

Service Description

AEB Cloud

Comparison of the services of the AEB Cloud models

23/06/2023

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1 Explanations to the tables:

- ✓ Included in the respective model
- € Optional, can be booked/agreed individually in a separate SLA. This may result in additional costs.
- ¹This option can be booked/agreed individually in a separate SLA. This may result in additional costs. If you are interested in this option, please contact your AEB representative.
- ²Unless otherwise defined in the respective system description of the product.

2 Operation

	AEB Cloud	AEB Private Cloud
Cloud in Germany	✓	✓
Connection to authorities (e.g. customs) included	✓	✓
Operation of the infrastructure (e.g. databases, application servers)	✓	✓
Dynamic provision of additional system resources	✓	✓
Automatic provision of the licensed functional content	✓	✓ or according to customer specifications ¹
System environment	shared	dedicated
Network infrastructure	shared	shared, dedicated possible ¹
Data management	shared	shared, dedicated possible ¹

3 Access

	AEB Cloud	AEB Private Cloud
Direct access via Internet	✓	✓
Access via VPN	€	€

4 Test system

	AEB Cloud	AEB Private Cloud
Test system for business services	✓	✓
Individual test system	–	€

5 Monitoring

	AEB Cloud	AEB Private Cloud
Proactive system monitoring	✓	✓
Proactive application monitoring for AEB Business Services and AEB Cloud Products	✓	✓
Proactive process monitoring	–	€

6 Frame and availability

	AEB Cloud	AEB Private Cloud
Operating hours 24/7	✓	✓
Standard availability	99%	99,5%
Extended availability possible until	–	99,999% ¹
Maintenance window (see service description)	✓	✓
Maintenance windows agreed individually	–	€
Backup at least once a day	✓	✓
Data retention	18 months ²	To be agreed individually ¹
Archiving	€	€
Data volume (DB store)	Up to 500GB/year	Up to 1 TB/year, more is possible ¹
Named users	Up to 1000 ²	Any ²

7 Communication, support and care

	AEB Cloud	AEB Private Cloud
System services and care by AEB Operations 24/7	✓	✓
Application support according to the Support service description	✓	✓
Technical support	Analogous to the times of the application support	24/7 possible ¹
Status information via website and community	✓	✓
Error reports via community, tickets, e-mail, telephone	✓	✓
Extended application support hours; up to 24/7	€	€
Status information via e-mail	–	€

Proactive status reporting	–	€
Individual telephone number for error reports	–	€
Other ways of error reports	–	€
System services and care by individual AEB team	–	€
Customer-specific adaptations	–	€

8 Security and data protection

	AEB Cloud	AEB Private Cloud
ISO-27001 or comparably certified	✓	✓
Certified data protection management	✓	✓
AEO-S certified	✓	✓
Automatic system patches	✓	✓
Certified AEB security processes	✓	✓
Certified AEB safety concept	✓	✓
Regular penetration tests	✓	✓
Access TLS encrypted	✓	✓ Further variants possible ¹
Application patches are regularly applied at fixed maintenance windows	✓	✓ or individually agreed ¹
Access security: Username, password (+ client if applicable)	✓	✓
Password policy	Fixed	Adjustable ¹
Automatic separation	After 24 hrs	Customizable ¹
User management per AEB application	✓	✓
User management overall (SSO)	€	€
Directory coupling (e.g. with Azure AD)	€	€
Additional factor authentication for access (e.g. Authenticator App)	–	€
Individually adapted security processes	–	€
Individually adapted safety concept	–	€
Individual penetration tests	–	€
Individual change/release management	–	€
Individual audits	–	€

9 BCM and disaster recovery

	AEB Cloud	AEB Private Cloud
Recovery Time Objective (RTO)	24 h, fixed	24 h, individually adjustable ¹
Recovery Point Objective (RPO)	24 h, fixed	24 h, individually adjustable ¹
Regular backup (e.g. once a month) of all customer data in an environment specified by the customer	–	€
Escrow for the applications	–	€
Prioritized disaster recovery including standby systems in 3rd data center	–	€

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