

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. Any contrary or additional terms and conditions included in any purchase order or similar document (printed or online) related to this Order Form will be invalid and non-binding, even if received, accepted, approved, or signed by a Party.

Cloud Services			
Cloud Service Name	Quantity and Usage Metric	Product Code	Usage
ARIS Cloud Enterpr. - Base (size S) on Hosted Software*	1 x Each	YPLB1	Production/Test
ARIS Cloud Enterpr. - Base (size M) on Hosted Software*	1 x Each	YPLB2	Production/Test
ARIS Cloud Enterpr. - Base (size L) on Hosted Software*	1 x Each	YPLB3	Production/Test
ARIS Cloud Enterpr. - Base (size XL) on Hosted Software*	1 x Each	YPLB4	Production/Test
ARIS Cloud Enterpr. - Base (size XXL) on Hosted Software*	1 x Each	YPLB5	Production/Test
ARIS Cloud Enterpr. - Base (size XXXL) on Hosted Software*	1 x Each	YPLB6	Production/Test
*Note: Customer will choose one size of YPLB			
ARIS Enterpr. - Admin on Hosted Software comprising:	1 x Named User	YSPAA	Production/Test
- ARIS Architect on Hosted Software	1 x Named User	YAA	Production/Test
- ARIS Architect EP Access on Hosted Software	1 x Named User	YAAAC	Production/Test
- ARIS Architect EP Business Strategy on Hosted Software	1 x Named User	YAABS	Production/Test
- ARIS Architect EP EAM on Hosted Software	1 x Named User	YAAIT	Production/Test
- ARIS Architect EP webM Integration on Hosted Software	1 x Named User	YAAME	Production/Test
- ARIS Architect EP Test Designer on Hosted Software	1 x Named User	YAATD	Production/Test
- ARIS Connect Designer EP Aware User on Hosted Software	1 x Named User	YCSDA	Production/Test
- ARIS Connect Designer on Hosted Software	1 x Named User	YCSDC	Production/Test
- ARIS Risk CM Contribute User on Hosted Software	1 x Named User	YRCCO	Production/Test
ARIS Enterpr. - Designer on Hosted Software comprising:	1 x Named User	YSPDE	Production/Test
- ARIS Designer on Hosted Software	1 x Named User	YAD	Production/Test
- ARIS Designer EP Business Strategy on Hosted Software	1 x Named User	YADBS	Production/Test
- ARIS Designer EP EAM on Hosted Software	1 x Named User	YADIT	Production/Test
- ARIS Designer EP Test Designer on Hosted Software	1 x Named User	YADTD	Production/Test
- ARIS Connect Designer EP Aware User on Hosted Software	1 x Named User	YCSDA	Production/Test
- ARIS Connect Designer on Hosted Software	1 x Named User	YCSDC	Production/Test
- ARIS Risk CM Contribute User on Hosted Software	1 x Named User	YRCCO	Production/Test
ARIS Enterpr. - Enterprise Server on Hosted Software comprising:	1 x Tenant	YSPES	Production/Test
- ARIS Architect EP Process Governance on Hosted Software	100 x Named User	YAAPG	Production/Test
- ARIS Connect Server on Hosted Software	1 x Tenant	YCS	Production/Test
- ARIS Connect Server Alfabet Interoperab. on Hosted Software	1,000 x Concurrent User	YCSAL	Production/Test
- ARIS Connect Server EP Aware Base on Hosted Software	1 x Tenant	YCSAW	Production/Test
- ARIS Connect Server EP Process Govern. on Hosted Software	1 x Tenant	YCSPG	Production/Test
- ARIS Accelerators for GDPR on Hosted Software	1 x Each	YRCDA	Production/Test
ARIS Enterpr. - Ext: 3rd Party Integr. on Hosted Software comprising:	1 x Administrative User	YSPIN	Production/Test
- ARIS Connect Server EP API System Access on Hosted Software	1 x Administrative User	YCSSA	Production/Test
ARIS Enterpr. - Ext: Prem. Doc. Storage on Hosted Software comprising:	1 x Tenant	YSPDS	Production/Test
- ARIS Connect Server EP ADS large-scale on Hosted Software	1 x Tenant	YCSZX	Production/Test
ARIS Enterpr. - Ext: Risk and Compliance on Hosted Software comprising:	1 x Named User	YSPRC	Production/Test
- ARIS Risk and Compliance Manager on Hosted Software	1 x Each	YRC	Production/Test
- ARIS Risk CM Administration on Hosted Software	1 x Each	YRCAD	Production/Test
- ARIS Risk CM Audit Management on Hosted Software	1 x Each	YRCAM	Production/Test
- ARIS Risk CM Regulatory Change Mgmt. on Hosted Software	1 x Each	YRCCM	Production/Test
- ARIS Risk CM Deficiency Management on Hosted Software	1 x Each	YRCDM	Production/Test
- ARIS Risk CM Incident Loss Management on Hosted Software	1 x Each	YRCIL	Production/Test
- ARIS Risk CM Issue Management on Hosted Software	1 x Each	YRCIM	Production/Test
- ARIS Risk CM Incident Management on Hosted Software	1 x Each	YRCIN	Production/Test
- ARIS Risk CM Admin. Operate User on Hosted Software	1 x Named User	YRCOP	Production/Test
- ARIS Risk CM Policy Management on Hosted Software	1 x Each	YRCPM	Production/Test
- ARIS Risk CM Operational Risk Mgmt. on Hosted Software	1 x Each	YRCRM	Production/Test

- ARIS Risk CM Survey Management on Hosted Software	1 x Each	YRCSM	Production/Test
- ARIS Risk CM Sign Off Management on Hosted Software	1 x Each	YRC SO	Production/Test
- ARIS Risk CM Test Management on Hosted Software	1 x Each	YRCTM	Production/Test
ARIS Enterpr. - Ext: SAP Solution on Hosted Software comprising:	1 x Tenant	YSPSA	Production/Test
- ARIS Architect EP for SAP Solutions on Hosted Software	999 x Named User	YAAPD	Production/Test
- ARIS Architect EP Test Designer on Hosted Software	999 x Named User	YAATD	Production/Test
- ARIS Connect Server EP for SAP EnableNow on Hosted Software	1 x Tenant	YCSEN	Production/Test
- ARIS Connect Designer EP for SAP Solut. on Hosted Software	999 x Named User	YCSPD	Production/Test
ARIS Enterpr. - Ext: SharePoint Integr. on Hosted Software comprising:	1 x Tenant	YSPSP	Production/Test
- ARIS Adapter for SharePoint on Hosted Software	1 x Tenant	SAA	Production/Test
ARIS Enterpr. - Ext: Simulation on Hosted Software comprising:	1 x Named User	YSPSI	Production/Test
- ARIS Architect EP Simulation on Hosted Software	1 x Named User	YAASI	Production/Test
ARIS Enterpr. - Server on Hosted Software comprising:	1 x Tenant	YSPSE	Production/Test
- ARIS Connect Server on Hosted Software	1 x Tenant	YCS	Production/Test
- ARIS Connect Server Alfabet Interoperab. on Hosted Software	1,000 x Concurrent User	YCSAL	Production/Test
- ARIS Connect Server EP Aware Base on Hosted Software	1 x Tenant	YCSAW	Production/Test
ARIS Enterpr. - Viewer Pack on Hosted Software comprising:	1 x Named User	YSPVP	Production/Test
- ARIS Connect Viewer on Hosted Software	10 x Viewer	YCSCC	Production/Test
- ARIS Risk CM Contribute User on Hosted Software	10 x Named User	YRCCO	Production/Test
ARIS Enterpr. - Viewer PRO Pack on Hosted Software comprising:	1 x Named User	YSPVM	Production/Test
- ARIS Connect Viewer EP Aware User on Hosted Software	10 x Named User	YCSCA	Production/Test
- ARIS Connect Viewer on Hosted Software	10 x Viewer	YCSCC	Production/Test
- ARIS Connect Viewer EP Contribution on Hosted Software	10 x Viewer	YCSCO	Production/Test
- ARIS Risk CM Contribute User on Hosted Software	10 x Named User	YRCCO	Production/Test

ARIS Enterprise Service Information

Service Availability	99.50% The Cloud Services are deployed in multiple availability zones within the Data Storage Location region. In the event of a single availability zone loss, the Cloud Service continues to be operational by the instances deployed in the surviving availability zone(s). Cloud Services availability is measured over 10 seconds intervals against the Cloud Services in each Data Storage Location region. The availability calculation is based on the number of minutes the Cloud Service is not available within a given month and excludes planned downtime. Planned and unplanned downtime for the Cloud Services is announced on https://empower.softwareag.com/ with expected time when the system will be available.
Data Storage Location	The underlying infrastructure is hosted in Microsoft Azure* or Amazon Web Services in the Data Storage Location selected by Customer (the "Environment"). Supplier installs, updates and maintains this Environment exclusively for the Customer. The Environment is architected according to Customer sizing requirements within the Data Storage Location. *Note: Only YPLB1 (Small) and YPLB2 (Medium) are currently available on Microsoft Azure.
Maintenance Events	Planned maintenance event dates and times are posted on https://empower.softwareag.com/ at least one week prior to the maintenance event. Releases will require scheduled downtime.
Data Backup and Disaster Recovery	Frequency: Daily, with 30 days rolling backups Data Backup Location: Same Data Storage Location region referred to above but different availability zone Recovery Point Objective: 24h Recovery Time Objective: 12h
Support	Supplier shall provide the support services described in the applicable Cloud Support Service Description as updated by Supplier from time to time and made available to customers at www.softwareag.com/support-policies
Exit Terms	Access to the Cloud Services will be removed upon expiry of the Trial Term or Cloud Services Term. Within 30 days after termination or expiration of the Cloud Services Term (the "Exit Period"), and upon Customer request, Supplier will provide a final backup of the Customer Data. Customers using the Cloud Services on a trial basis will not have access to the Customer Data at the end of the Trial Term. After the Exit Period, Supplier will delete the Customer's environment/tenant, dedicated virtual servers and Customer Data in accordance with industry standard practices.

License Metrics

Administrative User	An administrative user is defined as a named user who performs administrative functions on an ARIS server, including the administration of multiple tenants.
Concurrent User	Use by the Customer of the Cloud Services whose Usage Metric is indicated as 'Concurrent User' above is limited to the simultaneous use by a total number of concurrent 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.
Named User	Cloud Services licensed by 'Named User' are limited to use by a total number of users which does not exceed the licensed quantity. For these purposes a 'user' means a uniquely identified individual employee of the Customer, entity (e.g. interface), device or process that accesses, operates, or maintains such Cloud Services.
Each	Use by the Customer of the Cloud Service functionality whose License Metric is indicated as 'Each' above is limited to the installation and use by the Customer of the licensed number of copies of the same referred to above.

Tenant	A dedicated share of a Cloud Services installation instance including its own logical database, configuration, user management and other individual functionality for the Tenant. A Tenant is accessible with a unique URL.
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.

Product Related License Provisions		
Product Name	Product Code	Product Related License Provisions
ARIS Connect Server	YCS	ARIS Connect Server (YCS) is a multi-tenant server and the Customer is licensed in respect of the number of tenants indicated running on a single ARIS Connect Server installation. For these purposes a 'tenant' is a specific partition within the ARIS server that contains one unique client organization and/or multiple departmental organizations within one client. Content produced using ARIS Connect Server may only be published to content consumers who are themselves appropriately licensed to have access to ARIS and cannot be exported and subsequently published via any other 3rd party collaboration tool (e.g. Microsoft Sharepoint or similar).