GEDYS IntraWare Web Hosting Services

1. Operator

1.1. GEDYS IntraWare GmbH, a company of the proALPHA Group, operates the applications relevant to the contractual services.

2. Data Center, Availability

1.1. All servers provided by the data center are equipped as separate IT security rooms according to the requirements of the "Baseline Protection" category defined in the IT Baseline Protection Catalog published by the German Federal Office for Information Security (BSI). Special measures have been taken for fire protection, air conditioning and monitoring (access control, video surveillance). Environmental conditions such as temperatures and humidity are constantly monitored, recorded and documented. If values exceed or fall below threshold values, appropriate measures will be initiated. The power supply for the data center, including the backup power supply system (NEA) and UPS system, is provided through a separate transformer station of the energy supplier. The data center is connected to multiple providers via several 10GBit lines to ensure sufficient bandwidth and redundancy.

1.2. The GEDYS IntraWare Web CRM or the Business App application and database are available for use around the clock, except during pre-announced maintenance windows. The data center guarantees an average availability of 99%.

3. Hosting Service / Cloud Server

1.3. The hosting service by GEDYS IntraWare offers a rent model for the GEDYS IntraWare Web CRM or Business App application software.

1.4. GEDYS IntraWare uses cloud servers, which include the hardware, the operating system, the network connection and various services like data backups. Cloud servers are servers of the data center that are provisioned on the basis of the model selected for the Customer utilizing the latest hardware version and that are operated with or without a cluster depending on the configuration desired by the Customer. Without cluster operation, high availability cannot be guaranteed in case of failure of server hardware.

4. Data Backup

1.5. To create data backups of the cloud servers, a backup procedure is utilized wherein applications and system services are backed up as Microsoft-compliant Volume Shadow Copy (VSS). This procedure does not require a network connection between the data backup system and the cloud server or administrative accounts in the cloud servers to be backed up. This ensures a high level of security during the data backup. The data backups are performed 5 times a week, Monday through Friday. The recovery is charged based on time and material. The data backups are stored for 12 weeks (60 data points).

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5. Monitoring

1.6. The cloud servers are monitored 24x7x365 by a monitoring system. The resources (CPU, RAM, network, disk) and access availability are monitored. In addition, specific required services, the GEDYS IntraWare Web CRM or Business App application, and e-mailing are continuously monitored by GEDYS IntraWare using in-house developed tools. If necessary, these services are restarted.

6. Support

1.7. The support includes telephone assistance during the service hours (usually Monday through Friday, 9 am to 5 pm). National holidays in the German state of Hesse, December 24 and December 31, as well as pre-announced maintenance windows are excluded from these service hours.

7. Maintenance Windows

1.8. Maintenance windows take place outside the regular service hours after prior notice. In case of important reasons, a maintenance window can also be announced and performed on short notice at any time. In these maintenance windows, GEDYS IntraWare is authorized to update applications and/or maintain servers, and to perform data backups or other tasks. During these maintenance windows, unavailability or reduced performance may occur.

8. Firewall

1.9. Incoming and outgoing connections are regulated by means of packet-filter firewalls, i.e., they are either allowed or permitted. Only the necessary ports, protocols and services are activated. If ordered by the Customer, authentication and connection to the destination server/network are established via a VPN connection (site-to-site).

9. Requirements to Be Met by the Customer

1.10. The Customer shall be responsible for providing an appropriate (bandwidth, latency, redundancy) Internet connection on the Customer's side.

1.11. The use of the hosting service requires an up-to-date browser approved by GEDYS IntraWare on the Customer's side. For this purpose, please refer to the compatibility table of the respective GEDYS IntraWare Web CRM or Business App version to be used.