

Aimtec Standard Terms

Specific Terms for the Operation and Provision of the Aimtec DCIx Service within the aimtec.cloud

1 Introductory Provisions

- 1.1 The Specific Terms for the Operation and Provision of the Aimtec DCIx Service within the aimtec.cloud (for the purposes of this document, the “**DCIx CLO Terms**”) form part of the Aimtec Standard Business Terms, which are further supplemented and specified by these DCIx CLO Terms for the purposes of operating and providing the DCIx SaaS Service in the aimtec.cloud environment. These DCIx CLO Terms, together with the GBT, the Budget, the Specific Terms – Service Level Agreement for Services provided via aimtec.cloud (“**SLA Terms**”), and any other applicable Specific Terms, constitute the Contract. Unless expressly provided otherwise in these DCIx CLO Terms, the provisions of the GBT and the relevant SLA Terms shall apply.
- 1.2 In the event of any discrepancy between the individual documents, the following order of precedence shall apply: first the provisions of the Contract (as defined in the GBT), then these DCIx CLO Terms, then the SLA Terms, then other Specific Terms, and finally the GBT. Capitalized terms not defined in these DCIx CLO Terms shall have the meaning assigned to them in the GBT.

2 Definition of Terms

- 2.1 **Application** means the DCIx software product operated as part of the DCIx Service.
- 2.2 **Security Update** means an update aimed at eliminating security vulnerabilities or strengthening data protection.
- 2.3 **DCIx Application Data** means the Customer’s data and configuration files.
- 2.4 **Data Center** means a certified facility of an external supplier (Cloud Service Provider) in which the infrastructure of the DCIx Service is operated.
- 2.5 **Incident** is an unplanned interruption or reduction in the quality of an IT service that was functional before the outage, or an event that has the potential to affect an IT service.
- 2.6 **Minor Updates** mean minor changes, bug fixes and user interface improvements that do not have a material impact on the functionality of the DCIx Service.
- 2.7 **Cloud Service Provider** means a third party (external supplier) providing infrastructure, platform or software as a service (IaaS, PaaS, SaaS) via the internet.
- 2.8 **Production Environment** means the environment used for providing the DCIx Service in Normal Service Operation.
- 2.9 **RPO (Recovery Point Objective)** means the maximum amount of data that may be lost in the event of an Outage, measured retrospectively from the moment of the Incident.
- 2.10 **RTO (Recovery Time Objective)** means the maximum acceptable period during which the DCIx Service may be unavailable after an Incident without unacceptable impact on the Customer’s business, as agreed in the Contract.
- 2.11 **Single-Tenant Environment** means a dedicated application and database environment for each customer.
- 2.12 **SLA (Service Level Agreement)** means the agreed level of provided Services.
- 2.13 **DCIx Service** means the DCIx SaaS service provided by the Supplier to the Customer under these DCIx CLO Terms in the aimtec.cloud environment.
- 2.14 **Software as a Service (SaaS)** means a model of providing the DCIx software product as a service, where the software product is hosted by the Supplier and made available to the Customer via a secure internet connection in the aimtec.cloud environment.
- 2.15 **SSO** means Single Sign-On.
- 2.16 **Test Environment** means an environment used for development, testing and verification of new functionalities prior to their deployment into Normal Service Operation.
- 2.17 **AWS Configuration** means a standardized, fixed and defined infrastructure variant for the operation of the DCIx service corresponding to a certain service size and including a predefined scope of cloud resources.

3 Infrastructure and Architecture

- 3.1 Customer has a dedicated application and database environment within a Single-Tenant Environment, enabling individual configuration and isolation of the Customer's data.
- 3.2 The DCIx Service is operated in certified Data Centers of the Cloud Service Provider complying with ISO/IEC 27001, CSA STAR, or equivalent security standards.
- 3.3 The DCIx Service is operated in a geographic region determined by the Supplier based on technical assessment of the Supplier, unless the Customer defines other requirements for its location.
- 3.4 The infrastructure is designed with regard to the expected service load. If, during Routine Operation, the system's performance proves to be insufficient, the Supplier shall inform the Customer and propose an appropriate change to the AWS Configuration or another suitable solution to ensure proper and uninterrupted operation of the service.

4 DCIx Service Availability (SLA)

- 4.1 The DCIx Service is provided with an availability of 99.9% of the total monthly time in a 24/7 regime.
- 4.2 The DCIx Service is considered available if it is possible to log in to the Application user interface and the Application API is available.
- 4.3 An **Outage** is defined as a period during which users cannot access the DCIx Service or its key functionalities due to issues on the Supplier's side but excluding Force Majeure events.
 - 4.3.1 This includes:
 - (1) inability to log in to the Application, or
 - (2) non-functional API, or
 - (3) outages of database services.
 - 4.3.2 Availability is guaranteed only for the Production Environment of the Application.
 - 4.3.3 The definition of the SLA and Customer entitlements in case of failure to meet availability is governed by the SLA Terms.

5 Security and Data Protection

- 5.1 Access to the Application
 - 5.1.1 By default, the DCIx Service allows access to the Application only from trusted IP addresses.
 - 5.1.2 The list of trusted IP addresses is defined by the Customer through a request submitted via SED.
- 5.2 Encryption
 - 5.2.1 All communication between the Customer and the server is encrypted using the TLS 1.2 cryptographic protocol or higher.
 - 5.2.2 Application Data stored on disk is encrypted using the AES algorithm with a 256-bit key.
- 5.3 Backups
 - 5.3.1 Backups of Application Data are performed automatically every 5 minutes.
 - 5.3.2 The backup retention period is set to 5 days by default.
 - 5.3.3 Backups are stored, as a standard, in the same geographic region in which the DCIx Service is deployed.
- 5.4 Disaster Recovery and Data Restoration
 - 5.4.1 A Disaster is declared by the Supplier in the event of an Outage.
 - 5.4.2 Unavailability of Data Centers is considered Force Majeure.
 - 5.4.3 Disaster recovery includes restoration of data from the latest Application backup.
 - 5.4.4 The RPO is 5 minutes.
 - 5.4.5 The duration of restoration (RTO) is not guaranteed.
 - 5.4.6 Restoration of data at the Customer's request is possible within 24 hours.

6 Support

- 6.1 Support conditions are governed by the document "Specific Terms for the Provision of Support".

7 DCIx Information System Updates

- 7.1 The standard planned maintenance window is set for every Sunday between 18:00 and 21:00 CET.
- 7.2 Minor Updates of the Application are performed within the standard planned maintenance window. The Customer is not notified in advance of such Minor Updates unless they require interruption of the availability of the DCIx Service.
- 7.3 Security Updates are performed continuously within the standard planned maintenance window. If the Security Update requires interruption of availability of the DCIx Service or requires Customer Cooperation, the Customer will be informed at least 5 business days in advance during Standard working hours. In urgent cases where the security of the DCIx Information System or data is at risk, the Supplier reserves the right to perform Security Updates outside the standard planned maintenance window without prior notice, with subsequent notification to the Customer.

8 Access and User Accounts

- 8.1 Authentication

- 8.1.1 Access to the Application is protected by a username and password.
 - 8.1.2 HMI-type devices and users of the Aimtec Touch client application may authenticate using an access key, and the device must be registered and approved in the Application.
 - 8.1.3 The DCIx Service supports SSO using the SAML or OAuth 2.0 standard.
- 8.2 User management
- 8.2.1 The Customer may manage user accounts and access rights via the administrative interface

9 Customer Obligations

- 9.1 The Customer is responsible for managing its users, complying with security policies and protecting access credentials.

10 Termination of the DCIx Service

- 10.1 The Supplier is entitled to terminate the provision of the DCIx Service with a notice period of three (3) months.
- 10.2 The Customer is entitled to terminate use of the DCIx Service by written notice, effective as of the first day of the month following the month in which the notice was delivered to the Supplier.

11 Informative description of Price List Items

- 11.1 **Transaction user:** Any user assigned transactions in their role. For every simultaneously working transaction user, one Transaction user license is required.
- 11.2 **Non-transaction user:** Any user not assigned transactions in their role. For every simultaneously working non-transaction user, one Non-transaction user license is required.
- 11.3 **Machine/Device:** Represents any device that communicates either unilaterally or bilaterally. For each machine/device, one Machine/Device license is required.
- 11.4 **Partner:** A location of the business partner (supplier or customer) of the Customer. For each active Partner set up in the partnership as a supplier, a Partner license is required
- 11.5 **Integrated business object:** A data object transferred between information systems. For every licensed Object, one Integrated business object license is required.
- 11.6 **Location:** Any physical place of the Customer that has its own assigned address, i.e., city, street, and descriptive number according to the Territorial Identification Register of Addresses.
- 11.7 **Module:** A defined functional area of DCIx. For each Application system, a license for the module(s) is required according to the desired functionality.
- 11.8 **Application system:** For each Location, a license for one Application system is required.

12 Informative Definition of Module Functionalities

- 12.1 **DCIxWMS:** primarily covers functionalities for managing and recording handling operations carried out in warehouses with materials or finished products.
- 12.2 **DCIxMES:** primarily covers functionalities for managing and collecting data from Machines/Devices.
- 12.3 **DCIxPortal:** primarily covers the functionality of sharing requests and information between the Customer and their partners via a web portal.
- 12.4 **DCIxPortal.PLT:** designed for two-way communication, this module primarily covers request issuance and approval, printing of Customer labels, and the creation of electronic delivery notes directly within the module.
- 12.5 **DCIxPortal.GLD:** designed for two-way communication, this module primarily covers request issuance and approval.
- 12.6 **DCIxPortal.SLV:** designed for one-way communication, this module primarily covers the display of orders.
- 12.7 **DCIxJIT/JIS:** primarily covers functionalities related to processing incoming and outgoing messages and preparing deliveries, including printing customer documents. Messages are most commonly imported/exported from/to an EDI system.
- 12.8 **DCIxJIT.DD:** primarily covers order processing (call-offs), validation, cumulative number calculation on the contract, delivery proposal and preparation, including printing customer labels, and delivery and transport documents. Delivery notes are generated electronically (ASN) for EDI.
- 12.9 **DCIxJIT.S2S:** primarily covers the processing of sequential call-offs, their validation, delivery proposal, and functionalities to ensure flawless picking of finished products and delivery preparation using verification identification. Electronic delivery notes (ASN) are generated for the EDI system.
- 12.10 **DCIxJIT.A2S:** primarily covers the processing of sequential call-offs, their validation, assembly documentation in sequence according to the bill of materials, functionalities for error-free assembly, and delivery preparation using verification identification. Electronic delivery notes (ASN) are generated for the EDI system.
- 12.11 **DCIxQMS:** primarily covers recording and managing quality in logistics and production.
- 12.12 **DCIxPlanning Table:** primarily covers functionality for entering and displaying tasks assigned to individual resources.
- 12.13 **DCIxYard management:** primarily covers functionality for entering and displaying requests assigned to individual resources over time.

12.14 **DCIxMaterial Flow Control:** is used for managing and communicating with technological devices such as automated stocking and storage systems, conveyors, barriers, sorters, and driverless vehicles.