

SLA & Deliverables Access

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Service Level Agreement (SLA) Overview

Coverage

All GrintOps services (except OSaaS Starter) are covered under SLA. Scope includes:

- Response time to support requests
- Uptime guarantees for active services
- Delivery timeline for reports

SLA Tiers

Plan	Response Time	Report Delivery	Uptime Commitment
Starter	≤ 48h	5-7 days	N/A
Pro	≤ 24h	3-5 days	99.5%
Enterprise	≤ 12h	1-3 days	99.9%

“ Enterprise plans may request custom SLA terms.

Deliverable & Report Timeline

Standard Deliverables

Each GrintOps service includes standardized outputs depending on the tier and scope.

Security Engineering

- **VAaaS (Vulnerability Assessment)**

PDF/HTML report with CVSS scoring, affected components, and remediation steps.

- **PTaaS (Penetration Testing)**

Technical & executive report, risk prioritization, attack path simulation (PDF/HTML), retesting summary (Pro+ only).

- **PSaaS (Phishing Simulation)**

Campaign summary, open/click report, awareness scoring, learning material download (PDF/CSV/JSON).

Platform Engineering

- **DOaaS (DevOps as a Service)**

CI/CD architecture diagram, config audit summary, deployment logs (Pro+), IaC validation result.

- **DSOaaS (DevSecOps)**

Code scan results (SAST/DAST), container image scan, supply chain risk summary, GitOps security posture report.

- **COaaS (CloudOps)**

Infrastructure provisioning logs, resource inventory (PDF/Excel), monitoring config snapshot, policy enforcement summary.

Products

- **OSaaS (Open Source as a Service)**

- For Business Stack: Admin guide, initial config, permission matrix (PDF).
- For Infra Stack: Deployment log, user access notes, hardening checklist (Enterprise only).

Timeline by Service

Service	Delivery SLA
VAaaS	2-4 working days
PTaaS	3-5 working days
PSaaS	1-3 working days
DOaaS	3-7 working days
DSOaaS	5-7 working days
COaaS	3-5 working days
OSaaS	1-2 working days post-setup

“ Note: SLA applies after onboarding, provisioning, and access have been completed by the client.

Accessing Reports & Historical Data

Where to Find Reports

- Log in to portal.grintops.com
- Navigate to **Reports** section
- Filter by service, date, or status

Report Retention Policy

Plan	Access Period (after expiry)
Starter	14 days
Pro	30 days
Enterprise	90 days (archived)

Export Formats

- PDF (standard)
- HTML (interactive)
- JSON (optional, Pro+ only)

“ Enterprise plans can request full raw logs or custom dashboards.

Custom SLA & Scope Adjustments

When to Request Custom SLA

- Business-critical systems
- Government & compliance-regulated entities
- Need for faster turnaround or integration SLAs

Scope Adjustments May Include

- Extended monitoring window
- Overnight delivery for urgent assessments
- Integration into internal systems (via API or GitOps)

Request Process

1. Contact sales@grintops.com or open a request via portal
2. Proposal reviewed within 2-3 working days
3. Sign SLA Addendum before activation

SLA & Deliverables – FAQ

Q: Can I request a specific report format (e.g. DOCX)?

A: Yes, upon request in Pro/Enterprise plans.

Q: What happens if SLA is breached?

A: You may request SLA credit or refund based on agreement.

Q: Is real-time reporting supported?

A: Only on Enterprise plans with API or integrated dashboard setup.

Q: Can I extend the report retention window?

A: Yes, request via portal under Settings → Retention Policy.