

Service Strategy & Commitments

This page explains **what we deliver, who we serve, and the commitments we make** as an ISO 20000-1:2018 certified IT service provider.

[service-strategy](#), [iso20000](#), [scope](#), [service-delivery](#)

Our Service Value Proposition

Unicis delivers cloud-native GRC (Governance, Risk, Compliance) software to help **EU SMEs navigate complex regulatory frameworks** — NIS2, GDPR, DORA, CRA, ISO 27001.

What we provide:

- Platform for compliance control mapping and management
- Pre-built control libraries for major EU compliance frameworks
- Risk assessment and remediation tracking
- Compliance evidence documentation

What you get:

- Reduce time/cost of compliance program setup (weeks → days)
- Stay compliant with changing regulations
- Demonstrate due diligence to auditors and regulators
- Centralize compliance data in one system

Service Scope (What We Manage)

In Scope (Unicis Responsibility):

- ☐ SaaS Platform (platform.unicis.tech) — application, APIs, user interfaces
- ☐ Self-hosted Infrastructure — servers, databases, security monitoring, backups
- ☐ Deployments & Updates — code review, testing, production releases
- ☐ Customer Support — technical assistance, onboarding, feature guidance
- ☐ Security & Incident Response — vulnerability management, incident handling
- ☐ Uptime & Performance — monitoring, alerting, optimization

Out of Scope (Your Responsibility or Vendor Responsibility):

- ☐ Your data classification or privacy decisions — that's your choice
- ☐ Your compliance obligations — we provide tools; you define your scope
- ☐ Third-party platforms (AWS, Mautic, Dolibarr, GitHub, etc.) — vendors manage their security
- ☐ Your internal access control — you decide who in your org uses Unicis

Our Service Commitments

As an ISO 20000-1 provider, Unicis commits to these measurable targets:

Service Level Indicator	Target	How We Track It
Platform Availability	≥ 99% uptime per month	Status Page / Grafana monitoring
Critical Incident Response (P1)	≤ 2 hours to respond	Incident response log
High Priority Response (P2)	≤ 8 hours to respond	Incident response log
Deployment Success Rate	≥ 99% (no production bugs)	GitHub Actions, incident log
Security Patch Deployment	≤ 7 days for critical vulnerabilities	Vulnerability tracking
Mean Time to Recovery (MTTR)	≤ 4 hours for critical incidents	Incident recovery log

Real-time performance is visible on our [Scorecard](#).

How We Operate

Our service delivery follows **ITIL best practices** (ISO 20000-1 requirement):

Service Design

We design the platform to be:

- Reliable (redundancy, failover)
- Secure (encryption, access control)
- Scalable (handles growth)
- Maintainable (clear code, documentation)

Service Transition

Before every update:

- Code review (multiple eyes)
- Automated testing (catches bugs)
- Staging environment (test before live)
- Gradual rollout (catch issues early)
- Rollback capability (revert if needed)

Service Delivery

After every deployment:

- Monitoring (uptime, performance, security)
- Support available (for customer questions)
- Incident response (rapid for critical issues)
- Backups and disaster recovery
- Access control (who can do what)

Continuous Improvement

We improve based on:

- Metrics (uptime %, response time, deployment success)

- Customer feedback
- Incident investigations (what went wrong? how to prevent?)
- Security audits (annual third-party review)

Service Customers

Primary Target:

- EU SMEs (10–100 employees)
- Operating in regulated industries
- Navigating NIS2, GDPR, DORA, CRA, ISO 27001
- Seeking professional compliance software (not DIY spreadsheets)

Secondary:

- Large enterprises with specific compliance workflows
- EU Project participants
- Consultants/advisors building compliance for clients

Support & Escalation

How to reach us:

Issue Type	Contact	Response Time
—	—	—
Critical Incident (P1)	Support Portal or emergency email	2 hours
Urgent (P2)	Support Portal	8 hours
General Question	Support Portal or Community Discord	24 hours
Sales / Account	sales@unicis.tech	24 hours
Security Question	security@unicis.tech	2 hours

Service Dependencies

Unicis relies on trusted vendors for infrastructure and services:

- **AWS / Hetzner** — Cloud infrastructure (servers, storage, redundancy)
- **Mautic** — Email marketing / lead nurture
- **Dolibarr** — ERP/CRM system
- **GitHub** — Code repository
- **Jitsi** — Video conferencing

All vendors are assessed for security and reliability. See [Trusted Subprocessors](#) for vendor details and contracts.

Approved Service Changes

Service commitments can only be changed by CEO approval. Changes are announced via:

- Email to all active customers
- Announcement in [Community Discord](#)
- Updated on this page (with date and change details)

Last significant change: **N/A (first version)**

Related

- [ISO 20000-1:2018 Certification](#)
- [Service Performance Scorecard](#) — Real-time metrics
- [Trusted Subprocessors](#)
- [How We Review Performance](#)

Questions?

Questions about our service commitments?

→ Email us: **support@unicis.tech**

Last reviewed: October 2026 — next review: Q4 2026

[service-strategy](#), [iso20000](#), [scope](#), [service-delivery](#), [commitments](#)

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