

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 (Mautic, Dolibarr, Nextcloud, 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	Link
Platform Availability	≥ 99% uptime per month	Status Page / Grafana monitoring	Scorecard #6
Critical Incident Response (P1)	≤ 2 hours to respond	Incident response log	Scorecard #11
High Priority Response (P2)	≤ 8 hours to respond	Incident response log	Scorecard
Deployment Success Rate	≥ 99% (no production bugs)	GitHub Actions, incident log	Scorecard #14
Security Patch Deployment	≤ 7 days for critical vulnerabilities	Vulnerability tracking	Scorecard #12
Mean Time to Recovery (MTTR)	≤ 4 hours for critical incidents	Incident recovery log	ISO 20000-1

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)

For details, see [ISO 20000-1 Overview](#).

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)

For details, see [ISO 27001 Overview](#) (security) and [Information Security Policy](#).

Continuous Improvement

We improve based on:

- Metrics (uptime %, response time, deployment success) — tracked in [Scorecard](#)
- Customer feedback
- Incident investigations (what went wrong? how to prevent?)
- Security audits (annual third-party review per [ISO 27001](#))

Service Customers

Primary Target:

- EU SMEs (10–100 employees)
- Operating in regulated industries
- Navigating [NIS2](#), [CRA](#), [GDPR](#), DORA, 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

Infrastructure & Service Dependencies

Unicis Platform Hosting:

- **Primary Infrastructure** — Scaleway VPS in Amsterdam (EU only)
- **AI Endpoint & DNS** — OVH (AI processing and domain management)
- Additional EU regions available on request

Integrated Third-Party Services:

- **Mautic** — Email marketing and lead nurture
- **Dolibarr** — ERP/CRM system for accounts and subscriptions
- **Nextcloud** — Document storage and collaboration
- **OpenProject** — Project management and budget tracking

- **FreeScout** — Support ticket management
- **Jitsi** — Video conferencing for 15+ participants
- **GitHub** — Code repository and CI/CD

Data Location:

- Primary services hosted in **Amsterdam, EU (Scaleway)**
- All customer data remains in EU jurisdiction
- Compliant with GDPR, NIS2, and CRA data residency requirements

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

Risk Management

We systematically identify and manage risks to your data and platform availability. See [Risk Assessment Framework](#) for details on our approach.

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, October 2026)**

Standards & Certifications

- [ISO 20000-1:2018](#) — IT Service Management (certification in progress)
- [ISO 27001:2022](#) — Information Security Management (certification in progress)
- [NIS2 Directive](#) — EU cybersecurity requirements
- [CRA Scope](#) — EU cyber resilience requirements
- [GDPR](#) — EU data protection

Related

- [ISO 20000-1:2018 Certification](#) — Service Management System
- [ISO 27001:2022 Certification](#) — Information Security Management
- [Service Performance Scorecard](#) — Real-time metrics
- [Information Security Policy](#) — Security commitment
- [Risk Assessment Framework](#) — How we manage risks
- [Trusted Subprocessors](#) — Vendor details
- [Accountability Chart](#) — Leadership roles
- [Quarterly Planning & Reviews](#) — How we review performance

Questions?

Questions about our service commitments?

→ Email us: **support@unicis.tech**

Navigation

← [Trust Center](#) | [Scorecard](#) →

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

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