Database Admin Access Offering – Service Description

Overview

This Service Description outlines Licensor's Database Admin Access offering which is designed to provide assistance to Customer with its database administration needs.

Tier 1: Standard Access

Key Features:

1. Licensor will provide Customer with Read & Write access to Customer's production database(s) which is designed to give Customer the ability to perform database level object changes (Views, SPs, Triggers)
2. Access by Customer via Published SQL Server Management Studio only.

Considerations:

Limited access for Customer to development tools and integrations

Provides basic database administration rights, for viewing and making changes within Customer's database(s), not for making any third party integrations or external third party development.

Tier 2: Enhanced Access

Key Features:

1. Licensor will provide Customer with Read & Write access to Customer's production database(s) which is designed to give Customer the ability to perform database level object changes (Views, SPs, Triggers)

2. Licensor will grant Customer access to local SQL Dev tools/SSMS through ODBC over SSL for data querying or customization. Access from the Customer's network to the Licensor's infrastructure will be provided via an agreed method, such as VPN or IP Whitelisting, or as otherwise notified by the Licensor.

3. Customers using Tier 2 access for reporting & integrations shall inform Licensor in advance of Customer's intended use of the same to enable Aptean to consider any resource and security requirements.

4. If Customer requires any additional resources (for example, compute, disk space, network etc) over and above Aptean's standard offering such additional requirements shall be subject to additional costs.

Considerations:

Requires coordination and agreement with Aptean for SQL Jobs/Maintenance schedules

Tier 3: Enterprise Access

Key Features:

1. Licensor will provide Customer with Read & Write access to Customer's production database(s) which is designed to give Customer the ability to perform database level object changes (Views, SPs, Triggers)

2. Licensor will grant Customer access to local SQL Dev tools/SSMS through ODBC over SSL for data querying or customization. Access from the Customer's network to the Licensor's infrastructure will be provided via an agreed method, such as VPN or IP Whitelisting, or as otherwise notified by the Licensor.

3. Customers using Tier 3 access for reporting & integrations shall inform Licensor in advance of Customer's intended use of the same to enable Aptean to consider any resource and security requirements.

4. If Customer requires any additional resources (for example, compute, disk space, network etc) over and above Aptean's standard offering such additional requirements shall be subject to additional costs.

5. External Integrations performed via VPN access is optional

6. If Customer requires any SQL Jobs or non standard maintenance schedules these must be requested to and coordinated with Licensor.

Considerations:

Requires coordination for all aspects of database access and management

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.

Additional Considerations Tier 2 and Tier 3 only

Integrations: If Customer wishes to carry out integrations with third party software it shall make a request to Licensor in writing and such request shall be evaluated on a case-by-case basis. Where agreed by Licensor additional fees may be payable by Customer.