

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
API Cloud Advanced Edition on Hosted Software comprising:	1 X Instance	YAGA1
- wM Integration Cloud App Connectors on Hosted Software	2 X Application Connector	CCNAA
- wM Integration Cloud Basic Service on Hosted Software	1 X Instance	LIPBA
- API Gateway Development Environment on Hosted Software	1 X Instance	YAIDE
- API Cloud Data Output on Hosted Software	300 X Gigabyte (GB) of Memory Storage Capacity (MSC) per month	YAIIDO
- API Gateway Production HA Environment on Hosted Software	1 X Instance	YAIPH
- API Transactions Per Month on Hosted Software	100 X API Call	YAITR
- API Cloud Users on Hosted Software	10 X Named User	YAIUS
- API Portal Production Tenant on Hosted Software	1 X Tenant	YAPPT

webMethods API Cloud Service Information	
General Information	Environment: Public Cloud Customer Account Base Operating Model: Linux Operating System Base Operating System Details: Ubuntu, Linux
Infrastructure Services	AWS: EC2, RDS, S3
Service Availability	99.50%
Data Storage Location	EU Dublin
Standard Maintenance Window	Wed 0.00 - 3am 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

Application Connector	<p>Use by the Customer of the Cloud Services whose Licence Metric is indicated as 'Application Connector' above is limited to use only in respect of a number of Application Connectors which does not exceed the licensed number indicated above. An Application Connector is a unit of software that enables users to connect to a cloud-based application for the purpose of sending or receiving data to and/or from the application. The Application Connector can connect to as many instances of the same type of cloud-based application as required. A licence is required for each different type of cloud-based application (or API) to be connected to. Examples of types of cloud based applications include Salesforce.com, ServiceNow, etc.</p>
API Call	<p>Use by the Customer of the Cloud Services whose LicenceMetric is indicated as 'API Call' above is limited to the total number of API Requests which does not exceed the licensed number indicated above. For these purposes API Requests are created by devices and/or applications by sending or receiving data to the Cloud Services through an API. The number of API Requests is registered and monitored in the administration application and the licensed quantity is measured per 100,000 calls.</p>
Gigabyte (GB) of Memory Storage Capacity (MSC) per month	<p>For any Cloud Services licensed per Gigabyte of Memory Storage Capacity, the total license count will be the sum of all licensed Memory Storage Capacity in Gigabytes across all licensed JVM Nodes which must not in aggregate exceed the licensed number indicated above in any month. The Memory Storage Capacity to be licensed for a single JVM Node is the maximum Storage Capacity allocated to the licensed Memory Storage product on that node. A 'gigabyte' is 1,073,741,824 bytes.</p>
Instance	<p>Use by the Customer of the Cloud Services whose Usage Metric is indicated as 'Instance' above is limited to use by a total number of instances which does not exceed the licensed number indicated above. An 'instance' is either a single installation of the executable software, running on one server, or a set of containers containing data on a disk or disk array managed by a server and each additional installation of the executable software running on the same or different physical hardware, or set of containers on the same or different disk or disk array requires a licence for additional instances.</p>
Named User	<p>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.</p>
Tenant	<p>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).</p>