



May 21, 2025

Hosting Service Level Agreement (SLA)

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1. Introduction

This Service Level Agreement (SLA) outlines the hosting, support, and security standards provided for the ScalpelConnect platform. Developed in-house, ScalpelConnect is a high-availability digital ecosystem that enables real-time collaboration between healthcare professionals and medical facilities. This SLA governs the hosting environment and performance expectations for production and testing operations.

2. Server Infrastructure Overview

Environment Design

The hosting infrastructure is split into two isolated environments:

- **Live Server (U.S.-Based)** – Designed for **end-user testing** and **real-time production traffic**, this environment is hosted in the United States to ensure optimal response times and latency for the platform's core user base.
- **Production Server (Internal Use)** – Used for **ongoing development**, **feature testing**, and **internal QA validation** prior to deployment on the live environment.

This separation ensures that production workflows are not impacted by internal testing or development changes.

Server Specifications

Server Type	vCPU Cores	RAM	Storage	Snapshots	Bandwidth	Incoming Traffic
Live Server	16 Cores	64 GB	300 GB NVMe / 600 GB SSD	3	32 TB/month	Unlimited
Production Server	8 Cores	24 GB	200 GB NVMe / 400 GB SSD	3	16 TB/month	Unlimited

Both environments are optimized for high availability, redundancy, and performance consistency.

3. Scope of Hosting Services

The infrastructure supports full-stack hosting and DevOps services, including:

- Frontend deployment (Web and Mobile)
- Backend API and server-side logic
- MySQL database configuration and performance tuning
- Secure admin panel access
- Document and credential upload workflows
- Notification systems and messaging infrastructure
- CI/CD integration for continuous deployment

4. Domain-Associated Email Services

The hosting plan includes **unlimited business email accounts** configured on your company's domain (example: noreply@scalpelconnect.com)

- IMAP/SMTP/Webmail access
- Spam filtering and antivirus security
- Mailbox management dashboard
- Daily email backups (30-day retention)
- Option to integrate with external providers like Google Workspace or Microsoft 365

5. Service Availability

We guarantee **99.9% uptime** across all user-facing modules, including:

- Job and contract workflows
- Messaging and video conferencing
- Credential verification
- Weekly timesheets and payroll modules
- Healthcare provider and facility dashboards

6. Support and Escalation Matrix

Severity Level	Description	Response Time	Resolution Time
P1 – Critical	Full system outage or data integrity issue	15 min	4 hours
P2 – High	Core features down or severely impacted	30 min	8 hours
P3 – Medium	Performance lag or partial feature failure	2 hours	48 hours
P4 – Low	Cosmetic/UI requests or non-urgent tasks	24 hours	Best Effort

Support is available 24/7 through an on-call DevOps rotation and project escalation tree.

7. Data Security and Privacy

- AES-256 encryption at rest
- TLS 1.2+ encryption in transit
- Multi-factor authentication (MFA) for admin access
- Role-Based Access Control (RBAC)
- Nightly backups with 30-day retention
- Access logs and intrusion detection

8. Monitoring and Logging

- 24/7 server health monitoring
- Application performance insights and alerts
- Daily error log aggregation
- Weekly uptime and system load reports
- Proactive resource utilization tracking
- Incident tracking and auto-escalation

9. Platform Compatibility

Fully compatible and optimized to run ScalpelConnect's technology stack:

- **Frontend:** React Native (Mobile), ReactJS (Web)
- **Backend:** PHP (Laravel Framework)
- **Database:** MySQL
- **Admin Panel:** PHP-based interface with secured role management
- **Document Handling:** Secure credential/document upload and access workflows
- **3rd Party Integrations:**
 - **Firebase** (Push notifications, analytics, authentication)
 - **Google Maps APIs** (Location services, geofencing)
 - **Google Analytics** (Traffic insights and engagement tracking)

10. Service Packages and Pricing

Package Tier	Duration	Price (USD)	Description
Premium Annual Plan	1 Year	\$10,500	Full DevOps and hosting support for 12 months.
Enterprise Biannual	2 Years	\$16,000	Extended SLA and discounted long-term infrastructure support.

Both Packages Include:

- Live and Production environment setup
- Unlimited domain-associated emails
- Full-stack DevOps support and CI/CD pipelines
- Daily backups and OS security patching
- SSL Certificates and domain firewall configuration
- Infrastructure scaling and tuning
- 24/7 incident response and monitoring
- Monthly performance reviews and optimization reports

11. SLA Review & Amendment

This SLA is reviewed:

- Annually or semi-annually based on the plan
- Following major platform updates
- After critical incident reviews
- Upon significant infrastructure changes

All updates require mutual consent between The App Founders and ScalpelConnect.

12. Cost Summary & Validity

The costs defined above are locked for the duration of the selected plan and are subject to renewal upon expiration. Any infrastructure upgrades beyond this SLA will be separately scoped and billed.

13. Approval

This SLA governs the hosting infrastructure and operational reliability of ScalpelConnect and is mutually agreed upon by the parties below.

To be filled by Client

Full Name: Joe Meyer & Cindy Meyer

Company Name: ScalpelConnect

Date:

Signature