# ORBIS SERVICE LEVEL DOCUMENT:

## What the service is:

Orbis is the world's most powerful comparable data resource on private companies. It has information on over 375 million companies.

Use Orbis to find, analyse and compare companies, internationally, for better decision making and increased efficiency. Integrate Orbis into your CRM to enrich and refresh your data. Regional versions available.

## The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

Bureau van Dijk ("BvD") is committed to being prepared to quickly recover and resume operations in the event of a significant business interruption.

Resilience and Disaster Recovery Planning is in place to ensure the technology and systems to support the recovery processes for critical business functions.
There is a disaster recovery team in place that is responsible for mobilizing and managing the recovery process. The ensure disaster recovery procedures are rehearsed and tested.

BvD has identified the applications that are critical to our business. These applications are implemented in separate production and recovery data centres using industry-standard practices to switch data from the production site to the recovery site without loss of data and minimum downtime. This will be reviewed as part of the Business Continuity Plan implementation.
Disaster Recovery Planning activities are not limited to recovery but ensures that production environments are designed from a technology and systems perspective to support the recovery processes for critical business functions, this may include using redundant processing capacity at other locations. Other activities include;

> » Providing remote-access facilities so that key employees can work from home or from non-office locations in the event their primary workplace was disrupted or made inaccessible.

> » Contracting with reputable technology firms specializing in rapid restoration of telecommunications systems, and recovery of software and data assets.

> » Obtaining contractual assurances from certain key vendors that they have business continuity plans.

Being part of a top tier financial services and information provider, we take our commitment to our clients very seriously. We continue to seek ways to improve our preparedness as we recognize new methods to manage business disruption risks, and to coordinate recovery efforts throughout the firm.

If you have further questions regarding BvD efforts in this area, please contact bvd@bvdinfo.com.

## Onboarding and Implementation:

Bureau van Dijk's structured implementation approach ensures that our projects are aligned with our customers' business strategy so they can quickly achieve all benefits of the BvD Solution.

Each customer will have a dedicated team that will cover the following aspects; front line support (helpdesk), training, and commercial account management. Each one of these roles provides a key element, and together will ensure the customer has the best support possible.

Bureau van Dijk's support team will always try to help our customers get the most out of the solution they have purchased. Throughout the contract length, our teams of account managers and helpdesk support will help identify more within the solution and share new ways to utilise the database.

Access to the system is controlled by usernames and passwords. Who these are attributed to is controlled by our back-end administration site and the users will be sent an email directly containing their login details. Users can be deleted and added on the administration site and passwords can be updated/reset. Anyone who does not have a username/password will not be able to access the system.

The admin site can be accessed and controlled by the client and/or Bureau van Dijk.

Within the admin site it is also possible to monitor usage statistics e.g. how frequently users are logging in to the system, how much data they are accessing.

Users will access Orbis via a URL which will take them to a user interface, each individual user will log into using their unique email and password. Through this interface, users will have access to all functionality including search criteria, individual company reports, and the tools section which they will be able to access quickly and easily.

Availability of serviced is 99.5%.

## After sales support

1. Support and training will be provided by a designated account manager. The account manager will be on-hand to answer any questions around access/use of the Orbis interface, if there are any more technical data questions that the account manager is unable to answer, they will involve the help desk/product specialists.

2. You will also have access to the help desk for any questions they may have. This team can be reached at help@bvdinfo.com. Email support is available 24/7. Phone support is available 8:30am – 6pm UK hours.

3. There are further resources available within Orbis itself such as walk-through guides and a comprehensive help section.

**<u>Technical requirements</u>**

BvD's platforms will work with Internet Explorer (IE10 upwards) Google Chrome and Firefox.