Fabasoft®

# Software Product Information

## Fabasoft Cloud Professional, Enterprise, Superior 2026 November Release

Valid from November 8, 2026

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# 1 Introduction

The Fabasoft Cloud provides European data storage for secure business collaboration.

- A choice of secure European data centers
- Supports internationally recognized standards issued by independent auditors
- Two-factor authentication
- Individual level of user access rights
- Full transparency and direct traceability of all activities
- User interface in 22 languages
- Platform-independent access via all major web browsers
- Fabasoft Cloud App for Android and iOS

**Note:** This software product information is only valid for existing customers with the Fabasoft Cloud Professional, Fabasoft Cloud Enterprise or Fabasoft Cloud Superior edition.

# 2 Fabasoft Cloud Editions

The Fabasoft Cloud is available in three editions with a different scope of services:

- Fabasoft Cloud Professional
- Fabasoft Cloud Enterprise
- Fabasoft Cloud Superior

The editions offer the following license types:

- Full Access
  - Provides the full functionality.
  - Can be used for members and external members.
- Read Access + Comments (not available for Fabasoft Cloud Professional)
  - Functional scope:
    - Read access (incl. search)
    - Commenting documents
    - Digitally signing documents
    - Performing workflow activities that do not require change access (incl. applying signatures, excl. releasing)
  - Can be used for members.
- Access for External Members
  - Provides the full functionality from a user perspective.
  - Can be used for external members.

### Storage Packages

To be able to store data, storage packages are required. A storage package provides a defined number of objects and a defined storage amount in gigabytes (1024 megabytes).

- Each object (item with "Fabasoft Cloud ID"; e.g. folder, text document or activity) assigned to your organization reduces the available number of objects.
  - A permanent deletion of objects reduces the object usage accordingly.
- Any multimedia content assigned to your organization reduces the available storage amount.
  - Generated content such as PDF previews also count towards storage usage.
  - Modified content in object versions counts towards storage usage per version.
  - A permanent deletion of objects or object versions with content reduces the storage usage accordingly.

### Technical Information

Information about system requirements and supported platforms can be found in the document "Technical Information" (see https://www.fabasoft.com/spi).

### Service Levels

The entire hard and software environment is constructed for high availability, reliability, scalability and high security, as well as simple maintenance due to the high requirements of our data center.

You will find all details of the performance characteristics of data center operation at https://www.fabasoft.com/data-center.

A report on the availability of the Fabasoft Cloud is published at https://www.fabasoft.com/monitoring-reports.

### Support

Fabasoft provides first level support for all cloud users. The support service levels depend on the respective edition. More information can be found here: https://www.fabasoft.com/data-center

# 3 Scope of Services - Fabasoft Cloud Professional

## 3.1 User's Point of View

The Fabasoft Cloud provides functionality for end users as described in the following chapters.

### 3.1.1 Common

The Fabasoft Cloud provides different log-in methods and access possibilities.

| Use Case | Description |
|---|---|

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|---|---|
| Log in | Users can log in with user name and password.<br>For two-factor authentication mobile Pin (SMS) and e-mail PIN are available. |
| Access possibilities | Access is possible with all common web browsers, WebDAV, CMIS and an own iOS or Android app.<br>For more information, see the document “Technical Information”. |
| Data locations | With data locations you can define the physical data location of your data.<br>The following data locations are available:<br>• Germany<br>• Austria<br>• Switzerland |
| Accessibility | Accessibility is a basic concept of the Fabasoft Cloud. Operation with assistive technologies such as screen readers and screen magnifiers is nearly generally possible.<br>For more information, see the document “Technical Information”. |
| Languages | The user interface is available in 22 languages:<br>Bulgarian, Chinese (simplified), German, English, French, Croatian, Indonesian, Italian, Japanese, Dutch, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Czech, Turkish and Hungarian. |

### 3.1.2 Usability

The Fabasoft Cloud Web Client provides superb ease of use, which you often miss in other web applications.

| Use Case | Description |
|---|---|
| Responsive design | The layout of the web client adapts to the size of the display. |
| Editing documents | Documents can be edited and saved directly in the corresponding third-party application. You will not notice any difference to the work in a file system. |

| | |
|---|---|
| Drag and drop | Within the web client drag and drop is used to move documents and folders. |
| Uploading | Files and complete folder structures can be easily imported via drag and drop, `Ctrl + C` and `Ctrl + V` or the “Upload” menu.<br>A comprehensive list of import options depending on the web browser and the chosen method, see the document “Technical information”. |
| Downloading | Documents can be saved in the file system via `Ctrl + C` and `Ctrl + V` or the “Download” menu.<br>Folder structures or documents are downloaded as a ZIP file. |
| Sending links | Hyperlinks to folders and documents can be directly inserted into an e-mail via a menu command. The documents stay in the Fabasoft Cloud with secure access rights and the recipients have access to the current state of the documents. |
| Full keyboard access | The web client can be completely handled with the keyboard. |
| Navigation | Complex storage structures are no problem. The tree navigation and breadcrumbs quickly lead to the desired folder. Navigating is even faster with personal favorites. |
| Views | The presentation of documents in Teamrooms and folders can be customized. The focus is either on the preview of the contents or the metadata of the documents. |
| Column view | The column view can be used to manage many documents in a single list. For adapting the representation following options are available:<br>• Add column<br>• Remove column<br>• Move column (drag and drop)<br>• Order<br>• Group<br>• Filter<br>• Fix |

### 3.1.3 Teamrooms

Exchanging documents and collaboration with users is offered via so called Teamrooms.

Within a Teamroom the collaboration of a team is managed – from inviting members to managing individual access rights.

| Use Case | Description |
|---|---|
| Managing Teamrooms | The collaboration is achieved through Teamrooms and the teams defined therein. Teamrooms can be structured with folders. |
| Providing access rights | Team members can be granted access rights on Teamrooms (read access, change access, full control). The restriction of members of a Teamroom to certain organizations is also possible. |
| Personalizing Teamrooms | The branding functionality allows defining a logo and description for Teamrooms. |
| Using the calendar | The team calendar provides a common calendar to coordinate team activities. The CalDAV support allows integrating the calendar into third-party products (e.g. Apple iCal or Apple Calendar app). |
| Using the newsfeed | Newsfeeds provide the team the possibility to informally share news and discuss within a Teamroom. |
| Showing new events | If there are changes in a Teamroom, they can be displayed and sent by e-mail. |
| Wastebasket | The Teamroom wastebasket protects against accidental deletion of documents. Only team members with full control are entitled to empty the wastebasket. |

### 3.1.4 Working With Documents

Documents can be directly opened from the Fabasoft Cloud in the corresponding third-party application and resaved.

| Use Case | Description |
|---|---|
| Editing documents | Documents that are stored in the Fabasoft Cloud can be edited and resaved directly in the corresponding third-party application. You will not notice any difference to the work in a file system. This functionality is provided by the Fabasoft Cloud Client. |

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|---|---|
| | The Fabasoft Cloud offers a wide support for common office software on all platforms (e.g. Microsoft Office, Apple iWork and LibreOffice).<br><br>For more information about the supported third-party products, see the document “Technical Information”. |
| Commenting documents | PDF documents or documents that can be converted into PDF documents can be commented using an external PDF viewer.<br><br>The comments are extracted from the PDF document and saved in a public or personal layer. |
| Importing e-mails | E-mails (Microsoft Outlook, Mozilla Thunderbird) can be imported with drag and drop or `Ctrl + C` and `Ctrl + V`. The e-mail content and attachments are viewable directly in the Fabasoft Cloud without a third-party application.<br><br>**Note:** The automatic upload of e-mails to encrypted Teamrooms via Microsoft Outlook is not supported. |
| Playing video and audio files | Depending on the web browser and video format, videos can be directly played in the web client.<br><br>For more information about the supported formats, see the document “Technical Information”. |
| Editing images | A basic editing of images (rotate, zoom, crop) is directly possible in the web client.<br><br>To use images outside the Fabasoft Cloud (e.g. for presentations) export possibilities are offered in a variety of formats and sizes. |
| Using public links | For each Teamroom can be defined whether public links are allowed. Public links allow people without an account to read and download documents. |
| Auditability | The so-called "time travel" allows viewing documents and even whole Teamrooms at certain time in the past. As a result, changes are traceable and older states can be restored if necessary.<br><br>In addition, the possibility is offered, to compare metadata and content (Microsoft Word) of an older version with the current version.<br><br>Release versions allow continuing to work on a document while users with read access see the release version.<br><br>The continuous versioning ensures complete traceability. |

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| | **Note:** When deleting versions or objects (empty wastebasket, dissolve Teamroom) the data is also no longer available in the history. |

### 3.1.5 Search

Finding instead of searching. Enjoy the benefits of an intuitive full-text search.

| Use Case | Description |
|---|---|
| Searching | The integrated full-text search allows you to find quickly the desired information. Actions can be performed directly on the search result.<br>When searching the access rights are taken into account. Only hits are displayed that can be accessed by the respective user. |

### 3.1.6 Synchronization With the Local File System

The Cloud Folder allows synchronizing contents stored in the Fabasoft Cloud with your local devices. So the current state of your data is not only available in the web client but also directly on your local hard disk.

| Use Case | Description |
|---|---|
| Synchronization | The Cloud Folder allows synchronizing folders and documents automatically from the Fabasoft Cloud to the local file system and vice versa.<br>This functionality is available on Microsoft Windows and Apple macOS (see “Technical Information”). |

### 3.1.7 Mobility

Whether with laptop, tablet or smartphone, whether with web browser, iOS App or Android App, you have access to your data and documents.

#### 3.1.7.1 Web Browser

Access to the Fabasoft Cloud with a web browser is available on all major mobile devices (e.g. Microsoft Surface Pro or tablets and smartphones based on Apple iOS, Android or Windows Phone). The web client adapts to the size of your mobile device. Note that when using the web client on tablets and smartphones no documents can be directly edited.

#### 3.1.7.2 iOS App

With the iOS App “Fabasoft Cloud” you can access your Teamrooms and data in the Cloud on your iPad or iPhone.

| Use Case | Description |
|---|---|
| Reading documents | The documents can be read either directly in the cloud app or via third-party apps like Apple Pages. |
| Uploading documents | Documents can be uploaded directly from your smartphone or tablet. |
| Using the offline mode | Synchronized documents can also be accessed without an Internet connection. |
| Searching | The search for data can be performed on all Teamrooms with access rights. |

#### 3.1.7.3 Android App

With the Android App "Fabasoft Cloud" you can access your Teamrooms and data in the Cloud on your Android tablet or smartphone.

| Use Case | Description |
|---|---|
| Reading documents | The documents can be read either directly in the cloud app or via third-party apps like ThinkFree Office. |
| Editing documents | Depending on the functionality of the third-party apps documents can be edited and resaved. |
| Uploading documents | Documents can be uploaded directly from your smartphone or tablet. |
| Using the offline mode | Synchronized documents can also be accessed without an Internet connection. |
| Searching | The search for data can be performed on all Teamrooms with access rights. |

## 3.2 Security

The security of your personal data and your documents stored in the Fabasoft Cloud is of utmost importance for us.

### 3.2.1 Common

The Fabasoft Cloud provides high flexibility and security at the same time.

| Use Case | Description |
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| Encrypted communication | The communication between the client and the Fabasoft Cloud is always encrypted via an HTTPS connection. This also applies when using a smartphone. |
| Access rights | Access to Teamrooms is defined by access rights. |
| Access for applications | Access to the Fabasoft Cloud with third-party applications can be secured by specially generated passwords. For the passwords a validity can be set and also revoking passwords is possible. |
| Search within the access rights context | When searching, only objects can be found for which the user has search rights. |
| Watermark | Instead of the original document a PDF document with a watermark can be displayed to team members with only read access. |
| Malware check | The Fabasoft Cloud has an automated malware scanning service that checks the stored files for malware at regular intervals. |

### 3.2.2 Certifications and Audits

External and internal security analyses and audits of technical, physical, and organizational security measures and operating processes play a crucial role in ensuring the security of your data. A list of current certificates, attestations and tests can be found in the document Fabasoft Technical and Organizational Measures. Further information can be found here: https://www.fabasoft.com/trust.

## 3.3 Administration

The administration tasks in the Fabasoft Cloud can be easily carried out via the user interface.

| Use Case | Description |
|---|---|
| Managing members and organizations | Organizations are used to administer users. The organizational structure (organizational units and positions) can be used for a hierarchical structuring of organization members. Teams provide an informal structuring possibility.<br>Typical organizational tasks are to add and remove members, manage organizational units, manage teams, change members' profiles, define organization |

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| | administrators, assign service packages, monitor the team room usage and define the logo. |
| Managing external members and external organizations | Employees of suppliers, partner companies or customers can be added as external members to an organization. External members can be structured in external organizations. |
| Excluding members and nominating successors | When excluding a member or external member from an organization a successor can be nominated who takes over the functions and access permissions. |

# 4 Scope of Services - Fabasoft Cloud Enterprise

The edition "Fabasoft Cloud Enterprise" contains the full scope of services of the edition "Fabasoft Cloud Professional" and offers the following advantages.

## 4.1 Common Advantages

| Use Case | Description |
|---|---|
| Log in | Users can log in with user name and password, client certificates, ID Austria, SAML 2.0, Active Directory or OpenID Connect.<br>For two-factor authentication SMS PIN, e-mail PIN and one-time password with RADIUS server are available. |
| Workflow | The workflow enables the digital mapping and running of your business processes. |
| Modelling processes with BPMN 2.0 | With a graphical process editor you can model business processes based on BPMN 2.0 (Business Process Model and Notation).<br>With the workflow engine the modeled business processes can be executed digitally. |
| Workflow Substitutions | The substitutes receive all activities of the user they substitute within the defined period of time. Objects to which the substitute has no access are filtered. |
| Process statistics | To obtain an overview of the running processes, several process statistics are available that illuminate the individual aspects of process execution. |

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| Mobile workflow access | The Fabasoft Cloud App for iOS or Android enables convenient processing of work steps on the go. |
| Commenting documents | PDF documents or documents that can be converted into PDF documents can be commented using an integrated PDF viewer.<br><br>The comments are extracted from the PDF document and saved in a public or personal layer.<br><br>**Note:** When using the reading license, comments can only be added via an external PDF viewer. |
| Signing documents digitally | Documents can be signed digitally with a certificate.<br><br>**Note:** In the course of the "Signing documents digitally" use case, a logged-in user can digitally sign documents stored in the Fabasoft Cloud using the "Fabasoft Business Process Cloud Digital Signatures" certificate ("Sign Digitally" function). This certificate is not a personal or organizational certificate of the logged-in user. A signature with this certificate merely confirms that the logged-in user has executed the "Sign Digitally" function and that a document with a valid signature of this certificate has not been modified since the signature process.<br><br>Fabasoft will not be<br>• party to such a signed document;<br>• entitled and/or obligated under such signed document;<br>• responsible or liable for legal validity, content, quality and/or format; and<br>• responsible or liable for verifying the logged-in user's authorization and entitlement to use the electronic signature.<br><br>The "Sign Digitally" function is not a substitute for more extensive legal formal requirements. It is the sole responsibility of the customer or the logged-in user to verify the required legal validity of such a signature.<br><br>The "Sign Digitally" function is not an electronic signature within the meaning of the Federal Act on Electronic Signatures (Signature Act). |
| Classifying documents | In conjunction with Mindbreeze InSpire, documents can be automatically classified and metadata can be extracted.<br><br>**Note:** The classification and metadata extraction is provided by Mindbreeze InSpire. This appliance must be purchased separately. |

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| Performing text recognition | An inbox rule can be used to perform text recognition (German, English) on documents that can be converted to PDF.<br><br>**Note:** To use this functionality, either a storage package with OCR functionality or a volume-based license (based on the number of pages) is required that must be purchased separately. The page count for PDF documents and TIF files is determined by the page information. For images without page information (e.g. JPG, PNG), each individual image is counted as a page. |
| Integration for OData | With the integration for OData, structured data in the Fabasoft Cloud can be accessed via the standardized OData protocol.<br><br>**Note:** To use this functionality, a volume-based license (based on query objects) is required, which must be purchased separately. A query object is understood to be an object queried via the OData interface. If the same object is queried multiple times, each query counts as a single query object. Objects that are processed as part of a query but are not directly included in the result (e.g. calculation of a number) are also counted. |
| Insight apps | Insight apps provide aggregated access to information in your cloud organization, customized to your needs. |
| Follow-ups | Users can define follow-ups for documents. Upon reaching the follow-up date, an e-mail is sent or a process is started. |
| Encrypting Teamrooms | For Teamrooms it can be defined whether assigned documents are encrypted. Documents that are uploaded into encrypted Teamrooms are encrypted on the client before the transfer. |
| Transferring Teamrooms | Teamrooms together with the folder structures and documents can be transferred from Fabasoft Folio, the Fabasoft eGov-Suite and the Fabasoft Private Cloud to the Fabasoft Cloud in order to continue working with another team. After completion of the project, the results can be retracted.<br><br>Teamrooms can also be transferred to another data location. |
| Publishing Teamrooms | Teamrooms together with the folder structures and documents can be published from Fabasoft Folio, the Fabasoft eGov-Suite and the Fabasoft Private Cloud to |

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|---|---|
| | the Fabasoft Cloud. Published Teamrooms can only be read; changes can be re-published.<br>Teamrooms can also be published to another data location. |
| Auditing | The following auditing information is collected as part of the compliance process:<br>• Access to documents (reading and editing)<br>• Changes to metadata<br>• Dissolving of Teamrooms and deletion of documents<br>• Deleting the history of Teamrooms<br>• Access to public links<br>• Exporting contact management metadata |
| User-defined forms | Starting from a graphical form editor additional metadata can be added to objects. |

## 4.2 Customizing

You can adapt the Fabasoft Cloud to your requirements by means of model-based customizing.

| Use Case | Description |
|---|---|
| Dashboard | The templates and presettings dashboard is the central access point to the customizing.<br>When a user is added to a customizing configuration, a dashboard is automatically created and placed on "Home". When a user is removed again, the dashboard is also removed. |
| Configuration | In the customizing configuration, app administrators can manage collections, general settings and app users. |
| Collections for templates and presettings | Collections are used to manage templates, text modules, insight apps, forms, categories, processes, presettings and to define access rights. |
| Defining templates | Almost all object types can serve as templates. In addition, settings can be made in that are particularly relevant when using fields in Word templates. |

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| | Text module placeholders can also be inserted in Word templates, which are replaced by the content of the text module when the template is instantiated. |
| Using templates | In the create dialog the templates with the template category as additional text are displayed in the "Templates" area. For templates without a template category, "Miscellaneous" is used as additional text. During creation, a copy of the template is created, which you can edit independently of the template. |
| Defining text modules | Text modules can be used to insert predefined standard texts in Microsoft Word documents.<br>There are two types of text modules:<br>• Static Text Module (Text)<br>Allows you to enter unformatted text.<br>• Static Text Module (Word)<br>Allows you to enter formatted text in a Word document. |
| Using text modules | In Microsoft Word an own ribbon is provided that allows you to insert text modules. |
| Defining and using insight apps | Insight apps provide aggregated access to information in your cloud organization, customized to your needs. |
| Defining and using forms and categories | User-defined forms can be used to add fields to objects for storing application-specific data. Categories can be assigned to objects and thus influence the behavior of the objects. |
| Defining processes | There are two types of process templates:<br>• Ad Hoc Process Template<br>• BPMN Process Diagram |
| Using processes | The defined processes are offered for selection when using processes (e.g. "Tools" > "Start New Process"). |
| Defining presettings | There are three types of presettings:<br>• Display Settings<br>• Search Form<br>• Time Interval |
| Using presettings | You can apply the display settings in lists. |

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|---|---|
| | Search forms can be selected during a search (e.g. in a search folder).<br>Time intervals can be selected for a follow-up, for example. |
| Personal templates, processes and presettings | Each user can define his own templates, processes and presettings in the “Personal Templates", “Personal Processes” and “Personal Presettings” area. |

## 4.3 Contact Management

The contact management allows you to create and manage contacts in contact rooms. Based on user-defined criteria you can specify address lists that can be exported for sending newsletters, for example.

| Use Case | Description |
|---|---|
| Dashboard | The contact management dashboard is the central access point to the contact management.<br>When a user is added to a contact management configuration, a dashboard is automatically created and placed on “Home”. When a user is removed again, the dashboard is also removed. |
| Configuration | In the contacts configuration, contact administrators can define settings for the metadata of contacts and manage app users. |
| Contact rooms | Contact rooms are used to manage contacts in a structured way and to define access rights and default categories. |
| Creating contact persons | A contact object is used to manage a contact's metadata. |
| Creating organizations | An organization object is used to manage an organization's metadata. |
| Duplicate check | When creating or changing contacts, the system checks whether a corresponding contact already exists. Duplicate matching is only performed with contacts that are accessible to the user performing the action. If a duplicate has been found, the contacts can be cleaned up or merged in a dialog. |
| Changing the assignment of contacts | Contacts can be assigned to another contact room. |

| | |
|---|---|
| Using address lists | Address lists can be created in a contact room (rights context). However, the contacts in address lists can be collected from different contact rooms. |
| Importing and exporting contacts | The import and export of contacts is possible in address lists. Contacts can be imported and updated using a CSV or XLSX file or exported as a CSV file. |
| Deleting contacts | In order to delete a contact (put it in the wastebasket), change rights are required. If property values of the contact are assigned to another contact room, change rights are also required in this room. |
| Using address books | Read-only access to contacts is also possible via third-party products such as “Apple Contacts”, which support the CardDAV standard. |

## 4.4 Digital Asset Management

The digital asset management provides advanced management capabilities for multi-media content.

## 4.5 Scrum

Scrum enables the coordination of agile software projects.

| Use Case | Description |
|---|---|
| Dashboard | The scrum management dashboard is the central access point to the scrum management.<br>When a user is added to a scrum management configuration, a dashboard is automatically created and placed on “Home”. When a user is removed again, the dashboard is also removed. |
| Scrum center | In the scrum center, scrum administrators can manage scrum projects, general settings and app users. |
| Scrum projects | Scrum projects are used to manage the scrum artifacts (stories, defects, etc.) and define the scrum team. |
| Stories, defects and impediments | Stories, defects and impediments are the items a scrum team works on. The respective status shows the work progress. |
| Tasks | Stories and defects can be divided into work units by tasks. The respective status shows the work progress. |

| | |
|---|---|
| Sprints | A sprint includes stories and defects to be processed and usually takes a few weeks. |
| Product versions and releases | Stories can be assigned to product versions and releases. This allows you to monitor the progress of the stories required for a shipment. |
| Reports | Defect reports, burn-down and velocity graphics provide a quick status overview. |

# 5 Scope of Services - Fabasoft Cloud Superior

The edition "Fabasoft Cloud Superior" contains the full scope of services of the edition "Fabasoft Cloud Enterprise" and offers the following advantages.

## 5.1 Individual Software Development

| Use Case | Description |
|---|---|
| Individual software development | If a project requires tailored solutions (e.g. connecting external systems), they can be efficiently implemented with the Fabasoft Cloud. |

## 5.2 Change and Asset Management

The change and asset management enables you to create and manage change processes. This allows carrying out adaptations to an IT infrastructure in a controlled, efficient and risk-minimized manner.

In addition, problem records can be managed and processed using a problem management process. IT asset shelves are used to manage the inventory passed to employees.

| Use Case | Description |
|---|---|
| Dashboard | The change and asset management dashboard is the central access point to the change and asset management.<br>When a user is added at least to one shelf, a dashboard is automatically created and placed on "Home". When a user is removed again, the dashboard is also removed. |
| Configuration | In the change and asset management configuration, app administrators can manage shelves, artifacts, general settings and app users. |

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|---|---|
| CMDB shelves | Configuration management database (CMDB) shelves are used to manage artifacts and to define access rights.<br>The artifacts can be created in the following folders: Servers, Virtual Machines/Servers, IT Services, Application Services, Network Components, Locations, Cluster and Checks. |
| RFC shelves | RFC shelves are used to manage RFCs (requests for change) and to define access rights. |
| Creating request for change | Requests for change (RFCs) are used to request a change. |
| Change process | RFCs can be processed through a change process in the workflow. |
| IT asset shelves | IT asset shelves are used to manage the inventory passed to employees and to define access rights. Assets can be handed over to or handed back by employees through a workflow. |
| Managing IT assets | The inventory handed over to employees can be managed using assets. |
| Problem record shelves | Problem record shelves are used to manage problem records and to define access rights. |
| Creating problem records | Problem records are used to document the details of a problem. |
| Problem management process | Problem records can be processed through a problem management process in the workflow. |