Bold BI Cloud Edition
Support and Maintenance
Service Level Agreement

Last updated **January 2026**

Confidential information

Onboarding Goal

Standard Support	Premium Support
Short-term help to start using the product *	Long-term, enhanced support, with priority access and personalized service *

- Only with current license

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Onboarding Services

	Standard Support	Premium Support
Kick-off call, introductions, set-up, project analysis	Yes	Yes
Deployment and Configuration	Yes	Yes
Data Modeling	Yes	Yes
Dashboard creation and web-based training	Yes	Yes
Best practice recommendation for first-time users	Yes	Yes
Proof of Concept	Yes	Yes
Application embedding	Yes	Yes
Maintenance and upgrade recommendation	Yes	Yes

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Onboarding Services

	Standard Support	Premium Support
Onboarding support channel	Ticketing system	Priority queue in ticketing system
Personalized assistance with dedicated team	No	Yes
Duration	6 weeks	8 weeks + extension based on use-case *
Datasource connectors	Required datasource only	Required datasource + evaluating feasibility and providing implementation roadmap for unsupported connectors **
Needs analysis and use-case documentation	Yes	Yes
Proactive monitoring with recommendations for current and future use-cases	No	Yes
Onboarding support response times	2 business days***	1 business day ***

- •   Duration as approved by Syncfusion on a case-by-case basis
- **   Inclusion in roadmap is at the sole discretion of Syncfusion
- *** Business day: Monday to Friday excluding local and national holidays

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Release Schedule

- 4 main releases a year

Service Uptime Guarantee

- 99.9% of the time of any calendar month, with exclusions*

- Service status
  https://status.boldbi.com/

*Exclusions: Including and not limited to scheduled maintenance, emergency maintenance, force majeure events or factors outside Syncfusion's reasonable control, customers' network connections, software, or infrastructure, and use of service by the customer in a manner not authorized by the license agreement or recommended best practice

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Support Services

- 24x5 support – easy access through https://boldbi.com/account

- Escalation management for critical issues

- Software updates

- Web and email support

- Live Chat Support.

- WhatsApp Support

- Phone escalation.

- Unlimited Tickets

- Advance Troubleshooting and Web Meetings*

- Access to major and minor upgrades**

*Through remote access only
**Only with current license

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Support Services Level – Support First Contact Response Times

Support First Contact Response Times

Issue Priority	Standard Support	Premium Support
P1 (Critical) first response time	1 business day*	3 calendar hours**
P2 (High) first response time	2 business days*	12 calendar hours**
P3 (Medium / low) first response time	2 business days*	1 business day*

*Business day: Monday to Friday (Sunday to Thursday for countries where those days are considered the standard work week), from 9:00 AM to 6:00 PM local time at the Customer's designated location of Software installation, excluding local and national holidays.

** Calendar Hours: Available 24/7 from Sunday to Sunday.

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Support Service Level - Support Channel and Proactive Guidance

■ Support Channel

Standard Support	Premium Support
Ticketing System	Priority Queue In Ticketing System

■ Proactive Guidance

Standard Support	Premium Support
Reactive Ticket Handling	Reactive Health Checks and Optimization Reviews

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Support Escalation

	Standard Support	Premium Support
Escalation Guaranteed Response	1 business day	6 business hours
Escalation When Guaranteed Response Time Not Met	Yes	Yes
Customer Initiated Escalation At Any Time	Yes	Yes
Dedicated Contact	No	Yes
Escalation Path	Support Team	Direct Escalation to Product Engineering Team Through Dedicated Contact

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Defect Reports

- **Fixes for Confirmed Issues**

  Upcoming release

- **Escalations for fixes**

  Handled on case-by-case basis

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Feature Requests

- **Typical time for implementation if accepted**

  Handled on case-by-case basis

- **Guaranteed feature acceptance**

  No guarantee

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OEM and Embedded Support Coverage

■ **Note**

OEM/Embedded customers are subject to the same SLA, escalation protocols and enterprise-grade support model as other customers. No separate or distinct SLA terms apply specifically to OEM or embedded use cases.

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Product Lifecycle Support

Standard Support	Premium Support
Current version	Current Version

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Legal Indemnification

Standard Support	Premium Support
None	IP Indemnity + Liability Coverage (subject to limits)

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Contract Flexibility

Standard Support	Premium Support
Standard EULA	Negotiable Legal Terms (liability caps, insurance certificates, etc.)

Terms of use

https://www.boldbi.com/legal/terms-of-use

Contact us

https://www.boldbi.com/contact

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