

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
ARIS Process Mining	1 x Tenant	YPM
ARIS Process Mining Basic Analyst	10 x Named User	YPMMU

ARIS Process Mining Basic Service Information	
Service Availability	<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 https://trust.softwareag.com/ with expected time when the system will be available.</p>
Data Storage Location	The underlying infrastructure is hosted on Amazon Web Services IaaS platform in the following Data Storage Location: AWS EU.
Storage Capacity	The Cloud Services allow the Customer to store up to 1 GB of data with up to 250,000 process cases. One case represents a single temporal and logistical sequence of activities within a specific process
Maintenance Events	<p>Planned maintenance event dates and times are posted on https://trust.softwareag.com/ at least one week prior to the maintenance event.</p> <p>Releases will require scheduled downtime.</p>

Data Backup and Disaster Recovery	<p>Frequency: Daily, with 30 days rolling backups</p> <p>Data Backup Location: Same Data Storage Location region referred to above but different availability zone</p> <p>Recovery Point Objective: 24h</p> <p>Recovery Time Objective: 12h</p>
Support	<p>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</p>
Exit Terms	<p>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</p>

License Metrics	
Tenant	<p>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.</p>
Named User	<p>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.</p>