-replication feature within the same region. This means that data is replicated across multiple data centers within the same region, providing an additional layer of resilience and ensuring high availability of services. In the event of a localized infrastructure issue or outage, the geo-replication feature allows for seamless failover to alternate data centers, minimizing any potential service disruptions.

By leveraging Microsoft Azure's infrastructure and employing geo-replication within the same region, ROGER365.io aims to achieve a high level of availability, targeting a minimum uptime of 99.9% throughout the calendar year.

## Monitoring

ROGER365.io is monitored 24x7 to ensure continuous operation and optimal performance. Our monitoring system constantly checks the health and availability of our systems and services. In addition to proactive monitoring, we have implemented

automatic tests that run at regular intervals to verify that all components of ROGER365.io are functioning as intended.

These automatic tests cover various aspects of the system, including but not limited to:

- **Service Availability:** We monitor the availability of our services to ensure that they are accessible to users at all times. Any downtime or service interruptions are immediately detected, and our team is alerted to take appropriate action.
- **Performance Metrics:** We regularly measure and monitor key performance metrics to ensure that ROGER365.io meets the performance standards expected by our customers. These metrics include response times, processing speeds, and resource utilization.
- **Data Integrity:** Our automatic tests verify the integrity of data storage and retrieval processes. By performing regular checks, we ensure that data is accurately processed and securely stored within the ROGER365.io platform.
- **System Components:** We monitor the health and performance of all system components, such as servers, databases, and network infrastructure, to detect any potential issues that could impact the overall functionality of ROGER365.io.

The monitoring and automatic testing processes are designed to provide early detection of any anomalies or deviations from expected behavior. In the event of a system failure or performance degradation, our operations team is immediately notified, allowing them to take prompt action to address the issue and restore normal operations.

By employing continuous monitoring and automatic testing, we strive to maintain the highest level of service availability and performance for our customers, ensuring a seamless experience with ROGER365.io.

## Limitations

This SLA does not apply to outages caused by any failure of third-party software, equipment, or services that are not controlled by ROGER365.io, or software that is not being run by ROGER365.io itself as part of the service. This availability target excludes any scheduled maintenance windows or events which are outside of the reasonable control of ROGER365.io.

## More Information

For additional product information and instructions, please visit our documentation site at <https://doc.roger365.io> or our website at <https://www.roger365.io>.