

Customer Managed Customized Environments – Service Description Tier 1

1. Overview

This Service Description outlines Licensor's SaaS solution ("Premium SaaS Subscription") which is designed to provide Customer with greater autonomy and customization capabilities over its (and its third party) applications within Licensor's cloud network infrastructure. The Premium SaaS Subscription provides Customer with direct access to such network infrastructure, dedicated development server(s), and flexible application deployment options.

2. Direct Network Access

Licensor will grant Customer direct access to an isolated segment of Licensor's network infrastructure via a dedicated bastion host to restricted users. This is intended to assist Customer with interacting with its systems and facilitating Customer's real-time monitoring, troubleshooting and configuration changes in respect of its applications (including its third party applications).

3. Dedicated Workgroup Server

Licensor will provide Customer with dedicated development server(s) equipped with standard development tools such as MS SQL Studio or VS Studio. If Customer has any additional requirements such as licenses for any development software or compute power, disk space, or network bandwidth to support its customizations, such requirements shall be subject to additional costs. The development server(s) is intended to give Customer the ability to create, test, and refine its non-standard custom applications and modifications in an isolated environment.

4. Customization and Deployment

Customer is permitted to create Customer Customizations (as defined in the [premium SaaS terms and conditions] to its own applications. If Customer wishes to promote code changes into Customer's production environment, Customer shall submit a formal request to Licensor with all information necessary for Licensor to perform the code promotion, including without limitation a packaged code and scripts and detailed instructions. Licensor will make every effort to deploy the production changes as soon as possible or in accordance with a deployment schedule agreed in writing by the Customer. Customer shall be responsible for providing a roll back procedure where required for any changes or enhancement being promoted into the production environment.

5. Database Access

Licensor will grant Customer read access to Customer's production database which is hosted on Licensor's environment. This is intended to give Customer the ability to analyze its data and gain insights into its application data. The Customer is responsible for using database access privileges responsibly.

6. Maintenance

Licensor will provide notice to Customer of its scheduled downtime from time to time in accordance with its policies.

7. Infrastructure Monitoring & Alerting:

All core infrastructure and services hosted and provided by Licensor in the Apteian Cloud in respect of the Premium SaaS Subscription will be monitored by Licensor. Licensor reserves the right to scale Licensor's infrastructure as per utilization without Customers' explicit approval during a scheduled downtime window. Licensor reserves the right to apply emergency security updates to all applications running on Licensor's infrastructure without Customer's consent or prior notification.

8. Security

Licensor will implement and maintain appropriate administrative, technical and organizational security controls designed to protect Personal Data against any misuse or accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data. Such security practices are set out in the Apteian Services Security Exhibit available at the Apteian Trust Centre <https://trust.apteian.com/>. Licensor seeks to continuously strengthen and improve Licensor's security practices and reserves the right to modify the controls described herein.

9. Terms and conditions

Customer hereby agrees that its and its Users and any third parties' use of and access to the Premium SaaS Subscription shall comply with the Premium SaaS Subscription Terms and Conditions, the <https://legal.aptean.com/legal.html#premium-saas-terms> and with the Licensor's SaaS operational policies made available from time to time.

