

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. Any contrary or additional terms and conditions included in any purchase order or similar document (printed or online) related to this Order Form will be invalid and non-binding, even if received, accepted, approved, or signed by a Party.

Cloud Services		
Cloud Service Name	Quantity and Usage Metric	Product Code
ARIS Process Mining	1 x Tenant	YPM
ARIS Process Mining Advanced Base	1 x Tenant	YPMAB
ARIS Process Mining Advanced Living Process “S”	1 x Each	YPMA1
ARIS Process Mining Advanced Engineer	1 x Named User	YPMAE
ARIS Process Mining Advanced Analyst	1 x Named User	YPMAA
ARIS Process Mining Advanced Viewer	1 x Viewer	YPMAV

ARIS Process Mining Advanced Service Information	
Service Availability	<p>99.50%</p> <p>The Cloud Services are deployed in multiple availability zones within the Data Storage Location 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 Data Storage Location 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.</p> <p>Planned and unplanned downtime for the Cloud Services is announced on https://trust.softwareag.com/ with expected time when the system will be available.</p>
Data Storage Location	The underlying infrastructure is hosted on Amazon Web Services IaaS platform in the following Data Storage Location: AWS EU.

Storage Capacity	The Cloud Services allow the Customer to store up to 10 GB of data with up to 1 million process cases. One case represents a single temporal and logistical sequence of activities within a specific process.
Maintenance Events	Planned maintenance event dates and times are posted on https://trust.softwareag.com/ at least one week prior to the maintenance event. Releases will require scheduled downtime.
Data Backup and Disaster Recovery	Frequency: Daily, with 30 days rolling backups Data Backup Location: Same Data Storage Location region referred to above but different availability zone Recovery Point Objective: 24h Recovery Time Objective: 12h
Support	Supplier shall provide the support services described in the applicable Cloud Support Service Description as updated by Supplier from time to time and made available to customers at www.softwareag.com/support-policies
Exit Terms	Access to the Cloud Services will be removed upon expiry of the Trial Term or Cloud Services Term. Thirty (30) days or more after such termination, Supplier shall delete Customer's environment/tenant, dedicated virtual servers and the Customer Data following industry standard practices

License Metrics	
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.
Named User	Cloud Services licensed by 'Named User' are limited to use by a total number of users which does not exceed the licensed quantity. For these purposes a 'user' means a uniquely identified individual employee of the Customer, entity (e.g. interface), device or process that accesses, operates, or maintains such Cloud Services.
Viewer	Use by the Customer of the Cloud Services whose Usage Metric is indicated as 'Viewer' above is limited to use by a total number of viewers which does not exceed the licensed number indicated above. For these purposes a 'viewer' means a Registered User who has only the ability to view database or application content and 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 License 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.

Product Related License Provisions		
Product Name	Product Code	Product Related License Provisions
ARIS Process Mining Advanced Liv. Pr. S	YPMA1	<p>This product enables a single data set to be directly connected to source system(s) in order to continuously extract or receive data and thus obtain an up-to-date overview of the analyzed process (each, a “Living Process”). For such a Living Process, it does not matter if the analyzed process is split between different technical systems, only the process domain is considered.</p> <p>This product allows storage, incremental to the Storage Capacity set forth above, up to a maximum of 500,000 Cases for the data set to which the Living Process is assigned.</p>