

# SS&C|Blue Prism Intelligent Automation Suite

## Global Support Services Terms

These Global Customer Support Services Terms (these “Support Terms”) are incorporated into and form part of your Agreement. Capitalized terms not defined in these Support Terms shall have the same meaning as in your Agreement; all other terms are as defined in these Support Terms. *Please note that Document Automation Support Services are governed by separate support terms available at <http://portal.blueprism.com/agreements> under “Intelligent Document Processing” and then “Document Automation”.*

### 1. Roles and responsibilities

Unless otherwise specified in your Agreement, to benefit from these Support Terms you must: (i) fulfil the obligations and requirements set forth in your Agreement to enable the Product to operate in accordance with the Documentation; (ii) promptly provide any assistance and information that Blue Prism may reasonably request in connection with its provision of the Support Services; and (iii) ensure that all correspondence and information from you or sent on your behalf is in English. Blue Prism shall not be liable for any failure or delay in providing the Support Services arising in any part out of your failure or delay to perform your obligations under your Agreement.

Blue Prism shall provide Support Services to you during Support Hours remotely, in English, directly to Designated Contacts in accordance with these Support Terms and the Support Tier for each Product, unless otherwise agreed in writing by Blue Prism.

You and Blue Prism are each responsible for configuring your respective environments to enable the Product to operate with the Customer Environment. Such responsibilities include:

Customer’s responsibilities to:

- Maintain the required infrastructure to enable the Product functionality on its systems, which may include the Customer Infrastructure;
- Ensure the Customer Environment is available and the Product can connect to the Customer Environment and Customer Infrastructure;
- Ensure Blue Prism personnel providing Support Services have the required access and rights to Customer Environment necessary to provide the Support Services (if any);
- Maintain the Customer Environment;
- Manage any support issues related to the Customer Environment in a timely fashion;
- Obtain and maintain required licenses and support to maintain the Customer Environment;
- Configure the Customer Environment.
- Continually update and maintain the Customer Environment, including implementing any required patches, updates, and upgrades (including those applicable to the operating system) in a timely manner;
- Obtain licenses and support as required by any applications which connect to the Product; and
- Otherwise comply with industry best practices or with guidance from Blue Prism.

Blue Prism’s responsibilities to:

- Confirm the Product functions substantially in accordance with the Operation Criteria (if any); and
- Manage and resolve Faults in relation to the Product in a timely fashion according to the relevant Support Tier.

### 2. Initiating Support Services

Before initiating Support Services, you shall: (a) ensure that you have an Agreement that includes Production or Business Critical Support Tiers for the relevant Product; (b) use commercially reasonable efforts to reproduce the issue and confirm that it is not caused by issues in the Customer Environment; (c) ensure that your personnel who are handling the issue have: (i) appropriate access rights to your systems and any relevant cloud subscription(s); and (ii) have sufficient skills, training and competency to identify the source, nature, cause or symptoms of the issue. If such Customer personnel has reasonably determined the issue is not connected to the Customer Environment and is within the scope of the Support Services, you may initiate a request for Support Services by generating a Support Ticket.

You shall include the following in each Support Ticket:

- a clear description of the issue;
- detailed steps to enable Blue Prism to replicate the issue; and
- details of investigations carried out by Customer (including workarounds attempted by the Customer), and any system event logs and process logs, in line with Blue Prism’s issue logging procedure which is provided via the Blue Prism Customer Portal.

### 3. Support obligations

After receiving a Support Ticket, Blue Prism will, based upon the information provided by you, assign an appropriate Priority Level to the Support Ticket, notify customer of the Priority Level, and categorize the suspected cause of the issue.

If you do not agree with the Priority Level assigned by Blue Prism, you may request a change to the Priority Level by making a request via the Blue Prism Support Services helpdesk. If Blue Prism does not agree to such change, the Customer can escalate the matter in accordance with the escalation process set forth in Section 4 (Escalation Process).

Blue Prism’s initial response may include: (i) acknowledgment of a Fault; (ii) provision of a Workaround; (iii) reclassification of the Priority Level; (iv) confirmation of expected resolution timescale; (v) requests for assistance and/or additional information; and (vi) an explanation of the issue, such as a misinterpretation of functionality and not a Fault, and details of any other options for resolving the issue.

When a Support Ticket is waiting for a response from you, Blue Prism will send periodic reminders to you. If you do not respond with the requested information within a reasonable timeframe as

specified by Blue Prism in the Support Ticket response, Blue Prism will close the Support Ticket.

Where Blue Prism diagnoses that the suspected cause of the issue contained in the Support Ticket is a Fault, Blue Prism will:

- review, and where appropriate, reclassify the Priority Level of the Support Ticket;
- address the Fault in accordance with these Support Terms; and
- manage the Support Ticket by: (i) logging, classifying, and reclassifying the issues reported by you, (ii) regularly monitoring the progression of issue resolution, (iii) regularly updating you on said progress.

Where Blue Prism diagnoses that the suspected cause of the issue contained in the Support Ticket relates to the interaction of the Product and the Customer Environment, each of you and Blue Prism shall:

- Provide designated resources who can work together on investigating and resolving the issue;
- Provide information reasonably required to support diagnostics of the issue; and
- Jointly work to resolve the issue in a timely fashion.

Where Blue Prism diagnoses that the issue contained in the Support Ticket does not relate to a Fault, Blue Prism will: (i) inform you of this; (ii) if known, identify to you the cause or suspected cause of the issue for you to address; and (iii) close the Support Ticket.

#### 4. Escalation Process

If you are dissatisfied with the Support Services received through the helpdesk channels described in these Support Terms, you may contact your Blue Prism Relationship Manager, and the parties will work together in good faith to resolve such issue. If such issue is not resolved within a reasonable timeframe, you and Blue Prism may escalate the issue to in accordance with the Escalation Procedure.

#### 5. Advisory Support Services

If you require Advisory Support Services, and you request (and Blue Prism agrees) to provide Advisory Support Services, Blue Prism may, at its discretion, charge fees for such Advisory Support Services, plus reasonable expenses, at Blue Prism's then-current published rates. Advisory Support Services and related fees may, depending on the type of engagement, be scoped in an agreed statement of work or otherwise in writing and may be subject to additional terms.

#### 6. Definitions

**Advisory Support Services** – Services which do not relate to a Fault and/or are out of the scope of the Support Services. Such services may be either professional services or advisory support services. Services outside the scope of the Support Services include without limitation where the request would: (i) require additional training of the Customer personnel other than through agreed training courses; (ii) result in a change in functionality and/or enhancement of the Product; (iii) result in a Customer-specific modification of the Product otherwise than for the purposes of the Support Services; or (iv) involve any work undertaken outside Support Hours (if requested by the Customer); (v) require any on-site support (which requires Customer and Blue Prism prior approval); (vi) require professional services such as assistance with installation of Customer provided operating system, changes to development or production capacity, change to environment configuration e.g. adding a UAT platform instance; (vii) involve any additional work to address the Fault due to issues other than Blue Prism's failure to meet one or more Operation Criteria; (viii) involve Blue Prism providing Support Services where the Customer delays or defaults in any of its obligations under the Agreement.

**Agreement** – The agreement under which we agree to provide the Support Services to you.

**Application** – The software components of the Product stated as being included in the Support Services (if any) as updated from time to time and made available at <https://portal.blueprism.com/agreements> or such other location as may be notified to Customer from time to time.

**Blue Prism, us, we, our** – The Blue Prism entity or affiliated entity that is party to the Agreement.

**Customer, you, your** – The Customer organization that is party to the Agreement with Blue Prism.

**Authorized Use** – Use of the Product in accordance with the terms of the Agreement.

**Customer Portal** – As applicable, (i) for Blue Prism branded products, the customer-facing website(s) available at <https://portal.blueprism.com> (ii) for Chorus BPM, the Chorus Customer Center available at <https://ssctech.service-now.com/choruscustomercenter> and (iii) for either of the foregoing, such other location as may be notified to Customer from time to time.

**Business Day** – From 09:00 to 17:00 Monday to Friday excluding public holidays in the Nominated Country as set forth in the Order Form or, if no Nominated Country is specified in the Order Form, the Nominated Country shall be the country for the Blue Prism support location closest to Customer's address in the Agreement.

**Continuous Effort** - Continuous Effort means that, for P1 Faults only, Blue Prism personnel will work continuously on the Fault, with breaks only for reasonable sustenance and rest.

**Customer Environment** - The hardware, virtual machines, operating systems, hosted environment, network infrastructure and underlying applications on or with which you intend to use the Product, in each case meeting the minimum requirements we specify in our installation guide for the applicable version of the Product and/or Customer Infrastructure (if applicable).

**Customer Infrastructure** – The required infrastructure to enable the Product functionality on Customer's systems from time to time, which may include the following: Site to Site VPN Termination device, Active Directory services, DNS and DHCP services, File services, Application services, Digital Worker User Accounts, Groups, GPOs, and associated rights/permissions configured in the Customer Active Directory environment and any other services configured by the Customer either within the Service, or to be accessed by the Product.

**Designated Contacts** - Qualified personnel you designate to log Support Tickets. Designated Contacts must be familiar with the Product architecture as appropriate, be capable of understanding the various components and terminology around the Product as appropriate and have sufficient system privileges and authority to be able to implement any changes or recommendations we give you.

**Documentation** – The then-current standard Technical Datasheet, Security Datasheet or other product information or guidance provided or made available by us with respect to the relevant Product. Documentation specifically excludes marketing and promotional materials.

**Escalation Procedure** – The escalation procedure as updated from time to time made available at <https://portal.blueprism.com/how-escalate-ticket> or such other location as may be notified to Customer from time to time.

**Knowledge Support** - Dedicated time from one of our subject matter experts to learn more about your chosen subject or address other matters. Schedule 1 indicates the number of hours included in a given Knowledge Support subscription offer, including the free-of-charge Basic level Knowledge Support available to any

supported Customer. If Customer enrolls in a paid Knowledge Support subscription, Blue Prism provides Bronze, Silver or Gold level hours booked by Customer through the Knowledge Support page on the Customer Portal. Sessions are booked in a minimum two-hour block and Knowledge Support subscription hours are used in one-hour units (e.g., if a session lasts for 1.5 hours, this will be counted as 2 hours of Knowledge Support). Unused sessions do not roll forward to the following contract year. Knowledge Support subscription sessions are subject to availability. Sessions are allocated on a first come first served basis, so we recommend that you book early.

**Fault** - A code-based failure of the Product to operate in accordance with the Documentation or a failure of the Product to perform in all material respects in accordance with the description in the Documentation. Where any of the following causes the issue, there is no Fault:

- a modification of the Product made by any person other than Blue Prism which materially impacts operation;
- defects or errors resulting from incorrect implementation or configuration of the Product;
- operator error or failure to use reasonably skilled and trained operators, administrators, and maintenance personnel;
- any changes to the operating environment;
- failure to properly maintain and administer the Customer Environment;
- changes to the data structure or format other than as strictly necessary to maintain the functionality of the Product;
- failure to promptly implement any release supplied by Blue Prism to correct a Fault (unless such release is demonstrated to cause other issues and/or Faults when tested) or to implement requirements within timelines specified by Blue Prism;
- use of the Product with any software or hardware which could, in the reasonable opinion of Blue Prism, adversely affect the operation of the Product;
- failure to read and comply with the Documentation;
- failure to use the Product in accordance with the Agreement or any unauthorized use of the Product.

**Lifecycle Policy** - The lifecycle policy for Products as updated from time to time and made available at <https://portal.blueprism.com/lifecycle-policy> for Blue Prism Products, at <https://ssctech.service-now.com/choruscustomercenter> for Chorus BPM products, or at such other location as may be notified to Customer from time to time.

**Major Incident** - A known unplanned downtime for all services or a Fault discovered by Blue Prism which materially impacts Customer's use of the Product.

**Maintenance Releases** - Minor releases (as defined in the Lifecycle Policy) or patches of the Product.

**New Releases** - New or major releases (as defined in the Lifecycle Policy) of the Product.

**Operation Criteria** - The operation criteria for the Product (if any) as updated from time to time and made available at <https://portal.blueprism.com/agreements> or such other location as may be notified to Customer from time to time.

**Priority Level** - The priority level of the Fault (P1, P2, P3 or P4) as described in Schedule 1 - Priority Levels and Support Services.

**Product** - The Blue Prism software application(s) that Blue Prism licenses to you or grants you rights to access under the Agreement, including the relevant Platform components and Application components.

**Platform** - The operational components of the Product stated as being included in the Support Services (if any) as updated from time to time and made available at <https://portal.blueprism.com/agreements> or such other location as may be notified to Customer from time to time.

**Recovery Manager** - A Blue Prism recovery manager as a point of contact for Customer.

**Screen Sharing** - Support element, whereby you share your screen with us to demonstrate your issue so that we can work towards resolving it. You will only share data with us that you are authorized to. Please note that this is an optional support offering and does not involve remote access to your systems.

**SLA Reviews** - Qualifying customers will be entitled to regular reviews of the support tickets handled during that period and help with any issues that become stale or escalated. SLA Reviews will not be more frequent than once in any period of 90 days.

**Support Hours** - The period during which the Support Services will be available and during which Target Response Times and Target Resolution Times (if applicable) will be measured determined by the Support Tier.

**Support Services** - The maintenance and support services provided by Blue Prism to resolve Faults in accordance with the relevant Support Tier where such Faults cannot be resolved by the Customer as described in these Support Terms, including without limitation, Schedule 1.

**Support Terms** - These SS&C Blue Prism Global Support and Maintenance Terms.

**Support Ticket** - A request by a Designated Contact for Support Services in relation to a suspected Fault.

**Support Tier** - The level of support services and support elements you selected in the Agreement. Schedule 1 identifies the Support Service elements for Products for each applicable Support Tier, unless we notify you of different Support Services for certain Products, Platform components and/or Application components.

**Target Initial Response Time** - The targeted period from our initial receipt of a Support Ticket until we acknowledge such receipt, communicate an incident reference number to you, and assign a priority level to the Support Ticket.

**Target Resolution Time** - The targeted period from our confirmation that a Support Ticket is due to a Fault until resolution of the Fault. Any period during which we are waiting for a response from you or unable to make progress on a Support Ticket due to your delay in providing information or your lack of collaboration is excluded from the calculation of the time to resolution. Provision of a suitable Workaround qualifies as a resolution, even though we may continue to work toward a permanent correction of the Fault.

**Time Zone** - The time zone as set forth in the Order Form or, if no time zone is specified in the Order Form, the time zone shall be the time zone for the Blue Prism support location closest to Customer's address in the Agreement.

**Workaround** - A method, action, or procedure we recommend which, in our reasonable judgment, substantially mitigates the effects of a Fault.

## Schedule 1 - Priority Levels and Support Services

### Priority Levels

Some aspects of the Support Services vary according to the Priority Level. The Priority Levels are defined as follows:

Priority Level	Type of issue/Fault
<b>P1</b>	The entire Product is unavailable in production, resulting in a critical impact to Customer's business. <i>Due to their nature, certain Products, Platform components and Application components cannot qualify for this Priority Level. Please see the Platform components and/or Application components for further details.</i>
<b>P2</b>	Operation of the Product is severely impacted, affecting multiple automations in production or there is complete outage of a lower environment (such as DEV, Test, UAT).
<b>P3</b>	Partial, non-critical loss of functionality causing an inconvenience. Time sensitive issues with medium impact to productivity or project delivery. Issues where a Workaround has been provided.
<b>P4</b>	There is a minor issue not impacting the overall operation of the Product, a suggestion for a change in functionality or appearance of the Product.

### Support Services and Support Tiers

The tables below identify the Support Service elements for Products for each applicable Support Tier, unless we notify you of different Support Services for certain Products, Platform components and/or Application components.

Product support element		Support Tier	
		Production	Business Critical
<b>New Releases</b>		Included	
<b>Maintenance Releases</b>		Included	
<b>How to generate a Support Ticket</b>		Self-service via a web portal Telephone	
<b>Maximum number of Designated Contacts</b>		10	50
<b>Screen Sharing</b>		Included	
<b>Target Initial Response Time for each Priority Level</b>	<b>P1</b>	1 hour	30 minutes
	<b>P2</b>	4 hours	2 hours
	<b>P3</b>	1 Business Day	
	<b>P4</b>	Blue Prism will consider such issues or requests in the light of other Customer requirements and advise what action will be taken to address the issue.	
<b>Knowledge Support</b>	<b>Basic</b>	5 hours per contract year	10 hours per contract year
	<b>Bronze subscription</b>	20 hours per contract year	
	<b>Silver subscription</b>	50 hours per contract year	
	<b>Gold subscription</b>	120 hours per contract year	
<b>Regular SLA Reviews</b>		N/A	Qualifying Customers only

## Product Component Support Services

The table below identifies the Support Service elements that are included for the Application components in each applicable Support Tier.

Product Component support element		Support Tier	
		Production	Business Critical
Support Hours	Self-service	24 hours x 7 days per week	24 hours x 7 days per week
	Blue Prism Support	7am-7pm in your Time Zone on a Business Day for all Faults	24 hours x 7 days per week for P1 Faults 24 hours on a Business Day for all non-P1 Faults
Target Resolution Time for each Priority Level	P1	N/A	Blue Prism will use Continuous Effort, within Support Hours, to resolve the Fault within 12 Support Hours.
	P2	N/A	Fault resolved by the end of the following 3 Business Days.
	P3	N/A	Bug fix scheduled for an upcoming release.
	P4	N/A	Blue Prism will consider such issues or requests in the light of other Customer requirements and will advise what action will be taken to address the issue.
End of Life procedure		We support each version of the Product for the timeframe specified for the Product in the Lifecycle Policy. We will provide notice on the Blue Prism Customer Portal in advance of withdrawal of Support Services for any version of the Product in accordance with the relevant end of life notice period for the Product in the Lifecycle Policy.	

## Platform Component Support Services

The table below identifies the Support Service elements that are included for the Platform components in each applicable Support Tier.

Platform component support element		Support Tier	
		Production	Business Critical
Support Hours	Self-service	24 hours x 7 days per week	24 hours x 7 days per week
	Blue Prism Support	7am to 7pm in your Time Zone on a Business Day for all Faults	24 hours x 7 days per week for P1 Faults 7am to 7pm in your Time Zone on a Business Day for all non-P1 Faults
Target Resolution Time for each Priority Level	P1	Blue Prism will use Continuous Effort, within Support Hours, to resolve the Fault within 12 Support Hours.	
	P2	Fault resolved by the end of the following 3 Business Days.	
	P3	Bug fix scheduled for an upcoming release.	
	P4	Blue Prism shall consider such issues or requests in the light of other Customer requirements and will advise what action will be taken to address the issue.	

## Subscription Services

The additional terms in the remainder of this “Subscription Services” section of the Support Terms apply only if the Product is a Subscription Service.

We will monitor your use of the Product for the purposes of optimizing performance. Such monitoring and related activities may include:

- managing and monitoring performance and utilization of the Platform components to identify any capacity issues such as CPU utilization, memory utilization and disk utilization;
- responding to Platform component performance and utilization issues and implementing changes to correct operational problems, in accordance with the Support Terms;
- notifying you where additional capacity should be procured based on our monitoring;
- notifying you where your use of the Platform components does not comply with the Fair Usage Policy, best practice, and/or is contributing to performance issues.

We may notify you of any recommended or required steps to optimize its Platform components on Customer’s systems. You shall, if notified, promptly procure the recommended capacity and/or implement the remediation steps provided by us.

The Support Services are provided on a remote basis, which may require remote log on and access to your cloud subscription for the Product (if applicable).

## Bug fixes and New Releases

Support Services may include bug fixes, periodic operating system updates to the Product and New Releases. Each such release shall be accompanied by a release notice detailing any issues resolved. You will have six (6) months from the release notice to schedule the applicable update(s) and, **if you do not timely update, then we (i) will be entitled to stop providing Support Services, (ii) will not be required to meet any service level agreement applicable to the Product and (iii) will have no liability in connection with your failure to upgrade, including any security issues.**

At our discretion, we may implement certain operational changes to the Product to address a Fault. We will notify you in advance and coordinate with you if any such operational change impacts your use of the Product. For any operational changes which may occur outside a regularly scheduled maintenance window, you may request that we delay implementation of an operational change for up to one (1) month.

## Requests for change

Changes or modifications to the Product or an evaluation of third-party products for use with the Product require submission of a “Request for Change”. A Request for Change can be initiated by us or by you. Upon submission of a Request for Change, a Change Control Board will be formed, comprised of your representative and a representative for us. The Change Control Board will have joint authority to accept or reject the Request for Change. Following acceptance of a Request for Change, the parties will enter into a statement of work to document such Additional Services, including associated fees and costs, if any. Where agreement cannot be reached, either party may initiate the Escalation Process set forth in Section 4 (Escalation Process).

## Maintenance and health checks

We will perform periodic maintenance and health checks on the Product. Such maintenance services may include but are not limited to: monitoring uptime for compliance with the SLA, monitoring and collecting measurements and trend analysis, capturing, and analyzing event log files, verifying that the Product is functioning in accordance with the Documentation, disk space / database space management, verifying patch level and antivirus updates, confirming the Product is configured according to best practice, identifying maintenance activities. We will notify you of any scheduled maintenance downtime to perform such maintenance services.

As part of regular maintenance services, we may also require you to perform certain maintenance activities, and we will provide you with advance notice of any such requirements.

## Incident management

We will notify you promptly of any Major Incident. In such event, we will appoint a Recovery Manager, who will assist in providing regular updates and resolving the Major Incident. We will use commercially reasonable efforts to resolve the Major Incident in a timely manner, including provision of any Workarounds or suggested course of action which may minimize the impact of the Major Incident. Upon resolution, the Recovery Manager will provide a root cause analysis report.