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**

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