

Insight Direct (UK) Ltd

Salesforce Mulesoft Anypoint Platform Education and NFP

- Cloud Software - Digital Marketplace - Lot 2b
- G-Cloud 15



CONTACT INFO

pstenderteam@insight.com

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Salesforce Mulesoft Anypoint Platform

Education and NFP

1. Service

Description

1.1. Service Overview

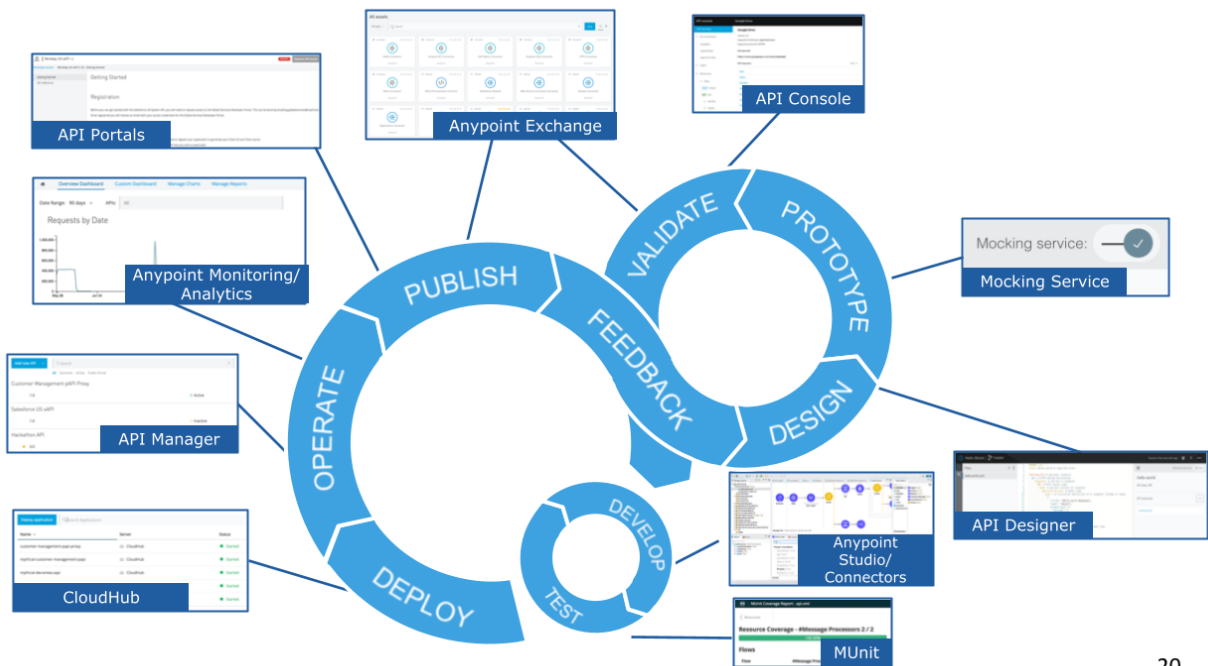
MuleSoft's mission is to connect the world's applications, data & devices. We make connecting anything easy with the Anypoint Platform, a single unified platform for designing, developing, and managing both integrations and APIs. MuleSoft provides a connectivity solution that also rapidly modernises legacy systems, so that public sector organisations can securely and effectively deliver better, modern IT services without needing to replace aged, underlying systems.

Thousands of organisations, including UK and global public sector bodies, national and international healthcare organisations, and multinational banks, use MuleSoft to deliver superior products and services while reducing costs.

MuleSoft's Anypoint Platform allows organisations to deliver on their digital transformation with API-led connectivity, powering service orchestration, application integration and APIs using a unified platform.

MuleSoft is unique in offering full lifecycle API management AND application integration in a single platform. Why does this matter? MuleSoft provides organisations with a single pane of glass from which to manage their entire integration landscape: one place to see all of your integrations, and highlight any applications or systems causing faults or errors within seconds, providing improved system uptime, security, agility and a lower total cost of ownership.

MuleSoft Anypoint also makes it faster for you to deliver application integration, as it includes a vast library of pre-configured connectors that connect to most applications, all easily found in the Anypoint Exchange, enabling you to spend less time configuring connectors and more time realising the benefits of increased business agility.



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MuleSoft's platform provides support for the full API lifecycle In a single product:

As all capabilities sit under a single unified platform you have a number of options available to you to ensure you meet your requirements and support the right use cases.

Initiatives that the platform supports	Example Use Cases
- Digital Transformation - Legacy Modernisation - Cloud Migration 360 view of the customer, case, asset - Agentic AI - Management, connectivity, and end to end Governance of AI (across multiple AI technology vendors) - Mobile Initiatives - Microservices - Interoperability - Omnichannel - IOT - SOA	- Integration of on-premise and cloud applications - Batch integration - Real time integration - Data mapping and transformation - API management and analytics - EDI/B2B integration - Integration for SAP, Oracle, Epic, HL7 via connectors - GraphQL queries via DataGraph - Evented APIs - Design and Document

The Anypoint Platform offers a hosted management plane, and Mule runtimes can be deployed anywhere; to a MuleSoft-hosted iPaaS (CloudHub), to other cloud providers, or deployed on premise, allowing developers to connect, orchestrate and enable any internal or external application rapidly.

1.2. Service Features

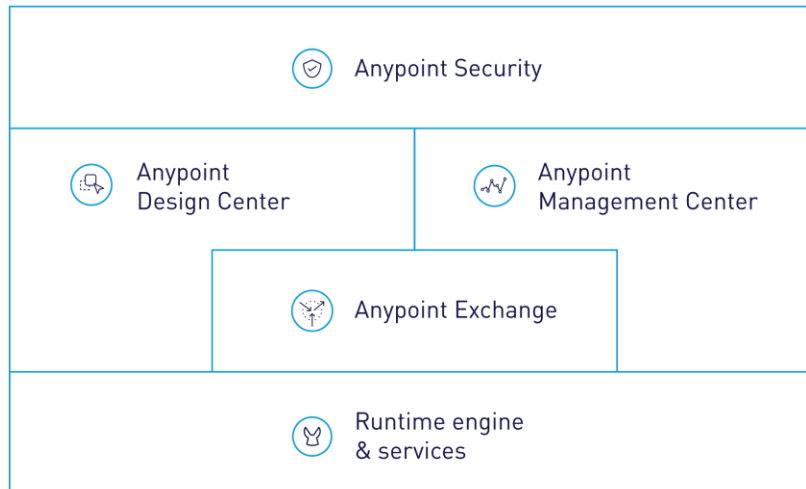
- **API-Led Connectivity:** Architecture for creating reusable, composable enterprise building blocks.
- **Universal API Management:** Centralised governance for APIs deployed across any environment.
- **Anypoint Exchange:** Central hub for discovering and reusing pre-built integration assets.
- **MuleSoft Composer:** No-code tool allowing business users to automate simple integrations.
- **AI Einstein Integration:** Generative AI for automated mapping and faster code development.
- **MuleSoft Agent Fabric:** Securely manage and govern complex AI technologies from multiple AI technology vendors.
- **Deploy Anywhere:** Flexible hosting across on-premise, cloud, or hybrid environments.
- **Anypoint Flex Gateway:** High-performance management for distributed microservices and modern applications.
- **Visual DataWeave Mapping:** Graphical interface for complex data transformation and message routing.
- **Enterprise Security:** Built-in compliance, threat protection, and edge-to-edge encryption policies.

1.3. Service Benefits

- **Re-architect SOA infrastructure** from legacy systems to create business agility.
- **Hybrid environment**, connecting SaaS and on premise systems seamlessly.
- **Create a seamless Application Network** of applications, data & devices.
- **Unified connectivity**, design, run, analyse, all on a single platform.
- **Leverage reusable building blocks** to increase developer productivity.
- **Future Proof**, Anypoints' flexibility evolves as you do.
- **Quickly design, build & manage** the entire API lifecycle.
- **Promote reusability, modularity & collaboration**, increasing developer productivity & speed.
- **Build Integrations with Natural Language:** Create integrations using natural language and no-code tools.
- **Govern APIs Across Any Environment:** Securely manage APIs built anywhere from one place.
- **Connect autonomous AI agents** to enterprise data and actions via secure, governed API integrations.

1.4. Main Components and Functions of the Service

One platform for APIs and Integrations



Anypoint Design Center

A unified suite of intuitive, standards-based design tools, aimed to on-ramp new developers quickly and equip power users to tackle complex API-led connectivity use cases. These tools run in MuleSoft's cloud (CloudHub).

API Designer

API designer provides a web-based graphical environment for designing, documenting, and testing APIs. Complete with a single-click mocking service and works with Anypoint Exchange to drive discovery and reuse, API Designer makes it easy to engage API consumers at multiple stages in the design process.

- Save and reuse API fragments to build the full API specifications
- Save into Anypoint Exchange for consumption in Flow Designer or Anypoint Studio
- Build API specifications with RESTful API Modelling Language (RAML) or OAS API specifications if you prefer that approach to API design
- Design according to best practises with a context-aware API designer
- View auto-generated, interactive documentation in the API console
- Validate designs before writing any code with the mocking service

Universal API Management on Anypoint Platform

Universal API management on Anypoint Platform is a collection of products that provide MuleSoft customers a single control plane to enable comprehensive visibility, flexible management, and consistent

governance of APIs, at scale. It is the next evolution of API management, opening the scope of full lifecycle management capabilities to APIs that are built and deployed anywhere.

With Universal API management, organisations can work with APIs of any origin, in any architecture or environment while engaging their internal and external API ecosystems. MuleSoft's Universal API management can help in the following ways:

- Accelerate application delivery by composing services using any API across your whole enterprise, built by any team, on any platform.
 - API Design Centre: developers can build APIs using GraphQL in DataGraph or AsyncAPI specification in API Designer
 - Anypoint CLI: Developers can automatically catalogue, discover and reuse API specifications built on any platform into Exchange, using their CI/CD pipelines. Build modern architectures and applications by managing and securing any service at scale, no matter the size, language, or cloud.
 - Flex Gateway: Control and secure APIs running anywhere with ultrafast response times and a low footprint using a gateway that integrates seamlessly with DevOps and CI/CD workflows.
- Achieve consistent security and governance across every API operating in any environment.
 - API Manager: Manage users and services in a unified control plane. Developers can improve the reliability of their APIs with contextual insights.
 - API Governance: Ensure consistent quality and compliance across all APIs without adding overheads to development.
- Create vibrant API ecosystems and maximise the value of your API investments.
 - Anypoint Exchange: Create a consolidated source of truth for all enterprise APIs and package your APIs into products
 - API Community Manager: Build pixel-perfect experiences to publish your APIs for your API communities
 - API Experience Hub: Build developer portals in minutes using fully built templates to publish APIs from Exchange to any audience.

Flow Designer

Flow designer is a simple, web-based interface for designing MuleSoft applications for Anypoint Platform, perfect for those who are new to integration or are not integration experts. Flow designer provides:

- A guided flow design experience, intuitive for the user.
- Auto-population of reusable assets as you design.
- Simple drag-and-drop data transformation capabilities.
- Live view of input and output data as the flow is executed.
- The ability to promote applications to different environments.

Anypoint Studio

The unified Integrated Development Environment (IDE) for Anypoint Platform provides an easy on-ramp for connectivity, orchestration and API development.

- Build integrations graphically or in XML.

- Jumpstart integrations with pre-built connectors, templates, and examples.
- Debug with design-time error-handling or Java and XML exception handling.
- Map and transform data easily.
- Integrate testing into your existing CI/CD process using MUnit.
- Easily deploy APIs and integrations built in Studio to the cloud or on-premise.

Mule SDK

MuleSoft's SDK for building reusable connectors for any system that MuleSoft doesn't offer pre-built connectivity for. If you are used to Java development with annotations this development kit will be intuitive to use.

Anypoint Management Center

Administer all aspects of Anypoint Platform on-premise or in the cloud from a single, unified interface. Anypoint Management Center helps manage API users, traffic, SLAs and underlying integration flows.

Runtime Manager

Use Runtime Manager to deploy and manage all your Mule applications from one central location, whether your apps are running in the cloud, on-premise, or on Runtime Fabric.

Runtime Manager is designed specifically for handling Mule applications, and deploying them to the available Mule runtime instances in a CloudHub virtual worker, or an on-premise Mule server (individual server, server group, cluster), or Runtime Fabric.

API Manager

Ensure every API is secure and governed. With just a few simple steps, secure APIs with policies, manage client access, group APIs as products, and monitor and analyse traffic. No matter where your APIs and microservices are hosted or which technologies they run on, you can manage them all from one place with MuleSoft.

- Unlock applications, data, and microservices with an API gateway.
- Apply pre-built or custom security policies at runtime with no downtime.
- Proxy existing SOAP services or create new APIs from OAS and RAML definitions.
- Provision access across individual clients or entire teams with OAuth and SAML.
- Use a service mesh to secure and govern microservices — regardless of where they're hosted.
- Gain insight into the performance of APIs, track usage, and identify errors.

Anypoint Monitoring

Proactively identify and resolve issues. Monitor all your APIs, integrations, and microservices in real-time - all in one place. Speed up issue identification and root-cause analysis with customisable dashboards and alerts, dependency mapping, and instant access to historical log data.

- Decrease mean-time-to-resolution with a single pane of glass.
- Instantly understand the health of your application network.
- Quickly identify issues in real-time with hyperscale log management.
- Drive business and technology insights by measuring business impact.

Anypoint Visualiser

Anypoint Visualiser displays views of different aspects of an application network graph. You can use the graph to explore your application network. Use cases for Anypoint Visualiser include architectural review, troubleshooting, and policy compliance.

Anypoint Visualiser provides a real-time, graphical representation of the APIs, and Mule applications that are running and discoverable. It also displays third-party systems that are invoked by a Mule API, proxy, or application within your application network. The data displayed in the graph is dynamically updated and does not require prior configuration. Additionally, the data displayed is secure, as only users with the proper permissions can view the application network graph.

Analytics

Get full visibility into API metrics, message traffic and back-end integrations with customisable reports and dashboards.

Anypoint Exchange

Anypoint Exchange accelerates innovation by providing a searchable library of prebuilt assets and connectors, making it easier to find them - which allows for rapid development and agile business change. A unified hub that hosts all MuleSoft connectors, templates, examples, best practices and API policies built by MuleSoft, our partners and the MuleSoft Developer community. Use the private tenant of Anypoint Exchange for collaboration and sharing of internal best practices.

Jumpstart projects by simplifying collaboration

Save APIs, integration projects, templates, examples, and custom security policies into Anypoint Exchange for others to reuse. Auto-populate your marketplace with microservices deployed with Anypoint Service Mesh — accelerating development and improving collaboration.

Get simple documentation and versioning

Automatically map dependencies between Exchange assets and generate documentation and portals. Documentation and dependency mapping are supported by API fragments such as API design patterns, data models, security schemas, and data types.

Validate then integrate

Before implementing an API, share it with your API consumers for validation using a mocking service. Experiment with specific API behaviours like delays and errors with dynamic headers. Test new functionality with snippets and API Notebooks embedded in Exchange without disrupting your existing integrations.

Anypoint API Portals

Engage application developers with your APIs using these easily generated and easy-to-navigate API portals. Share documentation and client examples, manage developer access, test a mocked version of the API and drive adoption.

Mule Runtime Engine

Mule runtime is the engine for Anypoint Platform and the industry's only runtime that combines data and application integration across legacy systems, resources, SaaS applications, and APIs. It is a runtime that can handle any integration challenge with a lightweight, highly scalable engine. As a lightweight runtime it can simply and quickly be deployed on hardware, virtual hardware, and in containers.

Connect to any system

Address any connectivity use case with a runtime that intelligently manages message routing, data mapping, orchestration, reliability, and security between systems and applications. Connect to common systems and databases with Anypoint Connectors, or use the Mule SDK to create customisable modules for integrating homegrown systems.

Ensure flexibility and high availability

Deploy on a runtime built with resilience in mind, to ensure uptime across any deployment, cloud, or on-premise. Upgrade without downtime by taking advantage of Mule's classloader isolation, which separates runtime and app dependencies. Save precious time when optimising for performance with Mule's dynamic self-tuning mechanism.

Scale your architecture

Move millions of records between applications or data sources using Mule's built-in batch integration capabilities, non-blocking I/O, or both. Every Mule runtime component has a clear role and is decoupled from any other component, allowing users to compose flows easily, and account for future upgrades.

Anypoint Connectors

Connect hundreds of endpoints with connectors from MuleSoft's ecosystem, or by using dynamic connectivity to API specifications. You can even build your own reusable connectors with Mule SDK.

- Pre-built generic protocol, transport and database, and application connectors.
- Quick connectivity to thousands of REST and SOAP APIs.
- Versatile generic protocol, transport and database connectors.
- Use DevKit to build a reusable connector for consistent use within your organisation.
- Submit your connector for certification to embed your connector into MuleSoft's ecosystem and accelerate adoption.
- Alternatively publish your connectors in your private Exchange when you want greater control over who can discover and consume your APIs.

Connectors are defined as:

Community - Built and donated to Anypoint Exchange by MuleSoft's developer community.

Select - Connectors provided by MuleSoft. Any MuleSoft customer with a current subscription can use these connectors.

Premium - Connectors that incur an additional charge. These connectors are managed and updated by MuleSoft, so that every time an update is made to the destination application, the connector is also updated automatically, without you needing to do anything. The list below shows some of the connectors that are licensed as Premium Connectors:

- HL7 Connector
- Siebel (On-Premise) Connector
- SAP Connector

- Oracle EBS Connector
- Oracle PeopleSoft Connector
- IBM CTG Connector

Partner - Some partner-developed connectors also incur an additional charge.

Runtime Services

Runtime Services provide additional capabilities that simplify the building of Integration Applications and APIs by taking away the need for developers to spend time building those elements. Examples of runtime services are CloudHub High Availability Features and Hybrid Cloud, as detailed below.

CloudHub High Availability Features

- CloudHub High Availability (HA) features provide scalability, workload distribution, and added reliability to your applications on CloudHub. This functionality is powered by CloudHub's scalable load-balancing service; worker scale-out; and persistent queues features.
- You can enable HA features on a per-application basis using the Anypoint Runtime Manager console when either deploying a new application or redeploying an existing application.

Hybrid Cloud

CloudHub is the integration platform as a service (iPaaS) component of Anypoint Platform, providing a fully-managed, globally available, secure and High Availability cloud platform for integration and APIs. With no hardware to maintain and continuous software updates, CloudHub delivers the benefits of true cloud-based integration.

- Fully managed, fully hosted MuleSoft integration PaaS.
- Multi-tenancy for applications and workers improves efficiency.
- Globally distributed architecture delivers 99.99% uptime.
- Cloud security and compliance available out of the box.
- Control access based on complex organisational requirements.

Cloudhub can deploy, manage and monitor applications deployed in CloudHub or on premise and is agnostic about where those applications are deployed. With Hybrid integration you can integrate systems that reside both on-premise and in the cloud, to create connectivity across the entire enterprise.

2. Product Details

Salesforce MuleSoft Anypoint Platform is offered through two different pricing models - the newer Mule Flow and Message based pricing, which is a consumption-based pricing model, and then a Core-based pricing model, which is infrastructure and capacity based. Both options are presented here and pricing details are contained in the pricing model.

2.1. Anypoint Platform Offerings (Mule Flow/Message-based Pricing)

Integration Starter (Anypoint Platform Base Subscription)

The Integration Starter package is an entry point into the MuleSoft platform, designed for customers with simple, low-code use cases, smaller projects, and non-critical service deployments. It provides the core capabilities needed for integration and API management.

The Integration Starter base subscription includes:

- 50 Flows
- 5 Million Messages (per year)
- Data Throughput Limit - 10,000GB (200GB per flow)
- Unlimited Anypoint Select Connectors
- API Manager Instances - 2 Prod and 2 Pre-Prod
- 2 APIs under Governance
- API Calls (Flex Gateway) - 4 Million (per year)
- Deployment Model - Cloudhub
- Premier Success Plan Support
- Object Store (limited to <10 API requests per second)
- Basic Monitoring: Includes built-in dashboards, App Logs for CloudHub, and App Network (Visualizer).

Note: This package utilises the new usage-based pricing metrics: Mule Flows (entitlements / max concurrent), Mule Messages (usage drawdown / total sum), and Data Throughput (limit). Customers may not buy different package versions within the Integration product line (i.e. cannot purchase both Integration Starter and Integration Advanced). Additional capacity is available for purchase to scale deployments.

Integration Advanced (Anypoint Platform Base Subscription)

The Integration Advanced package is designed for enterprise-wide deployments, requiring enterprise-class capabilities, reliability, availability, and high uptime for mission-critical deployments.

The Integration Advanced base subscription includes:

- 200 Flows
- 20 Million Messages (per year)

- Data Throughput Limit - 40,000GB (200GB / flow)
- Unlimited Anypoint Select Connectors
- API Manager Instances - 10 Prod and 10 Pre-Prod
- 10 APIs under Governance
- API Calls (Flex Gateway) - 20 Million (per year)
- Deployment Model - Cloudhub, Runtime Fabric
- Premier Success Plan Support
- Object Store (limited to <10 API requests per second)
- High Availability Fabric - Clustered High Availability
- Business Groups - Global Cloud Deployment
- Basic Monitoring: Includes built-in dashboards, App Logs for CloudHub, and App Network (Visualizer).
- Advanced Monitoring: Includes Alerting, Distributed log management, Custom metrics & dashboards, Connectors & Flow charts, Archive API, and Monitoring Storage.

Note: This package utilises the new usage-based pricing metrics: Mule Flows (entitlements / max concurrent), Mule Messages (usage drawdown / total sum), and Data Throughput (limit). Customers may not buy different package versions within the Integration product line (i.e. cannot purchase both Integration Starter and Integration Advanced). Additional capacity is available for purchase to scale deployments.

2.2. Anypoint Platform Offerings (Core-based Pricing)

Enterprise Integration (Anypoint Platform Base Subscription)

The Anypoint Platform Base Subscription is the default entry point into the MuleSoft platform, for Integration and API Management. It gives you everything you need to integrate applications as well as design, build, manage, and run applications/APIs. The applications and APIs can be run either in the Cloud or on-premise, while always being managed from the MuleSoft-hosted cloud.

The Enterprise Integration base subscription includes:

- 2 Production Cores/vCores
- 4 Pre-Production Cores/vCores
- Anypoint Runtime Manager
- Anypoint Design Center
- DataWeave
- Insight
- Anypoint Enterprise Security
- Unlimited API Portals
- Anypoint Exchange
- Unlimited Select Connectors
- 2 VPCs & 4 VPN connections
- Object Store limited to 10 API requests per second
- Unlimited Production and Pre-Production Environments
- Gold level support is the minimum level of support available. However, the Anypoint Platform Base Subscription can also be purchased with Platinum or Titanium levels of support. More details on the additional benefits of Platinum or Titanium Support are included below.

Additional functionality can be added on through a-la-carte purchases, and licensing is scaled on a capacity basis through the purchase of additional Cores/vCores. See add-on listings for additional information. Alternatively, consumption-based pricing is available upon request for certain API management capabilities. Please contact your Mulesoft representative for further details.

Note: Cores are licensed to cover deployment of Mule runtimes to customer-hosted environments (either on-premise or in the cloud). vCores are licensed to cover deployment of Mule runtimes to MuleSoft's hosted iPaaS, CloudHub. Core and vCores can be mixed.

Additional Capacity for base integration subscription offerings

Capacity scaling for the MuleSoft Anypoint Platform is licensed on either a physical (Core) or a virtual core (vCore) basis. Cores and vCores are sold as an add-on to the Enterprise Integration base subscription described above.

2.3. Base API Management Subscription Offering

API Management Solution (Anypoint Platform API Management Solution)

The Anypoint Platform API Management Solution base subscription is an entry point into the MuleSoft platform for API Management - this offering is based on the capacity (Core) based pricing model rather than the consumption pricing model. It gives you the core capabilities required to design, publish, manage and analyse APIs. The APIs can be run either in the cloud or on-premises, and are managed from the MuleSoft-hosted cloud.

The API Management Solution base subscription includes:

- 1 Production API Gateway Core/vCore
- 2 Pre-Production API Gateway Cores/vCores
- Anypoint Runtime Manager
- Anypoint Design Center
- DataWeave
- Insight
- Anypoint Enterprise Security
- Unlimited API Portals (API documentation only)
- Anypoint Exchange
- 2 Production VPCs and 4 VPN Connections
- Unlimited Production and Pre-Production Environments
- API Management
- API Analytics
- Unlimited API Portal Registered Applications
- Unlimited Managed API traffic in Production and Pre-Production
- Gold level support is the minimum level of support available. However, the Anypoint Platform Base Subscription can also be purchased with Platinum or Titanium levels of support. More details on the additional benefits of Platinum or Titanium Support are included below.

Additional functionality can be added on through a-la-carte purchases, and licensing is scaled on a capacity basis through the purchase of additional Gateway Cores/vCores. See add-on listings for additional information.

Note: Gateway Cores support no other connections besides HTTP/S, Web Services, JDBC and JMS. An API Gateway may not be used for batch processing or polling. Gateway Cores are licensed to cover deployment of Mule runtimes to customer-hosted environments (either on-premise or in the cloud). Gateway vCores are licensed to cover deployment of Mule runtimes to MuleSoft's hosted iPaaS, CloudHub. Gateway Core and Gateway vCores can be mixed.

Additional Capacity for the API Management Solution subscription offering

Capacity scaling for the MuleSoft Anypoint Platform API Management Solution is licensed on the basis of Gateway cores. Gateway cores support no other connections besides HTTP/S, Web Services, JDBC, JMS. An API Gateway may not be used for batch processing or polling.

Gateway Cores are sold as an add-on to the Anypoint Platform API Management Solution base subscription described above.

2.4. MuleSoft Automation - Starter and Advanced Packages

MuleSoft Automation Package

The MuleSoft Automation Package is designed for customers to build process automation for data using a low-code approach, enabling the creation of real-time, integrated views of customers and business processes and includes MuleSoft Intelligent Document Processing, MuleSoft Composer and MuleSoft RPA (Robotic Process Automation).

MuleSoft Intelligent Document Processing (IDP)

MuleSoft IDP is an AI-powered tool that automates data extraction from unstructured documents like PDFs and images. By leveraging machine learning and Salesforce Einstein, it transforms semi-structured data into organized formats such as JSON for use in Anypoint Platform or RPA.

MuleSoft Robotic Process Automation (RPA)

MuleSoft RPA enables the automation of repetitive, manual tasks by deploying software bots that mimic human interactions with digital systems. These bots can navigate UIs, extract data, and perform keystrokes across legacy applications and modern platforms that lack APIs. Fully integrated with Anypoint Platform, it allows teams to govern bots alongside APIs, achieving secure, end-to-end business automation while freeing employees for higher-value strategic work.

MuleSoft Composer

MuleSoft Composer (Composer) makes it easy to build process automation for data, using clicks instead of code. When you create a secure process to connect the information stored in different systems, you build a real-time, integrated view of your business.

The MuleSoft Automation Package includes:

- 60,000 Automation Credits
- Salesforce, Tableau, Slack, MuleSoft RPA Connectors
- 3 additional Composer Connectors
- Unlimited Anypoint Connectors
- 30 Flows
- 2 Million Messages (per year)
- 6000GB Data Throughput
- CloudHub 1: None
- CloudHub 2: Up to 8 replicas
- 2 Production & 2 Pre-Production Managed APIs
- 2 Governed APIs
- 1 Private Space & 2 Network Connections

2.5. Support Levels and Add-On Offerings

Platinum Subscription

A Platinum Subscription gives you enterprise grade features as well as Platinum level support. The additional features received with a Platinum Subscription are:

- High Availability Fabric - Shared Memory Clustered High Availability
- External Identity Management Integration
- Business Groups - Business Groups provide a mechanism for delegating management and administration of Anypoint Platform to users within different business units or functions
- Global Cloud Deployment
- Choice of EU control plane
- Upon Request, Flexible Hybrid Deployment
- Platinum Level Support

Titanium Subscription

A Titanium Subscription gives you access to the following features of Anypoint Monitoring, in addition to the features included with a Platinum Subscription, mentioned above:

- Application performance monitoring
- Distributed log management and search
- Real-time metrics at 10-second intervals: also known as application performance metrics
- Enterprise alerting at 5-second intervals
- End-to-end transaction tracing
- Log Tokenisation
- Dependency mapping
- Hyperscale Storage (200 GB per Production Core/vCore plus 50 GB per Pre-Production Core/vCore)
- Flexible data storage deployment
- Self-prescribed data retention
- Titanium Level Support
 - Enhanced support SLA of 45 minutes for S1 issues
 - Collaborative root cause analysis enabled by the features of Anypoint Monitoring above.

API Experience Hub

Anypoint API Experience Hub helps you build thriving API ecosystems and grow developer engagement. You can create personalised API portals in minutes, using out-of-the-box templates that work with APIs from any platform or system.

- Powered by Salesforce Experience Cloud, you can publish APIs from across your enterprise, build branded developer experiences, and scale your API portals with community features like forums and support tools.
- Build personalised API portals without writing any code: Use out-of-the-box templates to design and publish developer portals easily from a single place in MuleSoft Anypoint Platform. Leverage APIs catalogued in Anypoint Exchange to build portals and personalise them with custom branding.
- Monitor usage metrics and community engagement: Observe your API community to see what's working and what isn't, then use those engagement insights to guide your API investments and continuously optimise performance. Get metrics on API usage, forum discussions, developer access requests and more.
- Make it easy for developers and partners to collaborate: Provide easy and self-service access to articles, FAQs, and the collective wisdom of the community to support your API consumers at every step. Enable developers and partners to collaborate to increase engagement and usage of APIs.
- Scale API Portals and create digital marketplaces to monetise your APIs and get more value from your investments.

Anypoint API Governance

Ensure consistent API quality and security.

When working with a plethora of APIs across multiple teams and design tools, architects want to ensure standard quality and security while developers want to avoid overhead caused by conformance review cycles. Anypoint API Governance ensures consistent API quality and security with self-service tools that enable architects to:

- Define standards for API quality with control groups.
- Apply standards consistently to any API, regardless of where it is built.

And empowering developers to:

- Reduce development review cycles by validating conformance during API design.
- Improve API quality with a comprehensive view of compliance posture.

Anypoint Flex Gateway

Anypoint Flex Gateway is ultrafast, designed to manage and secure APIs running anywhere. Built to integrate seamlessly with DevOps and CI/CD workflows, Anypoint Flex Gateway delivers the performance required for the most demanding applications, while providing enterprise security and manageability across any environment.

- Secure any API running anywhere.
- Extend Anypoint Platform to all APIs.
- Build responsive experiences.

Anypoint Partner Manager

Anypoint Partner Manager enables you to perform bidirectional Business-to-Business (B2B) message exchanges using APIs and Electronic Data Interchange (EDI) formats, and to conduct

business transactions such as buying and selling products with your partners. Transactions are typically transmitted over transports such as HTTPS and SFTP, and exchanges such as AS2. Partner Manager supports X12, JSON, and XML message formats.

Use Anypoint Partner Manager to:

- Perform technical onboarding of your partners.
- Set up, manage, and monitor business message flows between your systems and your trading partners' systems.
- Track and report on business transactions to achieve greater operational efficiency in B2B transactions.
- View meta information, validation errors, and all messages included with each transmission payload (transmission payloads can contain one or more business messages).

Members of your organisation can use Partner Manager to perform a variety of functions, including:

- Designing and testing message flows.
- Managing the activity of the business transactions with your trading partners.
- Optimising backend services and performance.

B2B Message Packs and Transport Connectors

EDI Message packs provide support for commonly used EDI message standards, including:

- X12
- EDIFACT
- Rosettanet
- Tradacoms

The transport connectors allow for support using transport protocol standards including:

- AS2
- FTPS

Runtime Services

Object Store

Object Store v2 lets applications store data and states across batch processes and Mule components, from within a single application. Object Store v2 acts as the backend for Mule 3 and Mule 4 object store access, which enables applications to write directly to object store, use its REST API, and write and read using the Object Store connector.

Object Store v2 is a service that runs in the cloud. Only sold as an add-on to one of the Base Subscriptions where you are deploying your run times in our iPaaS, CloudHub.

Dedicated Load Balancer for CloudHub

Load Balancer for CloudHub is a product that allows you to:

- Handle Load balancing amongst the different CloudHub workers that run your applications.

- Define SSL configurations to provide custom certificates and optionally enforce two-way SSL client authentication.
- Easily configure proxy rules that map your applications to custom domains, enabling you, for example, to host everything under a single vanity domain.

Only sold as an add-on to one of the Base Subscriptions where you are deploying your run times in CloudHub, our iPaaS.

Additional Virtual Private Cloud (VPCs) and Virtual Private Network (VPNs) for CloudHub

Anypoint Virtual Private Cloud and Virtual Private Network allows you to connect your corporate data centres and on-premise applications to the Cloud securely, as if they were all part of a single, private network.

These VPCs are only sold as an add-on to one the Base Subscriptions where you are deploying your run times in our iPaaS, CloudHub.

Anypoint Runtime Fabric

Anypoint Runtime Fabric is a container service that automates the deployment and orchestration of Mule applications and API gateways, to allow you to run your instance of MuleSoft in your own managed infrastructure on AWS, Azure, virtual machines (VMs), and bare-metal servers.

Some of the capabilities of Anypoint Runtime Fabric include:

- Isolation between applications by running a separate Mule runtime per application.
- Ability to run multiple versions of Mule runtime on the same set of resources.
- Scaling applications across multiple replicas.
- Automated application failover.
- Application management with Anypoint Runtime Manager.

Anypoint Runtime Fabric is a deployment choice for our customers with the correct level of support subscription. Customers must have either Platinum or Titanium support before they can use Anypoint Runtime Fabric.

Anypoint Security (only available with Anypoint Runtime Fabric)

These solutions are relevant for API Management as opposed to Integration, and require a MuleSoft base edition.

Anypoint Security - Tokenisation

This is an add-on option that provides format preserving tokenisation and produces multi-use tokens. It is implemented as a vaultless solution to de-identify sensitive data such as Personally Identifiable Information, Protected Health Information, and credit card numbers.

This add-on only deploys on-premise or to other cloud providers (requiring the use of Anypoint Runtime Fabric). It is not hosted by MuleSoft.

Anypoint Security - Edge

Serves as a hardened, dedicated chokepoint for all ingress and egress traffic and delivers protection against DDoS and malicious content attacks across multiple services.

This add-on only deploys on-premise or to other cloud providers (requiring the use of Anypoint Runtime Fabric). It is not hosted by MuleSoft.

Anypoint MQ

Anypoint MQ is MuleSoft's enterprise multi-tenant cloud messaging service, which is fully integrated with Anypoint Platform. It performs advanced asynchronous messaging scenarios between applications, and offers role based access control, client application management, and connectors. You can also use Anypoint MQ with other application frameworks, such as node.js, to communicate to queues.

Anypoint MQ:

- Provides fully hosted and managed queues and message exchanges in the cloud. A queue is a temporary storage area. A message exchange binds one or more queues so that a message sent to a message exchange appears in all its bound queues simultaneously.
- MQ is built on Anypoint Platform, meaning that queues and message exchanges offer the same management capabilities as the platform itself, from environments and business groups for multi-tenant role-based access control to client access management.
- Supports large payloads, encryption, queuing, pub-sub paradigms.
- REST API allows you to interface with non-Mule applications easily.
- Provides Studio access, which makes the process of leveraging your queues and message exchanges as simple as drag, drop, and configure.
- Displays usage statistics on the number of messages and API requests, so you can manage peak usage and subscription parameters.
- Provides dead letter queue capability for undeliverable messages.

This product is sold as an add-on to a cloud version of a MuleSoft Base Subscription, and entitles you to 500 million API requests per month. Additional API request packs are also available. An Anypoint MQ API Request is a request made to retrieve one or more messages from the Anypoint MQ APIs, as further defined in available Anypoint MQ documentation. Each Anypoint MQ API Request includes up to 100 kilobytes of data. Anypoint MQ API Requests over 100 kilobytes will count as multiple requests, with no fractional units.

Premium Connectors

The definitions for the types of connectors available are shown below, from Community, to MuleSoft Certified, to Premium. Premium connectors, and some partner connectors, attract an additional charge.

MuleSoft Premium Connectors are high-performance, pre-built integration assets designed for mission-critical enterprise systems like SAP, Workday, and Oracle. These licensed assets simplify complex connectivity, offering out-of-the-box security, metadata discovery, and maintenance. By replacing custom-coded integrations, they accelerate project delivery, reduce technical debt, and ensure enterprise-grade reliability across your most vital business applications.

Connector Category	Description	Reviewed by MuleSoft?
Community	MuleSoft, or members of the MuleSoft community, write and maintain the Community connectors. Connectors built by the community or MuleSoft are generally open-source, although each package may vary. Partner-built connectors may not be open-source. Contact the partner directly for more information. You do not need any special account or licence to use a Community connector.	No
MuleSoft Certified	MuleSoft Certified Connectors are developed by MuleSoft's partners and developer community, and are reviewed and certified by MuleSoft. For support and pricing, Customers should contact the MuleSoft partner that created the MuleSoft Certified connector. MuleSoft Certified connectors may have a fee associated - this is clarified on the MuleSoft Exchange page for the connector. To purchase the connector, contact the Partner directly.	Yes
Select	MuleSoft maintains Select Connectors. Connectors included in the open source Mule distribution can be used by everyone, however support is only included in an Anypoint Platform subscription. To use all other Select Connectors and access support, you must have an active Anypoint Platform subscription.	Yes
Premium	MuleSoft maintains Premium Connectors. Customers must have an active Anypoint Base Subscription, as well as Premium Connector licences for the connector that the Customer wishes to use.	Yes

There are very many MuleSoft connectors, and they can be found at this link (including the Premium Connectors):

<https://www.mulesoft.com/exchange/?type=connector&search=premium>

The Premium Connectors specifically are listed here as well:

- HL7
- IBM CTG
- Oracle EBS
- Oracle PeopleSoft
- SAP
- Siebel

3. Appendix

Technical Requirements

To ensure the best performance and security, the Anypoint Platform requires the use of modern, supported environments. All specific version requirements for runtimes and tooling are maintained in the live MuleSoft Documentation, available online at <https://docs.mulesoft.com/>

Browser Support

Access the Anypoint Platform control plane using the latest version of these supported browsers:

- Google Chrome (latest version).
- Mozilla Firefox (latest version).
- Safari (latest version).
- Microsoft Edge with Chromium.

Note: Internet Explorer 11 and earlier versions, as well as legacy non-Chromium Edge, are no longer supported.

Development & Client-Side Tools

Anypoint Studio: A 64-bit OS is required to run the unified IDE for graphical and XML-based development.

Mule SDK: Developers must use the Mule SDK (replacing the legacy DevKit) to build reusable connectors for custom systems.

Anypoint CLI: Required for automating the cataloguing and discovery of APIs within CI/CD pipelines.

Network & Connectivity

Bandwidth: While the platform is lightweight, stable internet connectivity is required for the hosted management plane.

Secure Tunneling: CloudHub deployments may require Anypoint VPC and VPN for secure integration with on-premise data centres.

Trial Service

A 30-day trial version of the MuleSoft Anypoint Platform is available for anyone to sign up to. The trial is easily accessible at MuleSoft's homepage: www.mulesoft.com.

Ordering and invoicing process

The minimum term subscription period for the Anypoint Platform is 12 months.

On-boarding

Upon procurement of an Anypoint Platform subscription the licence key is provided to the customer, to enable the enterprise features of the Anypoint Platform. In terms of configuring the platform a customer has the choice of doing it themselves (there is extensive documentation freely available online), working with Salesforce Professional Services teams to do the configuration (as a chargeable project), or working with a Partner from a large ecosystem of Salesforce Partners who specialise in MuleSoft configurations.

Training & Enablement

Salesforce provides comprehensive training and enablement for those who wish to deepen their knowledge of the platform. We created three self-study courses, to get you started with Anypoint Platform. Further information can be found here:

<https://training.mulesoft.com/course-catalog?results=true&courseFormat=Self-paced>

Customised training options are available on request and through discussion with your MuleSoft Account Executive.

Off-boarding

When the subscription period ends (if it is not renewed), the Anypoint Platform licence key will expire and the customer will no longer have access to the enterprise features and entitlements in the specified Anypoint Platform or Support tier purchased.

Subscribers shall store and control all of their data at all times and the customer shall be responsible for acquiring all relevant equipment, licences, services related to the replacement services. MuleSoft may provide additional access to services for the duration of any transition period to the subscriber for up to 6 months beyond the Services term (at customer's cost).

Customer Success Support

Salesforce offers several support levels based on the customer's Success Plan. All MuleSoft customers receive Premier Success by default, with an enhanced Signature Success plan available for purchase. Support channels, hours, and initial response times depend on the Success Plan level.

Premier Success Plan

The Premier Success Plan provides specialized guidance whether you have how-to questions, experience technical issues, need troubleshooting, or want to increase the value you get from Salesforce. Benefits include:

- 24/7 support. Contact a senior support analyst directly via web case, chat, and phone
- Developer support. Troubleshoot custom code issues for your org(s)
- Expert assistance. Webinars and coaching videos with live Q&A or individual follow-up sessions for a deep dive into your specific use cases
- Specialised guidance. Reviews of your platform health and business value, to get the most out of your Salesforce investment
- Training discounts. All Trailhead Academy courses and certifications will be priced with discounts for additional value for you
- Quicker response times. When critical issues arise, our skilled support engineers respond within one hour.

In addition to contacting support, customers can visit the Salesforce Help site and online user community at any time to find information or troubleshoot. We provide a variety of self-service tools to support users, including knowledge articles, training courses, videos, and other resources. Customers can also collaborate with other users to resolve their inquiries and find solutions.

Support SLAs / Escalation Times

Definitions

Business Hour: means each hour during a Business Day.

Business Day: means 08:00 - 17:00 Monday through to Friday, excluding public holidays.

Error: means any Severity Level S1 error, Severity Level S2 error, Severity Level S3 error or Severity Level S4 error, each as defined in the Error Severity Definition Table below.

Product: means either Software or Cloud Offerings, as applicable to the Customer's Subscription.

Error Severity Definition Table

Security Level	Description
S1	System Outage Production system outage This includes the following scenarios: - Product in production environment is unusable and is severely impacting other critical business functions, and no workaround is available. - Outage of MuleSoft's Cloud Offerings is leading to service interruptions to production versions of APIs exposed on the platform.
S2	Key Functionality Impaired; No Workaround The reported issue affects key functionality and/or causes some performance degradation, and no workaround is available. Other product features are still functional.
S3	Moderate Impact with Workaround Issue has moderate or minor impact on usage, and product remains functional. This category may include provisioning/change management requests, enhancement requests, common how-to questions, and any product issues with a viable workaround.
S4	Minor Impact Includes minor, cosmetic, or documentation-related issues, and enhancement requests that are not time-sensitive. There is no impact on the product's existing features.

Service levels

During the Subscription Term, MuleSoft shall provide Customer with Service Levels consisting of the following: (i) online, email, or telephone support regarding use and deployment of the Product in accordance with the table below; (ii) Major and Minor releases of the same Products licensed by Customer during the subscription ("Maintenance") and support with respect to Errors as set forth below. In order to access support, Customer must be able to access the Support Portal located at: <https://www.mulesoft.com/support-login>.

Support is available only in English.

MuleSoft Support Hours

Technical Support	Gold	Platinum	Titanium
Support Hours	8x5 Business Hours	S1 - 24x7x365	S1 - 24x7x365

		S2-S4 - 8x5 Business Hours	S2-S4 - 8x5 Business Hours
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Error Response Time

	Gold	Platinum	Titanium
Products	1 Business Day	S1 - 2 hours S2 - 4 Business Hours S3-S4 - 8 Business Hours	S1 - 45 Minutes S2 - 4 Business Hours S3-S4 - 8 Business Hours

Signature Success Plan

Signature Success is the highest level of support from Salesforce, and provides a high-touch experience led by a named expert who acts as an extension of your team. Customers with Signature Success benefit from increased performance and productivity through all the features of Premier Success, plus:

- Customer Success Manager (CSM). A dedicated, named resource focused on developing a comprehensive understanding of your business and technical goals. CSMs will forge strong partnerships with you, focusing on maximizing business value. CSMs will provide a Success Path to map your goals to Salesforce features and give prioritised, personalised recommendations. Regular Success Reviews provide opportunities for CSMs to review goals and progress with you, driving success as a joint responsibility.
- Faster response times. Available at all times and offers the fastest case response times, including 15 minutes for severity 1 issues via phone or chat through our Help site. Customers also have access to a dedicated emergency hotline for urgent help with critical issues.=

	Signature Success
Technical Account Manager	Included
Initial Response Time	24/7/365 15-min Sev1/Sev3-4, 4-8 hr
Support Updates	30-min updates for business-impacting issues
Case Submission	Online, phone, 911 #
Developer Support	Performance improvement suggestions at a flow level & Guidance with Cloudhub connectivity.

Information Assurance/Security

Security is a top concern when evaluating cloud services, whether it be physical, network, infrastructure, platform or data security. MuleSoft's Anypoint Platform is designed to be a secure platform for our customers. Anypoint Platform spans SOA, SaaS Integration and APIs.

MuleSoft's approach to cloud security is two-pronged:

- (a) we actively and consciously avoid inspecting, storing, manipulating, monitoring, or otherwise directly interacting with sensitive customer data; and
- (b) we provide a highly secure environment in which customers can perform sensitive data manipulations.

MuleSoft's dedicated security team follows industry best practices, runs internal security audits and maintains policies that span operations, data security, passwords, credentials and secure connectivity.

MuleSoft exclusively uses AWS to host our MuleSoft CloudHub servers. We allow our customers to deploy their application in the following availability zones: EU (Ireland, Frankfurt, London), US West (Oregon, N. California), US East (N. Virginia, Ohio), Asia Pacific (Tokyo, Singapore, Sydney), and South America (São Paulo).

For the MuleSoft Cloud Offerings, the Buyer acknowledges that MuleSoft hosts this service using Amazon Web Services (AWS) and its subsidiaries as a subprocessor.

As all our cloud services are built on the AWS platform, we rely on Amazon's leading physical and network security.

MuleSoft also enforces operation controls based on industry standard best practices for public cloud services, including, but not limited to:

- Principle of least privileged access
- Role based access controls
- Data security (not storing sensitive data, encrypting data at rest, and more)
- Regular audits
- Customer advisories and established escalation processes
- Penetration testing - MuleSoft performs multiple vulnerability scans weekly and commissions at least one penetration test annually on our CloudHub.

Please refer to the MuleSoft Security Privacy and Architecture documentation for more information - <https://www.salesforce.com/company/legal/trust-and-compliance-documentation/>

Please note that a MuleSoft representative will need to grant you access to this website.

Separation between consumers

Each CloudHub customer is allocated their own Mule worker on an Amazon Machine Image that is unique to them, protected by their own security group.

Governance

All Cloud Offerings hold the following certifications:

- ISO27001/27017/27018
- SSAE 18/ISAE 3402
- PCI-DSS
- Cyber Essentials

- UK NHS DSPT

A full list of the audits and certifications can be found here:

<https://compliance.salesforce.com/en/services/mulesoft>

Information about security and privacy-related audits and certifications received by AWS, including information on ISO 27001 certification and Service Organisation Control (SOC) reports, is available from the [AWS Security Website](#) and the [AWS Compliance Website](#).

Data processing, restoration & storage location

MuleSoft customers can choose to deploy in multiple data regions: the European Union, the United States, and Asia-Pacific. This global distribution allows you to host your integration in a location that is closest to your services, thus reducing latency. It also allows you to adhere to local laws, such as the EU Data Protection Directive.

MuleSoft's processing of any data related to its provision of Services shall be in accordance with MuleSoft's privacy standards: <https://www.salesforce.com/company/legal/>

Data Protection

MuleSoft does not directly store, monitor, track, or inspect customer data, including personally identifiable information. The customer's Mule developer could choose to provide a method to cache customer data or store data. MuleSoft does not process or store customer data passing through Mule runtimes. It is up to the customer's Mule developer to configure appropriately, according to local security standards and data legislation or regulation. MuleSoft's processing of any data related to its provision of Services shall be in accordance with MuleSoft's privacy standards: https://www.mulesoft.com/legal/data_protection.

Configuration and Change Management

MuleSoft has a well defined and implemented Change Control Process, in line with the ITIL framework, where all changes are subject to review and authorisation, assessment, testing, approval, implementation and roll-back procedures.

Baseline configurations are consistent with industry-accepted CIS system hardening guidelines.

Event Monitoring / Logging

For the control plane in CloudHub

All systems in the MuleSoft environment must be configured so that security logs are turned on. Logs are stored in the Anypoint audit logging backend associated to your org's control-plane region and accessed via Access Management

For the runtime (the Mule workers)

MuleSoft allows customers to take advantage of their own Security Information and Event Management (SIEM) and analytical tools, to collate logs and provide alerts and intelligence. MuleSoft provides the capability for customers to pull, or stream logs from the MuleSoft environment into a customer's logging infrastructure. This provides the ability to track all activity, as well as store logging information for as long

as you would like. See <https://docs.mulesoft.com/anypoint-platform-administration/audit-logging> for further information.

Personnel Security

Salesforce conducts background checks but does not require clearances for employees. Higher security clearance requirements can be discussed on a case-by-case basis.

Employees undergo a mandatory Security Awareness Training on an annual basis and every employee must acknowledge compliance with security policies quarterly. The training includes security best practice, threat recognition, compliance and policy requirements, and reporting obligations. Extended security and privacy training is in place for employees in roles associated with supporting the service, to ensure they're aware of the additional controls they're subject to, many of which are in scope for third party auditing.

Secure Development

MuleSoft has a well defined and implemented Software Development Life Cycle (SDLC) closely in line with the Open Web Application Security Project (OWASP) Software Assurance Maturity Model (SAMM). Security and privacy requirements are embedded into all stages of the development lifecycle. All new releases are independently tested by third parties.

Supply-Chain Security

MuleSoft's cloud-based offerings are hosted on AWS. AWS and MuleSoft have a shared responsibility model. MuleSoft does not have access to the AWS network or hypervisors. AWS manages the network infrastructure and firewalls.

MuleSoft cannot employ a traditional Network Intrusion Detection Systems (NIDS). MuleSoft has access to and control over the abstracted layer called "security groups" within the AWS environment. We maintain Host Based Security agents that further monitor for known vulnerabilities of installed applications on a continual basis.

For more information refer to this AWS Security pages, found at:
<https://aws.amazon.com/architecture/security-identity-compliance/>

Authentication of Consumers

There are several common authentication protocols that APIs generally use. In most cases, you can implement at least one authentication method in your Anypoint Connector.

This is just a convenient collection of what is available. Individual connector documentation should be consulted to understand what authentication methods are available.

Separation and Access Control within Management Interfaces

MuleSoft does not directly monitor, track, or inspect customer data, including personal data under the DPA. Our employees in the normal course of business do not have access to such data and have no way

to identify it. For troubleshooting, MuleSoft employees that have elevated privileges to access non-public data are Support and DevOps. DevOps has access because they build and maintain the cloud environments, and Support has access in order to help customers solve issues. It is important to note that all access is audited and monitored. For these purposes, MuleSoft does not require access to personal data.

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