Service Description
Data-Orchestration-as-a-Service powered by Informatica®.

1. General information
With Data-Orchestration-as-a-Service (DOaaS), T-Systems International GmbH (hereinafter referred to as T-Systems) enables the customer to use a central data integration and synchronization service provided via a web portal.

A prerequisite for the usage of this Data-Orchestration-as-a-Service (DOaaS) offering is an appropriate internet connection of the customer. The lines, communication equipment, etc. necessary for this internet connectivity are not included in this agreement.

2. Services of Data-Orchestration-as-a-Service
Data-Orchestration-as-a-Service offers authorized users the possibility to integrate defined applications, databases, systems etc. and to define tasks for data management. The rules for data management are specified using a central DOaaS portal.

The Data-Orchestration-as-a-Service services as well as the accompanying help manual and support documents are provided predominantly in English language only.

With DOaaS, T-Systems provides the following services subject to technical and operational feasibility:

2.1 Data-Orchestration-as-a-Service, available editions
DOaaS is offered in the editions
- Professional,
- Basic,
- Advanced and
- Premium.

These editions provide different functionality and can be enhanced individually to some extent, using optional components.

Use of the services per customer is limited to one DOaaS instance and the number of connectors, sandbox environments and security agents according to his licences, all of which may only be used in conjunction with the respective agreement.

Alternatively, the customer may order a one-time DOaaS trial edition (30 days test version) free of charge in order to test the functionality.

2.1.1 By ordering DOaaS Professional
By ordering DOaaS Professional, the customer gets access to the DOaaS Data Synchronization Service (DSS) on premises of T-Systems. DOaaS Professional includes the functionality for bidirectional load or extract of data as well as enhanced scheduling mechanisms for the automation of simple integration tasks between different systems.

Professional Edition contents:
- DOaaS services on premises of T-Systems
- DOaaS Data Synchronization Service (DSS) – limited to a maximum of 100 integration tasks per day
- Secure Agent
- two connectors inclusive
  - one Tier-1-Connector
  - one Tier-2-Connector

2.1.2 By ordering DOaaS Basic
By ordering DOaaS Basic, the customer gets access to the DOaaS Data Synchronization Service (DSS) on premises of T-Systems. DOaaS Basic includes the functionality for bidirectional load or extract of data as well as enhanced scheduling mechanisms for the automation of simple and complex integration tasks comprising multiple steps between different systems.

Basic Edition contents:
- DOaaS services on premises of T-Systems
- DOaaS Data Synchronization Service (DSS)
- Taskflows
- Secure agent
- two connectors inclusive
  - one Tier-1-Connector
  - one Tier-2-Connector
- REST API
  - Program level access to data in the DSS-Instance
  - Define and modify user profiles
  - Start tasks or taskflows and monitor activities of jobs

2.1.3 By ordering DOaaS Advanced
DOaaS Advanced Edition provides functionality for bidirectional data integration, to develop and run data integration tasks (Mappings), reusable tasks (parameterized mappings/models), taskflows and unlimited scheduling. In addition, two data integration services are included which were specifically developed: Data Synchronization Service and Data Replication Service.

Advanced Edition contents:
- DOaaS services on premises of T-Systems
- Cloud Designer
  - limited to one single source and one single target
  - valid tools are filters, expressions and queries
- Global Repository (only for publishing and use of public bundles)
- Data Synchronization Service (DSS)
- Data Replication Service (DRS)
- Taskflows
- Secure Agent
- two connectors inclusive
  - one Tier-1-Connector
  - one Tier-2-Connector
- Advanced Edition Sandbox
- Extended Administration
- REST API
- Outbound Messaging
- PowerCenter Interoperability (limited to a maximum of fifteen integration artefacts)

2.1.4 By ordering DOaaS Premium
DOaaS Premium Edition provides functionality for data integration as well as for service and process integration. This includes the ability to develop and run data integration tasks (Mappings), reusable tasks (parameterized mappings/models), publishing and use of public bundles out of the global repository, implementation of real-time workflows (synchronous and asynchronous), process orchestration workflows, process automation screenflows and data integration taskflows and unrestricted scheduling. In addition, two data integration services are included which were specifically developed: Data Synchronization Service and Data Replication Service.

Premium Edition contents:
- DOaaS services on premises of T-Systems
- Cloud Designer
- Global Repository (only for publishing and use of public bundles)
- DOaaS Data Synchronization Service (DSS)
- Data Replication Service (DRS)
- Taskflows
- Secure Agent
- five connectors inclusive
  - two Tier-1-Connectors
  - three Tier-2-Connectors
- Premium Edition Sandbox
- Extended Administration
- REST API
- Outbound Messaging
- PowerCenter Interoperability

2.1.5 By ordering DOaaS Trial
DOaaS Trial (30 trial version)
With DOaaS Trial, the customer can use a one-time period of 30 days free of charge in order to test the functionality, based on the features of the Premium Edition. At the end of this 30 day trial period, the customer can switch to one of the standard editions of DOaaS according to the respective terms and conditions, otherwise the access of the customer to DOaaS is withdrawn.

2.2 Data-Orchestration-as-a-Service, components
Hereinafter, the components of DOaaS are described. Neither are all of the components contained in every edition with identical functionality, nor are they available at all. For details see the description of the different editions.

2.2.1 By ordering Cloud Designer
A Cloud-based service allowing for the design, development and implementation of Mappings (static data flows) and parameterized Mappings (models).

2.2.2 By ordering Global Repository
The Global Repository enables shared usage of and collaboration on reusable integration resources (Bundles, Vibe Integration Packages (VIPs)).

2.2.3 Data Synchronization Service
Data Synchronization Service ("DSS") offers the functionality for bidirectional load and extract of data and advanced scheduling features for the automation of simple and complex multi-step-integration of different systems in the cloud and on premise. The access rights of databases are not taken into account. DSS is part of the DOaaS editions Professional, Basic, Advanced and Premium.

2.2.4 Data Replication Service
DOaaS Data Replication Service ("DRS") automates replication and archival of data from cloud-based applications, local databases, and data from cloud-based or local files. DRS is part of the DOaaS editions Advanced and Premium.

2.2.5 Taskflows
Taskflows allow to run multiple DOaaS integration tasks in a specific order.

2.2.6 Secure Agent
The Secure Agent is a software application, which can be downloaded and installed on the customer system. It enables secure communication across the firewall between the customer organization and the DOaaS services on T-Systems premises. The Secure Agent can be installed and used on servers or (verifiable) partitions with up to 4 CPU cores. One Secure Agent is contained in all editions, additional agents must be licensed as necessary. System requirements for the installation of the Secure Agent are listed in the DOaaS portal.

2.2.7 Tier-1-Connector and Tier-2-Connector
Tier-1 or Tier-2-Connector allows the customer to connect
a) one instance of a DOaaS edition and/or
b) one application software, which may be delivered bundled in a licensed cloud service.

Amongst others, the following types of connectors are available:
- Specific ERP application
- Specific Enterprise SaaS application
- Specific Big Data System
- Specific Analytics application or software
- Specific Cloud service
- Specific Enterprise System
- Specific Middleware
- Specific Enterprise Database
- Specific Social Network service
- Specific File system
- Specific market standards, protocols and transport
- Specific PowerExchange Connector (available only in DOaaS Premium Edition)

Not all Tier-1- resp. Tier-2-Connectors are available in all editions and options. A complete description of all supported connectors can be found at http://mysupport.Informatica.com

2.2.8 DOaaS Sandbox
A DOaaS Sandbox includes the following components for the purpose of development, test, and quality assurance in a non-production environment:
a) one instance of each DOaaS licence that is available to the customer for the respective production environment.
b) the same number and type of connectors that are licensed by the customer for the respective production environment.
c) the number of Secure Agents that are licensed by the customer for the respective production environment.

DOaaS Sandbox grants the customer the rights to replicate and adjust the licences for his DOaaS production environment instance solely for the purpose of development, test, and quality assurance in a non-production environment. This right to replication and adjustment increases the number of licensed Connectors and Secure Agents for the instance of the production environment. DOaaS must not be used in a production environment; each Sandbox instance is limited in its use to the support of the respective DOaaS instance in the production environment. DOaaS Sandbox must not be used for the development of OEM applications. It is recommended to customers to license separate Sandbox instances for the implementation phases (i.e. development, test, and quality assurance).

2.2.9 Administration and Management
The customer or his defined administrator has the capability to define additional users and to grant them specific rights. The extended administration enhances this functionality by:
- Management of users and groups
- higher granularity of access rights
- 2-Factor-Authentication

Additionally in the Premium edition:
- delegated administration
- organisation hierarchy

2.2.10 REST API
Allows access to integration tasks, metadata and runtime characteristics via REST API-calls.

2.2.11 Outbound Messaging
Outbound Messaging is an event-listener-service that allows the invocation of DOaaS tasks through incoming Salesforce events and messages.

2.2.12 PowerCenter Interoperability for use of local Informatica integration artefacts.
Offers the functionality to import and use integration artefacts, which were developed in the DOaaS environment by using Informatica PowerCenter development tools (not included). Integration artefacts are PowerCenter-Mappings, Maplets, Models and Plug-ins.

2.2.13 Cloud On Boarding Service
Cloud On Boarding Service ist a predefined service offering available to DOaaS customers. This service is obligatory for DOaaS editions Advanced and Premium. For DOaaS editions Professional and Basic, it can be ordered as an option.

The On Boarding Service supports customers in the successful completion of own cloud services projects and consists of the following components:
a) dedicated Customer Success Manager as central contact throughout the implementation process
b) Review of the project scope and project milestones of the customer
c) License activation and support for the implementation of the cloud environment
d) Accompany and check the correct registration at the Global Customer Support
e) Definition of a training plan for the customer including three users, based on a subscription agreement.
f) Expert workshops for the following topics:
- check of use cases
- product architecture and best practices
- Sessions on DOaaS application level based on the ordered product licenses

g) Access
Access to the portal is provided via the internet. Besides this, the necessary lines, customer connections, communication equipment, etc. as well as the usage right for the respective cloud environment are not included in this agreement, necessary for this internet connectivity are not included in this agreement.

Prerequisite for every access to Data-Orchestration-as-a-Service is the authentication of the customer with access credentials consisting of userid and password. T-Systems will send the access credentials to the customer administrator at the time the service provision starts. The administrator can define additional users. Passwords can be changed by the users at any time; the initial password must be changed immediately during the first access.

T-Systems, as of 02/25/2015
2.4 User Manual
T-Systems provides information about the implementation and usage of Data-Orchestration-as-a-Service to the customer in form of an online manual in English language.

2.5 Initial provision ready for operation
The initial provision of T-Systems' services ready for operation shall be deemed to have been completed upon delivery of the credentials required for access to Data-Orchestration-as-a-Service (userid and password) to the customer.

2.6 Management of the server and system components
All servers and system components necessary for the operation of Data-Orchestration-as-a-Service shall be operated in a technically and organizationally secure high-performance computer network that is protected against attacks and unauthorized access from the Internet by a firewall system. The computer network shall be connected to the Internet redundantly via the Internet backbone of T-Systems.

The features for operation and system management of this network include:
- Operating hours: 24 hours a day, seven days a week;
- Automatic detection of faults within the computer network;
- Acceptance of incident reports by phone Mon – Fri from 8am to 5pm with the exception of public holidays, Dec 24th and 31st.

2.7 Availability
The Data-Orchestration-as-a-Service services shall have an annual average availability of 99.0%

Base for the measurement is the availability evaluated from the electronic Trouble-Ticket-Systems of T-Systems.

The availability threshold shall only apply as long as T-Systems is the owner of all hardware, license and maintenance agreements or has direct access to the relevant 3rd Parties.

The time to restore depends on the individual problem and the system configuration (failure of a system component may not effect availability of the services). T-Systems shall minimize the restore time after an outage has occurred.

2.8 Maintenance window
The Data-Orchestration-as-a-Service services may be taken out of service for maintenance purposes, in particular for changes and updates to the server configuration (maintenance window). T-Systems shall keep disruption to the service caused by maintenance windows to a minimum and implement the necessary maintenance windows outside peak times, during the night.

Where technically and operationally feasible, maintenance shall take place on the first Sunday of a month between 1am and 6am. For small maintenance tasks (e.g. Patch Management) a daily maintenance window from 3am to 5:30am is defined. T-Systems shall inform the customer about the maintenance windows in good time in advance. Maintenance window periods are not included in the calculation of availability.

3 Additional services
By agreement and subject to technical and operational feasibility, T-Systems shall, in particular, perform the following additional services against payment of a separate charge based on the price list in effect when the order is placed.

a) Cloud On Boarding Service (see clause 2.2.13)

Cloud On Boarding Service can be ordered as a DOaaS option for the editions Professional and Basic.

b) Additional components

c) DOaaS Sandbox

For every DOaaS edition, Sandboxes of the same edition can be ordered by the customer (e.g. DOaaS Basic Sandbox zu DOaaS Basic Edition).

d) Customer individual services

Customer individual services shall be defined in a separate document.

4 Term/termination

4.1 The minimum term of the agreement is one year starting from the initial provision of access to the service ready for operation. Either Party may terminate the contractual relationship on the standard services or additional services by giving three months' written notice not earlier than to the end of the minimum term. As long as no termination occurs in time, the agreement always runs for another year.

Changes in the number of users have no effect on the term of the agreement.

4.2 Agreements on any additional services shall end when the agreement on the standard service is terminated.

4.3 DOaaS Trial is provided for a maximum duration of 30 days. After expiry of the test phase, the DOaaS Trial agreement terminates automatically and access to the test version ends. The data from the test version shall be retained for a maximum of 30 days after the end of the test phase. After the expiry of day 30, the data shall be deleted.