

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		
Product Name and Operating System	Quantity and Licence Metric	Product Code
AgileApps Live On-Demand Platform on Hosted Software	1 X Named User	LJPDP

webMethods AgileApps Cloud Service Information	
General Information	Environment: LJPDP:Public Cloud Customer Account/LJPNE:Private Cloud Customer Account Base Operating Model: Linux Operating System + DBMS Base Operating System Details: Tomcat Application Server, MySQL DBMS
Infrastructure Services	EC2, Enhanced Memory Cache, CloudWatch, RDS, S3
Service Availability	99.50%
Service Access Option	To the limited extent required for all Java classes only, the Customer may install an Eclipse plug in by download via the web, if needed, for functional enhancements (in which case the Customer shall be responsible for keeping the relevant associated plug-in versions up to date).
Data Storage Location	EU Dublin
Standard Maintenance Window	Fri 6pm to 10pm PST
Optional Maintenance Window	N/A
Data Backup	Frequency: Daily, 30 days retention 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	
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.