JDA Cloud Services TMS Dedicated SaaS Bundle Details

Version 1.9

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 Carrier Communications with EDI Support when purchased.	Unlimited Carriers will be onboarded to support Carrier Communications with EDI Support when purchased.	Unlimited Carriers will be onboarded to support Carrier Communications with EDI Support when purchased.
Custom extensions are permitted but Change Requests will be required for updates and enhancements	Custom extensions are permitted but Change Requests will be required for updates and enhancements	Custom extensions are not permitted
Production, Test, and Development environments will vary in size. the Test environment will be provisioned the same size as production while the Development environment will be smaller.	Production, Test, and Development environments will vary in size. the Test environment will be provisioned the same size as production while the Development environment will be smaller.	Production, Test, and Development environments will vary in size. the Test environment will be provisioned at ½ the size of Production while the Development environment will be ¼ the size of Production. The Test and Development databases will reside on 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 for selected components	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/downgrade/workaround S1 : 20 minutes : 4 hours S2 : 1 hour : 14 hours S3 : 1 day : 7 days S4 : 1 day : mutual agreement	24 x 7 support for all Incident levels with the following targets: Severity: Response: Resolution/downgrade/workaround S1 : 20 minutes : 4 hours S2 : 1 hour : 14 hours S3 : 1 day : 7 days S4 : 1 day : mutual agreement	24 x 7 support for support for Critical Incidents, 24 x 5 for Non-Critical Incidents with the following targets: Severity: Response: Resolution/downgrade/workaround S1 : 20 minutes : 4 hours S2 : 1 hour : 14 hours

SLA Clock starts immediately	SLA Clock starts immediately	S3 : 1 day : 7 days S4 : 1 day : mutual agreement SLA Clock starts immediately for S1 SLA Clock starts 24x5 (weekends are excluded)
One technical upgrade per year.	One technical upgrade per year.	Technical upgrade included once every three years – requires at least 2 years future contract commitment.
Customers may conduct one security audit per year or request JDA fill out a questionnaire in lieu of an audit.	Customers may conduct one security audit per year or request JDA fill out a questionnaire in lieu of an audit.	Customers may request JDA fill out a questionnaire once per year.
2 free exports of the full database data may be requested per year (Customer to provide media if necessary)	2 free exports of the full database data may be requested 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 request is included up to a total of 40 hours a month. This is not cumulative nor can multiple 8-hour units be aggregated for one Change Request.	Under 8 hours of labor per request is included up to a total of 40 hours a month. This is not cumulative nor can multiple 8-hour units be aggregated for one Change Request.	Changes Requests are chargeable
Read only Production database access is available on request with Customer commitment to support Performance and Availability SLAs.	Read only Production database access is available on request with Customer commitment to support Performance and Availability SLAs.	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 once per year	Disaster Recovery will be tested once 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