

## Cloud Services

The Software AG entity referred to below is the holder of distribution and/or exploitation rights relating to the cloud services set out in this Cloud Services Description (together hereinafter referred to as “**the Cloud Services**”). The access and use by the Customer of the Cloud Services is governed by the terms and conditions set out in the Trial Cloud Services Click-Wrap Agreement to which this Cloud Services Description is attached. In the event of any conflict the terms and conditions set out below in this Cloud Services Description shall prevail over those set out in the Trial Cloud Services Click-Wrap Agreement.

Cloud Services			
Cloud Service Name	Quantity and Usage Metric	Product Code	Usage
ARIS Cloud Adv - Desgn (Hosted in AP) on Hosted Software	1 Named User	YPLEA	Production
ARIS Cloud Adv - Vwr (Hosted in AP) on Hosted Software	1 Viewer	YPLBA	Production

ARIS Advanced Cloud Service Information	
General Information	Environment: Public Cloud Customer Account Base Operating Model: Linux Operating System + DBMS Base Operating System Details: Ubuntu Server, Oracle
Infrastructure Services	AWS: EC2, RDS, S3
Service Availability	99.50%
Service Access Option	The Customer may access a java client by download via the web for ARIS Designer/Architect or, if needed for performance reasons, choose a fat client installation option (in which case the Customer shall be responsible for keeping the relevant associated fat client software versions up to date)
Data Storage Location	AP Sydney
Standard Maintenance Window	Mon - Fri 5am - 7am CET/CET +1; Sat - Sun 8am - 12am CET/CET +1 upon 1 week notice
Optional Maintenance Window	N/A
Data Backup	Frequency: Daily, with 5 days rolling backups Data Backup Location: Same AWS region as the Data Storage Location referred to above but different AWS availability zone Recovery Point Objective 24h based on daily backups Recovery Time Objective: 12h

Licence Metrics	
Named User	Use by the Customer of the Cloud Services whose Usage Metric is indicated as 'Named User' above is limited to use by a total number of users which does not exceed the licensed number indicated above. For these purposes a 'user' means a uniquely identified individual employee of the Customer, entity, device, or process that accesses, operates, or maintains such Cloud Services.

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Viewer	Use by the Customer of the Cloud Services whose Usage Metric is indicated as 'Viewer' above is limited to use by a total number of viewers which does not exceed the licensed number indicated above. For these purposes a 'viewer' means a Registered User who has only the ability to view database or application content and a 'user' means a uniquely identified individual employee of the Customer, entity, device, or process that accesses, operates, or maintains such Cloud Services.
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