# SERVICE DESCRIPTION

## DEFINITION OF TERMS

### App Backend

An app backend is an application that is identifiable via a unique base URL which is referred to as "backend" in the EASY ApiOmat user interface.

### Person eligible for support

A person eligible for support is a person who has been certified or contractually defined by EASY ApiOmat or an authorized third party through an examination to be allowed to create support requests as part of an existing support contract.

### GB RAM

RAM refers to the memory assigned to an EASY ApiOmat installation within an application server. The amount of RAM for containers, virtual machines or physical installation is determined by the amount of RAM available for the operating system.

### Processor Core

A processor core is the computing power (core) assigned to an EASY ApiOmat installation within an application server. The number of processor cores available in a container, a virtual machine, or a physical installation is the decisive factor here.

### License

A license signifies a usage right within the scope defined in the service descriptions, according to the current End User License Agreements of EASY ApiOmat GmbH.

### Instance

An instance describes a license dependent EASY ApiOmat installation in development, test, staging, or production mode.

### Module

A module is a feature extension of EASY ApiOmat consisting of data models, potential business logic, and configuration parameters. A module can be individually created or customized as part of the End User License Agreements, or provided as a standard by EASY ApiOmat GmbH.

### Ticket Priority

**Priority definition:**

1 = Very high:

An incident is given the priority "Very High" when very serious impairments of the business processes occur. Work that cannot be postponed at all can no longer be carried out. This is caused by complete system downtime, or by a glitch in key functionality. The incident requires rapid processing because the glitch can cause considerable and/or consequential damage and loss, or because these have already occurred.

2 = High:

An incident is given the priority "High" if the business process is severely impaired and necessary work cannot be carried out. This is caused by faulty or failed functionality, which is urgently needed in the current situation. The notification requires prompt processing, because the ongoing malfunction may cause a serious glitch of the entire production business process and consequential damage is to be expected.

3 = Medium:

An incident is given the priority "Medium" if the course of business is impaired. This is caused by faulty or failed functionality. Consequential damage or loss is not to be expected.

4 = Low:

An incident is given the priority "Low" if there are no or minor impairments of a business process. This is caused by a faulty or failed functionality that is not needed every day, or only little used.

### Organization

An organization is a parent administrative role which can manage multiple developer accounts regarding the individual access rights and roles.

### Basic Operations & Monitoring

Operation and monitoring 24/7, installation of updates and security updates of the server OS/Kubernetes Clusters, and Mongo DB.

### Cloud Service

EASY ApiOmat offers all cloud solutions in a German partner data center.

### Basis for all Service Descriptions

The basis for all service descriptions is always and only documentation of the software platform EASY ApiOmat, and the General Terms and Conditions of EASY ApiOmat GmbH.

## EASY APIOMAT BACKEND AS A SERVICE INCL. SHARED HOSTING

### 1.2018-01

**EASY ApiOmat Backend-as-a-Service S**

The EASY ApiOmat license is limited to one app backend, and a maximum of 100 active API users per month. It includes provisioning a private container with an EASY ApiOmat application stack in a German data center. This service includes one-time installation of EASY ApiOmat Enterprise. 24/7 operation and monitoring, installation of updates and security updates of the server OS and Mongo DB.

### 1.2018-02

**EASY ApiOmat Backend-as-a-Service M**

The EASY ApiOmat license is limited to one app backend, and a maximum of 200 active API users per month. It includes provisioning a private container with an EASY ApiOmat application stack in a German data center. This service includes one-time installation of EASY ApiOmat Enterprise. 24/7 operation and monitoring, installation of updates and security updates of the server OS and Mongo DB.

### 1.2018-03

**EASY ApiOmat Backend-as-a-Service L**

The EASY ApiOmat license is limited to one app backend, and a maximum of 500 active API users. It includes provisioning a personal container with an EASY ApiOmat application stack in a German data center. This service includes one-time installation of EASY ApiOmat Enterprise. 24/7 operation and monitoring, installation of updates and security updates of the server OS and Mongo DB.

### 1.2018-04

**EASY ApiOmat Backend-as-a-Service XL**

The EASY ApiOmat license is limited to one app backend, and a maximum of 1000 active API users. It includes provisioning a personal container with an EASY ApiOmat application stack. This service includes one-time installation of EASY ApiOmat Enterprise. 24/7 operation and monitoring, installation of updates and security updates of the server OS and Mongo DB.

## EASY APIOMAT MVP FACTORY / LAB FACTORY

### 1.2018-05

**EASY ApiOmat MVP Factory**

The EASY ApiOmat license is limited to 50 active API users per app backend.

### 1.2018-06

**EASY ApiOmat MVP Factory incl. Private Hosting**

The EASY ApiOmat license is limited to a maximum of 50 active API users per app backend It includes provisioning a private container with an EASY ApiOmat application stack in a German data center. This service includes one-time installation of EASY ApiOmat Enterprise. 24/7 operation and monitoring, installation of updates and security updates of the server OS and Mongo DB.

## EASY APIOMAT ENTERPRISE PLATFORM

### 1.2018-07

**EASY ApiOmat Enterprise Platform**

The EASY ApiOmat license is limited to one app backend.

### 1.2018-08

**EASY ApiOmat Enterprise Platform incl. Shared Hosting**

The EASY ApiOmat license is limited to one backend. It includes provisioning a private container with an EASY ApiOmat application stack in a German data center. This service includes one-time installation of EASY ApiOmat Enterprise. 24/7 operation and monitoring, installation of updates and security updates of the server OS and Mongo DB.

### 1.2018-09

**EASY ApiOmat Enterprise Platform incl. Private Hosting**

The EASY ApiOmat license is limited to one backend. It includes provisioning a private cloud infrastructure consisting of a MongoDB replication including a maximum of 3 containers with a maximum of 500 GB storage and 8 GB RAM and 4 processor cores each; 2 application stacks each with 8 GB RAM and 4 processor cores each and a maximum of 150 GB HDD. This service includes one-time installation of EASY ApiOmat Enterprise.

### 1.2018-10

**EASY ApiOmat Enterprise Platform Standard**

The EASY ApiOmat license is limited to running on a maximum of 2 application stacks and a MongoDB replication with a maximum of 3 containers.

### 1.2018-11

**EASY ApiOmat Enterprise Platform Standard incl. Private Hosting**

The EASY ApiOmat license is limited to 2 application stacks and a MongoDB replication with a maximum of 3 containers. It includes provisioning a private cloud infrastructure consisting of a MongoDB replication including a maximum of 3 containers each with a maximum of 500 GB storage and 8 GB RAM and 4 processor cores; 2 application stacks each with 8 GB RAM and 4 processor cores each and a maximum of 150 GB storage each. This service includes one-time installation of EASY ApiOmat Enterprise.

### 1.2018-12

**EASY ApiOmat Enterprise Platform Premium**

The EASY ApiOmat license is limited to 2 application stacks and a MongoDB replication with 3 containers. Includes test and staging licenses.

### 1.2018-13

**EASY ApiOmat Enterprise Platform Premium incl. Hosting**

The EASY ApiOmat license is limited to 2 application stacks and a MongoDB replication with 3 containers; includes test and staging. It includes provisioning a private cloud infrastructure consisting of a replication including 3 containers with a maximum of 500 GB storage and 8 GB RAM, and 4 processor cores each for production, staging and development. 2 application stacks each with 8 GB RAM and 4 processor cores each and a maximum of 150 GB storage. One-time setup of the infrastructure and installation of EASY ApiOmat Enterprise is part of the EASY ApiOmat Enterprise service.

### 1.2018-14

**Platform Global Deployment**

The EASY ApiOmat license is limited to 15 instances each with 2 application stacks and a MongoDB replication with a maximum of 3 containers, including test and staging.

### 1.2018-15

**EASY ApiOmat Enterprise Platform unlimited**

The EASY ApiOmat license for enterprise-wide usage without limitations incl. affiliated companies according to Clause 15 of the German Stock Corporation Act (Aktiengesetz, or AktG).

## EASY APIOMAT SUPPORT & OPERATIONS

### 2.2018-01

**EASY ApiOmat Basic Maintenance**

Includes announcing and making available all minor and major updates within the contractual period, and bug fixes for the current version status. Maintenance eligibility is extended with updates to the newest version, according to the version lifetime. The version lifetime is always 12 months from the major and/or minor release date. Includes support via e-mail support.apiomat@easy-software.com with a response time of 5 business days. Versions are supported for a maximum of 12 months after being published.

### 2.2018-02

**EASY ApiOmat via Backend Support**

Support is provided with a response time of one business day within the service hours for Level 1 and 2 tickets, with a response time of 5 business days for Levels 3 and 4 tickets. Access to the Support Center (English), contact via telephone and e-mail (English or German) Remote Support availability Mon through Friday 8 a.m. to 5 p.m. (excl. German national holidays, excl. December 24 and December 31).  Support will be rendered only to people eligible for support; it only includes product-specific support.

### 2.2018-03

**EASY ApiOmat Standard Support**

Support is provided with a response time of eight hours within the service hours for Priority 1 and 2 tickets; with a response time of 3 business days within the service hours for Priority 3 and 4 tickets. Access to the Support Center (English), contact via telephone and e-mail (English or German); support includes only product-specific support.   Remote support service hours Mon through Fri, 8 a.m. to 5 p.m. (excl. German national holidays and holidays specific to the German state of Saxony, excl.  December 24 and December 31).  Support will only be rendered to people eligible for support. The price is 20% of the paid listed license price.

### 2.2018-04

**EASY ApiOmat Premium Support**

Support tickets are categorized into Levels 1 - 4. The following response times within service hours apply to these: Level 1: 4 hours. Level 2: 6 hours. Level 3: One business day within service hours. Level 4: 5 business days within service hours. Access to the Support Center (English) is included, as well as contact via telephone and e-mail (English or German) Remote Support service hours: Mon through Fri 7 a.m. to 7 p.m. (excl. German national holidays and holidays specific to the German state of Saxony, excl. December 24 and December 31). Support will only be rendered to people eligible for support. Support includes only product-specific support. The price is 30% of the listed license price.

### 2.2018-05

**EASY ApiOmat Standard Operations**

EASY ApiOmat Standard Operations is available only in combination with EASY ApiOmat Support Standard or Premium; it offers expanded services. This includes up to 5 days per month of operating and supp-ort services like planning, updates, migrations, consulting, or implementation. Internal resources are no longer necessary for operating EASY ApiOmat.

### 2.2018-06

**EASY ApiOmat Premium Operations**

EASY ApiOmat Premium Operations is only available in combination with the EASY ApiOmat Standard or Premium Support packages and offers expanded services. This includes dedicated technical contact persons, and up to 8 days per month of operating and support services like planning, updates, migrations, consulting, or implementation. Daily backups with a retention period of five calendar days.

### 2.2018-07

**EASY ApiOmat Basic Operations**

Operations and monitoring 24/7.

### 2.2018-08

**ApiOmat Shared Hosting**

Provisioning a private container with an EASY ApiOmat application stack.

### 2.2018-09

**ApiOmat Private Hosting**

Provisioning a private cloud infrastructure consisting a MongoDB replication including 3 containers with a maximum of 500 GB storage and 8 GB RAM, and 4 processor cores each; 2 application stacks each with 8 GB RAM, 4 processor cores, and a maximum of 150 GB storage.

### 2.2018-10

**ApiOmat Hosting (incl. T&S)**

Provisioning a private cloud infrastructure consisting of production, staging, and development from a MongoDB replication including 3 containers each with a maximum of 500 GB storage, 8 GB RAM, and 4 processor nodes; 2 application stacks each with 8 GB RAM, 4 processor cores, and a maximum of 150 GB storage. Provisioning occurs in a German partner data center.

## EASY APIOMAT DAILY RATES

### 3.2018-01

**Senior Skill: Consultant / Digital Entrepreneur / Developer**

Our top colleagues: More than 5 years of experience, with more than 5 projects. English and German.

### 3.2018-02

**Experienced Skill:  Consultant / Developer / Project Manager**

More than 3 years of experience, with more than 5 projects, English and German

### 3.2018-03

**Consultant / Developer / Project Manager**

Up to 3 years of experience, with at least 3 projects.

### 3.2018-04

**Junior Skill: Consultant / Junior Developer / Back Office / Designer**

Junior Skill

### 3.2018-05

**Travel allowance**

Allowance per day incl. round trip, expenses, and overnight accommodation.

## EASY APIOMAT SERVICES

### 3.2018-06

**Kickstart Support**

Individualized, intensive support through Technical Account Manager
during the first three months; only available when purchasing a license, incl.
1 day per month on-site.

### 3.2018-07

**EASY ApiOmat Hackathon as a Service**

Coordination of your individual hackathons: Project leader, IT infrastructure,
EASY ApiOmat licenses, and 5 EASY ApiOmat employees to accompany
your 24-hour hackathon. Excludes catering and location costs.

### 3.2018-08

**EASY ApiOmat MVP Factory Standard**

Total expenditure: 15 man-days maximum


Includes: two-day workshop, requirements analysis, elaboration, creating
screen designs, creating prototype frontend, data modeling, backend
connection, and EASY ApiOmat Lab license for 3 months.

### 3.2018-09

**EASY ApiOmat MVP Factory Premium**

Total expenditure: 40 man-days maximum

## EASY APIOMAT TRAINING

### 4.2018-01

**EASY ApiOmat Workshop**

Training according to the service description incl. certification.

## EASY APIOMAT HR APP

### 5.2018-01

**EASY ApiOmat HR App**

This offer includes an app for Android and iOS. This HR app is based on the EASY ApiOmat platform; it runs in a German partner data center. The app is rolled out with the respective organization via the private app store or MDM (Mobile Device Management). As a customer you can brand the app to your organization's corporate design. To do this, two main colors are available in addition to customizing the logo. The app comes in two languages (English and German). Additional languages can be obtained at an additional charge.

The HR app provides employee and guest registration as the base function. Each employee can log in using the app where they can choose between home office and office (including room number). Additionally, it is possible to enter guests in the company (name, company, and reason), and to log out. The data is saved in a German partner data center. Employees are provided to the system either via LDAP(s) or via OAuth Office 365. More connections are possible at an additional charge. Since this is a Whitelabel app, each company gets its own QR code which the user scans on first login. This configures the app for your company. .

You will be billed based on the number of employees in the company, at the month end prior to app implementation. **The price per employee is €1.00 per month**. Billing for the app (and the booked additional modules) takes place for one year in advance. The number of employees is updated prior to each billing. This includes the EASY ApiOmat Enterprise platform license (1.2018-07).

The price model is valid for usage of hard disk space of up to 5 GB.

**The app can be extended with the following functionality**:

- 5.2018-06 EASY ApiOmat Health module app
- 5.2018-07 EASY ApiOmat Sick Leave module app
- 5.2018-08 EASY ApiOmat Vacation Module app
- 5.2018-09 EASY ApiOmat News Module app

### 5.2018-02

**EASY ApiOmat App Setup**

The app backend runs on an ApiOmat shared instance in a German partner data center. Support services for connecting the following systems are included:

- OAuth including Office 365 or LDAP
- STMP server for sending e-mail

For support, the customer is required to provide access in the form of credentials for the systems above.

We support the customer in setting up the app in the Apple Business Manager and Google Play Store, so that the app can be distributed by your company. Support service for registration with Apple and Google is not included.

For setup, there will be a **one-time cost of €500.00**. 5.2018-03

**EASY ApiOmat App Support "Basic"**

This package (and all packages based on it) includes the announcement and availability of all minor and major updates during the contract period, as well as bug fixes for the current version status. Maintenance eligibility is extended by the update to the latest version, according to the version lifetime. The version lifetime is always 12 months from a major and/or minor release version. Moreover, the package includes support via e-mail support@easy-apiomat.com, with response times of 5 business days. The versions are supported for a maximum of 12 months after release.

### 5.2018-04

**EASY ApiOmat App Support "Standard"**

Technical support is provided with a response time of one business day within the service hours for Priority 1 and 2 tickets, with a response time of three business days within the service hours for Priority 3 and 4 tickets. The package includes access to the Support Center (English), as well as contact via telephone and e-mail (English or German). Support includes only technical support. Support is provided remotely at the following service hours: Mon - Fri, 8 a.m. to 5 p.m. (excluding German national holidays, excluding December 24 and December 31) **€200.00 per month.**

### 5.2018-05

**EASY ApiOmat App Support "Premium" including CSM"**

Support is provided with a response time of one business day within the service hours for Priority 1 and 2 tickets; with a response time of three business days within the service hours for Priority 3 and 4 tickets. The package includes access to the Support Center (English), as well as contact via telephone and e-mail (English or German). Support includes only technical product support or a Customer Success Manager for 5 hours. Service hours for remote support: Mon - Fri, 8 a.m. to 5 p.m. (excluding German national holidays, excluding December 24 and December 31) **€700.00 per month**

### 5.2018-06

**EASY ApiOmat Health module app**

This additional module is displayed in a separate tile in the app. The user's option is to report their infection, or even contact with infected people. The HR department is automatically notified (via the HR dashboard). To prevent misuse and errors, the user must confirm their input. The saved presence data of the users can be automatically deleted after one month. **The price for the additional module is €0.00 per employee/month.**

5.2018-07

**EASY ApiOmat Sick Leave module app**

This additional module is displayed in a separate tile in the app. The user's option is to report sick via the app. For this purpose, a calendar view and selection are available. The user must take a picture of their doctor's certificate. In addition, it is possible to specify whether the sick leave is for the employee's own child. Users can view their already submitted sick leaves and their duration. This basically requires connection to EASY HR and unique assignment of users (LDAP).

The connection to EASY HR is free of charge. Other systems can be connected at an additional charge. The sick leave report can be sent via e-mail to the HR department (stored e-mail address), or directly to EASY HR.

**The price for the additional module is €1.00 per employee/month.**

5.2018-08

**EASY ApiOmat Vacation Module app**

This additional module is displayed in a separate tile in the app. The option to perform vacation planning and vacation inquiries is open to the user. Employees can see their pending, requested, and past vacations of the current calendar year. A calendar view and public holidays selection allows users to directly submit their vacation requests. The prerequisite for the use of the module is connection to SAP ByDesign. This is already included. Additional systems for vacation management can be connected at an additional price.

**The price for the additional module is €1.00 per employee/month.**

5.2018-09

**EASY ApiOmat News Module App**

This additional module is displayed in a separate tile in the app. The option to view internal corporate news via app is open to the user. A list view and the respective details views are available for this. The latest corporate news is passed on to the user via push notifications. The prerequisite for use is Jira Confluence. Connection to the system is included. Other systems can be connected at an additional charge.

**The price for the additional module is €1.00 per employee/month.**