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UNITED KINGDOM

SERVICE DEFINITION DOCUMENT

Sandhill Consultants Limited

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Table of Contents

Sandhill Consultants Limited	Page 3
Purchasing from Sandhill	Page 3
Sandhill's Product Offering	Page 4
Enterprise Modelling	Page 4
erwin Data Modeling	Page 4
erwin Data Intelligence	Page 4
erwin Data Catalog	Page 5
erwin Data Literacy	Page 5
Automated Data Product	Page 5
Foglight	Page 6
Pricing	Page 6
Purchase Procedure	Page 6
Implementation Process	Page 7
Development of the Service	Page 8
Sandhill Value Add Support Offering	Page 8
Support	Page 9
Sandhill's Subscription Agreement	Page 9
Software License and Product Agreements	Page 11
Request Severity Levels and Response Times	Page 11
Product Support Lifecycle Policy	Page 13
Additional Services	Page 14
Education	Page 14
Professional Services	Page 15
Business Continuity Statement	Page 15
Invoice and Payment Procedure	Page 16
Returns Procedure	Page 16
Meisterplan	Page 17
Product Data Sheets	Page 19

Sandhill Consultants Limited

'Sandhill has been providing industry-acclaimed solutions, services and training to businesses, organisations and individual professionals since 1989'

Sandhill Consultants Limited is a globally recognised elite Quest Software Platinum+ Partner and the leading expert in the Middle East, Europe & Africa for erwin software products. We provide software licences and support as well as world class training and consultancy in all erwin Modelling and Metadata Management Products which include, erwin DM, erwin ER360, erwin Data Intelligence, erwin Safyr Option and the Automated Data Product.

From installation, through implementation, to best usage and support, Sandhill provides a collaborative approach when it comes to consultancy, providing assistance for all of our software products. We have been delivering solutions for over 30 years, with honesty and integrity and built on our knowledge, skills and first-hand experience. We bring benefits to clients who choose to partner with Sandhill beyond those that they might typically expect.

Sandhill offer a wide range of services, including education and training, consultancy, software upgrades, support, implementation and custom solutions to fit your needs. With bases in both the UK and North America, Sandhill is truly an international consultancy, serving organisations across the globe in locations throughout Europe, Africa, the Middle East and the Americas.

Purchasing from Sandhill

'Using our knowledge and experience, Sandhill guide our clients towards the right balance between cost incurred and benefit realised'

Sandhill's experienced team have supported successful implementations of process and system solutions in a range of industry sectors. We have worked in many organisations, both public and private, blue-chip and SME. In some areas we have been actively involved with the same clients for more than 20-years.

Software implementations inevitably vary from client to client, reflecting each customer's particular circumstances. By their nature, we typically become involved in larger software projects with more impact at the 'enterprise' level. We don't believe that there is one 'right answer', however, but there are a good deal of incorrect ones. Using our knowledge and experience we guide our clients towards the right balance between cost incurred and benefit realised.

Client's may trial an "out of the box" configuration of their desired solution for an agreed period of time, to assess whether these standard features meet their essential requirements. Typically, this approach is adopted where the tool is required to support existing processes and to deliver efficiencies in the way these operate.

Where specific requirements are not adequately addressed by the standard configuration, Sandhill will help to configure the software to ensure client expectations are achieved. We are available throughout the period of product evaluation and can provide online and on-site software demonstrations to key stakeholders where further discussion and guidance is required.

Our desire is to ensure that our valued clients purchase the solution that provides the best fit for their individual requirements, fostering a solid working relationship from the point of first contact.

Sandhill's Product Offering

'Sandhill supplies enterprise-focused software from established vendors, with a reputation for providing excellent solutions. Our choices of product are always highly regarded and often best-in-class'

Enterprise Modelling

A picture paints a thousand words and having the appropriate picture for the job is critical. erwin provides graphical modelling solutions to support the applicable industry standard methods and notations for your enterprise, process and data architectures.

erwin Data Modelling

erwin Data Modeler by Quest is an award-winning data modelling tool used to find, visualize, design, deploy and standardize high-quality enterprise data assets. Discover and document any data from anywhere for consistency, clarity and artifact reuse across large-scale data integration, master data management, metadata management, Big Data, business intelligence and analytics initiatives – all while supporting data governance and intelligence efforts

- **erwin Data Modeler**
erwin DM allows organisational stakeholders to discover, understand, govern and socialise data assets to mitigate risk and improve performance. Integrating traditional data governance capabilities (business glossary, data dictionary and catalog, lineage mapping, policy authoring) with data modelling, EA and BP modelling for strategic value with data impact analysis.
- **erwin ER360**
erwin ER360 allows anyone in the organisation to easily visualise important metadata stored in erwin Data Modeler solutions. Authorised users can use a customisable web-based interface to visualise important data assets – whether they are creating data models or need to understand modelled information. Intuitive and accessible user interface.
- **Safyr**
Safyr allows you to extract metadata from a wide range of ERP, CRM and other cloud-based systems and convert their proprietary data dictionaries, complete with customisation's, into intuitive erwin data models. This helps you understand the data structures and definitions, enabling you to reduce the risk inherent in complex data management processes and better leverage your strategic information assets.

erwin Data Intelligence

erwin Data Intelligence Suite is concerned with the enterprise-wide definition, management, analysis, transformation, and movement of metadata to provide support for the provision of reliable information. Enabling business stakeholders with the ability to view data that is complete and relevant to their context and needs for improved decision making.

- **Data Marketplace**
A central location to find, compare, share, and shop for enterprise data making it simpler for data users to discover high-value, trusted data that best fits their needs.
- **Discover Assets**
A web-based, self-service portal geared primarily toward business users to facilitate easy access and collaboration around data asset discovery, consumption, and governance.
- **erwin Data Catalog**
erwin Data Catalog (erwin DC) automates enterprise metadata management, data mapping, code generation and data lineage for data movement and/or integration and modernisation of the architecture. The solution harvests metadata from a broad variety of data sources and maps data elements from source to target, including "data in motion," while harmonising data integration across platforms.
 - **erwin Metadata Manager**

erwin Metadata Manager creates and maintains a sustainable metadata foundation for data preparation, management, governance and consumption. It automates manual tasks to increase efficiencies, quality and time to value for data development and deployment.

- **erwin Mapping Manager**
erwin Mapping Manager automates data mapping throughout the enterprise data integration life-cycle, providing data visibility, lineage and governance.
- **erwin Smart Data Connectors**
Optional automation and developer productivity tools that harvest data-in-motion directly from a broad variety of code types and industry standard tools and languages (BI, ELT, ETL). Create accurate visibility, improved processes and integrate data consumption platforms with reusable code, saving considerable time and money.
- **erwin Data Quality and Profiling**
erwin Business Data Quality and Profiling enables a data steward to maintain the quality of their data and ensure that the data is suited for its business usage. It provides advanced AI/ML capabilities for data inspection functions for the purposes of qualitative and quantitative assessment of data based on their metadata and semantic definitions. Thereby allowing Data Stewards to manage the integrity and quality of the data pipelines and sources.
- **erwin Reference Data Manager**
erwin Reference Data Manager manages reference data of all types to provide visibility, control and consistency, reduce costs and ensure accuracy and consistency of use across enterprise systems.
- **erwin Lifecycle Manager**
erwin Lifecycle Manager helps data mapping project teams using erwin Mapping Manager centralise the management of data integration projects, including the requirements, design, testing and release phases. The solution accelerates project delivery, improves quality, and reduces costs by improving coordination and reducing expensive rework.
- **erwin Data Literacy**
erwin Data Literacy (erwin DL) enables data stewards to curate and govern data assets so data consumers can discover data relevant to their roles and understand it within a business context. By creating data communities and promoting data fluency, it ensures stakeholders have an integrated and contextual view of the semantic, business, and technical aspects of the entire data landscape.
 - **erwin Business Glossary Manager**
erwin Business Glossary Manager gives data assets business context (terminology, policies, rules) to ensure business visibility, understanding and alignment, thus lowering governance costs, reducing data discovery and analysis cycles, while dramatically accelerating the time to meaningful insights.
 - **AI/ML Matching**
Advanced Artificial Intelligence (AI) and Machine Learning (ML) capabilities provide for automated suggestions for correlating business context with technical metadata that accelerates the curation process for data stewards.

Automated Data Product

ADP is a GenAI conversational data product tool, designed to help end users translate business requirements into data products. It guides end users through their specific use cases that align with the business needs and enables the creation of reusable, trusted data assets. The Autonomous Data Product will be referred to as an ADP going forward.

ADP interacts with your enterprise logical models using Gen AI-driven chat prompts. It leverages the logical definition already captured and offers the flexibility to connect with other industry standard models as needed.

By providing the logical design foundation for a data product, ADP assists users in building structure, compliant and purpose-driven data products with minimal effort.

ADP will scan and find all the physical data inside your catalogues and identify a match between the logical and physical and then associate the business context with that new data product. ADP provides delivery pathways and built-in guidance on how to use this data product.

Foglight (All Products)

Proactively monitors the health and performance of database platforms with a robust database monitoring tool. With Foglight for Databases, DBAs gain unprecedented visibility across their database platforms. From one simple-to-use console, they can quickly diagnose and resolve emerging issues to prevent business interruption.

Pricing

The erwin software provided by Sandhill is sold with a minimum of one-year's maintenance and support included. Pricing may be requested by contacting Sandhill at info@sandhill.co.uk or through our switchboard on **+44 (0) 1476 568 708**, a quotation will be distributed after discussion to ensure that the correct products are being offered to meet the business' need. Quoted pricing will remain valid for orders received within 30-days of the quote being provided, but we are happy to discuss an extension to this term as and when procurement processes or periods of product evaluation extend beyond this.

Software purchased with a multiple year maintenance and support term affords some discount over the one-year licence option and also protects against annual price increases implemented by vendors during this term, these increases may be implemented for ongoing annual maintenance renewal pricing. There are no volume discounts available for the erwin software, but Sandhill will always do our utmost to ensure fair pricing for our clients and are happy to discuss licence requirements and budget constraints to ensure the optimal solution is provided.

Where licences are purchased as an addition to existing erwin software, it may be possible to co-terminate the new licence's maintenance term at time of purchase, to ensure a common support period for all software owned. Where that is not immediately possible, the option to merge will become available at the time of the first renewal of the cover.

Sandhill are able to transact and provide pricing in a number of currencies, so we request that clients confirm their own currency requirements prior to any quotation being distributed. All pricing will be provided exclusive of Value Added Tax and any similar sales or withholding taxes.

Purchase Procedure

Sandhill work to ensure that the ordering process is as swift and efficient as possible for our clients. On receiving confirmation of a client's order, Sandhill will aim to deliver the new products and licences as swiftly as possible. The published lead time for delivery of erwin by Quest's software is 3 to 5 working days, but where this proves too long a delay for clients, we are very happy to provide immediate and full product access under a temporary licence, which can then be moved over to permanent licensing once this becomes available.

Clients may submit formal purchase order documents to info@sandhill.co.uk, or their Sandhill Sales Contact, to confirm the products that they require, acknowledgment of receipt will be provided by Sandhill in return to confirm the order. Where procurement processes do not allow for creation of an order document, we are happy to proceed under written confirmation and the provision of full billing and invoice submission information from the client.

Sandhill are also happy and able to transact via client procurement portals and will work with client procurement departments to provide detailed Company information where this is required for vendor setup. Sandhill are currently registered as an active supplier on a number of leading business networks and procurement portals. Our order processing department are available to engage with clients at every stage of the purchase process to ensure that we remain fully compliant with requirements and can provide help and information as and when necessary.

Implementation Process

'Sandhill can cover the whole installation journey with clients, from initiation, system confirmation, understanding/defining process and changes, rolling out to User process/system testing'

As an out-of-the-box solution, implementation of the erwin products can commence on receipt of the software and accompanying activation licences. Where necessary, [Sandhill's technical team](#) are available to provide remote installation assistance as and when the process commences.

All erwin software is delivered electronically with an order confirmation e-mail generated by erwin by Quest detailing the licences purchased, the period of support attached to the new software and a code for product activation, where new licences are purchased. Sandhill also provide links for download of the products purchased and detail any additional requirements for installation of the desired software.

Where older releases of the product are needed by the client, we are able to supply access to product downloads and assist with the licensing process for the specified version.

In some cases, further assistance and user training might be required for implementation. Sandhill are happy to provide pricing for additional the provision of these services.

A typical implementation process might include:

- Obtain Licenses
 - Sandhill, following processing of client's purchase order
- **Delivery of software and licences**
 - electronic delivery by Sandhill to client's contact
- Install Software
 - client with remote support from Sandhill available on request
- Super-user/Administrator mentoring
 - client with Sandhill consultancy, **PAYABLE SERVICE** / PRICING ON REQUEST
- Tailored end-user training and mentoring
 - client and Sandhill Trainer, **PAYABLE SERVICE** / PRICING ON REQUEST

For hosted SaaS solutions user access for the new environment will be confirmed alongside the standard order confirmation e-mail. Where a trial instance of the purchased product has been in place for a client, this can be moved to production to ensure the minimum of disruption for users. Sandhill are available to give further assistance should issues be encountered during the setup of a new SaaS instance.

Development of the Service

'Sandhill are both professional and knowledgeable and aims to be a trusted advisor, a partner and an advocate in our client relationships'

Sandhill has built its business on establishing lasting relationships with our customers. Sandhill does not have a formal review meeting process, as we allow our customers to determine what works best for them. In most instances the ongoing dialogue over the use, potential use and upgrade of the erwin software ensures that the need for review meetings is unnecessary.

Sandhill maintains regular contact with our clients to ensure that they are kept abreast of developments relating to the products that they own. We ensure timely contact prior to the expiry of any active maintenance period, to provide ample opportunity to discuss ongoing requirements for the software, existing concerns and options for the upcoming support renewal.

We offer our free of charge value add support to all our customers who have their software under a current maintenance agreement purchased through Sandhill. This includes the answering of user issues and straightforward 'how to' questions, as outlined in the **Sandhill Value Add Support Offering**:

Maintenance Feature	erwin by Quest	Sandhill Value Add
Maintenance includes free of charge upgrades from erwin by Quest	✓	✓
Bug issue resolution	✓	✓
Provision of standard fixes and workarounds to known problems	✓	✓
erwin technical support is available 24 hours per day, 7 days per week	✓	✓
Managing your erwin relationship & issue escalations with erwin by Quest		✓
Licence key assistance and management		✓
Rapid response on "How to Support"		✓
Direct access to erwin experts with real-life modelling experience, by email, telephone and remote desktop		✓
Guidance on upgrades		✓
Guidance on workarounds		✓
Guidance on 'Known Issues'		✓
Model testing		✓
Answering product installation, configuration and usage questions		✓
In-depth product knowledge of erwin and complementary products		✓
Registration for 'The erwin Times' newsletter, produced by Sandhill		✓
Access to the Sandhill UK erwin User Conference		✓
Invitation to local seminars given by Sandhill		✓

Support

'Ask the experts who know erwin best – Sandhill tap into the accumulated data modelling knowledge of our company's erwin product support specialists to provide the client's need'.

Sandhill is recognised as a collaborative partner, delivering solutions with knowledge, honesty and integrity to bring benefits to clients who choose to partner with Sandhill beyond those that they might typically expect. Sandhill are both professional and knowledgeable and aims to be a trusted advisor, a partner and an advocate in our client relationships.

By purchasing new licences or renewing support through Sandhill, erwin users receive unique value-added support, tool-specific critical expertise, service, partnership, and peace of mind when it is needed most.

The erwin software has rich functionality which unlike many other 'windows-based products' can create 'usability' type questions, especially when users are new or there are new software releases. Sandhill's experts responding to such 'how to' questions can save a business many times the cost of renewing the licence.

These 'no-charge' erwin value add services are unique and **only** provided by Sandhill. Our services add nothing to the cost of your licences and renewals, but deliver substantial benefits to make your erwin use more productive.

Where product support is required, clients may contact Sandhill in the first instance via **support@sandhill.co.uk** or through our switchboard number **+44 (0) 1476 568 708**. Sandhill's Support Team are available to provide guidance, assistance and usage support to resolve issues encountered by software users.

Sandhill are available five days a week during business hours (09:00 a.m. to 05:00 p.m. GMT) to assist with product faults and errors, access issues, licensing problems and queries that a client's erwin software users might have. We will respond in a timely and professional manner on receipt of a request and seek to provide a resolution as swiftly as possible, but where escalation is required, Sandhill will make contact with erwin by Quest and manage the process of resolving the issue in the swiftest possible manner, ensuring any disruption to the client is kept at a minimum.

Sandhill's Subscription Agreement

1. SUPPORT

1.1 Requests for Support

Sandhill will respond to all support requests via email to support@sandhill.co.uk for EMEA based Customers and support@sandhillconsultants.com for North American Customers.

1.2 Telephone Support

Telephone Support is offered in English to EMEA based Customers with a Support Agreement, during support hours: Monday to Friday 09:00 to 17:00 GMT/BST. For telephone support calls: +44 (0)1476 568 708. For North American Customers with a Support Agreement during support hours: Monday to Friday 09:00 to 17:00 EST. For telephone support calls: +1 905-847-5882.

1.3 Sandhill Response Time

Sandhill support shall respond to all such support requests in a timely and professional manner. For faults and defects blocking the operations Sandhill shall provide an initial response within 24 hours.

2. Sandhill HOSTING

2.1 Access

Sandhill shall make the Subscription Service available twenty-four (24) hours per day, seven (7) days a week with a minimum uptime level of ninety-nine percent (99%) measured on an aggregate quarterly basis. Such service availability does not, however, include regularly scheduled maintenance or any unscheduled downtime due to failures beyond Sandhill's control (such as errors or malfunctions due to Customer's computer systems, local networks or Internet connectivity).

2.2 Upgrades

Upgrades are included in the Subscription Service and offered to all Customers on a regular basis. Upgrades will be scheduled and conducted as per agreement with Customer admin contact. Upgrades can be scheduled outside peak environment usage time to minimize downtime. Upgrades for multi-tenancy environments are automatically delivered to all instances, so downtime will be limited.

2.3 Maintenance

Sandhill shall conduct scheduled service maintenance of the Service ("Scheduled Maintenance") after normal business hours or on weekends, where possible. If this is not possible, Sandhill support staff will work with the customer admin to minimize disruption during peak working hours. Sandhill shall give the Customer at least twenty-four (24) hours prior notice of the exact date and time of such Scheduled Maintenance via e-mail or other timely means of communication

2.4 Data Retention and Recovery

For environments hosted by Sandhill data is secured through AWS redundant data structures. Sandhill shall back-up the environment as follows:

- (a) daily full server backups, kept for 60 days
- (b) monthly full server backups, kept for 2 years.

Backups will be stored in encrypted form, in a secure secondary data centre location within the same region. Sandhill shall implement sufficient measures to ensure that the backup data is accessible and maintained in a manner to enable restoration of the backup version of the Service in the event of a system malfunction or outage.

Sandhill will ensure that Recovery Point Objective and Recovery Time Objective of environments are 24 hours, where possible. For data recovery of data older than 60 days a timeframe of 72 hours is required.

Sandhill will restore the service to a mutually agreed backup point, as part of normal service delivery, if an issue in data integrity is seen, as the result of issues with the service being delivered i.e. issues with maintenance activities, the infrastructure, services or the application itself. Sandhill does not guarantee to restore the data to a backup point, due to a customer end user having corrupted data or having incorrectly removed data from the system, whilst using the application or its API's. The customer should reach out to Sandhill and an assessment will be made on what can be done. This may incur additional cost.

2.5 Security Measures

Sandhill shall, at a minimum, take the following measures to protect environments hosted by Sandhill:

- Multi-tenancy with shared server or Single tenancy with dedicated server
- Encryption in transit (TLS 1.2 and security certificates)
- Encryption at rest (Luks Storage encryption)
- Firewall and security groups
- Resource monitoring and resource threshold alerting
- IP whitelisting available at Customer request (Single tenants only)
- Anti-virus

- Role-based access control
- Full segregation of hosting environments from any standard Sandhill internal network, ensuring segregation of duties and no service data transfer except for status and license reporting
- Sandhill Multi-factor authentication can be enabled at Customer request.

Software License and Product Agreements

The erwin products that Sandhill sell are governed by the following Quest policies

Quest's Software Transaction Agreement

A link to Quest's Software Transaction Agreement is included in the order confirmation e-mail that is delivered on completion of the software order process. This is accepted by an organisation on installation of their new software. The agreements are regional and the relevant document may be located on the [Quest website](#).

Third Party Licenses

Some products incorporate third party components whose licences require Quest to publish copies of the licensing language and/or copyright notices. In compliance with those requirements, copies of such licence terms are found here.

Quest's Data Processing Addendum (DPA)

These Data Processing Addendums govern use of Quest Software's products (including SaaS) where the applicable Software Transaction Agreement incorporates the Data Processing Addendum by reference.

Quest's Services Agreement

Regional agreements applicable to services provided by Quest, a Quest affiliate or a Quest subsidiary.

erwin by Quest Service Request Severity Levels and Response Times

From Quest Software's Global Support Guide

All service requests are assigned a severity level from 1 to 4 based on the impact on your business. You determine the initial severity level when placing a request for assistance. Severity levels may be changed after initial contact and assessment of the issue from Support Engineer, provided that you are in agreement.

The following table defines the severity levels and the targeted initial response time for Standard Support, 24x7 Support, and Premier Support. It is helpful to clearly explain the business impact of your issue when contacting us.

- Standard Support available during local business hours
- 24x7 Support for severity level 1 issues only
- Premier Support available with an active Standard or 24x7 Support contract

Severity Level	Description	Initial Response Standard Support	Initial Response 24x7 Support	Initial Response Premier Support
Level 1	Critical business impact Customer's production use of products on a primary business service, major application or mission-critical system is stopped or so severely impacted that the customer cannot reasonably continue work. For Severity Level 1 problems, we will begin work on the problem within one hour of notification and handle as the highest priority until the customer is given a fix or workaround. Customer resources must be made available in Severity Level 1 situations and reasonably cooperate to help resolve the issue. Severity Level 1 problems could have the following characteristics: • System hangs or crash situations • Data loss or data corruption • Critical functionality not available • Appliance is down (customer must be on-site to troubleshoot) Note: Severity Level 1 issues must be reported via telephone.	Within 1 hour	Within 1 hour	Within 1/2 hour
Level 2	Significant Business Impact: Important product features are unavailable with no acceptable workaround. Customer's implementation or production use of Quest's products in a primary business service, major applications or mission critical systems are functioning with limited capabilities or are unstable with periodic interruptions. The software may be operating but is severely restricted. Severity Level 2 problems could have the following characteristics: • Product error or failure forcing a restart or recovery • Severely degraded performance • Functionality unavailable but the system is able to operate in a restricted fashion.	Within 2 hours	Within 2 hours	Within 1 hour
Level 3	Minimal Business Impact: Product features are unavailable but a workaround exists and the majority of software functions are still useable. Minor function/feature failure that the customer can	Within 4 hours	Within 4 hours	Within 2 hours

Severity Level	Description	Initial Response Standard Support	Initial Response 24x7 Support	Initial Response Premier Support
	easily circumvent or avoid. Customer's work has minor loss of operational functionality. Severity Level 3 problems could have the following characteristics: • Error message with workaround • Minimal performance degradation • Incorrect product behavior with minor impact • Questions on product functionality or configuration during implementation			
Level 4	Level 3 is the default severity level setting. Nominal Business Impact: A minor problem or question that does not affect the software function. For example, a request for information on how to use a particular feature, a general question or requests for documentation or enhancements. Severity Level 4 problems could have the following characteristics: • General requests for advice on product usage • Clarification on product documentation or release notes • Product enhancement request	Within 1 Business Day	Within 1 Business Day	Within 4 hours

erwin by Quest Product Support Lifecycle Policy

From Quest Software's [Global Support Guide](#)

The Product Support Lifecycle describes the phases during which our products are eligible for patches (fixes), support and downloads from the Support Portal.

It is our policy to provide support and fixes in current versions of our products when you are under a current support agreement. Fixes to older versions are at our discretion. We strive to put resources behind the most recent product releases in order to continually improve and enhance the value of our solutions.

We will attempt to answer questions on older versions of our products provided resources are available; however, if you are using a discontinued version, we encourage you to upgrade to the currently supported version of the product.

Our usual support policy is to provide support on both the current (n) and prior (n-1) versions of our products. Refer to the product lifecycle table on your [Product Support](#) page or [Knowledge Base](#) for specific supported versions of your product.

Full Support

- Product is fully supported, generally available release/version.
- The most current released version of a product and one or more prior releases are included.
- Enhancement requests for this release are accepted and may be considered for future releases.
- Maintenance releases and/or hot fixes are periodically made available for this release.
- Release or version is fully supported by both Support and Development.
- Release or version is available for download from Support Portal¹.

Limited Support

- Support is available for this release/ or version, and we use best efforts to provide known workarounds or fixes.
- No new code fixes will be generated except under extreme circumstances and at our discretion.
- Enhancement requests are not accepted.
- You are encouraged to plan an upgrade to a release or version on full support.
- Release or version is available for download from the Support Portal¹.

Discontinued

- Includes release or versions that are retired or discontinued.
- No new patches or fixes will be created for this release.
- Release is not available for download from the Support Portal¹.
- Support will be provided to assist with upgrading to a supported version.
- Support is not obligated to provide assistance on this version of the product.

Continuing Support

If you are unable to upgrade or migrate your product prior to its end-of-life, we offer a Continuing Support service to provide you with one year of limited support beyond your software's end-of-life or end-of-support date. Continuing Support is not guaranteed on every product:

- Annual software maintenance contract must be renewed.
- This includes uninterrupted access to technical support via phone, online and chat.
- Support Engineers will provide known workaround solutions and fixes.
- Fee-based service available on selected products.

¹Certain software released prior to November 1, 2016 may not be available for download. Quest's recommendation is to retain a local copy of all software on site for back up.

Additional Services

'Sandhill offer a wide range of services, including education and training, consultancy, software upgrades, support, implementation and custom solutions to fit our client's needs'

Education

Purchasing software is a significant investment, not just in money, but also the time required to become proficient. Professional focused training from Sandhill ensures that clients become productive and effective in the areas that they need, quickly and efficiently. We are happy to discuss requirements for training at any stage of the procurement process and if required, can work to ensure that this is provided to clients prior to their go-live product installation.

Across our range of products, Sandhill offer instruction with flexibly scheduled classes that can be mixed, matched and customised to meet a client's specific requirements. All Sandhill training material includes detailed step-by-step instructions and screen shots where possible. Training may be delivered on-site or on-line to meet client requirements.

The training curriculum has been developed by Sandhill and our experts who know the products thoroughly and take the time to understand your requirements. Our trainers are also software users, so we understand what users find tricky, where to concentrate training effort and how to apply the lessons in real-world operation

With software continually evolving we recognise the importance of clients being aware of the latest changes which may affect their operation. Sandhill's awareness of product developments and current best practice ensures that clients can make the most of the features available.

Professional Services

Systems are dynamic, software changes, organisations evolve - the solution that was right for yesterday, may not be what you need for tomorrow.

Sandhill offer a range of professional services to help you meet these challenges and move forward toward your strategic objectives. With a knowledgeable, experienced team, we can assist at many levels.

Where consultancy work is provided by Sandhill, we will request contact with key client participants to ensure that the service provided is fully aligned to the requirements of the users and delivers maximum returns for the investment.

Sandhill's services may be delivered through in person on a client site or online, with session times tailored to suit client's needs. Temporary software licences can be provided where a training environment is to be used and hard-copy training materials will be distributed to all training course attendees.

Business Continuity Statement

An integral part of Sandhill's commitment to upholding our corporate values and the health, safety and welfare of our staff is the mitigation and management of all risk.

Where risk cannot be eliminated, and a threat to Sandhill assets, employees or the environment in which we operate materialises, we seek to minimise disruption and to ensure the earliest resumption of business, with least inconvenience to our valued clients.

Risk assessment is the key to formulating a picture of the overall vulnerabilities to Sandhill's operation. Risks assessed in the business are defined by the Business Leaders and are compiled to produce a risk profile. The principal risks identified by the risk profile are then addressed in the Business Continuity Plan to ensure the proper framework is maintained to:

- protect Sandhill's people, systems and infrastructure
- identify and mitigate the risks to our supply chain, to an acceptable level
- manage any disruption to minimise its impact
- ensure delivery of products and services to our clients as intended.

The BCP shall be periodically evaluated and tested to ensure that it can be implemented in emergency situations and that the management and staff understand how it is to be executed.

All staff will be made aware of the BCP and their own respective roles.

The BCP is to be kept up to date to take into account changing circumstances.

A copy of the Business Continuity Policy will be made available upon request to any interested party.

Overall responsibility for this policy rests with the Sandhill Board of Directors.

Invoice and Payment Procedure

New software orders will be invoiced following completed delivery of the software and licences, while renewed maintenance and support orders are invoiced at the start of the month of expiry of existing cover, to ensure continuity. Should clients require earlier submission of an invoice as part of their internal purchase process, then we will be very happy to oblige.

Sandhill DO NOT distribute hard-copy invoices, preferring electronic submission of invoices with documents sent in PDF format to the client, satisfying our desire to reduce our carbon footprint and ensuring swift and accurate transmission of the information. We request confirmation of an e-mail address for invoice submission during the ordering process, but we are also happy to transact through supplier purchasing portals where these are in place.

Where a client's own payment process requires our submission of an original hard-copy invoice, Sandhill will confirm the additional cost payable by the client to enable a couriered delivery.

Unless otherwise specifically requested and agreed, Sandhill's standard payment terms are 30-days from date of invoice. Full banking details are provided on the invoice to enable payment to be completed by electronic bank transfer. When all prices, taxes and charges due in respect of the products supplied to the client have been paid in full, title shall pass to the client.

Returns Procedure

'At the forefront of Sandhill's pre-sale interactions with client's is the goal of ensuring the solution we provide satisfies an organisation's requirements'

Sandhill work hard to ensure that our valued clients are supplied with a solution with which they are completely satisfied and which fully meets their business need. Through the provision of temporary software access and demonstrations at the product evaluation stage alongside ongoing dialogue between supplier and client whilst the purchasing decision is made, we ensure that issues with the product are determined and in the majority of cases overcome, before any decision to purchase is reached.

Quest have a strict no-returns policy, but there are instances where clients may have the right to cancel or terminate a purchase, these are set out in the [Software Transaction Agreement](#) located on the [Quest website](#):

"Each Order shall be Customer's irrevocable commitment to purchase and pay for the Products and/or Maintenance Services stated in the Order and each Order placed with Provider shall be subject to approval by Provider in writing or by performance. Customer may place Orders for professional services and training under Provider's then current professional services terms."

Meisterplan

'Sandhill are the UK partner of Meisterplan, helping customers build realistic project portfolios with Meisterplan's lean PPM software, focused on planning resources beyond the short term'

Meisterplan is both a project portfolio tool and a browser-based resource management system. With a simple and clear graphical interface, users can view, manage and model work demand against resource capacity. It therefore enables managers to capture current and forecast demand, both organisation-wide and broken down into appropriate work portfolios. In this way, capacity is defined through the creation of generic roles within the organisation, which are matched to the resources that perform them. In addition, work can be planned by both role and resource and modelled in real-time what-if scenarios to produce realistic alternative schedules that can be met. Designed to work with your existing tools.

Meisterplan was named the leading Project Portfolio and Resource Management solution in the Vendor Selection Matrix™ 2025 by Research in Action, standing out for its "realistic planning, resource-based decision-making and a quick, streamlined onboarding process". It received top scores in the categories of customer satisfaction, value for money, and recommendation index.

Sandhill have been Meisterplan's UK partner for over 10-years, collaborating to ensure that the Meisterplan software's features meet customer's essential requirements. During a client's evaluation phase, Sandhill can assist with one-on-one demos of the software or with a 30-day free trial to enable customers to explore the software at their own pace.

Sandhill work closely with Meisterplan and their own experts and developers, so during the evaluation process we can make sure that the necessary support is readily available and that questions and queries can be answered fully. Once the correct system and onboarding plan is determined by the end-user, further options for additional consultancy and coaching can be explored, if required.

The Meisterplan software supplied by Sandhill may be purchased on a monthly or annual subscription basis. Pricing may be requested through your Sandhill Sales Contact, via info@sandhill.co.uk or by calling our switchboard on **+44 (0) 1476 568 708**. A quotation will be distributed after discussions to ensure that the correct system is being offered to meet the business' need. Quoted pricing will remain valid for orders received within 30-days of the quote being distributed, but we are happy to discuss an extension as and when procurement processes or periods of product evaluation extend beyond this. Sandhill will always do our utmost to ensure fair pricing for our clients and are happy to discuss licence requirements and budget constraints to ensure the optimal solution is provided.

Sandhill can transact and provide pricing in a number of currencies, so we request that clients confirm their own currency requirements prior to any quotation being distributed. All pricing will be provided exclusive of Value Added Tax and any similar sales or withholding taxes applicable to customer region.



MEISTERPLAN

Our desire is to ensure that the ordering process is as swift and efficient as possible for our valued clients. On receiving confirmation of a customer's order, Sandhill will work with Meisterplan to deliver access to the new licences as swiftly as possible, aligning to the user's requirement.

Clients may submit formal purchase order documents to info@sandhill.co.uk, or to their Sandhill Sales Contact, to confirm the system that they require. Acknowledgment of receipt will be provided by Sandhill in return, to confirm the order. Where customer procurement processes do not allow for creation of an order document, we are happy to proceed under written confirmation and the provision of full billing and invoice submission information from the client.

Sandhill are also happy and able to transact via client procurement portals and will work with client procurement departments to provide detailed Company information where this is required for vendor

setup. Sandhill are currently registered as an active supplier on several leading business networks and procurement portals. Our order processing department are available to engage with clients at every stage of the purchase process to ensure that we remain fully compliant with requirements and can provide help and information as and when necessary.

Following completion of the order and where product support is required, clients may contact Sandhill in the first instance via **support@sandhill.co.uk** or through our switchboard number **+44 (0) 1476 568 708**. Sandhill's Team is available to manage the relationship with Meisterplan's own Support Team providing guidance, assistance and usage support for resolution of issues encountered by software users.

Sandhill are available five days a week during business hours (*09:00 a.m. to 05:00 p.m. GMT*) to assist with any problems or queries that a client's Meisterplan software users might have. We will respond within two-hours of receipt of a request and will work closely with Meisterplan to provide a resolution, typically within a working-day, ensuring any disruption to the client is kept at a minimum.

Meisterplan Terms of Service & Trust Center

The Meisterplan software sold and supplied by Sandhill is governed by the [Meisterplan Software as a Service Terms and Conditions](#).

Aligned to Sandhill's own stance, Meisterplan place the highest importance on IT security, data protection and transparency. The [Meisterplan Trust Center](#) provides detailed information and certification that confirms compliance and underlines this focus.

Finally, access to the [Meisterplan Product Roadmap](#) is made available to customers, showing the latest developments to the product, offering tips and updates and enabling customers and partners to submit further ideas for future implementation.

Product Data Sheets

erwin Data Modeler

At a glance

erwin® Data Modeler by Quest has always been at the forefront of helping enterprises realize new data modeling advantages. To help you determine which version of the software best meets your organization's needs, you can compare the features and functionality of the three available editions by reviewing the chart below.

Feature	erwin Data Modeler Standard Edition	erwin Data Modeler Workgroup Edition	erwin Data Modeler Navigator
Visualization of ERD data structures	✓	✓	✓
Visualization of JSON data structures	✓	✓	✓
Reverse-engineering of existing databases/ DDL scripts of ERD and NoSQL	✓	✓	
Schema generation to database/DDL script	✓	✓	
Native, JDBC and ODBC support for a wide range of cloud and on-prem database plat- forms including relational, NoSQL and hybrid DBMS	✓	✓	
Create, update and delete model metadata	✓	✓	
Search and browse model metadata	✓	✓	✓
Transform and/or de-normalize ERD struc- tures to JSON-like documents	✓	✓	
Model and database comparison and synchronization	✓	✓	
Ability to save models in a variety of formats	✓	✓	
Model publication and metadata reporting in PDF, HTML and text-based reports through intuitive point-and-click interface	✓	✓	✓
Compatible with either 64-bit Microsoft Windows operating systems	✓	✓	✓
Complete naming and data-type standards support/definition	✓	✓	
Node-locked (workstation) or concurrent licensing	✓	✓	✓
File-based model exchange (import/export) options to/from a wide variety of data man- agement environments, including erwin Data Intelligence by Quest Software	✓	✓	

Feature	erwin Data Modeler Standard Edition	erwin Data Modeler Workgroup Edition	erwin Data Modeler Navigator
RE Scheduler to automate the offline reverse-engineering of databases into data models	✓	✓	
ODBC query tool for creating and running custom model and metadata reports	✓	✓	✓
Repository-based model storage and meta-data sharing capability available on-prem or SaaS subscription in the cloud		✓	
Multi-user collaboration and conflict resolution		✓	
Change management and version control		✓	
User permission and security management controls		✓	
Full configurable modeling compliance feature that assures model quality and completeness		✓	
Business Glossary to associate business terms with model artifacts to provide business context and align with data governance		✓	
Centralized storage and reuse of naming standards in the modeling repository		✓	
Modern web-based repository administration		✓	
One-click push of data modeling data definition language (DDL) and request to GitHub/Git repository via Mart		✓	
Automated round-trip exchange and sync of data models and data intelligence artifacts between erwin Data Modeler and erwin Data Intelligence		✓	
Harvesting to erwin ER360		✓	

erwin ER360

erwin® ER360 Collaborative Portal

Align stakeholders across your organization and increase the effectiveness of data usage and democratization through visualization and collaboration.

At a glance

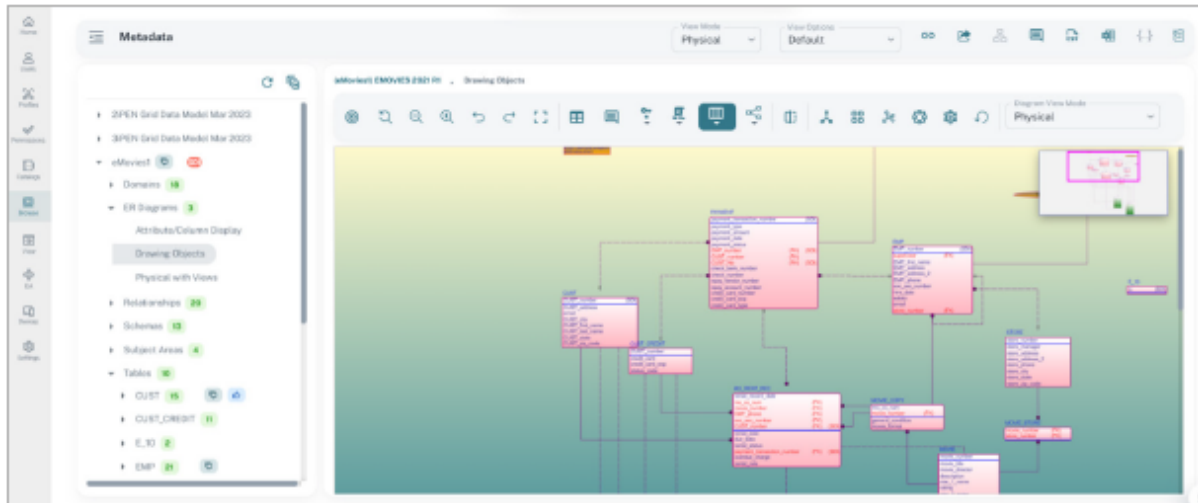
The latest release of erwin® Data Modeler by Quest® delivers the erwin ER360 Collaborative Portal, a self-service business user portal for read-only access to erwin data models. ER360 promotes collaboration and empowerment of data users, enhances data literacy and understanding, and accelerates data-driven decision making by reducing bottlenecks in the data modeling process.

Key features

- **Business and technical user interfaces** — intuitive and contextually appropriate interfaces for different users and roles
- **High-fidelity diagram visualization** — view graphical model diagrams in various formats, including IE, IDEF and NoSQL
- **Metadata reporting and export to CSV** — produce targeted reports and share model contents with other analysis tools
- **Advanced metadata search and browse capabilities** — See contextual metadata to uncover definitions, data structures and more
- **Collaboration services** — End users can use metadata tags, comments and attachments to create a managed feedback loop between model creators and model users
- **erwin Data Modeler integration** — Harvest erwin data models from erwin Data Modeler Workgroup and schedule future jobs

Benefits:

- **Improved collaboration** - business users can access data models, understand their structure and relationships and provide feedback/request changes directly to data modelers. This streamlines and enhances back-and-forth communication.
- **Enhanced data understanding** - Business users can gain a deeper understanding of the data structure and relationships within the organization. They can explore at their own pace, analyze entities, attributes and connections, and gain insights into how different data elements relate to each other.
- **Increased data governance** - Data modelers can make necessary adjustments while maintaining data integrity and standardization while business users can review data models and ensure definitions align with their requirements.
- **Empowered business users** - Enabled self-access to data models empowers business users to become more self-sufficient and confident in making strategic decisions.
- **Accelerated decision making** - Reductions in rework and bottlenecks enable faster project execution and less required back-and-forth for reviews/revisions.



erwin ER360 provides access to visualizations and detailed metadata contained in erwin data models, effectively aligning stakeholders and increasing the effectiveness of data usage and literacy within your organization.

- **Web-based user and role management** — Manage access by user and role locally using our administration user interface and/or by integrating with enterprise single sign-on (e.g., Active Directory/LDAP, SAML2.0, Azure AD, OAuth, Okta, Ping)
- **NoSQL visualization** — Build your unstructured metadata into a nested structure in an ERD diagram that can be shared between app developers and business stakeholders
- **Enhanced grouping and security** — secure and share models and metadata in ER360, which provides a controlled environment to meet the needs of your governance plan
- **SDI visualizations** — Raise awareness of sensitive data to proactively control its exposure and enable your organization to track, monitor and receive notifications of data compliance risks
- **Worksheet** — Provide a dynamic workspace for data professionals to interact with and transform metadata into a structured format, increasing collaboration and operational efficiency through on-the-fly manipulation and streamlined workflows.
- **Custom Collection** — Build tailored collections of metadata, such as columns, tables and subject areas, supporting better organizations and quick retrieval of data assets. Save your most frequently used metadata content and create custom views for quick reference or deeper analysis.
- **Collections** — Bring powerful organizational capability to the tool, allowing users to group and share metadata objects in a structured way. Any object type (attributes, columns, entities, subject areas, etc.) can be included in collections that can be shared across teams, fostering collaboration and better alignment.

erwin Data Intelligence

Quest® erwin® Data Intelligence combines data catalog, data quality, data literacy and data marketplace capabilities to make high-value, trusted data products and AI models easier to find, understand, govern, score and use across your enterprise. Harmonizing data management with data and AI governance, erwin Data Intelligence provides the automation, visibility and oversight to fuel trusted, reliable data pipelines. Enterprise data and AI-supporting assets across the enterprise are curated in one central data catalog governed, understandable with business context, and easily discovered and accessible within a consumer-like data marketplace. From IT, to governance teams, to data scientists and analysts, all have the data intelligence needed to maximize the use of trusted, reliable data across your enterprise.

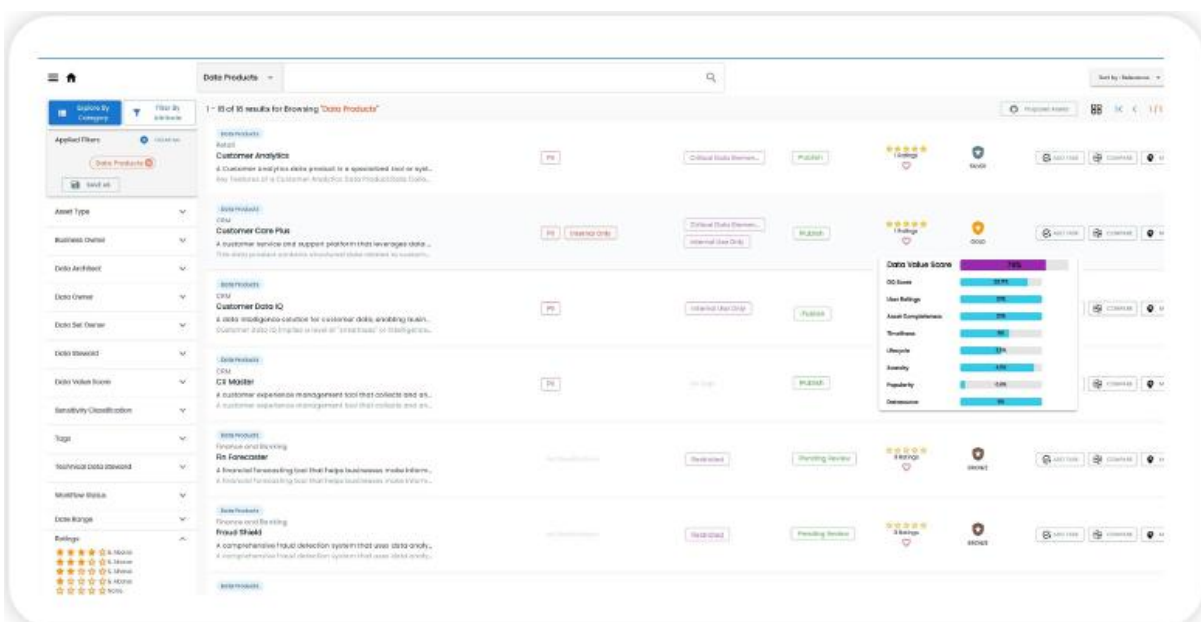
Key features

The automated metadata-driven approach of erwin Data Intelligence enables enterprise data visibility and management, data and AI governance, data literacy, and efficient data products delivery through the following key features:

- **Consumer-friendly data marketplace** — Make it easy for all to find and use trusted, reliable data products, datasets and AI models. Cut discovery time with personalized insights, automated data value or trust scoring, social reviews and asset compare capabilities. Speed governed data access and encourage collaboration with automated governance workflows, built-in chat, task lists and more.
- **Automated data trust scoring** — Build data trust with automated, transparent scoring of data assets based on nine company-weighted criteria including data quality, governance completeness, social ratings and more. Gold, silver and bronze tiering make trusted assets easy to recognize within the data marketplace and for AI use.

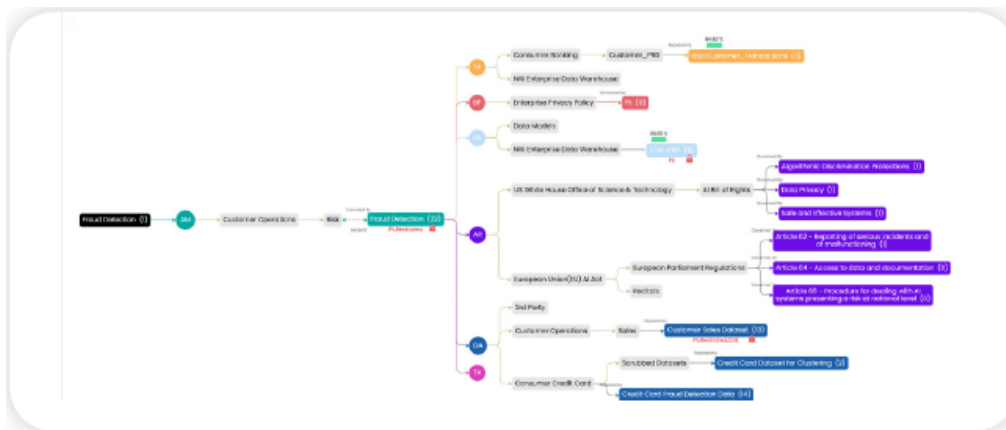
Benefits

- Make trusted data products and AI models easy to find, understand and use across your organization
- Enable business-centric data governance and cut data stewardship time with AI
- Provide all in your enterprise the visibility and literacy to better manage, protect and use valuable data and AI models
- Advance AI governance with automated certification of AI models and data as ready for use, data observability to ensure reliability, and compliance documentation
- Build data trust and limit risks through automated data trust scoring and integrated data quality visibility, profiling and ongoing data observability
- Auto-generate detailed data lineage from source to target, including data transformations, and use impact analysis to smartly plan for change
- Automate the ingestion, cataloging and classification of structured, semi-structured and unstructured metadata for unified governance



erwin Data Marketplace, included within erwin Data Intelligence, makes it simple for all in your organization to find, understand and use high-value, trusted data products, datasets and AI models.

- **AI governance** — Automate AI model certification and centralize governance to transparently validate models and data are production ready. Ensure ongoing reliability with data observability and alerting.
- **AI-powered data stewardship** — Deliver well-defined, well-classified data catalogs and comprehensive business glossaries faster with erwinAI, a GenAI assistant for stewards.
- **Interactive mind maps** — Understand asset relationships through 360-degree, drill-down visualizations of business assets and associated physical, logical and governance metadata, and deliver a semantic layer for AI use.
- **Intelligent data lineage and impact analysis** — Drill into data lineage to understand data elements from source to target with all transformations in between. Easily switch between technical and business views, see data quality and more. Manage risk and scope of potential change through real-time impact diagrams.
- **Integrated data quality** — Build data trust with automated profiling and quality scoring visible across data lineage, mind maps, impact analysis and as one of nine components within automated data trust scoring viewed in the erwin Data Marketplace. Keep critical data sources supporting AI reliable with cross-platform data observability and alerting.
- **Business-centric data governance** — Easily fit a flexible metamodel and governance approval processes to your unique business. Customize business asset types and attributes and support a full range of semantic associations between business and technical data assets.



erwin Data Intelligence delivers the visibility, business context and governance required around data and AI assets to drive trusted, reliable data throughout your organization, fuel trusted AI and support regulatory compliance. Interactive mind maps, data lineage, integrated data quality scoring and more, visually contextualize your data landscape.

- **Automated metadata harvesting, cataloging and curation** — Harvest detailed technical metadata from a broad range of metadata sources. Use included standard data connectors to ingest and auto-document data-at-rest from JDBC-compliant DBMS structured, semi-structured and unstructured data sources. Add optional smart data connectors to harvest complex data-at-rest sources and data-in motion metadata from ETL/ELT, procedural and scripting code, BI/reporting systems and cloud environments and applications.
- **Version management and change control** — With built-in versioning, use baseline and archive documentation with change comparison reports to enable efficient IT and regulatory audits.
- **SAML 2.0 integration** — Speed deployment and adoption of erwin Data Intelligence by aligning it with security and access control infrastructure.
- **Flexible deployment** — Choose the best option for your organization without sacrificing capability. Deploy erwin Data Intelligence on-premises, privately host in your own cloud instance or choose erwin Data Intelligence Cloud and let Quest host and manage the software on Microsoft Azure.

- **Personalized IT and governance dashboards** — Leverage data catalog and stewardship dashboards to see, understand and drill into your data landscape and supporting governance efforts.
- **Data modeling integration** — Leverage data models, mappings and naming standards from Quest erwin Data Modeler to jumpstart data products delivery and governance, and to deliver a semantic layer for AI usage.

Foglight Cloud

From the cloud to open source, and from relational databases to NoSQL, you're adopting new technologies to meet data demands and reduce costs. However, introducing new platforms also introduces risk. Operations teams are under more pressure than ever to juggle multiple database and infrastructure platforms and growing responsibilities. Adding tools for each new platform may seem like a helpful approach, but this adds costs and complexity, reducing the ability to focus on the success of your business beyond IT.



What if you could provide your team with a single, intuitive interface to monitor and manage all the diverse platforms you're using today – and the ones you'll use in the future? Standardizing on one powerful solution would provide cross-platform visibility, reduce licensing costs and shorten the learning curve for adopting new platforms, so you could modernize your environment faster. This means you'd save money while empowering your team to proactively ensure peak performance – across your entire data estate.

Simplified, cost effective, deployment and maintenance

Foglight for Databases and Foglight Evolve – products you know and love – now have a managed monitoring option. With Foglight Cloud, you gain the unprecedented visibility your DBA role requires. From one simple-to-use console, you can quickly diagnose and resolve emerging issues to prevent business interruption. And because Foglight Cloud supports a wide range of platforms, including on-premises and cloud databases, you get cost-effective database and infrastructure monitoring software for whatever platforms you choose. The success of your business hinges on data pipeline availability. Enable your team to ensure uptime with Foglight Cloud.

Benefits

- Hosted solution provides simplified, cost-effective deployment and maintenance
- Lowers infrastructure costs for immediate and ongoing savings
- Time to value (TTV) within hours
- Reduces Total Cost of Ownership (TCO)
- Helps to save time which can be better invested in mission-critical tasks and projects.
- Automatic updates and zero maintenance

Adaptive baseline

Receive alerts when activity deviates from normal metrics.

Wait-event analysis

Resolve resource-related performance problems by viewing wait-event data at the statement level.

Wait-state analysis

Diagnose your wait statistics to determine the location and cause of waits.

Wizard-driven installation

Easily add database monitoring to your infrastructure or configure as a standalone solution.

Imagine the possibilities

Imagine being able to see everything across your hybrid cloud environment from one place, reducing the time you spend administering your environment and reducing the risk of missing potential problems. Or imagine being able to predict future requirements more accurately, making it possible to increase system performance now without additional cost – and reduce the cost of future upgrades. Or imagine knowing how much it would cost to run data and workloads before you migrate, allowing you to make better decisions about where your applications and data should live.

With Foglight Cloud, you'll be able to take a holistic, proactive approach to hybrid cloud management, allowing you to simplify the complexity of your data center, reduce infrastructure cost, maximize system performance and/or predict future costs with more accuracy. All while reducing both CAPEX and OPEX with a Quest managed Foglight service.

Features

Query Insights

Keep on top of performance across your different platforms by aggregating the queries that have the highest impact on your system and easily identify targets for tuning.

Dynamic data operations

Simplified hybrid environments, and enhanced security and performance through regular updates mean cost-effective deployment and maintenance.

Alarm workflow and templates

Automated workflows, custom notifications and reusable templates help you to standardize the management of your alarms across databases.

Infrastructure performance and availability monitoring

Simplify your data center, reduce infrastructure costs, maximize system performance and accurately predict future costs.

Foglight Cloud is Quest managed software combining many of capabilities of Foglight for Databases and Foglight Evolve. Foglight Cloud offers extensive diagnostic capabilities and performance monitoring for servers, virtual machines, containers and cloud services. Foglight Cloud helps your IT team overcome the challenges of managing the numerous and diverse database, cloud and virtualization platforms you are required to support. Learn more at quest.com/products/Foglight-cloud