

Klarity Service Description

Ver. 2022-2

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Klarity ImageFactory

Service description

Updated: 06.02.2022

Reviewed: 20.10.2020

Item no.	ImageFactory Components	Detailed Description
1.0	ImageFactory Service definition	ImageFactory service provides automatically updated security hardened images for customers to use in their own cloud deployments in their own cloud environments. Images are updated regularly with security patches and hardening improvements as industry standards evolve.
1.1	Supported images	<p>AWS</p> <ul style="list-style-type: none"> • Ubuntu Server 16.04 LTS • Ubuntu Server 18.04 LTS • Ubuntu Server 20.04 LTS • Red Hat Enterprise Linux 7 • Red Hat Enterprise Linux 7.5 • Red Hat Enterprise Linux 7.6 • Red Hat Enterprise Linux 8 • Red Hat Enterprise Linux 8.2 • CentOS Linux 7 • CentOS Linux 8 • Amazon Linux • Amazon Linux 2 • Amazon Linux 2 (ECS-optimized) • Amazon Linux 2 (EKS-Optimized version 1.14) • SUSE Linux 12 SP5 • SUSE Linux 15 SP2 • Windows Server 2012 R2 • Windows Server 2016 • Windows Server 2016 with SQL Server Enterprise • Windows Server 2016 with SQL Server Standard • Windows Server 2019

		<ul style="list-style-type: none"> • Windows Server 2019 with SQL Server Enterprise • Windows Server 2019 with SQL Server Standard <p>Azure</p> <ul style="list-style-type: none"> • Ubuntu Server 16.04 LTS • Ubuntu Server 18.04 LTS • Ubuntu Server 20.04 LTS • Red Hat Enterprise Linux 7 • Red Hat Enterprise Linux 8 • CentOS Linux 7.8 • CentOS Linux 8.2 • SUSE Linux 12 SP5 • SUSE Linux 15 SP2 • Windows Server 2012 R2 • Windows Server 2016 • Windows Server 2019 <p>GCP</p> <ul style="list-style-type: none"> • Ubuntu Server 16.04 LTS • Ubuntu Server 18.04 LTS • Ubuntu Server 20.04 LTS • Windows Server 2012 R2 • Windows Server 2016 • Windows Server 2019 • Red Hat Enterprise Linux 7 • Red Hat Enterprise Linux 8 • CentOS Linux 7 • CentOS Linux 8 • SUSE Linux 12 • SUSE Linux 15 <p>VMware</p> <ul style="list-style-type: none"> • CentOS Linux 7 • RedHat Enterprise Linux 7.9 • SUSE Linux 12 SP5 • SUSE Linux 15 SP2 • Windows Server 2016 • Windows Server 2019
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		Supported images might change during the term of the agreement due to provider image availability and vendor support.
1.2	Supported hardening	<ul style="list-style-type: none"> • Level 1 • Level 2
1.3	Baseline flow	<ul style="list-style-type: none"> • Customer orders a specific OS hardening level (1 or 2) in the service • ImageFactory takes the order and builds the image according to the hardening rules and possible customizations • ImageFactory makes sure every night the chosen OS is checked for security updates and ImageFactory updates the Image accordingly • The images are copied to the customer cloud environment. • Customer is notified on new images by cloud corresponding event buses
1.4	Supported Clouds	AWS, Azure, GCP, IBM Cloud, VMware
1.5	Customization	<ul style="list-style-type: none"> • Agent installations • Optionally customization of the hardening available on-demand
1.6	Support hours	<ul style="list-style-type: none"> • Polish Local Business Hours (9-18)
1.7	Security update schedule	<ul style="list-style-type: none"> • Images are launched on a regular basis to check and install available security updates using package manager . <ul style="list-style-type: none"> ◦ CentOS doesn't have security update metadata available - all updates are installed weekly.
1.8	Feature requests	<ul style="list-style-type: none"> • New requests are assessed next business day • New operating system can be added to service outside of roadmap via service paid and priced separately 150E/h engineering time - timeline and ability of providing requested image is assessed by Nordcloud
1.9	Service exceptions reporting	<ul style="list-style-type: none"> • Customer notification of Service Exceptions within One Business day of Occurrence / Delay via email

1.10	Reporting	<ul style="list-style-type: none"> ImageFactory provides an ability to generate an hardening audit report in JSON format. The report is available in the UI.
2.0	Customer support channels	<ul style="list-style-type: none"> Jira Service Desk system E-mail hbi@nordcloud.com
2.1	Customer support availability	<ul style="list-style-type: none"> Nordcloud will answer within Next Business Day, within the local business hours.
2.2	Service availability	<ul style="list-style-type: none"> Definition: service considered to be available when it is a) delivering updated images as described in section 1.3 with supported OSES from section 1.1. and levels from section 1.2. at least once a month and customer web interface is available. Service availability is measured separately for web site and for image delivery. Monthly SLA report is available for the Customer on-demand via Customer support
2.3	Service exceptions notifications	<ul style="list-style-type: none"> Customer notification of Service exceptions within one business day of occurrence.
2.4	Service settings backup	<ul style="list-style-type: none"> The image is kept in the system for three months. The three months period starts when the newer image was created.
2.5	Service hours	<ul style="list-style-type: none"> Hardened Base Image web site is available seven days a week, twenty-four hours a day. When images have been delivered to cloud accounts their availability depends on the cloud vendor.
2.6	Service onboarding	<ul style="list-style-type: none"> Customer and Nordcloud agree on image source Customer and Nordcloud agree on Hardening Level Customer and Nordcloud agree on additional SW on the base image Customer and Nordcloud agree on hardening customization Customer and Nordcloud agree on the testing of the image

		<ul style="list-style-type: none"> • Customer and Nordcloud agree on the deployment practises around the image
2.7	Definition of how licenses influencing metrics are measured	<p>OS family is defined as one of:</p> <ul style="list-style-type: none"> • Windows • Redhat • Centos • Ubuntu • Amazon Linux • SLES • Oracle Linux <p>Currently supported versions are listed in section 1.1 The OS family also covers new versions of the same operating system.</p> <p>Cloud is defined to be Amazon Web Services, Azure or GCP or any other cloud defined in section 1.4.</p> <p>Quarter is defined to be Jan-Mar, Apr-June, July-Sep, Oct-Dec.</p>

Klarity AutoPatcher

Service description

Updated: 08.09.2021

Reviewed: 22.06.2020

Item no.	Patching Components	Detailed Description
1.0	Autopatcher service description	Autopatcher is a SaaS service that orchestrates operating system patching leveraging a client installed on target hosts and in accordance to customer defined policies such as patching windows and patching baselines.
1.1	Supported OS families for non-baseline patching	<ul style="list-style-type: none"> ● Windows ● Linux <ul style="list-style-type: none"> ○ Ubuntu ○ Amazon ○ Debian ○ RedHat, RHEL ○ OpenSUSE, SLES ○ CentOS
1.2	Supported OS versions for baseline patching	<ul style="list-style-type: none"> ● Windows Server 2008 - 2019, including R2 versions ● Amazon Linux 2012.03 - 2018.03 Amazon Linux 2 ● CentOS 6.5 - 7.7 ● Ubuntu Server 14.04 LTS, 16.04 LTS and 18.04 LTS
1.3	Scheduling patching actions	<ul style="list-style-type: none"> ● AutoPatcher uses plans to orchestrate patching actions. Plans have patching windows defined, from 1h up to 24h long. If the host is available during the window, the software will take the patching action within the window defined.

1.4	AWS SSM Agent	<ul style="list-style-type: none"> • AutoPatcher uses AWS SSM to access machines during patching events. To make a host accessible for AutoPatcher via SSM you need to install an SSM agent on the machine. • If the Customer uses AWS, AP can utilize SSM Agents registered in the Customer's account
1.5	Target Instances (Scope)	<ul style="list-style-type: none"> • Static Target list (supplied by client) • Dynamic Target list obtained via script or tags (Target instances approved by client)
1.6	Access	<ul style="list-style-type: none"> • Autopatcher can be accessed using web-based UI, Command Line Interface or API
1.7	Real-time notifications	<ul style="list-style-type: none"> • Three types of notification channels are supported: <ul style="list-style-type: none"> ◦ Slack ◦ Email ◦ Pagerduty • Different types of notifications can be sent to different channels. The notification groups (which are customizable by the user) are responsible for the configuration of the process.
1.8	Pre & Post Actions	<ul style="list-style-type: none"> • AutoPatcher provides an ability to execute some custom user-defined actions (a.k.a hooks) on different stages of the patching process (before/after the whole patching, before/after an individual machine patching). • The actual actions to be executed can be implemented as an AWS Lambda or custom webhook. • • By using hooks the user can do things like: <ul style="list-style-type: none"> ◦ start/stop instances ◦ tag instances ◦ create snapshots
1.9	Update logs and details	<ul style="list-style-type: none"> • AutoPatcher uploads the full logs of the update installation process to its S3 bucket and exposes an API to examine them.

1.10	Patching script	<ul style="list-style-type: none"> • By default, AutoPatcher runs <i>AWS-WindowsInstallUpdates SSM</i> document for patching Windows machines and a shell script with an appropriate command (based on distribution type) for Linux. User can specify the custom update command using <ul style="list-style-type: none"> ○ Shell script for Linux ○ PowerShell script for Windows
1.11	Reports	<ul style="list-style-type: none"> • AutoPatcher provides an ability to generate a patching report which describes what packages were installed, updated, or removed on each machine. The reports can be generated in JSON and PDF formats. • Additionally, a report of several patchings (a.k.a bundled report) in PDF format can be generated.
1.12	Dry Run	<ul style="list-style-type: none"> • This option allows the user to run patching without actual update installation - it lists available patches instead.
2.1	Customer support channels	<ul style="list-style-type: none"> • AutoPatcher web-based GUI • E-mail autopatcher@nordcloud.com
2.2	Customer support availability	<ul style="list-style-type: none"> • Nordcloud will answer within Next Business Day, within the local business hours.
2.3	Service Availability	<ul style="list-style-type: none"> • Declared Service Availability* is 99.5% • “Service Availability” means the percentage of minutes in a month that the key components of the Service are operational (includes GUI, API, and Patching Scheduler). • “Service Availability” will not include any minutes of downtime resulting from <ul style="list-style-type: none"> ○ scheduled maintenance (maximum once a month, no longer than 24h a year), ○ events of force majeure, ○ malicious attacks on the system, ○ issues associated with Customer’s computing devices, local area networks or internet service provider connections, or

		<ul style="list-style-type: none"> ○ Nordcloud's inability to deliver services because of Customer's or acts or omissions. ● Monthly SLA report is available for the Customer on-demand via Customer support
2.4	Service Exceptions	<ul style="list-style-type: none"> ● Customer notification of Service Exceptions within One Business day of Occurrence
2.5	Service Settings Backup	<ul style="list-style-type: none"> ● Customer data, setup, and logs in AutoPatcher are backed up with 48H RPO, and snapshots are erased after 30 days. ● Customer settings can be restored from selected RPO snapshot on Customer demand
2.6	Service hours	<ul style="list-style-type: none"> ● Autopatcher is available seven days a week, twenty-four hours a day
2.7	Service Onboarding	<ul style="list-style-type: none"> ● Customer is able to use AutoPatcher self-service ● Nordcloud provides user accounts with different levels (read-only or full-access) for the Customer ● New accounts are created via Customer support ● The Customer has access to User Guide and documentation seven days a week, twenty-four hours a day ● Upon customer request Nordcloud can provide 2h workshop on AutoPatcher in the form of webinar two times years and during the onboarding phase
2.8	License metrics calculation	Host is a machine of which Autopatcher has patched in a given month or has readiness to patch (agent installed and registered to Autopatcher) in a given month.

Klarity AutoBackup

Service description

Updated: 08.07.2021

Item no.	Backup Components	Detailed Description
1.0	AutoBackup service description	<p>AutoBackup is a SaaS service which performs back-up operations for cloud resources according to the customer defined schedule. Operations include taking a back-up copy and maintaining, removing data copies according to defined lifecycle and for some resources copying data to different cloud region than it's source. AutoBackup provides a web interface and API for customer to configure the service.</p>
1.1	AWS Supported resource types	<ul style="list-style-type: none"> ● EC2 instances <ul style="list-style-type: none"> ○ EC2 snapshots contain information about linked EBS volumes (the mounting point of the volume and the volume id), the metadata of the EC2 instance and the list of tags and the list of EBS snapshots (root volume is also included). ● RDS instances <ul style="list-style-type: none"> ○ RDS instances backup is done using native manual snapshots mechanism. ● RDS clusters <ul style="list-style-type: none"> ○ RDS clusters backup is done using native manual snapshots mechanism. ● DynamoDB tables <ul style="list-style-type: none"> ○ DynamoDB backup is implemented using native DynamoDB On-Demand backups and S3 Buckets. ● S3 buckets <ul style="list-style-type: none"> ○ AutoBackup uses AWS cross-region replication to replicate objects stored in S3 buckets. ● Redshift clusters

		<ul style="list-style-type: none"> ○ Redshift backup is done using Redshift built-in (provided by the AWS) manual snapshots mechanism. ● EFS <ul style="list-style-type: none"> ○ The EFS snapshots are stored in the AWS backup vault in the protected account. ● Route 53 <ul style="list-style-type: none"> ○ Route 53 backup is done with snapshots stored in a special S3 bucket in the protected account and they can be replicated to S3 bucket in the vault account.
1.2	AZURE Supported resource types	<ul style="list-style-type: none"> ● VMs <ul style="list-style-type: none"> ○ AutoBackup orchestrates native Azure VMs backup and their RPO.
1.3	GCP Supported resource types	<ul style="list-style-type: none"> ● VMs <ul style="list-style-type: none"> ○ Primary backup is performed by saving metadata about a virtual machine and taking snapshots of all disks attached to the virtual machine. Identifiers of created snapshots are saved alongside with instance metadata.
1.4	Backup RPO	<ul style="list-style-type: none"> ● Users can select Recovery Point Objective (RPO) for the resources they want to backup. Based on the selected RPO settings, the AutoBackup periodically generates lists of backup events describing when, which resources will be backed up. The backup events are generated frequently enough to meet the RPO requirements.
1.5	Snapshot Retention	<ul style="list-style-type: none"> ● The AutoBackup can automatically remove obsolete snapshots. ● User can specify for how many days, snapshots should be retained in the cloud accounts. ● There is also an option to specify a maximum number of snapshots to be retained instead of providing a number of days.

1.6	Snapshot Replication	<ul style="list-style-type: none"> • For the most types of resources which can be backed up using the AutoBackup, the snapshots replication is supported **. • During the replication process snapshots are copied to the other region or account specified by a user. <p>** Excluded are Redshift clusters (without replication)</p>
1.7	Access	<ul style="list-style-type: none"> • Web-based UI • GraphQL based HTTP API
1.8	Real-time notifications	<ul style="list-style-type: none"> • AutoBackup provides real-time notifications for AutoBackup events such as success or failure • Three types of notification channels are supported: <ul style="list-style-type: none"> ◦ Slack ◦ Email ◦ Pagerduty • Different types of notifications can be sent to different channels. The notification groups (which are customizable by the user) are responsible for the configuration of the process.
1.9	Reports	<ul style="list-style-type: none"> • Reports can be obtained using HTTP based API • There is an option to download report from Dashboard level: from current month and last month
2.1	Customer support channels	<ul style="list-style-type: none"> • AutoBackup web-based GUI • E-mail AutoBackup@nordcloud.com
2.2	Customer support availability	<ul style="list-style-type: none"> • Nordcloud will answer within Next Business Day, within the local business hours.
2.3	Service Availability	<ul style="list-style-type: none"> • Declared Service Availability* is 99.5% • “Service Availability” means the percentage of minutes in a month that the key components of the Service are operational (includes GUI, API, and Backup Scheduler). • “Service Availability” will not include any minutes of downtime resulting from

		<ul style="list-style-type: none"> ○ scheduled maintenance (maximum once a month, no longer than 24h a year), ○ events of force majeure, ○ malicious attacks on the system, ○ issues associated with Customer's computing devices, local area networks or internet service provider connections, or ○ Nordcloud's inability to deliver services because of Customer's or acts or omissions. <ul style="list-style-type: none"> ● Monthly SLA report is available for the Customer on-demand via Customer support
2.4	Service Exceptions	<ul style="list-style-type: none"> ● Customer notification of Service Exceptions within One Business day of Occurrence
2.5	Service Settings Backup	<ul style="list-style-type: none"> ● Customer data, setup, and logs in AutoBackup are backed up with 48H RPO, and snapshots are erased after 30 days. ● Customer settings can be restored from selected RPO snapshot on Customer demand
2.6	Service hours	<ul style="list-style-type: none"> ● AutoBackup is available seven days a week, twenty-four hours a day
2.7	Service Onboarding	<ul style="list-style-type: none"> ● Customer is able to use AutoBackup self-service ● Nordcloud provides user accounts with different levels (read-only or full-access) for the Customer ● New accounts are created via Customer support ● The Customer has access to User Guide and documentation seven days a week, twenty-four hours a day ● Upon customer's request, Nordcloud can provide 2h workshop on AutoBackup in the form of webinar 2 times per year and during the initial onboarding phase

2.8.	License metrics calculation	<p>Protected resource definition: a protected resource is</p> <ul style="list-style-type: none">• AWS Virtual machine with EBS volume/volumes• EBS volume• S3 bucket• AWS RDS instance/cluster• AWS Redshift cluster• AWS DynamoDB table• AWS EFS filesystem• AWS Route 53• Azure Virtual machine• GCP Virtual machine <p>50 protected resources example: 30 S3 buckets and 20 AWS virtual machines with EBS volumes.</p> <p>RPO definition. Fees may change based on what is the minimum supported recovery point objective, e.g. how frequently data is protected.</p>
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Klarity Core

Service description

Updated: 09.08.2022

Item no.	Klarity Components	Detailed Description
1.0	Klarity service description	Klarity Core is a multi-cloud platform that brings transparency and visibility to the cloud usage and related costs across multi-cloud and application landscapes. Klarity Core provides cost transparency and their accurate allocation to organizational context together with multi-cloud cloud search consolidated in one Cloud Estate.
1.1	<p>AWS resources with increased metadata visibility.</p> <p>Klarity for AWS supports all resources that appear as line items in AWS Cost and Usage Reports.</p>	<ul style="list-style-type: none"> ● API Gateway ● ASG ● AppSync ● CloudFront ● DynamoDB ● EC2 <ul style="list-style-type: none"> ○ EBS ○ elastic ip ○ instance ○ network interface ○ security group ● EFS ● ELB ● Elasticsearch ● Lambda ● RDS <ul style="list-style-type: none"> ○ cluster

		<ul style="list-style-type: none"> ○ instance ● Redshift ● Route53 ● SNS ● SQS ● S3 ● ECS tasks
1.2	AZURE Supported resource types	<ul style="list-style-type: none"> ● All resources provided by Azure.
1.3	GCP Supported resources types	<ul style="list-style-type: none"> ● bigquery.googleapis.com/Dataset ● bigquery.googleapis.com/Table ● bigtableadmin.googleapis.com/Cluster ● bigtableadmin.googleapis.com/Instance ● bigtableadmin.googleapis.com/Table ● cloudfunctions.googleapis.com/Function ● compute.googleapis.com/Address ● compute.googleapis.com/Autoscaler ● compute.googleapis.com/BackendBucket ● compute.googleapis.com/BackendService ● compute.googleapis.com/Disk ● compute.googleapis.com/Firewall ● compute.googleapis.com/ForwardingRule ● compute.googleapis.com/GlobalAddress ● compute.googleapis.com/HealthCheck ● compute.googleapis.com/HttpHealthCheck ● compute.googleapis.com/HttpsHealthCheck ● compute.googleapis.com/Image ● compute.googleapis.com/Instance ● compute.googleapis.com/InstanceGroup ● compute.googleapis.com/InstanceGroupManager ● compute.googleapis.com/InstanceTemplate ● compute.googleapis.com/Interconnect ● compute.googleapis.com/InterconnectAttachment ● compute.googleapis.com/License ● compute.googleapis.com/Network ● compute.googleapis.com/Project ● compute.googleapis.com/RegionDisk ● compute.googleapis.com/Route ● compute.googleapis.com/Router

		<ul style="list-style-type: none"> ● compute.googleapis.com/SecurityPolicy ● compute.googleapis.com/Snapshot ● compute.googleapis.com/SslCertificate ● compute.googleapis.com/Subnetwork ● compute.googleapis.com/TargetHttpProxy ● compute.googleapis.com/TargetHttpsProxy ● compute.googleapis.com/TargetInstance ● compute.googleapis.com/TargetPool ● compute.googleapis.com/TargetSslProxy ● compute.googleapis.com/TargetTcpProxy ● compute.googleapis.com/TargetVpnGateway ● compute.googleapis.com/UrlMap ● compute.googleapis.com/VpnTunnel ● container.googleapis.com/Cluster ● container.googleapis.com/NodePool ● containerregistry.googleapis.com/Image ● dataproc.googleapis.com/Cluster ● dataproc.googleapis.com/Job ● dns.googleapis.com/ManagedZone ● dns.googleapis.com/Policy ● k8s.io/Namespace ● k8s.io/Node ● k8s.io/Pod ● k8s.io/Service ● pubsub.googleapis.com/Subscription ● pubsub.googleapis.com/Topic ● spanner.googleapis.com/Database ● spanner.googleapis.com/Instance ● sqladmin.googleapis.com/Instance ● storage.googleapis.com/Bucket ● vpcaccess.googleapis.com/Connector
1.4	Supported Clouds	<ul style="list-style-type: none"> ● AWS, Azure, GCP
1.5	Access	<ul style="list-style-type: none"> ● Web-based UI ● APIs
1.6	Notifications	<ul style="list-style-type: none"> ● Klarity provides Cloud Estate scanning notifications available within the UI ● Audit Trail is available on demand

1.7	Reports	<ul style="list-style-type: none"> ● Reports in the .csv format are available within the UI ● Reports can be obtained using APIs
1.8	Organization structures	<ul style="list-style-type: none"> ● Ability to reflect multiple organization structures and attach resources to them
1.9	Resources grouping	<ul style="list-style-type: none"> ● Ability to group resources into environments and environments into applications
1.10	Search	<ul style="list-style-type: none"> ● Klarity provides fast and accurate search of resources, environments, applications, accounts, business units within the Klarity Core including their metadata
1.11	Advanced cost allocation	<ul style="list-style-type: none"> ● Ability to split costs according to organization structure by defining Discovery rules and Mapping rules
1.12	Advanced application discovery	<ul style="list-style-type: none"> ● Ability to map cloud resources to environments based on tags and resource information
1.13	Role Based Access Control	<p>Ability to assign two types of permissions:</p> <ul style="list-style-type: none"> ● Full access - all Klarity functions available and access to all the data ● Restricted access - access to particular applications, limited rights to the functions of adding and editing data settings
2.0	Customer support channels	<ul style="list-style-type: none"> ● Jira Service Desk system ● E-mail klarity@nordcloud.com
2.1	Customer support availability	<ul style="list-style-type: none"> ● Nordcloud will answer within Next Business Day, within the local business hours.

2.2	Service Availability	<ul style="list-style-type: none"> ● Declared Service Availability* is 99.5% ● “Service Availability” means the percentage of minutes in a month that the key components of the Service are operational (includes GUI, API). ● “Service Availability will not include any minutes of downtime resulting from <ul style="list-style-type: none"> ○ scheduled maintenance (maximum once a month, no longer than 24h a year), ○ events of force majeure, ○ malicious attacks on the system, ○ issues associated with Customer’s computing devices, local area networks or internet service provider connections, or ○ Nordcloud’s inability to deliver services because of Customer’s or acts or omissions. ● Monthly SLA report is available for the Customer on-demand via Customer support
2.3	Service Exceptions	<ul style="list-style-type: none"> ● Customer notification of Service Exceptions within One Business day of Occurrence
2.4	Service hours	<ul style="list-style-type: none"> ● Klarity is available seven days a week, twenty-four hours a day

Klarity Support

Updated: 09.08.2022

I. Support Levels

Platinum support

- Technical support for Klarity provided by cloud expert
- Service tickets: 2h reply (business hours)
- Dedicated Customer Success Manager

- Monthly touchpoints + consultancy with Technical Account Manager (up to three 1h sessions per month)
- Unlimited number of members to join meetings (virtual and/or on-site) with Klarity Community
- Unlimited number of members to join interactive online webinars with Klarity Community

Enterprise support

- Technical support for Klarity provided by cloud expert
- Service tickets: 6h reply (business hours)
- Dedicated Customer Success Manager
- Monthly touchpoints + consultancy with Technical Account Manager (up to two 1h sessions per month)
- Up to 5 members to join (virtual and/or on-site) meetings with Klarity Community
- Up to 5 members to join interactive online webinars with Klarity Community

Premium support

- Technical support for Klarity provided by cloud expert
- Service tickets: 10h reply (business hours)
- Dedicated Customer Success Manager
- Monthly touchpoints + consultancy hours with Technical Account Manager (one 1h session per month)
- Up to 3 members to join (virtual and/or on-site) meetings with Klarity Community
- Up to 3 members to join interactive online webinars with Klarity Community

Relaxed support

- Self-service support: based on documentation
- Service tickets: 16h reply (business hours)
- Customer Success Manager
- Issue-based supported with Jira only
- 1 member to join (virtual and/or on-site) meetings with Klarity Community
- 1 member to join interactive online webinars with Klarity Community

II. Klarity Core Onboarding Support (remote)

Klarity Core Onboarding (included)

- Registration and onboarding of the cloud accounts and the billing accounts (included max 4h)
- Klarity value presentation (included max 30 min)

Klarity Delivery Consultancy (mandatory, 8h minimum)



- Cost allocation discovery
 - Setting up customized applications and environments in Klarity
 - Setting up discovery and mapping rules
 - Setting up of business context, budgets and contact persons (optional)
- Consultancy and support with best practice approach during the whole process

Klarity Core Foundation training (recommended)

The training is designed for those who serve a role on a FinOps team or work with these profiles - and who will be using Klarity Core in these roles. You will develop an understanding of Klarity and how it helps you in your FinOps practice areas, as well as how it enhances the business value of your cloud spend.

- Duration: 1 day
- Minimum 5 and maximum 10 participants per session