



Managed Services Addendum to Master Terms and Conditions

This Managed Services Addendum is governed by and between the Master Terms and Conditions and Order Form between the Dalet party identified on the Order Form (“Dalet”), and the Company identified on the Order Form (this Managed Services Addendum, together with the Master Terms and Conditions, the Order Form, and any other addenda, the “Agreement”). By having access to, receiving, and/or using the Services, Company agrees, without limitation or qualification, to be bound by and to comply with the Agreement. In the event of any conflict between this Managed Services Addendum and any Order Form, the Order Form shall control.

Subject to Company’s payment of the Fees (as defined in the Order Form), there are 2 levels of managed services which can be subscribed for environments supplied by Company:

-The Remote Environment Monitoring (REM)

-The Managed Services

Remote Environment Monitoring (REM)

The Remote Environment Monitoring services include the active monitoring of the platform:

- Health checks – CPU, memory, disk usage, Licensed Software application and database backends
- Java threads and heap space
- Availability of all external IP addresses

All other aspects of the platform, including the underlying network, network storage and power to infrastructure, are managed by Company’s Agent and/or Company. Company’s environment shall be configured by Dalet to push alerts and logs to the cloud-based Dalet Control Tower, used by Dalet for the performance of the services. For alerts reported, Dalet will inform the Company about corrective actions taken by Dalet or recommend Company about actions to take if not under Dalet’s control. Company hereby authorizes Dalet to access the platform and relevant IT and network systems as necessary for the provision of the Dalet Monitored services.

Dalet will use reasonable efforts to connect securely and maintain confidentiality and integrity of the Company’s environment. Security remains the Company’s responsibility. Company acknowledges and agrees that (i) Company shall be solely responsible for the provision and the implementation of industry-standard physical and data security systems designed to ensure the security of said remote access services, and that (ii) Dalet shall not be liable for a breach by any third party of Company’s systems.

Managed Services

The Managed Services option includes the Remote Environment Monitoring, plus

- the assignment of a Site Reliability Engineer (SRE),
- the administration of the Company’s infrastructure,
- the management of computing, storage and network resources, including the capacity management,
- the 24x7 troubleshooting of the Company’s infrastructure,
- a backup reliability plan,
- the installation of security updates (Application and Operating System).