

Managed Cloud Service

Service Description

United Techno Solutions Inc.

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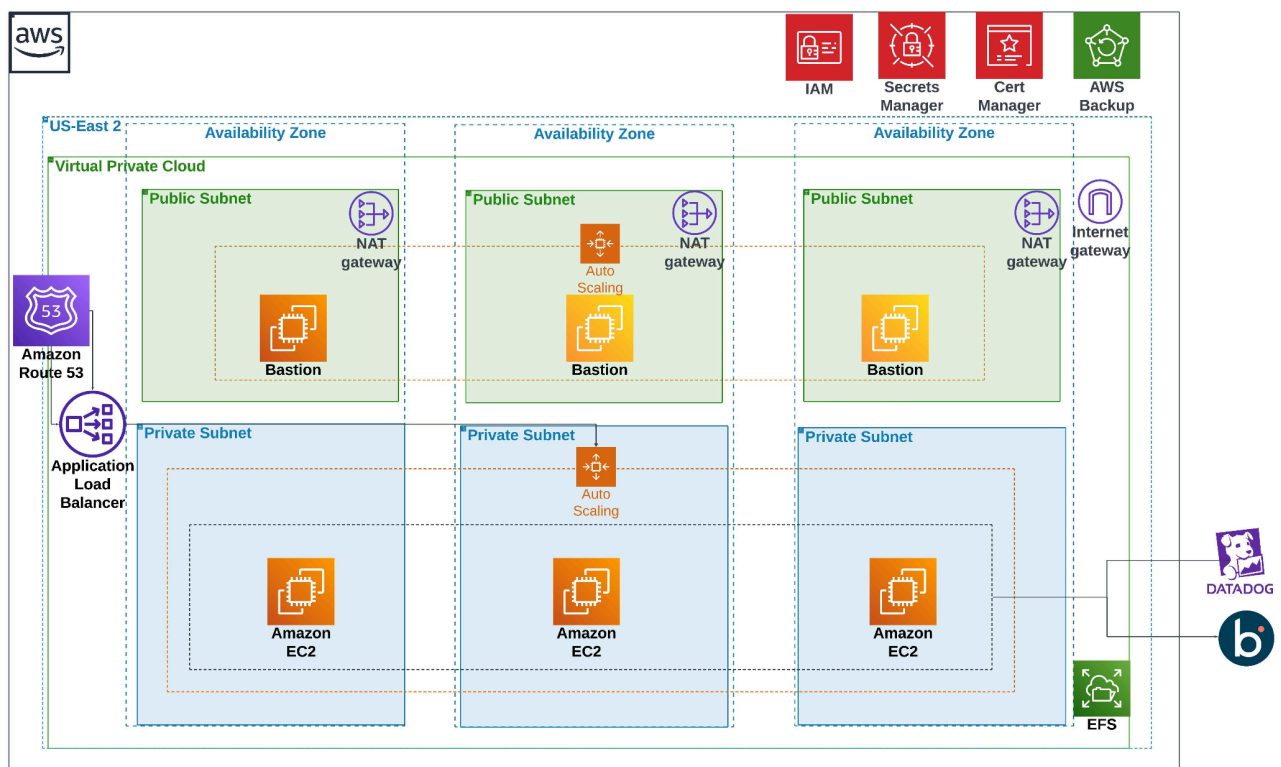
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A. Summary

United Techno delivers end-to-end installation, management, and real-time monitoring of your Boomi runtimes and underlying AWS cloud infrastructure (see SLA section below).

We work closely with your infrastructure team to ensure seamless operations and proactive support for all runtime-related needs.

B. AWS Architecture



C. Service Description

As part of the Managed Cloud Service contract, **United Techno** will deliver comprehensive installation, administration, and monitoring of your Boomi runtimes and AWS infrastructure. Our service is designed to ensure high availability, scalability, and seamless collaboration with your internal teams.

Scope of Services includes:

- Design and install secure AWS cloud infrastructure and private network tailored to customer needs
- End-to-end cloud management, including administration, patching, configuration, tuning, and automated restarts
- Configure security policies, backup strategies, and restore capabilities
- Install and configure Boomi runtimes (Basic or Clustered);
- Provision a Datadog organization for the customer and deploy monitoring agents
- Configure Datadog alerts to automatically notify United Techno's support system based on runtime thresholds*
- Analyze Boomi logs and runtime reports to perform root-cause analysis of platform and infrastructure-related issues
- Track and manage Boomi platform release schedules to ensure timely updates and zero business disruption
- Provide runtime and infrastructure consultation for Boomi platform changes, enhancements, and best practices
- Deliver a weekly RTM (Runtime Management) report detailing incidents, platform updates, and upcoming changes
- Maintain and update operational runbooks, SOPs, and escalation protocols in collaboration with the client
- Optional connectivity setup with VPN, AWS Direct Connect, or transit gateway to the customer's cloud/data center (available at additional cost)
- Optional Disaster Recovery planning and setup (available at additional cost)

D.SLA

Ticket	Incident Category	Description	Response Time
P1	Critical	Critical incident with very high impact, production fully down	1 hr
P2	High	Significant impact to user operations, issue degrading the performance or serviceability of the system	2 hrs
P3	Medium	Any issue which is important but does not require immediate action Issue does not prevent the normal operation of the system	8 hrs
P4	Normal	Any issue which is minor important, and can be processed at lower priority	8 hrs

E. Activities Lists

Name	Env Classification	Classification
Complete runtime outage notification	PROD	P1
Restart the runtime from Boomi platform	PROD	P2
Node outage/detection and notification	PROD	P2
Outage Triage and availability	PROD	P2
Complete runtime outage notification	TEST	P2
Restart the runtime from Boomi platform	TEST	P2
Node outage/ detection and notification	TEST	P3
Outage Triage and availability	TEST	P3
User management	NA	P4
Adhoc audit reports	NA	P4

F. RACI

Task	Responsible	Accountable	Consulted
Infrastructure procurement and setup	United Techno	United Techno	Customer
Infrastructure Installation and Maintenance	United Techno	United Techno	Customer
Boomi runtime installation	United Techno	United Techno	Customer
Boomi runtime restarts	United Techno	United Techno	Customer
Boomi runtime administration	United Techno	United Techno	Customer
User administration	Customer, United Techno	Customer	United Techno
Boomi runtime monitoring	United Techno	United Techno	Customer
Boomi platform release monitoring	United Techno	United Techno	Customer
Outage/Triage support	United Techno	Customer	Boomi
Creation of Datadog Dashboard or native Monitoring Dashboard	United Techno	United Techno	Customer

Defining Alerts for Metrics	United Techno	United Techno	Customer
Implement best practice configurations and tuning	United Techno	United Techno	Customer
Defining the Run book and SOPs Support Levels	United Techno	United Techno	Customer
Define SLA/Communication Protocol	United Techno	United Techno	Customer

G.Access and Assumptions

Customer shall provide United Techno timely access, documentation, contacts to the following services

- Boomi platform to monitor and manage the Boomi runtimes
- Assign role permissions to manage users, actions on the Boomi platform
- Other services required to perform day-to-day activities