Post-Market Monitoring Plan**Post-Market Monitoring Plan**

SolaraCloud AI LLC — SolaraIMPACT Platform | EU AI Act ComplianceSolaraCloud AI LLC — SolaraIMPACT Platform | EU AI Act Compliance

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SECTION 1: PURPOSE**SECTION 1: PURPOSE**

This Post-Market Monitoring Plan establishes SolaraCloud AI LLC's systematic approach to monitoring the SolaraIMPACT platform's real-world performance following deployment. It supports SolaraCloud AI LLC's obligations as a Provider under the EU AI Act and reflects best practices for responsible AI deployment.This Post-Market Monitoring Plan establishes SolaraCloud AI LLC's systematic approach to monitoring the SolaraIMPACT platform's real-world performance following deployment. It supports SolaraCloud AI LLC's obligations as a Provider under the EU AI Act and reflects best practices for responsible AI deployment.

SECTION 2: MONITORING SCOPE**SECTION 2: MONITORING SCOPE**

This plan covers:This plan covers:

- AI output quality and accuracyAI output quality and accuracy
- User-reported issues and complaints regarding AI outputsUser-reported issues and complaints regarding AI outputs
- System availability and performanceSystem availability and performance
- Security incidents with potential AI-related impactSecurity incidents with potential AI-related impact
- Changes in underlying AI model behaviour (following provider updates)Changes in underlying AI model behaviour (following provider updates)
- Compliance with EU AI Act obligations on an ongoing basisCompliance with EU AI Act obligations on an ongoing basis

SECTION 3: MONITORING MECHANISMS**SECTION 3: MONITORING MECHANISMS**

3.1 Automated Infrastructure Monitoring**3.1 Automated Infrastructure Monitoring**

- Azure Monitor: Real-time monitoring of all Azure Container Apps, Cosmos DB, Redis, and Container Registry servicesAzure Monitor: Real-time monitoring of all Azure Container Apps, Cosmos DB, Redis, and Container Registry services
- Uptime monitoring: Targeting 99.5% monthly availability; alerts triggered on degradationUptime monitoring: Targeting 99.5% monthly availability; alerts triggered on degradation
- Error rate monitoring: Application-level error rates tracked; anomalies trigger engineering reviewError rate monitoring: Application-level error rates tracked; anomalies trigger engineering review

- Token consumption monitoring: LLM API usage tracked per user, module, and providerToken consumption monitoring: LLM API usage tracked per user, module, and provider

3.2 User Feedback Collection**3.2 User Feedback Collection**

- In-platform feedback: Users can rate job outputs (thumbs up/down) and submit free-text feedbackIn-platform feedback: Users can rate job outputs (thumbs up/down) and submit free-text feedback
- Direct support channel: contact@solaracloud.ai for escalated issuesDirect support channel: contact@solaracloud.ai for escalated issues
- Customer success reviews: Quarterly reviews with enterprise customers covering platform performanceCustomer success reviews: Quarterly reviews with enterprise customers covering platform performance
- Onboarding feedback: Post-onboarding surveys for new customersOnboarding feedback: Post-onboarding surveys for new customers

3.3 Output Quality Monitoring**3.3 Output Quality Monitoring**

- Sample review: SolaraCloud AI LLC conducts periodic internal review of anonymized output samples across modulesSample review: SolaraCloud AI LLC conducts periodic internal review of anonymized output samples across modules
- Accuracy assessment: Assessment against known-good outputs for key modules (quarterly)Accuracy assessment: Assessment against known-good outputs for key modules (quarterly)
- Prompt effectiveness review: Evaluation of module prompts when output quality issues are identifiedPrompt effectiveness review: Evaluation of module prompts when output quality issues are identified

3.4 LLM Provider Monitoring**3.4 LLM Provider Monitoring**

- Model update tracking: Monitor Anthropic, OpenAI, Google, and xAI release notes for model changes that may affect SolaraIMPACT output qualityModel update tracking: Monitor Anthropic, OpenAI, Google, and xAI release notes for model changes that may affect SolaraIMPACT output quality
- API behaviour changes: Monitor for changes in API response patterns, safety filters, or content policiesAPI behaviour changes: Monitor for changes in API response patterns, safety filters, or content policies
- Compliance updates: Monitor provider trust pages for changes to SOC 2, certifications, or data handling policiesCompliance updates: Monitor provider trust pages for changes to SOC 2, certifications, or data handling policies

3.5 Regulatory Monitoring**3.5 Regulatory Monitoring**

- EU AI Act guidance: Monitor European AI Office publications, guidance documents, and implementing actsEU AI Act guidance: Monitor European AI Office publications, guidance documents, and implementing acts
- Supervisory authority communications: Monitor relevant data protection and AI authorities for guidanceSupervisory authority communications: Monitor relevant data protection and AI authorities for guidance
- Industry working groups: Participation in AI compliance communities relevant to SaaS providersIndustry working groups: Participation in AI compliance communities relevant to SaaS providers

SECTION 4: INCIDENT CLASSIFICATION AND RESPONSE**SECTION 4: INCIDENT CLASSIFICATION AND RESPONSE**

4.1 Severity Classification**4.1 Severity Classification**

Priority**Priority**	Description**Description**	Response Time**Response Time**	Escalation**Escalation**
P1**P1**	Service outage / data breach / AI output causes demonstrable harmService outage / data breach / AI output causes demonstrable harm	Immediate (within 1 hour)Immediate (within 1 hour)	CEO + Engineering LeadCEO + Engineering Lead
P2**P2**	Significant output quality degradation / security vulnerability / persistent errorsSignificant output quality degradation / security vulnerability / persistent errors	Within 4 hoursWithin 4 hours	Engineering LeadEngineering Lead
P3**P3**	Individual user complaints / minor output issues / non-critical anomaliesIndividual user complaints / minor output issues / non-critical anomalies	Within 24 hoursWithin 24 hours	Customer SuccessCustomer Success

P4**P4**	General feedback / enhancement requests / low-impact issuesGeneral feedback / enhancement requests / low-impact issues	Within 5 business daysWithin 5 business days	Customer SuccessCustomer Success

4.2 AI-Specific Incident Triggers**4.2 AI-Specific Incident Triggers**

The following events trigger the AI Incident Response Procedure:The following events trigger the AI Incident Response Procedure:

- AI output contains factually harmful misinformationAI output contains factually harmful misinformation
- AI output generates content violating provider terms or applicable lawAI output generates content violating provider terms or applicable law
- Unexpected change in output quality across multiple users/modulesUnexpected change in output quality across multiple users/modules
- AI provider reports security or data handling incidentAI provider reports security or data handling incident
- User reports that AI output caused or nearly caused a compliance breachUser reports that AI output caused or nearly caused a compliance breach

SECTION 5: METRICS AND KEY PERFORMANCE INDICATORS**SECTION 5: METRICS AND KEY PERFORMANCE INDICATORS**

5.1 Performance KPIs (monitored monthly)**5.1 Performance KPIs (monitored monthly)**

KPI**KPI**	Target / Description**Target / Description**
Platform UptimePlatform Uptime	Target ≥ 99.5%Target ≥ 99.5%
Job Completion RateJob Completion Rate	Target ≥ 99%Target ≥ 99%
Avg Job Execution TimeAvg Job Execution Time	Per module trackingPer module tracking
API Error RatesAPI Error Rates	Per LLM provider trackingPer LLM provider tracking

User-Reported IssuesUser-Reported Issues	Quality issues per monthQuality issues per month
AI-Related ComplaintsAI-Related Complaints	Received and resolved monthlyReceived and resolved monthly
AI Incidents (P1/P2)AI Incidents (P1/P2)	Count and resolution timeCount and resolution time

5.2 Compliance KPIs (reviewed quarterly)**5.2 Compliance KPIs (reviewed quarterly)**

- Number of AI-related user complaints received and resolvedNumber of AI-related user complaints received and resolved
- Number of AI incidents (P1/P2) and time to resolutionNumber of AI incidents (P1/P2) and time to resolution
- Status of LLM provider certifications (SOC 2, ISO 27001)Status of LLM provider certifications (SOC 2, ISO 27001)
- Status of SolaraCloud AI LLC's own SOC 2 certificationStatus of SolaraCloud AI LLC's own SOC 2 certification
- EU AI Act compliance review completion statusEU AI Act compliance review completion status

SECTION 6: REPORTING**SECTION 6: REPORTING**

6.1 Internal Reporting**6.1 Internal Reporting**

- Monthly: Engineering dashboard review (uptime, error rates, performance KPIs)Monthly: Engineering dashboard review (uptime, error rates, performance KPIs)
- Quarterly: Compliance KPI review presented to CEOQuarterly: Compliance KPI review presented to CEO
- Annually: Full post-market monitoring report compiled for EU AI Act compliance fileAnnually: Full post-market monitoring report compiled for EU AI Act compliance file

6.2 External Reporting**6.2 External Reporting**

- To customers: Material platform changes communicated per Terms & Conditions (30 days notice for material changes)To customers: Material platform changes communicated per Terms & Conditions (30 days notice for material changes)

- To regulators: Available upon request; SolaraCloud AI LLC maintains records sufficient to demonstrate complianceTo regulators: Available upon request; SolaraCloud AI LLC maintains records sufficient to demonstrate compliance
- AI incidents: Reported to relevant authorities where required by EU AI Act or GDPR (within applicable timeframes)AI incidents: Reported to relevant authorities where required by EU AI Act or GDPR (within applicable timeframes)

SECTION 7: CONTINUOUS IMPROVEMENT**SECTION 7: CONTINUOUS IMPROVEMENT**

Findings from post-market monitoring are used to:Findings from post-market monitoring are used to:

- Update module prompts and configurationsUpdate module prompts and configurations
- Adjust platform safety guardrailsAdjust platform safety guardrails
- Inform provider selection and model choicesInform provider selection and model choices
- Update this Monitoring Plan and other compliance documentationUpdate this Monitoring Plan and other compliance documentation
- Contribute to the annual EU AI Act compliance reviewContribute to the annual EU AI Act compliance review

SECTION 8: DOCUMENT CONTROL**SECTION 8: DOCUMENT CONTROL**

Document Owner: Mykhaylo Antonovych, CEODocument Owner: Mykhaylo Antonovych, CEO

Effective Date: March 2026Effective Date: March 2026

Next Review: March 2027 (or following any P1/P2 AI incident)Next Review: March 2027 (or following any P1/P2 AI incident)

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