LICENSE METRICS & PRODUCT RELATED LICENSE PROVISIONS

The following **license metrics** apply to the Products/Services provided by ARIS each as indicated on an applicable Order Form.

License Metric	License Metric Definition
Administrative User	An administrative user is defined as a named user who performs administrative functions on an ARIS server, including the administration of multiple tenants.
Concurrent User	Use by the Customer of the Products/Services whose License Metric is indicated as 'Concurrent User' is limited to the simultaneous use by a total number of concurrent users which does not exceed the licensed number indicated. For these purposes a 'user' means a uniquely identified individual employee of the Customer, entity, device, or process that accesses, operates, or maintains such Products/Services.
Concurrent Viewer	Use by the Customer of the Products/Services whose License Metric is indicated as 'Concurrent Viewer' is limited to the simultaneous use by a total number of concurrent viewers which does not exceed the licensed number indicated. For these purposes a 'viewer' means a 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 Products/Services.
Credit	A "Credit" defines a metric for the processing of a User request by the Products/Services. Depending on the scope of the respective User request, a certain number of Credits, as further set out in the product Documentation "ARIS Cloud Enterprise Usage" are consumed. Credits are sold in 1,000 units (1 CRD = 1,000 Credits), which are available on a monthly basis, i.e. if the Customer licences 500 CRD the maximum number of Credits that can be used for User requests is limited to 500,000 per month (1,000 x 500 CRD = 500,000 Credits). Unused Credits will neither be refunded nor carried forward.
Each	Use by the Customer of the Products/Services functionality whose License Metric is indicated as 'Each' is limited to the installation and use by the Customer of the licensed number of copies of the same.
Instance	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 license for additional instances.
Instance Volume	Products licensed by Instance Volume are limited by the maximum number of Items to be analysed, which may not exceed the licensed quantity above. For these purposes, an "Item" is a case, process instance, and/or data row depending on the Product. Instance Volume is licensed in units of 1,000 Items per Instance Volume (1 Instance Volume = 1,000 Items).
Named User	A named user means a uniquely identified individual employee of the Customer, entity (e.g. interface), device or process that accesses, operates, or maintains such Products/Services.
Process	A "Process" refers to a distinct and independently analysable business scope with a unique business objective, scope of activities, and identifiable start and end points. A Process is typically associated with a key business object (e.g., invoice, purchase order, sales order) that is tracked throughout the process lifecycle, such as "Order Management", "Inventory Management", "Procurement", "Accounts Payable", or "Accounts Receivable"; each of which would be a separate Process. A Process may be analyzed individually or in relation to other processes, including when they form part of a broader end-to-end value chain or are managed under a unified process organization. Even if one Process is technically a subset of another (e.g., Accounts Payable within Purchase to Pay), they are treated as separate and countable entities when their operational scope, analytical goals, or object types differ. For licensing, reporting, and analytical purposes, each Process is considered a discrete unit and must be licensed separately, regardless of the number of systems, data sources, or organizational structures involved. Processes may be deployed based on the Supplier's Process Catalog or based on separate process definitions agreed between the Supplier and the Customer.
Tenant	A dedicated share of a Product/Service 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.
Viewer	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 Products/Services.

The following **Product Related License Provisions** apply to the Products/Services provided by ARIS each as indicated on an applicable Order Form.

Product Code	Product Related License Provision
YAYAI	ARIS AI Companion includes components that create AI Generated Content and the AI Component provisions referred to below shall apply accordingly.
YAYCO	ARIS AI Companion enhance the experience of the user by augmenting them with Generative Artificial Intelligence cloud services ("Generative AI"). User inputs may be programmatically augmented with contextual information derived from Customer Data stored in the Cloud Services ("Contextual Data"), be transmitted and processed by the Generative 'AI to generate AI responses and be temporarily stored as indicated below to improve the quality of the Generative AI cloud services. Solely for this purpose, the Customer expressly agrees that notwithstanding the Cloud Data Storage

	location set out in this Order Form, Customer Data may be transferred from the above Cloud Data Storage Location to a temporary processing location outside of the designated Data Storage Location, where the data will be temporarily processed and not permanently stored/retained. Customer further acknowledges and accepts terms of the aris Artificial Intelligence Addendum (www.aris.com/terms). The Customer additionally represents and warrants to the Supplier that the user inputs when using Generative AI do not contain any personal data as defined under Art. 4GDPR. Customer shall indemnify the Supplier in full against any claims by third parties (including data protection supervisory authorities) arising from Customer's failure to comply with this clause.'
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).
YPLB1	A base service offers an infrastructure blueprint that holds a defined capacity (e.g. number of users) for running ARIS which is documented in the ARIS Cloud Enterprise Usage Document available at https://docs.aris.com/latest/yce-enterprise-guide/en/Cloud-Enterprise-Usage.pdf in the documentation area. Customers are obliged to stay within the borders of the capacity otherwise performance will be affected. In case a capacity border is exceeded a larger base service is required. Environments of size L or larger always require that in addition to the production environment a test environment is licensed. In the event that a test environment is used for performance testing the test environment must mirror the production environment in every aspect (e.g. sizing).
YPLB2	A base service offers an infrastructure blueprint that holds a defined capacity (e.g. number of users) for running ARIS which is documented in the ARIS Cloud Enterprise Usage Document available at https://docs.aris.com/latest/yce-enterprise-guide/en/Cloud-Enterprise-Usage.pdfin the documentation area. Customers are obliged to stay within the borders of the capacity otherwise performance will be affected. In case a capacity border is exceeded a larger base service is required. Environments of size L or larger always require that in addition to the production environment a test environment is licensed. In the event that a test environment is used for performance testing the test environment must mirror the production environment in every aspect (e.g. sizing).
YPLB3	A base service offers an infrastructure blueprint that holds a defined capacity (e.g. number of users) for running ARIS which is documented in the ARIS Cloud Enterprise Usage Document available at https://docs.aris.com/latest/yce-enterprise-guide/en/Cloud-Enterprise-Usage.pdf in the documentation area. Customers are obliged to stay within the borders of the capacity otherwise performance will be affected. In case a capacity border is exceeded a larger base service is required. Environments of size L or larger always require that in addition to the production environment a test environment is licensed. In the event that a test environment is used for performance testing the test environment must mirror the production environment in every aspect (e.g. sizing).
YPLB4	A base service offers an infrastructure blueprint that holds a defined capacity (e.g. number of users) for running ARIS which is documented in the ARIS Cloud Enterprise Usage Document available at https://docs.aris.com/latest/yce-enterprise-guide/en/Cloud-Enterprise-Usage.pdf in the documentation area. Customers are obliged to stay within the borders of the capacity otherwise performance will be affected. In case a capacity border is exceeded a larger base service is required. Environments of size L or larger always require that in addition to the production environment a test environment is licensed. In the event that a test environment is used for performance testing the test environment must mirror the production environment in every aspect (e.g. sizing).
YPLB5	A base service offers an infrastructure blueprint that holds a defined capacity (e.g. number of users) for running ARIS which is documented in the ARIS Cloud Enterprise Usage Document available at https://docs.aris.com/latest/yce-enterprise-guide/en/Cloud-Enterprise-Usage.pdf in the documentation area. Customers are obliged to stay within the borders of the capacity otherwise performance will be affected. In case a capacity border is exceeded a larger base service is required. Environments of size L or larger always require that in addition to the production environment a test environment is licensed. In the event that a test environment is used for performance testing the test environment must mirror the production environment in every aspect (e.g. sizing).
YPLB6	A base service offers an infrastructure blueprint that holds a defined capacity (e.g. number of users) for running ARIS which is documented in the ARIS Cloud Enterprise Usage Document available at https://docs.aris.com/latest/yce-enterprise-guide/en/Cloud-Enterprise-Usage.pdf/ in the documentation area. Customers are obliged to stay within the borders of the capacity otherwise performance will be affected. In case a capacity border is exceeded a larger base service is required. Environments of size L or larger always require that in addition to the production environment a test environment is licensed. In the event that a test environment is used for performance testing the test environment must mirror the production environment in every aspect (e.g. sizing).
YPMA1	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 analysed process (each, a "Living Process"). For such a Living Process, it does not matter if the analysed process is split between different technical systems, only the process domain is considered. 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.
YPMAB	This product allows the Customer to store up to 10 GB of data with up to1 million process cases. One case represents a single temporal and logical sequence of activities within a specific process. Example: The processing of order #1234, started for customer 4712 on November 16th at11:30 AM and stopped on November 20th at 9:43 AM, represents one case.
YPMEB	This product allows the Customer to store up to 20 GB of data with up to2 million process cases. One case represents a single temporal and logical sequence of activities within a specific process. Example: The processing of order #1234, started for customer 4712 on November 16th at11:30 AM and stopped on November 20th at 9:43 AM, represents one case.
YPMEB	This product allows the Customer to store up to 10 GB of data with up to 1 million process cases. One case represents a single temporal and logical sequence of activities within a specific process. Example: The processing of order #1234, started for customer4712 on November 16th at 11:30 AM and stopped on November 20th at 9:43 AM, represents one case.
YPMEF	This product enables data set(s) to be directly connected to source system(s) to continuously extract or receive data and thus obtain an up-to-date overview of the analysed process (each, a "Living Process"). This product also allows storage, incremental to the base capacity of cases mentioned under Enterprise Base, up to a maximum number of cases, for the data set(s) to which the Living Process is assigned, which is calculated by multiplying the number of licensed Instance Volume by 1,000 (e.g., if Customer licenses500 Instance Volume, the maximum number of cases would be 500,000 (1,000 x 5,000 Instance Volume = 500,000 cases).
YPPPR	When licensed as a component of ARIS PPM Server Process Instances(YPPPR), the number of licensed ARIS PPM Server Single Scenarios (YPISC) is unlimited.
YSPSE	ARIS Server is a multi-tenant server and the Customer is licensed in respect of the number of tenants indicated running on a single ARIS Server installation. For these purposes a 'tenant' is a specific partition within the ARIS server that contains one unique client organization and/or multiple departmental organizations within one client.

The following **Data Storage Locations** apply to the Products/Services provided by ARIS each as indicated on an applicable Order Form.

Product Code	Product Related License Provision
AWS-AP	AWS APJ - being any APJ based AWS location at the discretion of the Supplier
AWS-CA	AWS Americas (Canada) - being any AWS location based in Canada at the discretion of the Supplier
AWS-SH	AWS Americas (South) - being any AWS location based in South America at the discretion of the Supplier
AWS-US	AWS Americas (USA) - being any AWS location based in USA at the discretion of the Supplier
AWS-EU	AWS Europe (EU) - being any AWS location based in European Union (EU) at the discretion of the Supplier
AWS-UK	AWS Europe (UK) - being any AWS location based in UK at the discretion of the Supplier
AWS-ME	AWS Middle East (UAE) - being any UAE-based AWS location at the discretion of the Supplier
AZURE-AP	Azure APJ - being any APJ-based Azure location at the discretion of the Supplier
AZURE-US	Azure Americas (US)- being any US-based Azure location at the discretion of the Supplier
AZURE-EU	Azure Europe (EU) - being any European Union (EU) based Azure location at the discretion of the Supplier
AZURE-CH	Azure Europe (Switzerland) - being any Swiss based Azure location at the discretion of the Supplier