

Cloud Service Description

Customer is a user of certain Cloud Services under an Agreement that the Customer has executed with SAG ARIS GmbH (or one of its subsidiaries) (hereinafter "ARIS"). The Cloud Services that ARIS has agreed to deliver as provided in the Agreement are defined herein, and this document forms an attachment to the Agreement.

Service Information										
Service Availability	<p>99.70% - The availability calculation is based on the number of minutes the Cloud Service is available within a given month and region and excludes planned downtime(s) and emergency maintenance. The overall Cloud Service availability is derived by the average value of its components measured and published via the relevant status page below as well as planned and unplanned downtime for the Cloud Services.</p> <table border="1"> <tr> <td>For:</td> <td> <ul style="list-style-type: none"> - ARIS Basic - ARIS Advanced - ARIS Enterprise Public Cloud - ARIS Process Mining Advanced - ARIS Process Mining Enterprise Public Cloud </td> <td>https://status-public.ariscloud.com/</td> </tr> <tr> <td>For:</td> <td> <ul style="list-style-type: none"> - ARIS Enterprise Private Cloud - ARIS Process Mining Enterprise Private Cloud Combined - ARIS Process Mining Enterprise Private Cloud Dedicated </td> <td>https://status.ariscloud.com/</td> </tr> <tr> <td>For:</td> <td> <ul style="list-style-type: none"> - ARIS Task Mining Cloud </td> <td>https://status.processmaker.com/</td> </tr> </table>	For:	<ul style="list-style-type: none"> - ARIS Basic - ARIS Advanced - ARIS Enterprise Public Cloud - ARIS Process Mining Advanced - ARIS Process Mining Enterprise Public Cloud 	https://status-public.ariscloud.com/	For:	<ul style="list-style-type: none"> - ARIS Enterprise Private Cloud - ARIS Process Mining Enterprise Private Cloud Combined - ARIS Process Mining Enterprise Private Cloud Dedicated 	https://status.ariscloud.com/	For:	<ul style="list-style-type: none"> - ARIS Task Mining Cloud 	https://status.processmaker.com/
For:	<ul style="list-style-type: none"> - ARIS Basic - ARIS Advanced - ARIS Enterprise Public Cloud - ARIS Process Mining Advanced - ARIS Process Mining Enterprise Public Cloud 	https://status-public.ariscloud.com/								
For:	<ul style="list-style-type: none"> - ARIS Enterprise Private Cloud - ARIS Process Mining Enterprise Private Cloud Combined - ARIS Process Mining Enterprise Private Cloud Dedicated 	https://status.ariscloud.com/								
For:	<ul style="list-style-type: none"> - ARIS Task Mining Cloud 	https://status.processmaker.com/								
Data Storage Location	As indicated in the Order Form.									
Support	Supplier shall provide the support services described in the applicable Support Service Description as updated by Supplier from time to time and made available to customers at https://ariscommunity.com/support/general-information and https://aris.com/terms/ including our Service Credit Commitment here .									
Maintenance Events	Planned maintenance event dates and times are posted on applicable status page as referenced above 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	<p>Frequency: Daily, 30 days retention</p> <p>Data Backup & Recovery Location: Same region as the Data Storage Location referred to above</p> <p>Recovery Point Objective: 24h</p> <p>Recovery Time Objective: 12h</p>									
Exit Terms	Access to the Cloud Services will be removed upon expiry of the Trial Term or Cloud Services Term. Within 30 days after termination or expiration of the Cloud Services Term (the "Exit Period"), and upon Customer request, Supplier will provide a final backup of the Customer Data. Customers using the Cloud Services will not have access to the Customer Data at the end of the Term. After the Exit Period, Supplier will delete the Customer's environment/tenant, dedicated virtual servers and Customer Data in accordance with industry standard practices.									