

SIOS Coati Service Level Objectives (SLO)

SIOS Technology, Inc. (SIOS) defines the service level as described below and provide the service accordingly.

[Service Hours]

1. Coati provides services 24/7 except for during the planned outages for maintenance and when an AWS failure occurs.
2. Planned outages will be announced on the Help Desk in advance.

[Availability]

1. Our target monthly availability rate is over 99.9%.
2. Basically we carry out maintenance (including updates) online and planned outage will not take place.

[Reliability]

1. This service does not have the specific servers and its reliability depends on Amazon Web Services.
2. The service is always monitored. When a problem that is not related to the Amazon Web Services occurs, our engineers will take care of it immediately.
3. The data you provided to this service for system monitoring is backed up every day without stopping the system.

[Support]

1. Our support service is available for the following period:
 - a. Through Monday to Friday, 9:00 am ~ 5:00 pm (JST)
*For national holidays in Japan, please refer to the link below.
(This website is not provided by SIOS)
<https://www.timeanddate.com/calendar/?country=26>
2. How to contact us
 - a. Enter necessary information in the inquiry form on the Help Desk's My Page and submit it.
3. Communication
 - a. We reply you on the Help Desk's My Page for general inquiries and technical questions about the service.
 - b. In case of a critical problem (e.g. service is unavailable), our Help Desk person may contact you directly in order to resolve the problem as soon as possible.

[Security]

1. Official certification
 - a. SIOS has obtained Information Security Management System (ISO/IEC 27001:2013) and Personal Information Protection Management System (JIS Q 15001:2006). We have continued our efforts in information security management and personal information protection.
2. Access to the information
 - a. Only limited and authorized persons have an access to the customer data in accordance with the management structure defined in our information security policy.
3. Secure environment
 - a. People engaged in the operations of the service uses securely protected computers.
4. Encryption of communication
 - a. Communication between the PCs used for operations and management of the service and the Amazon Web Services is encrypted.