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**
webMethods.io Integration Basic on Hosted Software comprising:	1 Tenant	BIDBA
- webMethods.io Integration Basic Svc on Hosted Software	1 Instance	BICBA
- webMethods.io Integration Named User on Hosted Software	10 Named User	BICNU
- webMethods.io Integration add Transac. on Hosted Software	25 wM.io Transactions (1000)	BICTR
- Cloudstreams Unlimited Connectors on Hosted Software	1 Application Connector	CCNUL

webMethods.io Integration Basic Edition Cloud Service Information	
Service Availability	99.90% The Cloud Services are deployed in multiple availability zones within the SDDSL 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 SDDSL 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. Planned and unplanned downtime for the Cloud Services is announced on https://trust.softwareag.com/ with expected time when the system will be available.
Data Storage Location	US Oregon
Maintenance Events	Planned maintenance event dates and times are posted on https://trust.softwareag.com/ at least one week prior to the maintenance event. Monthly updates typically do not require downtime. Quarterly releases will require scheduled downtime.
Data Backup and Disaster Recovery	Frequency: Daily, with 5 days rolling backups Data Backup Location: Same AWS region as the SDDSL but different AWS availability zone Recovery Point Objective: 24h Recovery Time Objective: 12h

webMethods.io Integration Basic Edition Cloud Service Information	
Container size	The size of the container determines the maximum memory allowed for wM.io Transactions (1000). For webMethods.io Integration Basic Edition the container size equals 256 MB.

Licence Metrics	
Application Connector	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.
Instance	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.
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.
wM.io Transactions (1000)	wM.io Transactions (1000) is the execution of a workflow (including both Node.js and wM.io services). The licensed quantity is measured in units of 1000 wM.io Transactions per month.
Tenant	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.