



VOCKAN Cloud Solutions Guide

January 2025 Revision



Welcome

Vockan's Cloud Solutions Guide covers the services offered as part of a cloud subscription. Each service is presented in the same format and with similar information for ease of use, as follows:

- [Response goals](#)
- [Cloud Solution Services](#)

Vockan reserves the right to modify this Cloud Solutions Guide based on business needs. The main guiding principles of this guide are as follows:

- This document is complementary to legal documents such as service contracts;
- The full range of services is provided for cloud customers, while for on-premise customers only troubleshooting Incidents or Service Requests “How To” consultations are provided (See Vockan Support Solutions Guide for service details and SLA);
- The services described apply to the ongoing operations and use of solutions in versions and releases as part of the lifecycle of generally available products, along with information about service levels for systems prior to general availability;
- Business days are defined as a standard work week from Monday to Friday;
- Selected services and system or network change activities may be subject to a blackout period near or around the end of the month to mitigate disruption to core business operations;
- This is a revision-controlled document, and it is advisable to always consult the latest version, which reflects the current set and status of the services provided. The revision date is listed in the footer of each page of this document;

We strive to ensure that our customers utilize the support and assistance services provided by the Vockan team, with the main fundamentals:

- Assisted services with rapid response and timely resolution;
- Complete cloud offerings where installed applications meet our customers' availability ;and performance expectations based on service level agreements (SLAs).

Infrastructure-related services, classified as priority 0 (zero), such as unavailability of applications supported by the Vockan Cloud, offer support 24 hours a day, 7 days a week, 365 days a year.

Response goals

Priority	Definition	Product Life Cycle	Response Time Target
0	This is a critical issue that could result in a complete system failure or major business disruption with no workaround available. Essential business operations are completely paralyzed. Immediate attention is required. Please contact Support directly by phone for urgent assistance.	All	Direct connection to the support team (live/immediate channel) or response within 30 minutes from the incident submission date
1	This issue significantly impacts your core business operations. While a temporary solution can be identified or implemented, it would allow continued operations with significant disruption. We will prioritize this issue to minimize future impact and work quickly to find a permanent solution.	All	3 business hours from the incident submission date
2	This issue moderately impacts your business, but it does not prevent essential operations from continuing. A workaround is available, allowing you to operate with minimal disruption. We will resolve this issue in a timely manner to minimize any further disruption.	General availability Functionally Stable	8 business hours from the incident submission date
		Mature	3 business days from the incident submission date
		Retiree	
		Archived	
3	This is a minor issue with little to no impact on business operations. A workaround is available, and the company can continue operating normally. The issue will be resolved according to standard support processes.	General availability Functionally Stable	12 business hours from the incident submission date
		Mature	4 business days from the incident submission date
		Retiree	
		Archived	

Response definition: The time between the incident submission date and the first action by a Vockan representative

Prioritization and escalation of Incidents

Customers have the option to prioritize and escalate support incidents to ensure quick resolution of critical issues. You can increase the priority or request escalation directly from the support case itself or during a chat with our support team. We're committed to addressing your concerns promptly, and our team is available to assist with escalating cases that require additional attention.

Cloud Solution Services

- Service instantiation
- Service availability and performance
- Service security and compliance
- Backup and Recovery
- Environment update
- Network connectivity
- Infrastructure access management
- Code deployment
- Work processing
- Printer management
- Additional fee-based services
- Third-party software hosting

Instantiation Services

What is the service?

Service Instantiation provides the technical installation of the infrastructure and software required to support the cloud subscription. The service includes the installation and configuration of the technical environment required by the contracted products, along with the products themselves and the associated management, monitoring, and security control structures, in addition to establishing and providing network connectivity to the environment.

Inclusions, exclusions and service levels

Basic Service

- Installation of software and related infrastructure required to install products purchased as part of the signed contract(s), in accordance with the technical specifications defined as part of the process
- Installation of complementary products and modules
 - Alignment with product life cycles
 - System performance verification and tuning inspection tests
- Standard verification and alignment
 - System verification
 - Tuning inspection tests
 - Adherence to safety standards
 - Integration with applicable system monitoring
 - Connectivity instructions

- For application upgrades, the installation of software and related infrastructure required to install the latest version of the products purchased as part of the subscription.

Exclusions

- Implementation services, including data migration, customization, and integration, require a separate service contract.
- Business process or product training. Requires a separate service contract.

Service Level Component	General Availability (GA)	Service level by lifecycle status (beyond GA)		
		Functionally Stable	Mature, Retired	Archived
ERP	15 business days	No service level variation due to lifecycle status		

Additional Services? No

Service availability and performance

What is the service?

The Availability and Performance Service provides continuous monitoring of the availability and performance of Vockan Cloud environments and proactively identifies potential issues before customers encounter them. This service is designed to be always-on and invisible to customers, allowing them to focus on their core business.

Inclusions, exclusions and service levels

Basic Service

- 24/7/365 production monitoring of active production environments and enabled production technology components, including but not limited to QAD applications, databases, operating systems, servers, data center network, excluding planned maintenance windows.
- 24/7/365 monitoring (availability only) of managed/enhanced VPN service for customer connectivity.

Exclusions

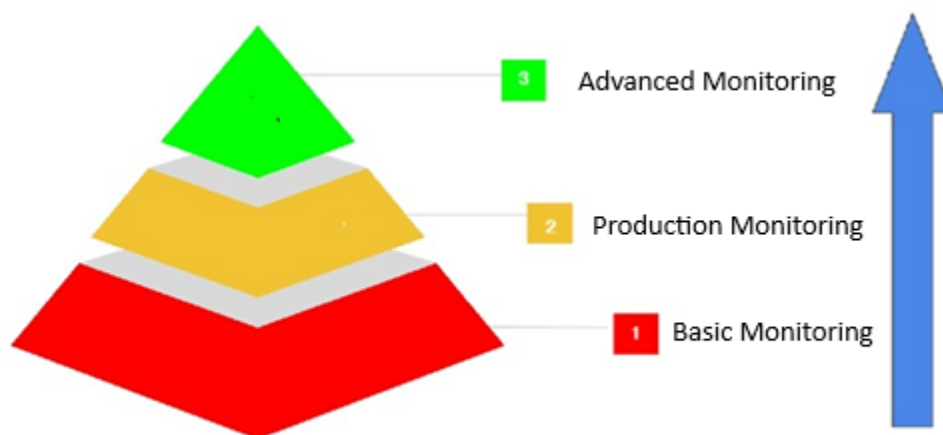
- Pre-live production environments
- Non-production environments
- Third-party products and/or services
- Non-standard Cloud system architecture
- On-Premise Environments and Customer-Managed Devices
- Basic VPN, standard MPLS/SDWAN connections for customers

Service Level Component	General Availability (GA)	Service level by lifecycle status (beyond GA)		
		Functionally stable	Mature Retiree	Archived
Production environment availability	99.5%	No service level variation due to lifecycle status		
SLA production alert response time	60 minutes			

Complementary Services? Yes

Complementary Service(s)	How to apply?
"Advanced Monitoring" for atypical situations where certain components of the customer's environment require extra monitoring beyond "Production Monitoring" for a defined period of time.	Contact your Account Manager

Additional information about the service



Basic Monitoring	<ul style="list-style-type: none"> • System availability
Production Monitoring	<ul style="list-style-type: none"> • System performance • System space • System backups
Advanced monitoring	<ul style="list-style-type: none"> • Specific monitoring requirements tailored to a unique event and/or customer situation • Customized response times

Security & Compliance Services

What is the service?

The "Security and Compliance" service provides continuous cybersecurity monitoring of cloud environments, aiming to proactively identify and remediate potential issues before customers encounter them. The service also ensures ongoing compliance with industry and regulatory standards, including ISO and SOC certifications. The service is designed to be always-on and invisible to customers, allowing them to focus on their core business.

Inclusions, exclusions and service levels

Basic Service

- 24/7/365 cybersecurity monitoring of production and non-production technology components, including but not limited to endpoint detection and response, network detection and response, threat hunting, antivirus and malware detection, vulnerability scanning, and global, integrated Security Information and Event Management (SIEM).
- Availability for active compliance and security certifications

Exclusions

- Monitoring and correction of third-party products and/or services provided or contracted by the customer
- Monitoring and remediation of customer-owned or connected devices
- Direct audit of compliance and security practices

Service Level Component	General availability (GA)	Service level by lifecycle status (beyond GA)		
		Functionally stable	Mature Retiree	Archived
Response time to security alerts	15 minutes	No service level variation due to lifecycle status		

- Complementary Services? No

Backup and Recovery

What is the service?

The Backup & Recovery service provides recurring backup of client data to an on-premises storage solution and real-time replication to a geographically separate secondary data center. Production data (files, databases, etc.) can be recovered from both the on-premises backup and the real-time replica. The Disaster Recovery solution offers the ability to fail over the production environment to the secondary data center.

Inclusions, exclusions and service levels

Basic Service

- **Backups**
 - Regularly encrypted backups are backed up to protect against loss or corruption. The backup schedule is in line with Recovery Point and Recovery Time objectives as part of the service level.
 - Backups include Cloud applications and related database sets, plus all installed environment-specific files associated with production systems only.
 - Restoring individual files or directories after submitting the restore request.
- **Disaster Recovery (DR)**
 - Real-time replication of customer production environments to a geographically separate secondary data center
 - Fail-over and fail-back to and from the secondary data center to run business operations in the event of a disaster at the primary production data center

Exclusions

- Non-production environments are not included in the service
- Replication to the backup data center of non-essential servers for running production operations
- Third-party product environments

Service Level Component	General availability (GA)	Service level by lifecycle status (besides GA)		
		Functionally Stable	Mature, Retired	Archived
Individual file recovery	5 business days	5 business days	Mature: 6 business days Retired: 7 business days	8 business days
Recovery Time Objective (RTO)	8 hours	No service level variation due to lifecycle status		
Recovery Point Objective (RPO)	1 hour			
File system backup retention for production	30 days			

Complementary Services: No

How to request the service?

To request restoration of individual files and/or directories, please submit a Service Request on the Vockan Support portal.

Additional information about the service

Vockan's Responsibilities

- A “Disaster” is defined as an unrecoverable event at the Vockan Supplier data center or Vockan Supplier network provider that causes the Customer’s production environment at the primary site to be unavailable for eight (8) hours or more.
- Vockan will determine when and if a disaster has occurred. If an event or failure causes unavailability that Vockan determines will continue for eight (8) hours or more, Vockan may declare a disaster.
- While the technical configuration is designed for immediate uptime in the event of a disaster, Vockan will provide a Recovery Time Objective (RTO) of eight (8) hours after a disaster has been declared at the primary hosting facility.

- While the technical configuration is designed for zero data loss, Vockan will provide a Recovery Point Objective (RPO) of one (1) hour from the initial outage. The service covers the production environment only.
- Non-production environments will be suspended when disaster recovery is triggered.

Client responsibilities

- You must commit to reviewing your disaster recovery plan every six months.
- You must commit to testing your disaster recovery plan annually.
- Connectivity to the Vockan-designated point of presence for the disaster recovery center, including network rerouting in the event of a disaster.
- Reconfigure client settings to connect to the Vockan-designated point of presence for the disaster recovery center.
- Accommodate a planned outage to return to the primary hosting facility once the cause of the disaster is resolved.
- Enable and manage any third-party interfaces or products in the event of a disaster.

Environment Refresh

What is the service?

The "Environment Refresh" service provides a way to update the databases of non-production environments (i.e., development, testing) from another Cloud environment. An update involves restoring one or more databases from the source system.

Inclusions, exclusions and service levels

Basic Service

- Updating one or more databases in a non-production environment with corresponding databases from another source Cloud environment.
- Variance analysis and retention of the target database schema version of the non-production environment compared to the source database schema **[QAD ERP only]**
- One environment update request per month.

Exclusions

- Updating production environments from non-production environments.
- Restoring application software from the source environment.

Additional Offers? No

How to request the service?

Submit an environment update request on the Vockan Support Portal.

Service Level Component	General availability (GA)	Service level by lifecycle status (besides GA)		
		Functionally Stable	Mature, Retired	Archived
Database update	5 business days	5 business days	Due date: 6 business days Retired: 8 business days	9 business days

Network connectivity

What is the service?

The "Network Connectivity" service provides a means of connecting customer locations and networks to Vockan Cloud data centers. The Network Connectivity service offers several connectivity technology options between the customer and Vockan Cloud.

Inclusions, exclusions and service levels

Basic Service

- **Private network connectivity:**

Basic site-to-site IPSec virtual private network (VPN) connection to the primary data center

- o Basic site-to-site IPSec VPN connection to secondary or disaster recovery (DR) data center.
- o Consult with the customer's network team and network/internet service provider as needed to establish connectivity.
- o Management and configuration of firewalls/VPN concentrators in the Vockan data center.

- **Public network:**

Internet-accessible DMZ for QAD Web Applications

Exclusions

- Customer network connectivity to cloud products is accessible only over the Internet.
- Client-side management and operations of basic VPN, SSL VPN, customer-provided private network, or public access connections.
- Management and operation of the client's connection to the client's firewall or to the client's Internet telecommunications circuits.
- Bandwidth of customer telecommunications circuits.

Service Level Component	General availability (GA)	Service level by lifecycle status (besides GA)		
		Functionally Stable	Mature, Retired	Archived
Basic VPN Deployment	7 business days	8 business days	Mature: 9 business days Retired: 11 business days	14 business days
Managed or Enhanced VPN Deployment	20 business days	21 business days	Mature: 22 business days Retired: 24 working days	27 business days
SSL VPN Account Deployment	10 business days	11 business days	Mature: 12 business days Retired: 14 business days	17 business days

Additional Offers? Yes

Supplementary Offer(s)	How to apply?
<p>The following optional connections can be established as part of the service for an additional cost:</p> <ul style="list-style-type: none"> • Managed IPSec VPN (Site-to-Site) • Enhanced IPSec VPN (Site-to-Site) • Customer-provided private network: (MPLS, SDWAN, dedicated circuit) • Customer-site VPN device (router) management and operations for enhanced managed VPN connections • Secure Sockets Layer (SSL) VPN (Client to Site) 	<p>Contact your sales representative or customer service manager.</p>

Infrastructure access management

What is the service?

Infrastructure Access Management services provide clients with identity and access management to Vockan Cloud client environments. Vockan stores critical data and processes for its clients and recognizes the significant security risks this entails. Vockan protects client data and systems from unauthorized access, disclosure, and modification. Access is secured by Vockan, and arrangements are made for clients to manage access to their applications, while Vockan manages access to the associated infrastructure.

Inclusions, exclusions and service levels

Basic Service

- Requests for access to customer environments are provided through request forms via the support portal for customers to request provisioning of infrastructure access and authorizations for specific functions or resources.
- Customer Support Account Access Requests
- Cloud password resets are available in the support portal

Exclusions

- Customers oversee the identity provisioning and authorization of users for access to their Vockan-managed applications.
- Administrative access level for configuration and technical infrastructure in the environment.
- Access to the Data Center or other secure environments.
- Access to production environments

Service Level Component	General availability (GA)	Service level by lifecycle status (besides GA)		
		Functionally Stable	Mature, Retired	Archived
Creating a new identity for access to infrastructure	3 business days	3 business days	Mature: 4 business days Retired: 5 business days	6 business days
Updating identity for access authorization(s)	3 business days			
Changing/resetting authentication credentials or account status (i.e. locked) not available in the self-service portal	3 business days			

Additional Offers? No

How to request the service?

To request the "Infrastructure Access Management" service, access the Vockan Support portal through a User Administration service request.

Code deployment

What is the service?

The "Code Deployment" service provides cloud customers with a way to request the deployment of customer-developed code and patch updates to the customer's production and non-production environments. The service follows a rigorous change control process, ensuring that code follows a structured deployment lifecycle—starting in non-production environments and moving to production—with customer-controlled approval and verification at each stage.

Inclusions, exclusions and service levels

Basic Service

- Aggregation of submitted code changes in a quick 3-week sprint. The first 2 weeks are dedicated to the client submitting code changes, and the last week is for Vockan to aggregate and validate the release components for deployment in non-production environments before the production release.
- Access to the development environment for code development

Exclusions

- Impact analysis of the software developed by the client with the existing configuration and the operating status of the environment to be implemented
- The coordination and dependencies of the different codes being deployed as part of the release

Service Level Component	General availability (GA)	Service level by lifecycle status (besides GA)		
		Functionally Stable	Mature, Retired	Archived
Deployment of codes as per regular schedule for production	3 weeks	3-week release cycles	4-week release cycles	6-week release cycles
Specific code justified emergency	24 hours	No service level variation due to lifecycle status		

Additional Offers? No

How to request the service?

Submit a Code Implementation Request (CIR) on the Vockan support portal.

Job Processing

What is the service?

The "Job Processing" service provides customers with the means to request the creation, deployment, and scheduling of defined automated processing. The service utilizes scheduling tools to manage the execution and timing of defined automated processing.

Inclusions, exclusions and service levels

Basic Service

- Scheduling, rescheduling, or removing automated processing programs (**NOTE: All processing programs must be deployed via the 'Code Deployment' service**)

Exclusions

- Design and development of task processing logic
- Troubleshooting and fixing errors and anomalous results of scheduled jobs
- Performance tuning of scheduled jobs
- Instructions and guidance on processing output files

Service Level Component	General availability (GA)	Service level by lifecycle status (besides GA)		
		Functionally Stable	Mature, Retired	Archived
Creating a new scheduled job	5 business days *	5 business days	Mature: 6 business days Retired: 8 business days	10 business days
Rescheduling or deleting existing work	5 business days *			
*All service level commitment begins after the 'Code Deployment' service deploys the automated processing program				

Additional Offers? No

Printer management

What is the service?

The Printer Management service provides a means of installing and configuring print servers for use in customer operations. The Printer Management service supports network-accessible printers from the Vockan Cloud.

Inclusions, exclusions and service levels

Basic Service

- Install and configure print queues in the Vockan Cloud for integration with customer-managed print servers at their respective sites/locations.
- Monitoring print queues to ensure proper processing of queued printer submissions

Exclusions

- Installing, managing, and operating print server software. Print server software must be installed on client-managed devices.
- Local Area Network (LAN) connectivity of printers at customer sites/locations
- Management, operations and repair of physical printers

Service Level Component	General availability (GA)	Service level by lifecycle status (besides GA)		
		Functionally Stable	Mature, Retired	Archived
Installing and configuring individual printers	5 business days	6 business days	Mature: 7 business days Retired: 9 business days	11 business days
Mass printer installations (2+)	10 business days	11 business days	Mature: 12 business days Retired: 14 business days	16 business days

Additional Offers? No

How to request the service?

To request the "Printer Management" service, please access the Vockan Support portal through a Cloud Printer Administration service request.

Services based on additional costs

Third-party software hosting

What is the service?

The "Third-Party Software Hosting" service provides a means of hosting ready-to-use Third-Party Software Products (i.e., non-QAD or Vockan) in the Cloud Data Center. A defined set of pre-approved products is eligible for hosting.

Inclusions, exclusions and service levels

Basic Service

- Define and establish standards for deployment in the Vockan Cloud ecosystem
 - Monitoring Requirements
 - Safety Standards
 - Installation Standards and Work Instructions
- 3PP Hosting
- Basic screening
 - Ensure components are running (databases, services, etc.)

Exclusions

- This service is not intended for customization or interfaces.
- Functional/application support (use out-of-the-box functionality 'as is')
- Level 2+ support (anything beyond basic triage)
- Customization of third-party products
- No infrastructure access for customers or third-party product provider (must be requested for Vockan to take any action)
- The customer must maintain an active support/maintenance contract with the third-party vendor.

Service Level Component	General availability (GA)	Service level by lifecycle status (besides GA)		
		Functionally Stable	Mature, Retired	Archived
Products already installed previously	15 business days	No service level variation due to lifecycle status		Not available
New Product	60 business days	No service level variation due to lifecycle status		Not available
Limitations on third-party products may apply to older lifecycle products due to product compatibility and technical infrastructure, as well as security factors.				

Additional Offers? No

How to request the service?

To request third-party software hosting, please contact your sales representative for a separate contractual agreement.

How do we charge?

Third-party software hosting is an additional paid service, separate from the standard cloud subscription service. It involves an initial setup fee and recurring monthly hosting fees.