

SERVICE DESCRIPTION

DEFINITIONS

App Backend

An app backend is a unique application identified by a base URL, which is marked in the EASY ApiOmat user interface as a backend.

Support Authorized Person

A support authorised person is a person who has been certified or contractually defined by EASY ApiOmat or an authorized third-party by means of examination. A support authorized person must have a certification in order to submit support requests within the framework of an existing support contract.

GB RAM

RAM refers to the memory available to the EASY ApiOmat installation in 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.

Prozessor Core

A processor core is the computing power (core) assigned in an EASY ApiOmat installation used by an application server. The number of processor cores made available to the application in a container, virtual machine or in a physical installation are counted.

License

A license provides the usage rights described in the EASY EASY ApiOmat GmbH's current End User License Agreements and Service Description.

Instance

An instance describes a license dependent EASY ApiOmat installation in development, test, staging or productive environments within a AWS EC2 environment.

Module

A module is a functional extension of EASY ApiOmat consisting of data models, potentially business logic and configuration parameters. A module can be individually created or adapted within the scope of the End User License Agreements or made available as standard by the EASY EASY ApiOmat GmbH.

Ticket Priority

Priority Definition:

1 = Very High:

A case is given the priority "Very High" when it leads to very serious disruptions to business processes. Work, which cannot be postponed at all, can no longer be carried out. The notification requires rapid processing as the malfunction can cause considerable and/or consequential damage and losses or because these have already occurred.

2 = High:

A case 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 can lead to a serious disruption of the entire productive business process and consequential damage is to be expected.

3 = Medium:

A case is given the priority "Medium" if the course of business is impaired. This is caused by faulty or unusual functionality. No consequential damages and losses are to be expected.

4 = Low:

A case is given the priority "Low" if there is no or little disruption to a business process. This is caused by a faulty or unusual functionality that is not needed daily or used only a small amount.

Organization

An organization is a sub administrative role, which can manage the individual access rights and roles of developer accounts.

Basic Operations & Monitoring

Operation and monitoring 24/7, daily backups with a retention period of 5 calendar days, installation of updates and security updates of the server-OS and the Mongo DB.

Cloud Service

EASY ApiOmat offers all cloud solutions based on the AWS EC2 Cloud. Details about the technology and the SLAs can be found here: <https://aws.amazon.com/en/ec2/>

The Basis for all Service Descriptions

The basis for all service descriptions is always the EASY ApiOmat software documentation as well as the General Terms and Conditions from the EASY EASY ApiOmat GmbH.

EASY APIOMAT BACKEND AS A SERVICE PER BACKEND INCLUDING 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. Includes the provision of a private container with an EASY ApiOmat Application Server based on Amazon AWS in a German data center according to Amazon's service description. Availability according to Amazon. The unique installation of EASY ApiOmat Enterprise is included in the service. 24/7 operation and monitoring, daily backups with a minimum retention period of 5 calendar days, installation of updates and security updates of the server OS and the 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. Includes the provision of a private container with an EASY ApiOmat Application Server based on Amazon AWS in a German data center according to Amazon's service description. Availability according to Amazon. The unique installation of EASY ApiOmat Enterprise is included in the service. 24/7 operation and monitoring, daily backups with a minimum retention period of 5 calendar days, installation of updates and security updates of the server OS and the 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 per month. Includes the provision of a private container with an EASY ApiOmat Application Server based on Amazon AWS in a German data center according to Amazon's service description. Availability according to Amazon. The unique installation of EASY ApiOmat Enterprise is included in the service. 24/7 operation and monitoring, daily backups with a minimum retention period of 5 calendar days, installation of updates and security updates of the server OS and the 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 per month. Includes the provision of a private container with an EASY ApiOmat Application Server based on Amazon AWS in a German data center according to Amazon's service description. Availability according to Amazon. The unique installation of EASY ApiOmat Enterprise is included in the service. 24/7 operation and monitoring, daily backups with a minimum retention period of 5 calendar days, installation of updates and security updates of the server OS and the Mongo DB.

EASY APIOMAT MVP FACTORY / LAB FACTORY

1.2018-05

EASY ApiOmat MVP Factory

The EASY ApiOmat License is limited to 50 monthly 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 month per app backend. Includes the provision of a private container with an EASY ApiOmat Application Server based on Amazon AWS in a German data center according to Amazon's service description. Availability according to Amazon. The unique installation of EASY ApiOmat Enterprise is included in the service. 24/7 operation and monitoring, daily backups with a minimum retention period of 5 calendar days, installation of updates and security updates of the server OS and the Mongo DB.

EASY APIOMAT ENTERPRISE PLATFORM

1 2018-07

EASY ApiOmat Enterprise Platform

The EASY ApiOmat license is limited to 1 app backend. In addition, the technical regulations from 1.2018-10 do apply.

1 2018-08

EASY ApiOmat Enterprise Platform incl. Shared Hosting

The EASY ApiOmat license is limited to one app backend. Includes the provision of a private container with an EASY ApiOmat Application Server based on Amazon AWS in a German datacenter according to Amazon's service description. Availability according to Amazon. The unique installation of EASY ApiOmat Enterprise is included in the service. 24/7 operation and monitoring, daily backups with a minimum retention period of 5 calendar days, installation of updates and security updates of the server OS and the Mongo DB.

1 2018-09

EASY ApiOmat Enterprise Platform incl. Private Hosting

The EASY ApiOmat license is limited to one app backend. Includes the provisioning of a private cloud infrastructure consisting of 3 database servers each with max 500 GB HDD and 8 GB RAM and 4 processor cores as well as 2 application servers each with 8 GB RAM and 4 processor cores each and a max 150 GB HDD. All are provided on Amazon AWS EC2 in a German data center according to Amazon's service description (<https://aws.amazon.com/en/ec2/>). Availability according to AWS (<https://aws.amazon.com/en/ec2/>). The one-time installation of the infrastructure and EASY ApiOmat Enterprise is part of the service.

1 2018-10

EASY ApiOmat Enterprise Platform Standard

The EASY ApiOmat License is limited to running on a maximum of 2 application and 3 database servers.

1 2018-11

EASY ApiOmat Enterprise Platform Standard incl. Private Hosting

The EASY ApiOmat License is limited to running on a maximum of 2 application and 3 database servers. Includes the provisioning of a private cloud infrastructure consisting of 3 database servers each with max 500 GB HDD and 8 GB RAM and 4 processor cores as well as 2 application servers each with 8 GB RAM and 4 processor cores each and a max 150 GB HDD. All are provided on Amazon AWS EC2 in a German data center according to Amazon's service description (<https://aws.amazon.com/en/ec2/>). Availability according to AWS (<https://aws.amazon.com/en/ec2/>). The one-time installation of the infrastructure and EASY ApiOmat Enterprise is part of the service.

1 2018-12

EASY ApiOmat Enterprise Platform Premium

The EASY ApiOmat license is limited to 2 application and 3 database servers, test and staging instances are included.

1 2018-13

EASY ApiOmat Enterprise Platform Premium incl. Private Hosting

The EASY ApiOmat license is limited to 2 application and 3 database servers, test and staging instances are included. Includes the provisioning of a private cloud infrastructure consisting of 3 database servers with max. 500 GB HDD and 8 GB Ram and 4 processor cores each for production, staging and development. 2 application servers each with 8 GB RAM and 4 processor cores each and max. 150 GB HDD. All based on Amazon AWS EC2 in a German data center according to Amazon's service description (<https://aws.amazon.com/en/ec2/>). Availability according to Amazon (<https://aws.amazon.com/en/ec2/>). The 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 and 3 database servers. Test and Staging instances included.

1.2018-15

EASY ApiOmat Enterprise Platform Unlimited

The EASY ApiOmat license for company-wide usage without limitations including affiliated companies in accordance to §15 AktG.

EASY APIOMAT SUPPORT & OPERATIONS

2.2018-01

EASY ApiOmat Basic Maintenance

Includes the announcements and availability of all minor and major updates within the contractual period as well as bug fixes. EASY ApiOmat Basic Maintenance is included in all packages and includes all minor and major updates and bug fixes for the current version. Maintenance authorisation is extended with an update to the newest version in accordance with the version lifecycle. A version lifecycle always lasts 12 months from the major and/or minor release. Includes support via e-mail (support@EASY ApiOmat.com) with a reaction time of 5 business days. Versions are supported for a maximum of 12 months after being published.

2.2018-02

EASY ApiOmat Support per Backend

Support is provided with a reaction time of 1 business day within the service hours for tickets with level 1-2 and with a reaction time of 5 business days for tickets with level 3-4. Includes access to the Support Center (English), which provides contact via telephone and e-mail (English or German). Support includes only product specific support. Remote Support service hours are Monday-Friday 8-17:00 (excl. German National Holidays, excluded are 24.12 & 31.12). Support is only performed for Support Authorized Persons.

2.2018-03

EASY ApiOmat Standard Support

Support is provided with a reaction time of 1 business day within the service hours for tickets with level 1-2 and with a reaction time of 5 business days for tickets with level 3-4. Includes access to the Support Center (English), which provides contact via telephone and e-mail (English or German). Support includes only product specific support. Remote Support service hours are Monday-Friday 8-17:00 (excl. German National Holidays, excluded are 24.12 & 31.12). Support is only performed for Support Authorized Persons. The price for EASY ApiOmat Standard Support is 20% of the paid license list price.

2.2018-04

EASY ApiOmat Premium Support

Support tickets are categorized in 4 priority levels (1-4) The following reaction times apply during service hours: Level 1 – 4 Hours. Level 2 – 6 Hours. Level 3 – 1 Business day within the service hours. Level 4 – 1 business day within the service hours. Access to the Support Center (English) is included as well as contact per telephone and e-mail (English or German). Remote Support Service Hours: Monday-Friday 7-19:00 (excluding German National Holidays, excluding 24.12 & 31.12). Support is only performed for Support Authorized Persons. The price for EASY ApiOmat Premium Support is 30% of the license list price.

2.2018-05

EASY ApiOmat Standard Operations

EASY ApiOmat Standard Operations is only available in combination with the EASY ApiOmat Standard or Premium Support packages and offers additional services. This includes up to 5 days a month of operations and support

services such as planning, updates, migrations, consulting or implementation. Internal resources are no longer need 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 additional services. This includes up to 8 days a month of operations and support services such as planning, updates, migrations, consulting or implementation.

EASY APIOMAT PER DIEM

3 2018-01

Senior Skill: Consultant / Digital Entrepreneur / Developer

The best colleagues from EASY ApiOmat with over 5 years of experience and more than 5 projects. English and German.

3 2018-02

Experienced Skill: Consultant / Developer / Projectmanager

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

3 2018-03

Consultant / Developer / Projectmanager

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

3 2018-04

Junior Skill: Consultant / Junior Developer / Backoffice / Designer

Junior Skill

3 2018-05

Travel Allowance

Allowance per diem incl. round trip travel, accommodation and additional expenses.

EASY APIOMAT SERVICES

3 2018-06

Kickstart Support

Individualized and intensive support from a technical account manager during the first 3 months – only available with the purchase of a license. Includes 1 day a 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 hackathon for 24 hours. Excludes catering and location costs.

3 2018-08

EASY ApiOmat MVP Factory Standard

Total Expenditure: Maximum 15 Person-days

Includes: 2-day workshop, requirements analysis, conceptualization, create of screen designs, creation of frontend prototype, data modelling, backend connection and EASY ApiOmat Lab license for 3 months.

3 2018-09

EASY ApiOmat MVP Factory Premium

Includes: 2-day workshop in the EASY ApiOmat Lab in Leipzig or Berlin, re-

quirements analysis, conceptualization, create of screen designs, creation of frontend prototype, data modelling, backend connection and EASY ApiOmat Lab license for 6 months, validation workshop.

3.2018-10

EASY ApiOmat Digital Factory

Your EASY ApiOmat including a virtual team from our skill levels, available on-site when necessary. The team can be used for the operations of EASY ApiOmat as well as the development and implementation of use cases. The package contains a maximum of two EASY ApiOmat licenses (1.2018-10), for test and staging instances. Additionally the EASY ApiOmat Standard Support Package (2.2018-03) is included. The virtual team is available for a total of 320 hours per month. All articles, licenses, packages and teams are available for use on an as needed-basis.

EASY APIOMAT TRAINING

4.2018-01

EASY ApiOmat Workshop

Training according to the service description, includes certification.