

Service Description
Doxis Intelligent Content
Automation Service bundles



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Service description

Doxis ICA service bundles

SaaS, hosting & service bundles

1 Content of the document

This document contains the description of SER's modules for SaaS, hosting and managed services. The options that take effect are defined within the respective offer/agreement.

1.1 Service bundles

SaaS & hosting services:

- Software-as-a-Service in a Doxis.Cloud Business, Enterprise or Unlimited
- Infrastructure hosting & Software-as-a-Service in a private cloud

	Silver	Gold	Platinum
System Services			
SERviceDesk & Doxis ICA Admin Report	●	●	●
Doxis ICA Active System Monitoring – agent wakeup	●	–	–
Doxis ICA Active System Monitoring – SER ownership	–	●	●
Doxis ICA System Administration	○	●	●
Doxis ICA Update Service	–	●	●
Doxis ICA Performance Optimization	○	●	●
Support Services			
1st Level Support	–	–	○
Extended Service Window (h/d)	10/5 ● 13/5 ○	13/5 ● 13/7 ○	13/7 ● 24/7 ○
Reduced Response Time (h)	8 ● 4 ○	4 ● 2 ○	2 ● 1 ○
Reduced Resolution Time (h)	–	48 ● 24 ○	24 ● 8 ○
Consulting Sessions	–	○	●
Technical Account Manager	–	–	●

	Silver	Gold	Platinum
Mentoring Services			
Access to Online Training	●	●	●
Regular Refresher Training	●	●	●
Workshop Knowledge Share	○	●	●
Access to Knowledge Base	●	●	●

● Inklusive ○ Optional – Nicht verfügbar

1.2 Possible Service bundles for different operating environments

The Service bundles are available in the following combinations for the different operating environments:

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	●	-	●
GOLD	●	●	●
PLATINUM	●	●	●

Table 1: Service bundle availability for different operating environments

1.3 Requirements and options

To supply the services of the modules described in the following chapters, the customer must satisfy certain requirements.

1.3.1 Requirements of on-premises operating environments

- SER employees require direct and independent/unmediated access to the customer's system via remote access tools, including the database (DB), and DB logon with sufficient administrative privileges for the Doxis DBs.
- Where necessary, customer-specific VPN client software and licenses must be provided free of charge and in sufficient quantities by the customer for SERviceDesk and managed services employees.
- An administrator of the customer with sufficient system privileges and decision-making authority must be named and be available to be contacted or a hotline of the customer available for administrative requests.
- SER monitoring agents must be installed on all servers with Doxis ICA services, to facilitate the necessary system monitoring. Here, the monitoring agents communicate over HTTPS with the SER monitoring server. The exclusively outbound encrypted communication on a dedicated TCP port must be enabled in the customer's Internet firewall rules.

1.3.2 Options

Upon request of the customer the following options are available for a fee.

- A connection of a ticket system of the customer to the SER ticket system can be realized using the OpenCelium API hub (<https://www.opencelium.io/>), which is currently used at SER as middleware. The setup work necessary for this and any license fees are to be borne by the customer, and will be invoiced according to time and material.
- For the system monitoring, as alternative to the monitoring agents a central monitoring proxy can be employed on each of the servers to be monitored. This would bundle the encrypted communication between the monitored servers/Doxis ICA services and the SER monitoring server. For this the customer requires a Linux VM, which the customer must supply. Encrypted communication between the monitoring proxy and the SER monitoring server must be ensured. The monitoring proxy must be updated at least once per year, which means no monitoring of the servers is possible while this is in progress. The setup, operation and license fees that arise from this must be borne by the customer.

2 SaaS & hosting services

2.1 General definitions SaaS/infrastructure hosting

2.1.1 Delivery of software solutions

Once the order is confirmed/agreement is signed, the provisioning process is triggered to start creating and parameterizing all the infrastructure required to run the platform.

The overall deployment timeframe depends on the requirements of the particular customer installation, especially if LAN2LAN VPN is required or requested. Therefore, prior to the start of the deployment, an exchange between the customer and SER must take place to define the framework. The execution itself can take a few working days, depending on the availability of resources and/or complexity of the setup.

2.1.2 Connectivity

Customer access to the platform is made using different Doxis ICA Clients like web client "Doxis ICA webCube", mobile client "Doxis ICA mobileCube", Windows client "Doxis ICA winCube" and other available interfaces (APIs). These clients connect using the published Doxis ICA service connectors via HTTPS.

The decision whether to use a LAN2LAN VPN tunneling or direct access via Internet and HTTPS is based on customer-specific needs and will be discussed during the initial exchange of information.

Data transmission will be done using Doxis ICA winCube Batchscan, Doxis ICA webCube, SAP HCS and APIs.

In a SaaS environment mass data is transferred via object storage (BLOB/S3) transfer mechanisms using HTTPS.

Maintenance access is made via a separate VPN tunnel directly from SER to the SaaS/infrastructure environment.

2.1.3 Availability

Availability refers to the operational functionality of the SaaS components at the point of delivery (router of the data processing center) in which the SaaS components are hosted.

This only applies for productive environments.

For non-productive environments a best-effort strategy will be applied.

Availability shall be determined each month based on the following formula:

$$\text{Availability} = \frac{\text{online time}^* - \text{downtime}^{**}}{\text{online time}^*} \times 100$$

* “online time” shall mean total number of hours the SaaS components should be available, i.e. 24*⟨number of days per month⟩

** “downtime” shall mean the total number of hours during online time of the relevant month for which the SaaS components are unavailable at the point of delivery (router of the data processing center) in which the SaaS components are hosted, except for these non-availabilities:

- i) within the maintenance window, and
- ii) due to disaster recovery actions based on the recovery time objective or the disaster recovery annual testing (see below), and
- iii) for which SER (and/or the subcontractors of SER) are not responsible under this Agreement, including, without limitation, any downtimes for which customer or service providers of customer are responsible (e.g., downtimes due to disrupted internet service of customer/affiliates/third parties who are permitted to use the SaaS components) as well as any downtimes due to force majeure including a complete unavailability of the data center in a region.

2.1.4 Data backup

Documents and metadata stored on the platform are backed up in accordance with the ‘Backup and Restore Policy’, which requires a daily backup of the metadata database with a retention period of one week, as well as a near line replication of documents to another datacenter at another geographic location. Annual recovery testing is performed to ensure backups are operational in case of customer requests or incidents requiring data recovery.

2.1.5 Data location

Each region is protected against local incidents through the use of two data centers in which Doxis is distributed. This means that if a problem arises in one data center, the other data center takes responsibility for operations. As additional safety measure to mitigate major catastrophes such as floods, which may affect all regional data centers, backup copies of documents and metadata are replicated from their primary geographic region to another region to facilitate disaster recovery when such incidents occur.

Ultimately, customer data are processed and securely stored in two different regions, which the customer may select from a list included in the offer.

2.1.6 Disaster recovery

Disaster recovery is the restoration of system operation after a disaster occurring in the main data center, requiring a rebuild of the IT infrastructure and SaaS components as well as a backup. A disaster is understood to be the destruction of the IT infrastructure or availability of the SaaS components, a loss of data due to external influences or human error or an attack on the SaaS components for the sole purpose of destruction or unavailability. In contrast to unavailability of the SaaS components due to errors, a recovery of the infrastructure or data on the basis of backups is necessary after a disaster in order to resume operations. The failure of individual services of SaaS components due to product faults, configuration errors, etc., which do not require recovery via backup, is not a disaster recovery case.

Recovery Time Objective (“RTO”) is the targeted duration of time within which the SaaS components must be restored after a disaster.

Recovery Point Objective (“RPO”) is the maximum acceptable amount of data loss measured in time. It is the maximum age of the files or data in backup storage required to resume normal operations if a computer system or network failure occurs.

2.1.7 Response time

The response time shall mean the time period between the time the Provider first learns of an error (e.g. report of error) and the time Provider initiates steps to resolve the error. The response time shall be triggered only if an error report is made during the opted SERviceDesk availability hours, or respectively after acknowledgment/confirmation in the ticketing platform.

2.1.8 SERviceDesk

Central support team of SER that handles all communication with the customer and coordinates processing of service requests.

2.1.9 Treatment of incidents

The treatment of incidents is described in the chapter "Dosis ICA active system monitoring – SER ownership".

2.1.10 Updates and upgrades

In the course of updating the software the following terms apply:

- “Workarounds” shall mean a temporary, case-specific workaround to an error
- “Hot fixes” shall mean a case-specific permanent bug fix for a very small set of errors
- “Patch” shall mean a bundled correction of errors delivered by a new software package
- “Release” shall mean new versions of the underlying Dosis ICA software with new functionality/features which have been officially released by the Provider. New versions follow a versioning scheme of <Major>.<Minor>.<Patch | Hot-fixDesc>. Enhancements, changes and bug fixes are listed in the release notes delivered with new versions.
- “Minor” shall mean a release of new version where the minor version no. is incremented.
- “Major” shall mean a release of new version where the major version no. is incremented. Major versions may consist of significant changes to e.g. the UI, compatibility with other software components of Dosis as well as 3rd party software; major versions may also remove API methods which have been deprecated; etc. in former releases.

To ensure sustainability SER will perform one general update of the Dosis ICA software each year. The software will be updated to the latest version available at the time of the update. In case of additional efforts compared to the budgeted efforts that are based on customer own customizations (made or ordered by customer) the additional efforts may be charged.

Customers can skip the update if expressly desired, but there is a risk that subsequent updates will incur additional costs that are not included in the budget. In such cases SER is not liable for any damage that arises from skipping the update. Further information can be found in chapter 5.1.2.

2.1.11 Maintenance window

Maintenance window defines the timeframe (“during which days and hours the maintenance window can be applied”), duration (“how long does the maintenance take”) and frequency (“how often is a maintenance window needed per week, month or quarter”) the SaaS components may not be available on a planned and regular basis due to maintenance tasks including update of services (“planned downtime”).

Downtimes which could fall within the planned maintenance window are excluded from the calculation of the availability SLA.

2.1.12 Support services and support requests

- a) Support services are provided to address all issues reported by Customer. The Provider will qualify all issues reported automatically or by the customer, differentiating between errors (priorities 1-3) and other requests (priority 4/CR) (e.g. change requests) as well as categorizing the severity of errors. Who is responsible for rectifying the reported error shall be determined dependent on the installation location of Doxis ICA (SaaS, infrastructure hosting incl. SaaS or on-premises) and on the cause of the error. In the case of on-premises operating environments, responsibility for running the operating systems and databases is exclusively the customer's.
- b) Provider shall initiate steps to resolve errors within the agreed response time based on the severity of the request, i.e. Provider shall begin to take the steps necessary to diagnose or otherwise resolve errors during the regular on-call service hours. Provider shall have no obligation to complete repairs within the response time.
- c) The processing of a support request in particular shall include the analysis of the cause of the error. For example, availability issues might be caused by the software itself, by the operating environment rendered by the Provider or the Customer, by the Customer, by external influences, or by a combination of causes.
- d) Support requests may be only initiated by dedicated trained contact persons of the Customer via the SER Ticketing Portal, by e-mail or by phone ("hotline") based on the contact information provided by Provider (default e-mail: servicedesk@sergroup.com, phone: +49 (0)228 90896-300, Internet: <https://servicedesk.sergroup.com/>). Ticketing Portal and e-mail are provided on a 24h*365 basis, hotline during regular on-call service hours.
When "7x24" SERviceDesk availability is agreed, special "7x24" hotline availability might be provided for the Customer with separate phone numbers. Moreover, special instruction might be provided by SER as to how to initiate critical support requests outside regular on-call service hours.
The SERviceDesk team will create a "Support Ticket" for all service requests and a Support Ticket number will be communicated automatically to Customer by e-mail. Requests or reports shall be deemed to have been received by Provider at the beginning of the next regular on-call service hour cycle.
Support requests are processed exclusively in the SER ticket system. Normally, the customer receives personalized access to the SER ticket system for up to 5 employees.

The Customer's obligations are to:

- i) Provide SER support with all necessary information to make a problem classification.
- ii) Use the ticket number for each communication with SER support. In the use of the SER ticket system the allocation to the correct ticket number is done automatically.
- iii) Provide all information needed to reproduce and solve the incident as requested by SERviceDesk, such as the provision of log files or dump files.
- iv) Authorize the Provider to have access rights to the Customer's content and data stored in the system as far as needed to reproduce and resolve the errors.

2.1.13 Reporting

Reporting is defined in chapter "Doxis ICA admin report".

2.1.14 Term, validity and fee

Term, validity and fee shall be defined in the offer, in the General Terms and Conditions and/or within the agreement.

3 Software-as-a-Service in a Business, Enterprise or Unlimited cloud

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	●	-	-
GOLD	●	-	-
PLATINUM	●	-	-

Table 2: Availability of service bundles in a Doxis.Cloud SaaS

3.1.1 Software-as-a-Service – Doxis.Cloud models

For the different Doxis.Cloud models the Doxis Intelligent Content Automation software is always used as basis. One technology for all models, and the customer can switch to a higher model as needed.

3.1.1.1 Doxis.Cloud Business

This is a SaaS entry-level model with standard functionality for departments and medium size enterprises, with no-code configuration (self-service).

3.1.1.2 Doxis.Cloud Enterprise

This is a SaaS model with full Doxis functionality for medium size and large enterprises, with no-code configuration and basic customizing options.

3.1.1.1 Doxis.Cloud Unlimited

This is a Platform-as-a-Service (PaaS) model with full Doxis functionality for large enterprises; Doxis ICA is individually configurable.

3.1.2 SaaS Cloud models and available service bundles

For SaaS in a Business or Enterprise Cloud there is no choice of the cloud partner. With SaaS in an Unlimited Cloud, SER offers Amazon Web Services (AWS) or Microsoft Azure (Azure) as cloud partners.

The following service bundles are available for the different cloud variants:

Doxis.Cloud	Cloud partner	Service bundle SILVER	Service bundle GOLD	Service bundle PLATINUM
Business	AWS	●	-	-
Enterprise	AWS	●	-	-
Unlimited	AWS / Azure	●	●	●

Table 3: Cloud partners and available service bundles per cloud variant

3.1.3 Available service levels

The service levels listed here specify the operation of the SaaS components. If they do not expressly reference other systems such as test and development systems in the following provisions, or if this is not separately agreed in individual cases, the applied SLA is specified in the respective agreement, and all the listed services are principally only applicable to the Dosis ICA systems in productive use.

Service level	Production systems	Other systems (test/development/...)
Availability	SILVER (AWS/Azure) = 99.2% GOLD (AWS / Azure) = 99.8% PLATINUM (AWS / Azure) = 99.8%	99.2%
Disaster recovery (RTO/RPO)	SILVER = RTO = 5d & RPO = 24h GOLD = RTO = 1d & RPO = 6h & annual testing PLATINUM = RTO = 1d & RPO = 6h & annual testing	RTO = 5d & RPO = 24h
Response time support requests priority 1	SILVER = 8h (optional 4h) GOLD = 4h (optional 2h) PLATINUM = 2h (optional 1h)	8h
Response time support requests priority 2	SILVER = 8h GOLD = 8h (optional 4h) PLATINUM = 4h (optional 2h)	24h
Response time support requests priority 3	SILVER = 8h GOLD = 8h PLATINUM = 8h (optional 4h)	72h
Response time support requests priority question	SILVER = 8h GOLD = 8h PLATINUM = 8h	72h
SERVICEdesk availability	SILVER = 10/5 GOLD = 13/5 PLATINUM = 13/7 (optional 24/7)	10/5
Maintenance window	SILVER: During working hours (once per week); up to max. 4hrs	During working hours (once per week); up to max. 4hrs

	GOLD: Overnight (once per week); up to max. 4hrs PLATINUM: to be defined with customer, at least once each quarter, up to max. 4hrs	
Data center provider	Amazon Web Services (AWS) Microsoft Azure (Azure)	Amazon Web Services (AWS) Microsoft Azure (Azure)
Data location	AWS/Azure: Frankfurt a.M. / Germany Options: Paris, Dublin, London and North America (Virginia, California)	AWS/Azure: Frankfurt a.M. / Germany Options: Paris, Dublin, London and North America (Virginia, California)

Table 4: SaaS service level agreement

3.1.4 Operation of SaaS components

This section lists all services provided by SER that are covered by the monthly flat rate.

- Operation: Provider shall render services for the operation of the SaaS components including those systems in the data processing center, required to run the SaaS components (i.e. including, without limitation, server hardware, operating systems, storage hardware and databases) in accordance with the terms and conditions of the Agreement and the specifications of this SLA.
- Care: Provider shall provide the following care for the SaaS components and the system components in the data processing center:
 - Diagnosis of errors and correction of errors of the software discovered by Provider or reported by Customer (software care) and updating the SaaS components using Provider's own development resources after new patches or releases have been provided,
 - Diagnosis and correction of errors of the system in the data center,
 - Diagnosis of errors and correction of errors of the operating system used, other software operated by Provider (or its service provider), and databases, and
 - Diagnosis of errors and correction of errors of hardware components, including arranging for the replacement of defective hardware components.
- Updating and upgrading service: Provider shall provide the following services:
 - Perform updates to the SaaS components by applying “workarounds”, or “hot fixes” or “patches”
 - Perform upgrades to the SaaS components by applying “minor releases” or “major releases”
 - Along with the delivery of new releases Provider shall make available updated documentations and instructions or amended versions of related documentation and instructions for calling up.
 - Updates/upgrades of the SaaS components shall not, or only marginally, impair performance of agreed services and existing functionality; i.e. the SaaS components must continue to meet all performance specifications for existing functionality (but for new functionality added as part of a release). Moreover, updates and upgrades to minor releases shall not eliminate or restrict any functionalities of the SaaS components, except with the prior consent of Customer, or if replaced by equal technical solution.
 - It is hereby expressly agreed that new products, components, modules are not included in the scope of the updating/upgrading service.

3.1.5 Data center provider / Subcontractors

SER works with subcontractors for the services of the SaaS components. These are e.g.:

- „AWS”: Amazon Web Services EMEA SARL, Luxembourg
- „Azure”: Microsoft Ireland Operations Limited, Ireland

3.1.6 Subcontractor's SLA

Furthermore, the terms and conditions of the respective Subcontractor are applicable *mutatis mutandis*:

For AWS:

<https://aws.amazon.com/service-terms/> | <https://aws.amazon.com/agreement/>

For Azure:

<https://azure.microsoft.com/en-en/support/legal/>

Considering individual offerings for individual requirements of Customers, Provider cannot provide a specific list of relevant modules in each contract, however Provider will provide Customer with a list of the relevant services of the Subcontractor upon request.

However, Customer will ensure in particular, but not limited to, to follow the AWS Acceptable Use Policy:

<https://aws.amazon.com/aup/>. As well as to follow the respective EULA provisions, where applicable. Furthermore, Customer acknowledges the various rights for modifications of these agreements by Subcontractor.

4 Infrastructure hosting & Software-as-a-Service in a private cloud

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	-	-	-
GOLD	-	●	-
PLATINUM	-	●	-

Table 5: Availability of service bundles for infrastructure hosting & SaaS in a private cloud

4.1.1 Scaling of infrastructure

The infrastructure will be designed based upon customers and software requests during offering phase. Scaling of the infrastructure to suit needs due to changes in usage of the SER solution is possible at any time, subject to separate, adjusted compensation. SER and the customer will determine the needs together and an individual offer made.

4.1.2 Available service levels

The service levels listed here specify the operation of the SaaS components. Which SLA takes effect is defined within the respective contract, and all the listed services are principally only applicable to the Doxis ICA systems in productive use.

Service level	Production systems	Other Systems (test/development/...)
Availability	DATAGROUP = GOLD/PLATINUM 99.5% IONOS = GOLD/PLATINUM 99.6 % regiocom = GOLD/PLATINUM 99.6%	99.2%
Disaster recovery (RTO/RPO)	GOLD = RTO = 1d & RPO = 6h & annual testing PLATINUM = RTO = 1d & RPO = 6h & annual testing	RTO = 5d & RPO = 24h
Response time support requests priority 1	GOLD = 4h (optional 2h) PLATINUM = 2h (optional 1h)	8h
Response time support requests priority 2	GOLD = 8h (optional 4h) PLATINUM = 4h (optional 2h)	24h
Response time support requests priority 3	GOLD = 8h PLATINUM = 8h (optional 4h)	72h
Response time support requests priority question	GOLD = 8h PLATINUM = 8h	72h
SERviceDesk availability	GOLD = 13/5 PLATINUM = 13/7 (optional 24/7)	10/5
Maintenance window	GOLD : Overnight (once per week); up to max. 4hrs PLATINUM : To be defined with customer, at least once each quarter, up to max. 4hrs	During working hours (once per week); up to max. 4hrs
Data center provider	DATAGROUP Frankfurt GmbH IONOS SE regiocom AG	DATAGROUP Frankfurt GmbH IONOS SE regiocom AG
Data location	DATAGROUP : By mutual agreement	DATAGROUP : By mutual agreement

	IONOS: Berlin, Frankfurt a.M. / Germany, worldwide, by mutual agreement regiocom: Magdeburg (2 sites) / Germany Options: Weingarten am Bodensee / Germany	IONOS: Berlin, Frankfurt a.M. / Germany, worldwide, by mutual agreement regiocom: Magdeburg (2 sites) / Germany Options: Weingarten am Bodensee / Germany
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Table 6: SLA for infrastructure hosting & Software-as-a-Service in a private cloud

4.1.3 Additional conditions of subcontractors

Given the individual offerings for each customer's unique requirements, SER cannot provide a specific list of relevant modules in each contract, but SER will provide the customer with a list of the subcontractor's relevant services upon request.

The General Terms and Conditions of the relevant subcontractor can likewise be made available by request.

5 Managed services module - system

5.1 SERVICEdesk & Doxis ICA admin report

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	●	-	●
GOLD	●	●	●
PLATINUM	●	●	●

Table 7: Availability of SERVICEdesk & Doxis ICA admin report

5.1.1 Contents SERVICEdesk

- Service availability times of the SERVICEdesk according to agreed service level options

Service level option	Service availability time
10/5	Mon – Fri, 8:00 AM – 6:00 PM CET
13/5	Mon – Fri, 6:30 AM – 7:30 PM CET
13/7	Mon – Sun, 6:30 AM – 7:30 PM CET
24/7	Mon – Sun, 0:00 AM – 0:00 AM CET

Table 8: Service availability times

- Availability of SERviceDesk by phone, e-mail and ticket system
- Phone: Germany: 0800 – 11 98 400
International: +49 (0)228 – 90896-300
- E-mail: servicedesk@sergroup.com
- Ticket system: <https://servicedesk.sergroup.com/>
- Processing of reported incidents during agreed SERviceDesk availability
- Incidents are processed exclusively in the SER ticket system, whereby ticket updates by URL are sent to the current processing agent via e-mail

5.1.2 Contents product updates and support

As part of the software subscription SER provides regular product updates. Depending on the commissioned service level, product updates are installed either by SER or by the customer themselves. The version scheme of the SER products uses the following standard:

<Major>.<Minor>.<Patch | HotfixDesc>

The product support cycle here is based on the major versions of SER products, and adheres to these rules:

- A major version receives support as long as no subsequent major version is available.
- When a newer major version becomes available, support for the predecessor major version continues for a minimum of two years, starting with the release date of the successor.
- Customers with the Gold service bundle receive support for the predecessor major version for an additional four years, starting with the release date of the successor.
- Customers with the Platinum service bundle receive support for the predecessor major version for an additional five years, starting with the release date of the successor.
- Patches and hotfixes are only provided for the last minor version of the supported major versions.
- Product support cycle

Service bundle	SILVER	GOLD	PLATINUM
Length of support for the predecessor major version, in years	2	4	5

Table 9: Product support cycle by service bundle

5.1.3 Contents Dosis ICA admin report

- 24/7 monitoring of agreed KPIs and their utilization
- Monthly report on your system and how it is being used
- Customer will receive an e-mail with an URL to a digital report hosted on SER's service platform. A recent example of a Dosis ICA Admin Report can be made available upon request.

5.1.4 Service limits

- Check is limited to SER software as listed under "KPIs of Dosis ICA admin report"

5.1.5 KPIs of SERviceDesk & Dosis ICA admin report

- Measurement of Dosis-specific KPIs and an overview of your SERviceDesk tickets. The KPIs measured differentiate between the respective operating environments (SaaS, infrastructure hosting & SaaS private cloud, on-premises). Upon request, we can provide you with a detailed list of KPIs by operating environment.
- Number of SERviceDesk tickets
 - New
 - Open
 - Closed

5.1.6 Requirements of on-premises operating environments

- Access to the entire system including database logon
- Installation of SER monitoring agent with communication to the SER data center on all Doxis ICA systems to be monitored

5.2 Doxis ICA active system monitoring – agent wakeup

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	●	-	●
GOLD	-	-	-
PLATINUM	-	-	-

Table 10: Availability of Doxis ICA active system monitoring – agent wakeup

5.2.1 Contents

- 24/7 monitoring by a SER monitoring agent
- Regular reports on the availability of the monitored components with the SServiceDesk & Doxis ICA admin report module, see 5.1.3
- Incident reporting to the customer's administrator
- Incidents are principally recorded in the SER ticket system and are sent for processing per URL via e-mail

5.2.2 Service limits

- Check is limited to SER software as listed under "KPIs of Doxis ICA admin report"
- No network monitoring (LAN, WAN, etc.)
- Testing and development systems (where available) are only checked for basic functionality

5.2.3 Requirements of on-premises operating environments

- Direct access to the customer's system via remote access tools including database and database logon
- Dedicated customer contacts with availability
- SER monitoring agent installed on all monitored servers

5.2.4 Monitored KPIs

The KPIs measured differentiate between the respective operating environments (SaaS, infrastructure hosting & SaaS private cloud, on-premises). A detailed list of the KPIs is available to you upon request.

5.3 Doxis ICA active system monitoring – SER ownership

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	-	-	-
GOLD	●	●	●
PLATINUM	●	●	●

Table 11: Availability of Doxis ICA active system monitoring – SER ownership

5.3.1 Contents

- 24/7 monitoring by a SER monitoring agent
- Regular reports on the availability of the monitored components with the SERviceDesk & Doxis ICA admin report module, see 5.1.3
- Troubleshooting by the SERviceDesk for products looked after by SER
- Incident reporting in the SER ticket system
- Response in line with agreed SLA
- Incidents are processed exclusively in the SER ticket system, whereby ticket updates are sent via e-mail to the current customer service agent with a URL to the ticket

5.3.2 Service limits

- No first-level support (i.e. support only comes from qualified customer administrators who have been named contacts by SER)
- No troubleshooting for customer-specific adaptations and extensions
- Testing and development systems (where requested) are only checked for basic functionality. No updates of data pools and no administration of systems
- No set-up and update of authorization settings
- No user management

For on-premises operating environments the following service limits additionally apply:

- Troubleshooting is only performed for SER products
- No adaptation of database
- No adaptation of peripheral systems
- No network monitoring (LAN, WAN, etc.)
- The customer performs and monitors data backups
- No support of third-party software – this refers to software components that were not supplied and installed by SER

5.3.3 Requirements of on-premises operating environments

- Direct and independent access to the customer's system via remote access tools including database and database logon
- Dedicated customer contacts with availability
- SER monitoring agent installed on all monitored servers

5.3.4 Monitored KPIs

The KPIs measured differentiate between the respective operating environments (SaaS, infrastructure hosting & SaaS private cloud, on-premises). Upon request, SER can provide you with a detailed list of KPIs by operating environment.

5.4 Doxis ICA system administration

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	○	-	○
GOLD	●	●	●
PLATINUM	●	●	●

Table 12: Availability of Doxis ICA system administration

5.4.1 Contents

- Monitoring of the availability and performance of your Doxis applications, including the database in use
- Configuration/support with configuration of Doxis services including, e.g., setting up new storage areas, parametrization, integrations, replication, etc.
- Detailed analysis and handling of server events that occur during processing, including when working on full-text documents, agents and FIPS jobs, and when working on documents via the Rendition Service
- Regular configuration check of licensed and installed SER modules to ensure optimal performance
- Regular check of product installation, architecture and configuration
- Regular check of database connection configuration, data integrity and data consistency
- Regular check of main components of ECM solution
- Regular analysis of log files
- Recommendations for logical or necessary adjustments in the infrastructure (if applicable)

5.4.2 Service limits

- No check of third-party systems
- Offer includes up to 52 (GOLD) or 104 (PLATINUM) incidents per year

5.4.3 Requirements of on-premises operating environments

- Direct and independent access to the entire Doxis ICA system and Doxis ICA databases

5.5 Doxis ICA update service

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	●	-	-
GOLD	●	●	●
PLATINUM	●	●	●

Table 13: Availability of Doxis ICA update service

5.5.1 Contents

- In the SILVER (only in connection with a SaaS Doxis.Cloud) and GOLD packages an annual update of the Doxis ICA production, test and development systems (if present) is included.
- In the PLATINUM package up to two annual updates of the Doxis ICA production, test and development systems (if present) are included.
- Evaluation of available updates
- Coordination of update planning, and assistance with the update for Doxis.Cloud Unlimited, infrastructure hosting & SaaS in a private cloud, and for on-premises operating environments.
- Update of the productive system
- Update of the test system (if applicable)
- Update of the development system (if applicable)
- Documentation of action taken

5.5.2 Service limits

- No adaptation or checking of customer-specific customizing
- No update of solutions in current use, which were introduced as part of earlier projects (offered on a per-update basis, and as individually needed)
 - Doxis Intelligent Invoice Automation (DIIA),
 - Doxis4 Invoice Master Control Plus (DIMCP),
 - Doxis Intelligent Order Confirmation Automation (DIOCA),
 - Doxis Intelligent Invoice Automation SAP (DIIAS),
 - Doxis4 Invoice Master Control SAP (DIMCS),
 - Doxis4 Capture, Doxis4 Inbound Master,
 - Digital Preservation Solution (DIPS) and other business solutions such as
 - Doxis HR/personnel file,
 - Doxis Contract/contract management, and
 - Doxis QM/quality management
- No redesign of processes

5.5.3 Requirements

- Updates or adaptations for customer-specific customizing/customized solutions are carried out by the customer or in a separate project
- Update of customer-specific project solutions (e.g., based on templates and packages) will be evaluated per update and offered separately

For on-premises operating environments the following conditions additionally apply:

- Analysis of current state of system environment and installed modules before agreement goes into effect; subject to a fee.
- Depending on the age of the version in operation, it might be necessary to first update the Doxis ICA system environment to the respective most recent version. This would be done in a project that would be separately commissioned.
- Updates and update planning for third-party systems are carried out by the customer.

5.6 Doxis ICA performance optimization

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	○	-	○
GOLD	●	●	●
PLATINUM	●	●	●

Table 14: Availability of Doxis ICA performance optimization

5.6.1 Contents

- Evaluation of your system architecture
- Analysis of the following
 - the average runtime for a predefined statement
 - indexing and search performance
 - the authorization concept
 - the database times
- Recommendations for optimizing the response times of web servers
- Recommendations for optimizing search response times
- Analysis of the system architecture versus requirements
- Performance review of query speeds, indexing and search performance
- Vulnerability check for your authorization concept
- Recommendations for optimizing the system parameters and search performance
- Implementation of/support with implementing action recommendations

5.6.2 Service limits

- No adaptations in customer-specific customizing
- The offered service can be optionally added in the SILVER package for one annual optimization. The GOLD package includes one and the PLATINUM package two annual optimizations.

5.6.3 Requirements of on-premises operating environments

- Administrative access to the Doxis systems and underlying infrastructure

6 Managed services module - support

6.1 1st level support

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	-	-	-
GOLD	-	-	-
PLATINUM	○	○	○

Table 15: Availability of Doxis ICA 1st level support for users

6.1.1 Contents

- Our qualified SERviceDesk employees and our ticket system provide you with a single point of contact for your users in case of queries or issues: They prioritize the requests and provide support by phone or remotely. If necessary, requests will be handled by our second-level support team
- We also look after user management for you, such as adding new users, resetting passwords or modifying privileges.
- Troubleshooting within the scope of system configuration
- Direct end-user contact
- Solving issues without need of own human resources
- Up to 1,000 requests per year included
- Documentation of work
- Incidents can be reported 24/7 via the ticket system
- Tickets from end users are processed exclusively in the normal service availability time of 13/5

6.1.2 Service limits

- No system updates except for providing authorizations
- No support for third-party products
- No support for issues caused by the customer or third-party systems

6.1.3 Requirements

- The connection of any ticket system available on the customer's premises to the SER ticket system is mandatory so that user enquiries can be efficiently processed, see also chapter 1.3.2
- Comprehensive user & application documentation including use cases
- Dedicated decision-makers and escalation contacts
- Expert contact person at customer for applications & processes in the Doxis ICA system

For on-premises operating environments the following conditions additionally apply:

- Comprehensive system documentation
- Doxis ICA Active System Monitoring – SER ownership
- A dedicated customer contact with availability
- Depending on system status, a prior update of the system landscape might be necessary

6.2 Extended service window

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	○	○	○
GOLD	● / ○	● / ○	● / ○
PLATINUM	● / ○	● / ○	● / ○

Table 16: Availability of Doxis ICA extended service window

6.2.1 Contents

- An extended service window and phone or e-mail contact with a ServiceDesk specialist up to a maximum availability around the clock. The effective availability depends on the agreed Doxis ICA service bundle. Additional costs can arise if optional components are selected.
- In line with individually agreed SLA

Service level option	Extended service window
13/5	Mon – Fri, 6:30 AM – 7:30 PM CET
13/7	Mon – Sun, 6:30 AM – 7:30 PM CET
24/7	Mon – Sun, 0:00 AM – 0:00 AM CET

Table 17: Extended service window

6.2.2 Service limits

- In-depth knowledge of customized and in-house developments cannot be assumed
- No support for end users

6.2.3 Requirements

- Detailed reporting by trained support employees of the customer via e-mail, ticket system and phone

6.3 Reduced response time

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	○	○	○
GOLD	● / ○	● / ○	● / ○
PLATINUM	● / ○	● / ○	● / ○

Table 18: Availability of Doxis ICA reduced response time

6.3.1 Contents

- Shortened response time for faults in the production environment according to the priority classes and response times table
- The response times apply to the agreed service window
- Depending on the module booked, the response times agreed here also apply during the extended service window

6.3.2 Priority classes and response times

Incidents of the class	Response time according to agreed service bundle or chosen option			
	8	4	2	1
Priority 1	8h	4h	2h	1h
Priority 2	8h	8h	4h	2h
Priority 3	8h	8h	8h	4h
Priority question	8h	8h	8h	8h

Table 19: Response times

The following definitions apply:

- The response time begins when a service request or incident arrives or respectively with an error report by phone, e-mail or an entry in the SER ticket system. The response time elapses exclusively during the service window.
- Any assistance services of the customer or of third parties on behalf of the customer are not applied to the response time. This means that the response time does not continue to elapse during times the customer or a third party commissioned by the customer must perform assistance services.
- Priority 1 is a defect that renders it impossible to use the software, also known as a system failure
- Priority 2 is a defect that significantly impairs the customer's ability to use the software
- Priority 3 is a minor defect which does not restrict or only minimally restricts the use of the software
- Priority question relates to queries that require resolution before the software can be used.

6.3.3 Service limits

- SER is not required to complete corrective action within the response time.

For on-premises operating environments the following service limits additionally apply:

- The agreed response time applies exclusively on the basis that SER is guaranteed sufficiently high-performance remote access to the installed systems, which can be used by SER directly and independently.
- SER's service obligation in respect of the software covered by the agreement ends 12 months following the announcement of a new program release; in this case, SER maintains the updated version as well as the two earlier versions. The service obligation does not end if it is unreasonable to expect the customer to accept the new program release.

6.3.4 Requirements

- Qualified report via agreed routes to SServiceDesk (see Fehler! Verweisquelle konnte nicht gefunden werden.)

6.4 Reduced resolution time

The target resolution time is determined by the selected service bundle and any optional extension chosen. A resolution time is only included with the Gold and Platinum service bundles.

Service bundle	SaaS Dosis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	-	-	-
GOLD	● / ○	● / ○	● / ○
PLATINUM	● / ○	● / ○	● / ○

Table 20: Availability of Dosis ICA reduced resolution time

6.4.1 Contents

- Troubleshooting for priority 1 and 2 incidents in connection with Dosis ICA products in line with target resolution times.
- The target resolution times also apply in the extended service window, depending on the module booked.

6.4.2 Priority classes and assigned solution classes

Incidents of the class	Resolution time according to agreed service bundle or chosen option		
	48	24	8
Priority 1	48h	24h	8h
Priority 2	+48h	+24h	+16h

Table 21: Resolution times

The following definitions apply:

- The resolution time is the time span between arrival of a service enquiry or error report by phone, e-mail or entry in the SER ticket system and the provision of a workable solution or workaround. The resolution time elapses exclusively during the service window.
- Priority 1 is a defect that renders it impossible to use the software, also known as a system failure
- Priority 2 is a defect that significantly impairs the customer's ability to use the software.

6.4.3 Service limits

- Assistance provided by the customer or by agents instructed by the customer is not credited to the resolution time. This means that the response time does not continue to elapse during times the customer or a third party commissioned by the customer must perform assistance services.

For on-premises operating environments the following service limits additionally apply:

- The agreed resolution time applies exclusively on the basis that SER is guaranteed sufficiently high-performance remote access to the installed systems, which can be used by SER directly and independently.

6.5 Consulting sessions

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	-	-	-
GOLD	○	○	○
PLATINUM	●	●	●

Table 22: Availability of Doxis ICA consulting sessions

6.5.1 Contents

- A SER expert assists in designing your Doxis ICA system; e.g. on questions related to system interconnections and process design. Relevant tasks in process design can be solved with our help.
- Our specialists are available to you for up to 10 days per year for 8 hours per day; optional in GOLD, included in PLATINUM. They also enhance your Doxis ICA know-how beyond the training offerings provided by the SERacademy.
- Expert support online or at your place of business (plus travel costs)
- Your employees collaborate directly with SER experts

6.5.2 Service limits

- Carrying over unused days into the following year is not possible.

6.6 Technical account manager

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	-	-	-
GOLD	-	-	-
PLATINUM	●	●	●

Table 23: Availability of Doxis ICA technical account manager

6.6.1 Contents

- With this service, you benefit from a dedicated technical account manager or Customer Success Manager respectively, with thorough knowledge of your company's system environment. This knowledge is continually kept up to date
- Our Customer Success Manager helps you to fulfill administrative requirements and ensures the continued smooth integration of Doxis into your infrastructure environment
- Your Customer Success Manager is available for up to 30 days per year
- You can also agree up to two weekend call-outs per year

6.6.2 Service limits

- Carrying over unused days into the following year is not possible.
- An extension of the annual support time of 30 days by the Customer Success Manager is not possible.

7 Managed services module – mentoring

All mentoring services, with the exception of the knowledge share workshop, are limited to a certain number of users; these are:

Package	SILVER	GOLD	PLATINUM
Number of users	1	3	10

Table 24: Access to online training

7.1 Access to SER learningCube

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	●	●	●
GOLD	●	●	●
PLATINUM	●	●	●

Table 25: Availability of Doxis ICA access to SER  learningCube

7.1.1 Contents

- Access to SER's online training portal  learningCube for the agreed number of users. Included in the mentoring services:
 - Select self-study courses as full training program as per SERacademy catalog
 - Various additional eLearning and video training material
 - Web session recordings

7.2 Regular refresher training

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	●	●	●
GOLD	●	●	●
PLATINUM	●	●	●

Table 26: Availability of Doxis ICA regular refresher training

7.2.1 Contents

- Presentation of new features and changes in new releases
- In the interactive SER  learningCube, we show you new updates using practical examples – clearly explained and accessible online via any device. Benefit from early bird information on how you can make new functions available to your users

7.3 Workshop knowledge share

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	-	-	-
GOLD	●	●	●
PLATINUM	●	●	●

Table 27: Availability of Doxis ICA workshop knowledge share

The knowledge share workshop is optional in SILVER, contained 1x in GOLD, and 2x in PLATINUM.

7.3.1 Contents

- A SER expert coaches your Doxis team individually and according to your needs, online or on-site, within the agreed number of workshops. We provide you with our specialists for up to 2 days per workshop. This enables your employees to expand your Doxis ICA system independently.
- We recommend that participants attend our "Doxis System Administration" and "Doxis Functional Administration" training courses at SERacademy beforehand, to learn the most important basics.

7.4 Access to knowledge base

Service bundle	SaaS Doxis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	●	●	●
GOLD	●	●	●
PLATINUM	●	●	●

Table 28: Availability of Doxis ICA access to knowledge base

7.4.1 Contents

Tap into knowledge from the daily work of our service specialists and benefit from solution proposals and best practices from our comprehensive knowledge base

- Access the searchable knowledge base
- Access best practices
- Access solutions to known problems

8 Initial service setup

Service bundle	SaaS Dosis.Cloud	Infrastructure hosting & SaaS private cloud	On-premises
SILVER	-	-	-
GOLD	-	-	●
PLATINUM	-	-	●

Table 29: Initial service setup

The setup of the service is individually based on the requirements of each module; these are generally:

- Set up remote connection with access to all systems to be administered, including logging on to data base
- If necessary, set up remote client (remote desktop)
- Set up administrator accounts for SER
- Set up necessary infrastructure for service performance
- Installation of SER monitoring agents

9 Imprint

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