# 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 | | | |
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| **Cloud Service Name** | **Quantity and Usage Metric** | **Product Code** | **Usage** |
| ARIS Cloud Entpr. - Base Service Config. on Hosted Software | 1 Tenant | YCSCS | Production |
| ARIS Cloud Entpr. - Base Service L-Size on Hosted Software | 1 Tenant | YCSLL | Production |
| ARIS Cloud Entpr. - Base Service M-Size on Hosted Software | 1 Tenant | YCSMM | Production |
| ARIS Cloud Entpr. - Base Service S-Size on Hosted Software | 1 Tenant | YCSSS | Production |
| ARIS Cloud Entpr. - Base Service XL-Size on Hosted Software | 1 Tenant | YCSXL | Production |

| ARIS Enterprise Cloud Service Information | |
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| General Information | Environment: Private Cloud Customer Account<br>Base Operating Model: Linux Operating System + DBMS<br>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 | EU Dublin |
| Standard Maintenance Window | Mon - Fri 5am - 7am CET/CET +1; Sat - Sun 8am - 12am CET/CET +1 upon 1 week notice |
| Optional Maintenance Window | As notified by the Supplier to the Customer from time to time |
| Data Backup | Frequency: Daily, with 5 days rolling backups<br>Data Backup Location: Same AWS region as the Data Storage Location referred to above but different AWS availability zone<br>Recovery Point Objective 24h based on daily backups<br>Recovery Time Objective: 12h |

| Licence Metrics |
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| Tenant | A "tenant" is a client organization sharing utilization of a single software instance on a server with other tenants having dedicated separated tenant data and utilizing the provided standard or limited customized virtual application instance. A multi-tenant system is a software architecture where a single instance of the Cloud Service runs on a server serving multiple client organisations and/or multiple departmental organisations within one client (tenants). With a multi-tenant architecture, the software application is designed virtually to partition its data and configuration and each client organisation works with a standard or very limited customised virtual application instance. A single – tenant system is a software architecture where the tenant is provided with a single and dedicated instance of the Cloud Service with full configurability of the Cloud Service, own database, enhanced security and an individual or segregated virtual server installation (with security controls). |
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