

# Cloud Services Description /Order Form

The Software AG entity referred to below is the holder of distribution and/or exploitation rights relating to the cloud services (hereinafter referred to as “**the Cloud Services**”) set out in this Cloud Services Description (“Cloud Services Description” or “Order Form”). The access and use by the Customer of the Cloud Services is governed by the terms and conditions set out in the applicable cloud services agreement (“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 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 Cloud Services Description 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
ARIS Process Mining	1 x Tenant	YPM
ARIS Process Mining Advanced Base	1 x Tenant	YPMAB
ARIS Process Mining Advanced Analyst	1 x Named User	YPMAA
ARIS Process Mining Advanced Viewer	1 x Viewer	YPMAV

ARIS Process Mining Advanced Service Information	
<b>Service Availability</b>	<p>99.50%</p> <p>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.</p> <p>Planned and unplanned downtime for the Cloud Services is announced on <a href="https://trust.softwareag.com/">https://trust.softwareag.com/</a> with expected time when the system will be available.</p>
<b>Data Storage Location</b>	The underlying infrastructure is hosted on Amazon Web Services IaaS platform in the following Data Storage Location: AWS EU.
<b>Storage Capacity</b>	The Cloud Services allow the Customer to store up to 10 GB of data with up to 1 million

	process cases. One case represents a single temporal and logistical sequence of activities within a specific process
<b>Maintenance Events</b>	Planned maintenance event dates and times are posted on <a href="https://trust.softwareag.com/">https://trust.softwareag.com/</a> at least one week prior to the maintenance event. Releases will require scheduled downtime.
<b>Data Backup and Disaster Recovery</b>	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
<b>Support</b>	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 <a href="http://www.softwareag.com/support-policies">www.softwareag.com/support-policies</a>
<b>Exit Terms</b>	Access to the Cloud Services will be removed upon expiry of the Trial Term or Cloud Services Term. Thirty (30) days or more after such termination, Supplier shall delete Customer's environment/tenant, dedicated virtual servers and the Customer Data following industry standard practices

License Metrics	
<b>Tenant</b>	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.
<b>Named User</b>	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.
<b>Viewer</b>	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.