

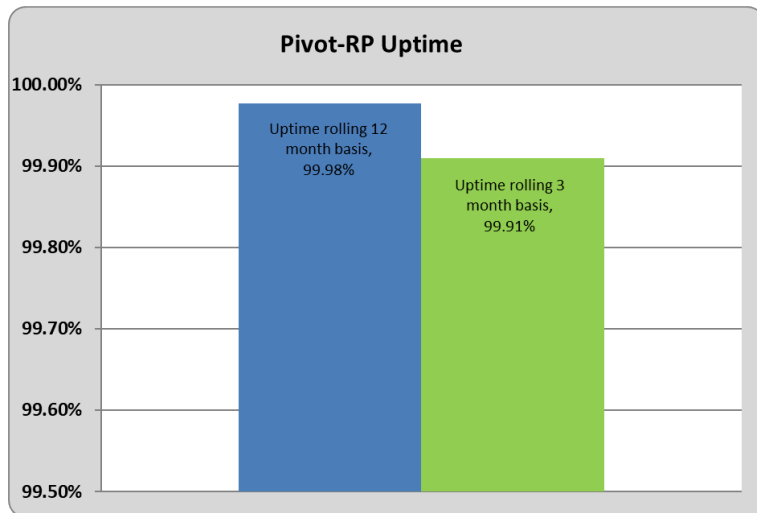
## Pivot -RP - Q1 2026

Uptime Quarterly Reports are published each quarter to provide a comprehensive view of our uptime performance as measured over the last three (3) months and over the last twelve (12) months. The report measures our performance as defined in the Service Level Agreement.

**The uptime measured on a rolling 12 month basis April 2025 to March 2026 is 99.98%**

**The uptime measured on a rolling 3 month basis January 2026 - March 2026 is 99.91%**

Please note our System Uptime Status page, which allows our customers to view the current status of their instance/ environment at any time, using the following link: <http://status.exlibrisgroup.com>



## Unscheduled downtime incidents in Q1 2026

Date	Start time [CET]	End time [CET]	Duration (minutes)	Description
January 26, 2026	09:59 AM	11:15 AM	76	<p>On January 26, 2026, the Pivot application experienced an outage due to a loss of connectivity to its dependent AGAI service.</p> <p>This connectivity failure resulted in timeouts between the Pivot production environment and AGAI service, making the application unavailable to users.</p> <p>The issue was caused due to a cloud routing change during migration activities, where required network routes were not properly advertised to the correct data centers, causing timeouts and failed connectivity.</p> <p>The issue was identified through internal monitoring systems, and service was restored after the missing network route was added to the affected subnet.</p> <p>Clarivate has taken the following action and preventive measures to avoid such an occurrence in future:</p> <ul style="list-style-type: none"> <li>Strengthening validation controls for cloud routing changes during migration activities to ensure all required routes are correctly advertised before completion.</li> <li>Enhancing pre-deployment network checks across dependent services and data centers to detect missing connectivity paths earlier.</li> <li>Expanding monitoring coverage to include specific dependency reachability checks between critical applications and internal platform services.</li> <li>Updating operational change procedures to include explicit dependency verification for AI-backed services such as AGAI.</li> </ul>

## Scheduled downtimes during maintenance windows in Q1 2026

Start Date	Day of Week	Start Time [CET]	End Time [CET]	Duration (Minutes)
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# Total unscheduled downtime minutes during the past 12 months

Quarter	Total unscheduled downtime in Quarter (minutes)
Q2 2025	0
Q3 2025	0
Q4 2025	43
Q1 2026	76

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## How is Uptime Calculated?

The uptime calculation is based on the following calculation (as defined in the Service Level Agreement):

**"Uptime"** means the total period in minutes during which the Service is available for access and use during this period.

**"Uptime Percentage"** means Uptime expressed as a percentage, calculated by the following formula:

$$\text{Uptime Percentage} = X / (Y - Z) \times 100$$

Where:

X = Uptime

Y = Last 12 months period

Z = The duration (in minutes) of any SLA Exclusions\* during these 12 months

\*SLA exclusions are defined in the contract SLA (e.g. Scheduled maintenance, etc.)

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## Further Information

If you have any queries on the information within this report please contact Ex Libris through your usual channel.

April 13, 2019April 13, 2019