LICENSE METRICS & PRODUCT RELATED LICENSE PROVISIONS

License Metrics
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.
Advisory Credits	An "Advisory Credit" is the unit of measure that defines and caps the volume of access to ARIS advisory services made available to the Customer under a Success Package for the applicable subscription term. Advisory Credits entitle the Customer to access ARIS advisory capacity (being guidance, coaching, reviews and recommendations delivered through the advisory activities described in the Activity Catalogue available at aris.com/terms, as updated from time to time) up to the number of Advisory Credits stated on the Order Form. Advisory Credits are made available for a fixed term of twelve (12) months from the Effective Date and are not a stored balance of value: any Advisory Credits not drawn upon within the 12-month term lapse at the end of the term and are not refundable, exchangeable for cash, transferable, nor carried forward or rolled over into any subsequent term. Customer will receive a standard notification towards the end of the term informing about the pending expiration of the Advisory Credits. Advisory Credits are distinct from "Credits" (the Cloud Services consumption metric defined separately in this table) and the two are not interchangeable.
API Credit / API CRD	An "API Credit" defines a metric for a unit of API consumption, where each API Credit corresponds to the volume of bytes specified in the applicable "ARIS Cloud Enterprise Usage" Document. API Credits are consumed for both data transmitted to the API (data in) and data transmitted from the API (data out), based on the respective volume of bytes transferred, multiplied with a complexity factor (default = 1) based on the computational power needed. API Credits are licensed in 1,000 units (1 API CRD = 1,000 API Credits), which are available on a yearly basis, i.e. if the Customer licences 500 API CRD the maximum number of API Credits that can be used for API requests is limited to 500,000 per respective period (1,000 x 500 API CRD = 500,000 API Credits). Unused API Credits will neither be refunded nor carried forward.
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 / CRD	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 yearly (monthly until 07.2026) 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 year (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.
Flexible User	A Flexible User means any form of Concurrent User or Concurrent Viewer (or any other combination of Users/Viewers as indicated by the Order Form), as decided by the Customer, (for Cloud Services Customers subject to the maximum number of simultaneous users documented in the applicable ARIS Cloud Enterprise Usage Document available at https://docs.aris.com/latest/yce-enterprise-guide/en/Cloud-Enterprise-Usage.pdf).
Instance	Products licensed by Instances 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 an object instance, case, process instance, and/or data row depending on the Product. Instances are licensed in units of 1,000 Items per Instance (1 Instance= 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.
Non-Production	The licences of the Software whose Usage Type is referred to in the Products/Services table as "Non-Production" or "Non Prod" are restricted use licenses. The Non-Production Products/Services may be used by the Customer solely for development and testing purposes only and may not be used for the processing of live data or in a production environment.
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 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

©2026 SAG Aris GmbH. All rights reserved.

	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. Process variants, and process views that are based on the same data or the same business object but represent different analytical perspectives, filter configurations, or subsets do not constitute separate Processes, provided they are operated within the same licensed Process scope. However, where independent business objects are tracked, separate data models are created, or divergent start/end points are defined, this shall be deemed a separate Process. Additionally, any sub-process that is separately listed as an independent entry in the Supplier's Process Catalog shall constitute a separate Process and must be licensed separately, regardless of whether it forms part of, or is subordinate to, a broader parent process. Unless otherwise expressly agreed in the Order Form, each licensed Process shall only be used to analyse and display data relating to the Customer's own legal entity and only within the environment specified in the applicable Order Form, and only related to one Data set (Customer Data that is grouped and made available as one unit on the Platform. 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. Process Licenses are granted solely within the Supplier's platform environment and only as set out in the relevant Order Form and do not grant any ownership rights, transferable software licenses or standalone rights to use any Process definition, model, workflow, analytics, or related functionality outside the Supplier's BPM platform. Process Licenses and any other licenses purchased by the Customer are independently scoped and neither license type extends, expands, or grants rights to access or use any functionality, content, or entitlements granted under the other license type, unless expressly stated in the applicable Order Form. The Supplier may implement technical controls or monitoring measures to verify compliance with licensed Process scope and applicable usage metrics The Parties shall cooperate reasonably to verify compliance with the agreed licensing scope. The Customers of Process Licenses are entitled to request a one-time switch of the scope of a Process License to another pre-defined Process within any rolling twelve (12) month period, subject to the Supplier's approval, as further set out in in Process License Switch definition.
Production	The licences of the Software whose Usage Type is referred to in the Products/Services table as "Production" or "Prod" may be used by the Customer for the processing of the Customers live data.
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.

©2026 SAG Aris GmbH. All rights reserved.

Product Related License Provisions

The following Product Related License Provisions apply to the Products/Services provided by ARIS each as indicated on an applicable Order Form. Product Codes not listed here are not subject to specific Product Related License Provisions.

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 Artificial Intelligence Addendum (www.aris.com/terms). The Customer additionally represents and warrants to ARIS that the user inputs when using Generative AI do not contain any personal data as defined under Art. 4GDPR. Customer shall indemnify ARIS 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 instances. One instance represents a single temporal and logical sequence of activities within a specific event log. 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 instance.
YPMEB	This product allows the Customer to store up to 20 GB of data with up to 2 million instances. One case represents a single temporal and logical sequence of activities within a specific event log. 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 instance.
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 instance (each, a "Living Process"). This product also allows storage, incremental to the base capacity of instances mentioned under Enterprise Base, up to a maximum number of instances, for the data set(s) to which the Living Process is assigned, which is calculated by multiplying the number of licensed Instances by 1,000 (e.g., if Customer licenses 500 Instances, the maximum number of instances would be 500,000

©2026 SAG Aris GmbH. All rights reserved.

	(1,000 x 500 Instances= 500,000 instances).
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.

©2026 SAG Aris GmbH. All rights reserved.

Process License Provisions

The following Process License Provisions table (Process Catalogue) apply to each Process License set out in the applicable Order Form. The Process named in the Order Form is defined, scoped and limited by its corresponding entry in the Process Catalogue below.

Each Process constitutes a separate, separately licensable unit. The use of any Process not identified in the Order Form requires a separate order and agreement between the Customer and ARIS

Process Catalogue	Process Description
Account Opening & Management	Objective: Verify customer identity, collect documentation, set up and maintain accounts. •Key Business Object(s): Customer*, Application, Account •Start–End: From customer onboarding to account maintenance. •KPIs: Account Opening Turnaround Time, Account Churn Rate, Account Activity, Customer Satisfaction, Account Security •Value Opportunities: Documentation errors, inefficient onboarding, data security concerns, lack of personalization, communication gaps
Accounts Payable	Objective: Ensure timely and accurate payment of supplier invoices. •Key Business Object(s): Vendor Invoice*, Vendor Invoice Item, Vendor Account Credit Item •Start–End: From invoice receipt to invoice clearance. •KPIs: Days Payables Outstanding (DPO), On-Time Payment Rate, Touchless Invoice Rate, Invoice Accuracy Rate, Invoice Approval Cycle Time •Value Opportunities: Duplicate invoices, lost cash discounts, payment blocks, aging credit memos, payment term mismatches
Accounts Receivable	Objective: Ensure timely collection of customer payments. •Key Business Object(s): Customer Invoice*, Customer Account Debit Item, Credit Memo, Customer account credit item •Start–End: From invoice issuance to cash receipt. •KPIs: Days Sales Outstanding (DSO), Late Payment Rate, Overdue Receivables, Bad Debt Ratio, Collection Effectiveness Index •Value Opportunities: Disputes, underpayments, late payments, manual credit reviews, payment term mismatches
Claims Management	Objective: Manage customer claims from submission to resolution. •Key Business Object(s): Claim*, Policy, Payment •Start–End: From claim placement to resolution. •KPIs: Manual Touches per Claim, Resolution Time, Late Payment Interest Rate, Reassignment Rate, Dispute Rate •Value Opportunities: Multi-hops, automated responses, manual rework, missing customer replies, SLA breaches
Configure, Price, Quote (CPQ)/Deal Desk	Objective: Configure products, determine pricing, and generate quotes. •Key Business Object(s): Product Configuration*, Pricing Rules, Deal Desk Case •Start–End: From opportunity progression to contract creation. •KPIs: Quote Velocity, Approval Times, Quoting Errors, Deal Desk Conversion Rate •Value Opportunities: Pipeline progression issues, stalled opportunities, rework, BOM structure issues
Contract Management	Objective: Manage contract lifecycle from creation to monitoring. •Key Business Object(s): Contract*, Agreement, Supplier •Start–End: From contract creation to monitoring. •KPIs: Contract Compliance Rate, Contract Cycle Time, Supplier Performance, Contract Cost Variance •Value Opportunities: Risk assessment gaps, inefficient monitoring, lack of automation, inconsistent data
Credit Application	Objective: Assess and approve or reject customer credit applications. •Key Business Object(s): Credit Application Form*, Applicant, Credit Score •Start–End: From application submission to credit decision. •KPIs: Application Turnaround Time, Credit Approval Rate, Completion Rate, Scoring Accuracy •Value Opportunities: Incomplete documentation, long approval times, lack of automation, inconsistent policies
Customer Onboarding	Objective: Transition customers from commitment to steady-state service. •Key Business Object(s): Customer Information*, Application Forms, Documentation, Account information •Start–End: From service commitment to steady-state service delivery. •KPIs: Customer Acquisition Rate, Onboarding Time, Time to First Transaction, Completion Rate •Value Opportunities: Long onboarding times, documentation delays, complex processes
Customer Service	Objective: Resolve customer issues efficiently and effectively. •Key Business Object(s): Customer Service Case*, Incident, Knowledge Article •Start–End: From customer contact to issue resolution. •KPIs: Average Handling Time, Cost per Case, CSAT, First Response Time, SLA Adherence •Value Opportunities: Multi-hops, SLA breaches, incorrect routing, redundant tickets
Distribution & Delivery (Communication & Media)	Objective: Distribute content/products efficiently to target audiences. •Key Business Object(s): Content Files*, Distribution Channels, Delivery Formats •Start–End: From content formatting to delivery. •KPIs: Distribution Reach, Delivery Time, Format Compatibility, User Engagement •Value Opportunities: Technical glitches, piracy, platform compatibility issues
Field Service	Objective: Deliver services and repairs at customer locations. •Key Business Object(s): Work Order*, Technician Assignments, Service Equipment •Start–End: From service request to completion. •KPIs: First-Time Fix Rate, Response Time, SLA Compliance, Technician Utilization, Customer satisfaction score (NPS) •Value Opportunities: Scheduling inefficiencies, lack of real-time updates, unresolved issues
Hire to Retire	Objective: Manage employee lifecycle from hiring to offboarding. •Key Business Object(s): Job Requisitions*, Candidate Profiles, Interview Scheduling •Start–End: From talent acquisition to offboarding. •KPIs: Manual Rework, Conversion Rate, Application Completion Rate, GDPR Compliance •Value Opportunities: Offer automation, sourcing optimization, dropout reduction
Inventory Management	Objective: Maintain optimal inventory levels to meet demand with cost efficiency •Key Business Object(s): Material*, Stock History, Purchase Order, Sales/Production Order, •Start–End: From goods receipt posted to goods issue posted or inventory reconciliation •KPIs: Days in Inventory, Excess Stock Rate, Turnover Rate •Value Opportunities: Excessive safety stocks, obsolete stock, understock, stockouts, excess stock

©2026 SAG Aris GmbH. All rights reserved.

IT Service Management (ITSM)	Objective: Manage IT service requests and incidents. •Key Business Object(s): Incident Ticket*, Service Request, Configuration Item •Start–End: From ticket logging to resolution. •KPIs: Mean Time to Resolve, First Contact Resolution, SLA Compliance •Value Opportunities: SLA breaches, duplicate tickets, incorrect routing
Know Your Customer (KYC)	Objective: Verify customer identity and assess risk. •Key Business Object(s): Customer*, Customer Due Diligence, Risk Assessment •Start–End: From documentation collection to risk assessment. •KPIs: KYC Cycle Time, Screening Effectiveness, Manual review rate, Cost per case •Value Opportunities: Inadequate data analysis, manual review challenges, regulatory compliance
Lead to Order	Objective: Convert leads into confirmed customer orders. •Key Business Object(s): Lead*, Opportunity, Quotation •Start–End: From lead generation to order confirmation. •KPIs: Conversion Rate, Sales Cycle Length, Quote-to-Order Ratio •Value Opportunities: Delayed response, incomplete info, lead handoff inefficiencies
Logistics & Transportation	Objective: Manage shipments from creation to delivery (inbound or outbound) •Key Business Object(s): Shipment*, Carrier, Route •Start–End: From shipment creation to goods receipt. •KPIs: Number of Shipments, Lead Time, Contract Usage •Value Opportunities: Expedites, unnecessary transports, waiting times
Master Data Management	Objective: Maintain high-quality, consistent master data. •Key Business Object(s): Customer Master Data*, Product Master Data, Supplier Master Data •Start–End: From data creation to governance and integration. •KPIs: Accuracy Rate, Completeness Rate, Governance Compliance •Value Opportunities: Data standardization, validation automation, integration gaps
Meter to Cash	Objective: Manage utility revenue cycle from meter reading to payment. •Key Business Object(s): Meter Reading Document*, Billing Document, Payment •Start–End: From meter reading to receivables management. •KPIs: Billing Accuracy Rate, Days Sales Outstanding (DSO) •Value Opportunities: Late reads, billing delays, equipment failure, disputes
Opportunity Management	Objective: Manage sales opportunities from identification to closure. • Key Business Object(s): Opportunity*, Quote, Sales Order • Start–End: From lead qualification to opportunity closure. • KPIs: Conversion Rate, Win Rate, Pipeline Value, Sales Cycle Length • Value Opportunities: Slow conversion, rework, regression/skipping stages
Order Management	Objective: Fulfil customer orders accurately and efficiently. • Key Business Object(s): Sales Order*, Delivery, Customer Invoice • Start–End: From order placement to delivery and invoicing. • KPIs: On-Time Delivery Rate, Touchless Order Rate, Rejection Rate, Return Rate, Days to Invoice, Unbilled order • Value Opportunities: Unbilled orders, order blocks, late deliveries, rejections
Procurement (Direct or Indirect)	Objective: Acquire goods and services efficiently and cost-effectively. • Key Business Object(s): Purchase Order*, Vendor Invoice, Contract • Start–End: From requisition to receipt of goods/services. • KPIs: Contract Usage, Supplier On-Time Delivery, Three-Match Rate, Purchase Order Accuracy, Contract Compliance, Savings Percentage • Value Opportunities: Contract leakage, price increases, free-text requisitions, manual rework, late deliveries
Product Development	• Objective: Design and launch new financial products. • Key Business Object(s): Product Concept*, Market Research, Pricing • Start–End: From conceptualization to product launch. • KPIs: Time-to-Market, Innovation Rate, Profitability, Adoption Rate • Value Opportunities: Market misalignment, slow launch, inadequate research
Record to Report	• Objective: Collect and report financial data accurately. • Key Business Object(s): Journal Entries*, General Ledger, Trial Balance • Start–End: From data collection to financial reporting. • KPIs: Time to Close, Automation Rate, Manual Posting Rate • Value Opportunities: Close optimization, accrual estimation, peak load rationalization
Shopfloor Management (MES)	Objective: Manage production execution on the shop floor. • Key Business Object(s): Production Order*, Workstations, Quality Data • Start–End: From production order creation to storage/shipment. • KPIs: Cycle Time, Units per Shift, Takt Time • Value Opportunities: Line stops, quality issues, workforce productivity
Warehouse Management	Objective: Manage day-to-day warehouse operations efficiently. • Key Business Object(s): Delivery Item*, Material, Transfer Order • Start–End: From delivery creation to inventory adjustments and shipment. • KPIs: Dock to Stock Time, Replenishment Frequency, Picks per Hour, On-Time in Full, Short pick • Value Opportunities: Failed quality checks, late shipments, lost goods, unavailable inventory, pick optimization

©2026 SAG Aris GmbH. All rights reserved.

Plant Maintenance	Objective: manages the reliability of industrial assets through structured maintenance. Key business object(s): Equipment*, Maintenance order, Spare part Start-End: From Maintenance Notification and end with work order closure KPI: Time to repair, Uptime, Preventive vs Reactive Ratio Value opportunity: Downtime reduction
Warranty (Aftersales Service)	Objective: Manage warranty claims end-to-end to resolve customer issues quickly, control cost of quality, and reduce defect recurrence. Key Business Object(s): Warranty Claim*, Repair Order, Product Start-End: Customer submits a warranty claim and end with repaired or replaced product shipped back to customer KPI: Warranty claim rate, Repair time, Cost of quality, First time fix rate, Customer satisfaction (CSAT) Value Opportunity: Repeated repair reduction, Spare part availability, Repair cycle time
Return Management (Reverse logistics)	Objective: Manage the end-to-end flow of returned goods Key Business Object(s): Return Order*, Delivery, Credit memo Start-End: from return request created to resolution (Credit memo issued, replacement shipped, or goods restocked / scrapped) KPI: Return rate, Processing time, Cost per return, Recovery rate Value opportunity: Reduce unauthorized or fraudulent returns, Reduce processing delays
Sourcing	Objective: Select the best vendors for production materials by qualifying external suppliers, managing the end-to-end sourcing lifecycle, and controlling the risk profile Key Business Object(s): RFP/ RFI*, Quote, Project, Contract, Supplier, Material/category Start-End: RFP/RFI Creation to supplier onboarded KPI: Saving, Sourcing cycle time, contract coverage Value opportunity: Unit cost optimization, Supply disruption prevention, Contract compliance, sourcing cycle time reduction
“Unnamed Process”	Where the Order Form specifies one or more Process Licenses without identifying a specific Process from this Process Catalogue and without setting out a separate process definition agreed between ARIS and the Customer, such Process License shall be deemed an “Unnamed Process”. An Unnamed Process is a placeholder license only and does not, by itself, entitle the Customer to analyse, display, process or otherwise use Customer Data in relation to any specific Process. Prior to assigning an Unnamed Process to any Data set or using it for any analysis, the Customer shall request in writing that ARIS designate the Unnamed Process either (i) as a Process from the Process Catalogue, or (ii) as a separate process definition agreed between ARIS and the Customer. Any such designation is subject to ARIS’ prior written approval. The Customer’s request shall include sufficient information to determine the scope of the proposed Process, including, where applicable, the relevant key business object(s), start and end points, intended analytical scope, KPIs, value opportunities, data sources and the Data set to which the Process is intended to be assigned. Unless and until ARIS has approved the designation of the Unnamed Process in writing, the Customer shall not use the Unnamed Process to analyse, display or otherwise process Customer Data. Once approved, the designated Process shall be treated as the licensed Process for the applicable Process License and shall be subject to the License Metrics, Process License Provisions, Product Related License Provisions and any other applicable terms set out in this document and the Order Form. An Unnamed Process may be switched or re-designated only in accordance with the Process License Switch provisions applicable to Process Licenses. The subscription term and fees for an Unnamed Process License commence on the effective date of the applicable Order Form, irrespective of the date on which the Unnamed Process is designated or approved. ARIS may refuse such designation in its reasonable discretion where the proposed Process does not adequately reflect the commercial value, scope or complexity of the Process License, or where other objective technical, operational, legal, compliance-related or licensing reasons justify such refusal.

©2026 SAG Aris GmbH. All rights reserved.

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

Product Code	Data Storage Location
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

©2026 SAG Aris GmbH. All rights reserved.

Bundles & Packages

The following provisions apply where the Order Form includes a Bundle or a Package, each as indicated on the applicable Order Form. Bundling or packaging a Product or Service does not affect any License Provisions (including Product-Related or Process License Provisions) that otherwise apply to it under this Agreement. Such provisions remain in full force with respect to each individual Product or Service within the Bundle or Package.

Activity Catalogue	The catalogue of advisory activities available under a Success Package, published at aris.com/terms from which the Parties jointly select the activities to be provided within the Customer's Advisory Credit allocation.
Advisory Credit	Has the meaning given in the License Metrics table above.
Bundle	A "Bundle" is a commercial offering, identified as such on the Order Form, that groups two or more constituent items, which may include Products, Cloud Services, Software and/or a Package (such as a Success Package), under a single Order Form line item and, where stated, a single bundled fee. Each constituent item within a Bundle remains governed by the terms, License Metrics and provisions applicable to it, except as expressly modified on the Order Form. The composition of a Bundle is as stated on the Order Form. The Customer may not terminate, cancel or remove individual constituent items from a Bundle; a Bundle may only be terminated in its entirety in accordance with the termination provisions of this Agreement. Aris may, upon expiration of the then-current Term (or any Renewal Term), modify the composition of a Bundle — including by adding, replacing or removing constituent items. Where a modification constitutes a material change to the Bundle, Aris shall notify the Customer in writing within a reasonable period prior to such change taking effect.
Package	A "Package" is a defined, pre-configured offering of ARIS Services made available in fixed tiers, as identified on the Order Form.
Success Package	A "Success Package" is a Package consisting of a subscription to ARIS advisory services for a fixed term, made available to the Customer in the volume defined by a fixed allocation of Advisory Credits. A Success Package provides the Customer with access to ARIS advisory capacity over the subscription term; it does not consist of, and does not entitle the Customer to, any deliverables, work products, configuration, implementation or other execution services. Success Packages are offered in tiers, each tier carrying a fixed allocation of Advisory Credits as set out below. A Success Package may be acquired on a standalone basis or as the advisory component of an AI Bundle.

Success package sizes

Success Packages are offered in the following tiers. Each tier provides the fixed number of Advisory Credits stated below for the twelve (12) month subscription term. The tier and Advisory Credit allocation applicable to the Customer are as stated on the Order Form.

Success Package tier	**Advisory Credits per 12-month term**
Success Package "XS"	20
Success Package "S"	40
Success Package "M"	80

©2026 SAG Aris GmbH. All rights reserved.

AI Bundle

An "AI Bundle" is a Bundle, identified as such on the Order Form, comprising: (i) one or more ARIS Products and/or Cloud Services stated on the Order Form; and (ii) a Success Package of the tier stated on the Order Form, carrying the corresponding Advisory Credit allocation. A Success Package is a mandatory component of every AI Bundle; an AI Bundle is not available without a Success Package**.** AI Bundles include Products among others corresponding to Product Codes YAYAI, YCS and YPMEB.Each constituent Product or Cloud Service within an AI Bundle remains subject to its own License Metrics, Product Related License Provisions, Process License Provisions and Data Storage Location provisions as set out elsewhere in this document and as indicated on the Order Form. The Success Package component is subject to the respective sections above and to the Advisory Services Addendum (available at aris.com/terms).

AI Bundle Sizes

AI Bundle Tier — **Included Products/Services**

AI Bundle "Agentic Intelligence – Foundation - M"

Bundled Item Name	Quantity Prod	Quantity non-prod	Metric
Cloud Enterprise Base M (YPLB2)	1	0	Each
Cloud Enterprise Base S (YPLB1)	0	1	Each
Process Mining Enterprise Com.Depl.	1	1	Each
Flows	1	1	Tenant
ARIS Connect Server	1	1	Tenant
ARIS Connect Server EP Aware Base	1	1	Tenant
ARIS Connect Server EP Process Govern.	1	1	Tenant
ARIS Process Mining Enterprise Base	1	1	Tenant
ARIS Adapter for SharePoint	1	1	Tenant
Users	10,000	6,000	Flex user
ARIS Connect Viewer EP Aware User			
ARIS Connect Viewer			
ARIS Connect Viewer EP Contribution			
ARIS Risk CM Contribute User			
ARIS Designer			
ARIS Designer EP Business Strategy			
ARIS Designer EP EAM			
ARIS Designer EP Test Designer			
ARIS Connect Designer EP Aware User			
ARIS Connect Designer			
ARIS Architect			
ARIS Architect EP Access			
ARIS Architect EP Business Strategy			
ARIS Architect EP EAM			
ARIS Architect EP Test Designer			
ARIS Enterprise - Web Admin			
ARIS Risk CM Admin. Operate User			
ARIS Architect EP Process Governance			
ARIS Confirmation Management Comp.	1	1	Each
Simulation	10	1	Named user
Process Mining Enterprise Process	3	3	Process
ARIS Connect Server EP API System Access	100	100	Administrative User
ARIS API Credits	50,000	50,000	API CRD
ARIS AI Companion	2,000	12	CRD

AI Bundle "Agentic Intelligence – Foundation - L"

Bundled Item Name	Quantity Prod	Quantity non-prod	Metric
Cloud Enterprise Base L (YPLB3)	1	0	Each
Cloud Enterprise Base M (YPLB2)	0	1	Each
Process Mining Enterprise Com.Depl.	1	1	Each
Flows	1	1	Tenant
ARIS Connect Server	1	1	Tenant
ARIS Connect Server EP Aware Base	1	1	Tenant
ARIS Connect Server EP Process Govern.	1	1	Tenant
ARIS Process Mining Enterprise Base	1	1	Tenant
ARIS Adapter for SharePoint	1	1	Tenant
Users	25,000	10,000	Flex user
ARIS Connect Viewer EP Aware User			
ARIS Connect Viewer			
ARIS Connect Viewer EP Contribution			
ARIS Risk CM Contribute User			
ARIS Designer			
ARIS Designer EP Business Strategy			
ARIS Designer EP EAM			

©2026 SAG Aris GmbH. All rights reserved.

	ARIS Designer EP Test Designer			
	ARIS Connect Designer EP Aware User			
	ARIS Connect Designer			
	ARIS Architect			
	ARIS Architect EP Access			
	ARIS Architect EP Business Strategy			
	ARIS Architect EP EAM			
	ARIS Architect EP Test Designer			
	ARIS Enterprise - Web Admin			
	ARIS Risk CM Admin. Operate User			
	ARIS Architect EP Process Governance			
	ARIS Confirmation Management Comp.	1	1	Each
	Simulation	10	1	Named user
	Process Mining Enterprise Process	3	3	Process
	ARIS Connect Server EP API System Access	100	100	Administrative User
	ARIS API Credits	50,000	50,000	API CRD
	ARIS AI Companion	3.200	12	CRD
AI Bundle "Agentic Intelligence – Foundation - XL"	**Bundled Item Name**	**Quantity Prod**	**Quantity non-prod**	**Metric**
	Cloud Enterprise BaseXL (YPLB4)	1	0	Each
	Cloud Enterprise Base M (YPLB2)	0	1	Each
	Process Mining Enterprise Com.Depl.	1	1	Each
	Premium Document Storage	1	0	Each
	Flows	1	1	Tenant
	ARIS Connect Server	1	1	Tenant
	ARIS Connect Server EP Aware Base	1	1	Tenant
	ARIS Connect Server EP Process Govern.	1	1	Tenant
	ARIS Process Mining Enterprise Base	1	1	Tenant
	ARIS Adapter for SharePoint	1	1	Tenant
	Users	50,000	12,000	Flex user
	ARIS Connect Viewer EP Aware User			
	ARIS Connect Viewer			
	ARIS Connect Viewer EP Contribution			
	ARIS Risk CM Contribute User			
	ARIS Designer			
	ARIS Designer EP Business Strategy			
	ARIS Designer EP EAM			
	ARIS Designer EP Test Designer			
	ARIS Connect Designer EP Aware User			
	ARIS Connect Designer			
	ARIS Architect			
	ARIS Architect EP Access			
	ARIS Architect EP Business Strategy			
	ARIS Architect EP EAM			
	ARIS Architect EP Test Designer			
	ARIS Enterprise - Web Admin			
	ARIS Risk CM Admin. Operate User			
	ARIS Architect EP Process Governance			
	ARIS Confirmation Management Comp.	1	1	Each
	Simulation	10	1	Named user
	Process Mining Enterprise Process	3	3	Process
	ARIS Connect Server EP API System Access	100	100	Administrative User
	ARIS API Credits	50,000	50,000	API CRD
	ARIS AI Companion	4,500	12	CRD
AI Bundle "Agentic Intelligence – Foundation - XXL"	**Bundled Item Name**	**Quantity Prod**	**Quantity non-prod**	**Metric**
	Cloud Enterprise Base XXL (YPLB5)	1	0	Each
	Cloud Enterprise Base L (YPLB3)	0	1	Each
	Process Mining Enterprise Com.Depl.	1	1	Each
	Premium Document Storage	1	0	Each
	Flows	1	1	Tenant
	ARIS Connect Server	1	1	Tenant
	ARIS Connect Server EP Aware Base	1	1	Tenant
	ARIS Connect Server EP Process Govern.	1	1	Tenant
	ARIS Process Mining Enterprise Base	1	1	Tenant
	ARIS Adapter for SharePoint	1	1	Tenant

©2026 SAG Aris GmbH. All rights reserved.

	Users	75,000	25,000	Flex user
	ARIS Connect Viewer EP Aware User			
	ARIS Connect Viewer			
	ARIS Connect Viewer EP Contribution			
	ARIS Risk CM Contribute User			
	ARIS Designer			
	ARIS Designer EP Business Strategy			
	ARIS Designer EP EAM			
	ARIS Designer EP Test Designer			
	ARIS Connect Designer EP Aware User			
	ARIS Connect Designer			
	ARIS Architect			
	ARIS Architect EP Access			
	ARIS Architect EP Business Strategy			
	ARIS Architect EP EAM			
	ARIS Architect EP Test Designer			
	ARIS Enterprise - Web Admin			
	ARIS Risk CM Admin. Operate User			
	ARIS Architect EP Process Governance			
	ARIS Confirmation Management Comp.	1	1	Each
	Simulation	10	1	Named user
	Process Mining Enterprise Process	3	3	Process
	ARIS Connect Server EP API System Access	100	100	Administrative User
	ARIS API Credits	50,000	50,000	API CRD
	ARIS AI Companion	5,800	12	CRD
AI Bundle "Agentic Intelligence – Foundation - XXXL"	**Bundled Item Name**	**Quantity Prod**	**Quantity non-prod**	**Metric**
	Cloud Enterprise Base XXXL (YPLB6)	1	0	Each
	Cloud Enterprise Base XXL (YPLB4)	0	1	Each
	Process Mining Enterprise Com.Depl.	1	1	Each
	Premium Document Storage	1	1	Each
	Flows	1	1	Tenant
	ARIS Connect Server	1	1	Tenant
	ARIS Connect Server EP Aware Base	1	1	Tenant
	ARIS Connect Server EP Process Govern.	1	1	Tenant
	ARIS Process Mining Enterprise Base	1	1	Tenant
	ARIS Adapter for SharePoint	1	1	Tenant
	Users	100,000	50,000	Flex user
	ARIS Connect Viewer EP Aware User			
	ARIS Connect Viewer			
	ARIS Connect Viewer EP Contribution			
	ARIS Risk CM Contribute User			
	ARIS Designer			
	ARIS Designer EP Business Strategy			
	ARIS Designer EP EAM			
	ARIS Designer EP Test Designer			
	ARIS Connect Designer EP Aware User			
	ARIS Connect Designer			
	ARIS Architect			
	ARIS Architect EP Access			
	ARIS Architect EP Business Strategy			
	ARIS Architect EP EAM			
	ARIS Architect EP Test Designer			
	ARIS Enterprise - Web Admin			
	ARIS Risk CM Admin. Operate User			
	ARIS Architect EP Process Governance			
	ARIS Confirmation Management Comp.	1	1	Each
	Simulation	10	1	Named user
	Process Mining Enterprise Process	3	3	Process
	ARIS Connect Server EP API System Access	100	100	Administrative User
	ARIS API Credits	50,000	50,000	API CRD
	ARIS AI Companion	7,000	12	CRD

©2026 SAG Aris GmbH. All rights reserved.

AI On Premise Bundle	An AI On-Premise Bundle" is an AI Bundle, identified as such on the Order Form, under which the Products are deployed in the Customer's own environment. Each AI On-Premise Bundle corresponds and is linked to an AI Bundle size, (e.g. AI Bundle "Agentic Intelligence – Foundation – XXL – On Premise). with the following modifications:		
	Excluded items: Cloud Enterprise Base / Process Mining Enterprise Com.Depl / Data Storage are not included in any AI On Premise Bundle		
	API Credits*	Unlimited	API CRD
	AI Companion Credits: *	Unlimited	CRD
	* ARIS API and AI Companion Credits are included without quantity limitation, provided that the Customer supplies and operates its own API infrastructure and its own AI models, subject to the Bring-Your-Own Model requirements of the AI Services Addendum (available at aris.com/terms).		

©2026 SAG Aris GmbH. All rights reserved.