

ProcessMind Service Level Agreement

Effective starting: June 24, 2024

Service Level Commitment

ProcessMind is committed to providing a reliable and high-quality service to all our customers. Our Service Level Agreement (SLA) targets a 99.9% uptime for our services, reflecting our dedication to maintaining service availability and performance.

While we strive to achieve this level of service, please note that this SLA is based on a best-effort basis. This means that, in the event of service disruptions, ProcessMind does not offer financial compensation or service credits. Instead, our team will prioritize and address any issues as swiftly as possible to restore service to the agreed-upon levels.

We believe this approach allows us to focus resources directly on service improvement and issue resolution, ensuring that our services remain robust and reliable for all users.