

Service Description

AEB Cloud

Comparison of the services of the AEB Cloud models

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Date: June 18, 2025

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1 Operation

	AEB Cloud	AEB Private Cloud
Cloud operation located 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 business content ✓ or according to customer specification	✓	
System environment	shared	dedicated
Network infrastructure	Shared devices	Shared devices, dedicated possible ¹
Data management	Shared store	Shared store, dedicated possible ¹

2 Access

	AEB Cloud	AEB Private Cloud
Direct access via Internet	✓	✓
Access TLS 1.3 or higher encrypted	✓	✓
IP address whitelisting	-	possible ¹
IP address blacklisting	-	possible ¹
Access via VPN	€	€

3 Test system

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

4 Monitoring

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

5 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	✓	✓

	AEB Cloud	AEB Private Cloud
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

6 Communication, support and care

	AEB Cloud	AEB Private Cloud
System services and care by AEB 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	✓	✓
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	–	€

7 Security and data protection

	AEB Cloud	AEB Private Cloud
Information Security Management System (ISMS) certified – ISO-27001 or comparable –	✓	✓
Certified data protection management	✓	✓
AEO-S certified	✓	✓
Automatic system patches	✓	✓
Certified AEB security processes	✓	✓
Certified AEB safety concept	✓	✓
Regular penetration tests	✓	✓
Application patches are regularly applied at fixed maintenance windows	✓	✓ or individually agreed ¹
Access security: Username, password (+ client if applicable)	✓	✓
Password policy	Fixed according to AEB specification	Adjustable ¹
Automatic separation	After 24 hrs	Customizable ¹
User management per AEB application	✓	✓
User management overall (SSO)	€	€
Directory coupling (e.g. with EntraID, Ping,...)	€	€
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	–	€

8 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	–	€

9 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.
¹	This 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.
²	Unless otherwise defined in the respective system description of the product.



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