Service Description

AEB Private Cloud

23/06/2023

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1 AEB cloud solutions

Your AEB solutions are operated in the AEB cloud. AEB operates its own data centers for this purpose. This gives you the flexibility to scale the AEB solutions to your individual needs and lets you support your business processes by adding components to exchange data with upstream and downstream systems.

Many services are already included in the use of the cloud. For more information, see “Included professional services” (-> page 4).

AEB’s cloud solutions put data security front and center: All critical systems, from network components to the application servers, have redundant architecture or are protected against hardware failures by various active controls. Uninterrupted power supplies, emergency power units, fire protection systems, and a two-phase backup concept also ensure optimal security and fast recovery options in the event of a disaster. Security and quality standards, such as those defined through regulations and applicable data protection laws, are also important for you and your business processes. AEB takes compliance with these kind of security standards very seriously. For this reason and because of our global outlook, AEB follows internationally recognized standards. In addition to its own internal Security Team, AEB regularly brings in outside experts to look for any new potential security vulnerabilities. This makes it possible to lessen any additional risks.

AEB has various certifications that confirm the quality claim. You can find the respective certificates and confirmations in the AEB Trust Center. Comprehensive information on cloud operation, security, data protection, and other topics is also available for you here.

1.1 System requirements

Access to the AEB Private Cloud is normally made via the Internet. The number of user workstations and the volumes of transmitted data affect service response times. AEB therefore recommends that you ensure that you have sufficiently powerful access to the Internet. For information about the workstation requirements for using the AEB Private Cloud, please refer to the current system requirements, which you can find in the AEB Help Center.

Any additional requirements can be found in the quotation on which your contract is based, including its annexes.

1.2 Scope of services

1.2.1 General notes

The services of the AEB Cloud are provided for you to use via the Internet. You have no access to source code or other systems or system components. The services described below relate exclusively to the Cloud Services provided by AEB.

1.2.2 Installation and configuration

AEB will install and configure the software for you in a special environment of AEB's data center (AEB Private Cloud). In addition, AEB provides the necessary access for your users according to the order confirmation.

1.2.3 Technical availability

AEB provides access to the productive cloud services for contractually agreed use by the Customer from Monday at 00:00 through Sunday at 24:00 Central European (Summer) Time ("Hours of Operation") with an online availability rate of at least 99.5 % of the Hours of Operation ("Availability"). The Hours of Operation do not include periods in which maintenance is performed.

Extended availability

Availability can be extended (to 99.999% availability, for example) under a supplementary service level agreement. Please contact your AEB representative about this.

1.2.4 Scheduled and unscheduled maintenance

Maintenance work in the AEB Private Cloud shall be performed by AEB.

AEB informs you about planned maintenance work of the productive cloud services on the status page. Scheduled maintenance is announced here as early as possible. As a rule, maintenance work is announced twelve months in advance, but at least six months in advance. Scheduled maintenance takes place on Sundays between 6:00 a.m. and 10:00 p.m. Central European (Summer) Time.

- Any continued availability of the AEB Private Cloud during planned maintenance periods is not a contractually assured service of AEB. Any availability for use during these periods can therefore be restricted at any time without prior notice. AEB therefore recommends use of the system only during contractually assured availability periods.

AEB will announce unscheduled maintenance work at least 24 hours in advance except when there is cause for immediate action. In such cases, AEB will announce the work as soon as possible. This does not affect AEB's contractual obligation regarding guarantees of technical availability.

1.2.5 Data availability

Data backups of software (application installed and configured individually for the customer), user data, and usage data in the AEB Private Cloud are performed regularly, at least once every 24 hours. AEB backs up your data on its computer systems to ensure that at any given time the data of at least the previous day is available. If it becomes necessary to install a backup copy, AEB is entitled to restore the data as it existed at the time of the last available backup.

Both the Recovery Time Objective (RTO) and the Recovery Point Objective (RPO) are 24 hours. A modified RTO or RPO is possible with a supplementary service level agreement. For more information, please contact your AEB representative.

All data associated with the use of software (usage data) will be stored in the AEB Private Cloud as long as jointly agreed between the Customer and AEB. Afterwards, this data is normally deleted automatically on a daily basis after the agreed period plus 1 day starting from the timestamp of each transaction in compliance with data privacy regulations.

If you need to preserve key data longer than agreed, you have the option of moving this data to an archive in the AEB Cloud before it is deleted. For more information, please contact your AEB representative. Upon request and subject to a lead time to be agreed upon, AEB offers to make a copy of your usage and user data available for download in a conventional format of AEB's choosing. If your data is made available to you in this way, AEB is no longer obliged to store your data in the previous manner. Instead, AEB shall be entitled to

delete the data made available to you for download in compliance with data protection regulations three full months after the data has been made available for download and you have been notified accordingly.

1.3 Communication and data transmission

AEB is not responsible for setting up or maintaining telecommunications equipment connecting you to AEB. AEB has only a limited responsibility to maintain telecommunications from AEB to third parties such as content providers or (customs) authorities. AEB naturally has no control over disruptions to public communication networks and energy grids (such as those on which the internet relies). Grid disruptions may lead to disruptions in the connection to and from AEB for which AEB is not responsible. This also applies to the telecommunications connection from the transfer point of the AEB data center. AEB's service guarantee therefore does not extend to the area beyond the transfer point.

AEB recommends using encryption for all communications and data transmissions. Due to complex technical requirements that AEB cannot control unilaterally, AEB does not guarantee end-to-end encryption for those using its standard solutions. That's why e-mails and other data transmissions sent from the AEB data centers may not feature end-to-end encryption. For more information, please contact your AEB representative. Your AEB representative can also help you if you'd like any additional advice on appropriate technical solutions.

1.4 AEB data centers

AEB's data centers are located in Germany.

The AEB data centers are operated under the laws of the EU and Germany, including the General Data Protection Regulation and the Federal Data Protection Act (BDSG). The security, confidentiality, and integrity of your data is a critical component of our partnership, even beyond the provisions of the law. If any government agency requests your data, AEB will ensure it has complied with all necessary legal requirements. AEB will also notify you about such a request if it is legally allowed to do so.

Independent auditors also regularly check the security of the AEB data centers. You can view the certificates AEB has received during previous audits in the AEB Trust Center.

You can also have these external certifications checked through your own audit if you wish.

2 Included professional services

The AEB data centers allow you to access your AEB solutions anywhere. This agreement includes the following AEB professional services. There is no extra charge for these professional services.

- Your benefit: Relieving your internal IT department and resources. You do not need to keep in-house specialists trained specifically to use the AEB software. You can draw upon AEB's resources and experts.

This does not include those services not covered by the agreement.

See section Other services (-> page 7).

2.1 IT infrastructure services

2.1.1 Server Migration

A server migration is the move of AEB software components and their associated databases from one server to another.

Your solutions in the AEB Private Cloud are migrated to servers featuring current technology at regular intervals.

2.2 Database management services

2.2.1 Database Installation

AEB handles the installation, setup, and configuration of your database for you.

2.2.2 Database Administration

AEB handles all database administration tasks and is thus responsible for this area.

2.2.3 Database Monitoring

The system parameters of your database are automatically checked (logs, storage space, backups, active processes and resources, etc.). AEB database administrators are notified by e-mail or text message or through monitoring programs of any warnings and alarms and perform the necessary follow-up.

AEB's database specialists know the interactions and interdependencies between AEB solutions and the databases. In this way, AEB enables good performance and smooth, secure operations between the various service partners.

2.2.4 Database Checkup

AEB checks the general state of your database for you. This checkup includes the extension of database files, the rotation of log files, and more.

2.3 Basic application services

2.3.1 Installation of Server Components and AEB Software Components

AEB handles the installation of the AEB software and any necessary third-party software to provide support of your business processes and ensure end-to-end operation.

2.3.2 Installation of Peripheral Devices

If your peripheral devices such as printers (typically label printers), scales, or scanners cannot be run with the Citrix universal drivers, and drivers approved by AEB need to be installed in the AEB data center, these services are also included.

For questions about compatibility and support of your peripheral devices in conjunction with the AEB cloud, please contact your AEB representative.

2.3.3 Escrow

Upon request, AEB can store the source code of your software and any adaptations made for you with a company certified for this purpose. This service includes verification that the source code is functional (readable and executable).

If necessary, you also have the option of running a process audit to create the material to be stored.

The service includes two updates per year, each with a standard initial check.

2.4 Application support

2.4.1 Support

If you have any questions about the AEB standardized software you are using or about the processes that the software covers (in Customs Management, for example), AEB is happy to offer support.

AEB provides multi-level support based on ITIL standards that includes “incident management” and “problem management”. For further information about support, refer to the General Terms & Conditions for Support.

2.5 Application operation services

2.5.1 Update Service (periodic)

AEB installs the standard service packs during prescheduled maintenance windows. Unless otherwise agreed, this occurs outside of the Hours of Operation defined under Frame and availability (-> page 9). You benefit from always using the latest version of the software.

All changes are implemented within a defined change process.

Your test system is typically updated one week prior to the regular update so that you can test the corresponding changes. The changes installed in the test system are subsequently applied to the production system.

2.5.2 System Monitoring

System processes are monitored and bugs are fixed partially automatically in a quick and efficient manner. Critical system statuses and developments are identified early on and reported to the relevant teams at AEB. The monitoring is regularly reviewed and refined.

2.5.3 System Design

AEB designs and dimensions a system environment to your individual needs.

2.6 Application management services

In the AEB Private Cloud, you are assigned a dedicated application manager who supports your applications and regularly notifies you of any necessary actions.

2.6.1 Release/Change Management

In the AEB Private Cloud, AEB manages the releases for AEB applications for you. This service includes putting together a software package, including the necessary tests. This software package can then be rolled out under the terms of the agreed change process (update service).

Your change requests, service packs, and feature packs are aligned for optimal results based on your needs. This means that we only prepare changes that improve the consistency of your applications in their day-today use.

2.6.2 System Checkup

With the System Checkup, AEB regularly checks the current state of your AEB software environment. This involves checking the data sets, configuring minor automatic routines, and showing tips and tricks where appropriate. The application manager can also evaluate your processes.

Your key users can take part in the System Checkup, if you wish.

3 Further professional services

3.1 Free optional services

3.1.1 Content Services (export/import of master file data)

The business processes that the AEB software supports are subject to constant change: Some of the master data that is used is in constant flux, which makes the system more maintenance-intensive. AEB is responsible for updating various master data (ATLAS codes, customs offices, commodity codes, currency rates, IATA rates, etc.).

Depending on the cycle with which a particular set of master file data changes, AEB may provide the master data update as an import file for your AEB solution. This saves you the trouble of researching and regularly maintaining your master data.

To use this service, please notify AEB which master file data you wish to install. Please contact your AEB representative.

3.2 Chargeable optional services

Beyond the professional services outlined above that are already included in this agreement, you also have the option to sign extended service level agreements for chargeable services.

3.2.1 Update Service: Test System Refresh

AEB creates a copy of your production system database and installs it in the test environment. This process maintains all settings such as batches, directory structures, and paths while avoiding any impact on the production environment. This gives you a current image of your production environment for test purposes and adjustments.

3.2.2 Other services

Below is a sampling of services available to you:

- D801004: Disaster Recovery
- D803008: Screening and Approval of Peripheral Devices
- D801400: Client Configuration
- ...

For more information on the services listed here or other services on offer, contact your AEB representative.

4 Appendix: Tabular overview of the scope of services in the AEB Private Cloud

The following is a tabular overview of the scope of services in the AEB Private Cloud (this environment) compared to the scope of services of the AEB Cloud (alternative environment).

4.1 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.
- [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.

4.2 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]

4.3 Access

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

4.4 Test system

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

4.5 Monitoring

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

4.6 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]

4.7 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	–	€

4.8 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	–	€

4.9 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	–	€