

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 Risk & Compl. Manager Base System on Hosted Software comprising:	1 Concurrent User	YBRBA	Production
- ARIS Risk & Compliance Manager on Hosted Software	1 Each	YRC	Production
- ARIS Risk & CM Administration on Hosted Software	1 Each	YRCAD	Production
- ARIS Risk & CM Issue Management on Hosted Software	1 Each	YRCIM	Production
- ARIS Risk & CM Incident Management on Hosted Software	1 Each	YRCIN	Production
- ARIS Risk & CM Admin. & Operate User on Hosted Software	1 Concurrent User	YRCOP	Production
- ARIS Risk & CM Survey Management on Hosted Software	1 Each	YRCSM	Production
ARIS Risk & CM Hosting bundle S-Size on Hosted Software comprising:	1 Tenant	YBRSS	Production
- ARIS Architect on Hosted Software	2 Named User	YAA	Production
- ARIS Connect Server on Hosted Software	1 Tenant	YCS	Production
- ARIS Risk & CM Cloud Base Service S-Size on Hosted Software	1 Tenant	YRCSS	Production
ARIS Risk & CM Hosting bundle M-Size on Hosted Software comprising:	1 Tenant	YBRMM	Production
- ARIS Architect on Hosted Software	2 Named User	YAA	Production
- ARIS Connect Server on Hosted Software	1 Tenant	YCS	Production
- ARIS Risk & CM Cloud Base Service M-Size on Hosted Software	1 Tenant	YRCMM	Production
ARIS Risk & CM Hosting bundle L-Size on Hosted Software comprising:	1 Tenant	YBRLL	Production
- ARIS Architect on Hosted Software	2 Named User	YAA	Production
- ARIS Connect Server on Hosted Software	1 Tenant	YCS	Production
- ARIS Risk & CM Cloud Base Service L-Size on Hosted Software	1 Tenant	YRCLL	Production
ARIS Risk & CM Hosting bundle XL-Size on Hosted Software comprising:	1 Tenant	YBRXL	Production
- ARIS Architect on Hosted Software	2 Named User	YAA	Production
- ARIS Connect Server on Hosted Software	1 Tenant	YCS	Production
- ARIS Risk & CM Cloud Base Service XL-Size on Hosted Software	1 Tenant	YRCXL	Production
ARCM Extension Pack Audit Management on Hosted Software comprising:	1 Concurrent User	YBRAM	Production

Cloud Services			
Cloud Service Name	Quantity and Usage Metric	Product Code	Usage
- ARIS Risk &CM Audit Management on Hosted Software	1 Each	YRCAM	Production
ARCM Ext. Pack Internal Control System on Hosted Software comprising:	1 Concurrent User	YBRCS	Production
- ARIS Risk &CM Regulatory Change Mgmt. on Hosted Software	1 Each	YRCCM	Production
- ARIS Risk &CM Deficiency Management on Hosted Software	1 Each	YRCDM	Production
- ARIS Risk &CM Policy Management on Hosted Software	1 Each	YRCPM	Production
- ARIS Risk &CM Sign Off Management on Hosted Software	1 Each	YRCO	Production
- ARIS Risk &CM Test Management on Hosted Software	1 Each	YRCTM	Production
ARCM Extension Pack Risk Management on Hosted Software comprising:	1 Named User	YBRRI	Production
- ARIS Risk &CM Incident & Loss Management on Hosted Software	1 Each	YRCIL	Production
- ARIS Risk &CM Operational Risk Mgmt. on Hosted Software	1 Each	YRCRM	Production
ARIS Risk &CM Contribute User on Hosted Software	1 Named User	YRCCO	Production

ARIS Enterprise Cloud Service Information	
General Information	Environment: Private 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	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 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	
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	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.
Each	Use by the Customer of the Cloud Service functionality whose Licence 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 "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).

Product Related Licence Provisions		
Product Name	Product Code	Product Related Licence 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 organisation and/or multiple departmental organisations 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).