

# JDA Cloud Services TMS Dedicated SaaS Bundle Details

Version 1.1

The JDA Transportation Manager Dedicated SaaS bundle is offered in three levels as described below.

Platinum	Premier	Essential
Unlimited Carriers will be Onboarded to support EDI	Unlimited Carriers will be Onboarded to support EDI	Unlimited Carriers will be Onboarded to support EDI
Custom Extension are permitted but Change Requests will be required for updates and enhancements	Custom Extension are permitted but Change Requests will be required for updates and enhancements	Custom Extension are not permitted
Three environments are included: Production, Test and Development	Three environments are included: Production, Test and Development	Three environments are included: Production, Test and Development instance. The Test environment is ½ the size of Production and the Development is ¼ the size of production. The Test and Development databases will share the same database server.
Shipments per month will be based on contracted Freight Under Management	Shipments per month will be based on contracted Freight Under Management	Shipments per month will be based on contracted Freight Under Management
99.95% Application availability	99.5% Application availability	99.5% Application availability
Planned outages mutually Agreed	Planned outages mutually Agreed	Planned outages determined by JDA using pre-agreed upon maintenance windows
SLA's will be calculated and reported monthly	SLA's will be calculated and reported monthly	SLA's will be calculated and reported quarterly
A Cloud Delivery Manager will be assigned for the duration of contract	A Cloud Delivery Manager will be assigned for the duration of contract	A Cloud Delivery Manager will be assigned during the implementation plus 3 months after go-live
24 x 7 support for all Incident levels with the following targets: Severity : response : resolution S1 : 20 minutes : 4 hours S2 : 1 hour : 14 hours S3 : 1 day : 7 days S4 : 1 day : mutual agreement SLA Clock starts immediately	24 x 7 support for all Incident levels with the following targets: resolution S1 : 20 minutes : 4 hours S2 : 1 hour : 14 hours S3 : 1 day : 7 days S4 : 1 day : mutual agreement SLA Clock starts immediately	24 x 7 support for support for Critical Incidents, 24 x 5 for Non-Critical Incidents with the following targets: Severity : response : resolution S1 : 20 minutes : 4 hours S2 : 1 hour : 14 hours S3 : 1 day : 7 days S4 : 1 day : mutual agreement SLA Clock starts immediately for S1 SLA Clock starts 24x5 (weekends are excluded)

Software upgrade included once every three years – requires at least 2 years future contract commitment. New functionality upgrade price will vary based on the modules selected.	Software upgrade included once every three years – requires at least 2 years future contract commitment. New functionality upgrade price will vary based on the modules selected.	Software upgrade included once every three years – requires at least 2 years future contract commitment. New functionality upgrade price will vary based on the modules selected.
Customers may conduct 1 security audit per year	Customers may conduct 1 security audit per year	Customer security audits are not included.
2 free copies of database will be provided per year (Customer to provide media if necessary)	2 free copies of database will be provided per year (Customer to provide media if necessary)	Copies of the database are chargeable (Customer to provide media if necessary)
Unlimited refreshes of Production data to the Test and Development environments are available.	Unlimited refreshes of Production data to the Test and Development environments are available.	Refresh of Production data to either the Test or Development environment is available once each month – additional refreshes require a Change Request
Under 8 hours of labor per Change Requests is included up to a total of 40 hours a month. This is not cumulative nor can multiple 8-hour units be aggregated for 1 Change Request.	Under 8 hours of labor per Change Requests is included up to a total of 40 hours a month. This is not cumulative nor can multiple 8-hour units be aggregated for 1 Change Request.	Changes Requests are chargeable
Read Only Database access is available on request	Read Only Database access is available on request	No database access is available
Disaster Recovery targets are: Recovery Time Objective - 8 hours Recovery Point Objective -2 hours	Disaster Recovery targets are: Recovery Time Objective - 48 hours Recovery Point Objective - 4 hours	Disaster Recovery targets are: Recovery Time Objective – 7 days Recovery Point Objective -8 hours
Disaster Recovery will be tested 1 per year	Disaster Recovery will be tested 1 per year	Disaster Recovery will be tested 1 per year
Unlimited Service Requests are included	Unlimited Service Requests are included	Unlimited Service Requests are included