

Performance Characteristics Data Center Operation

for a Service Package on Fabasoft PROCECO

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Public

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To aid readability, the third-person plural pronoun will be used instead of gendered pronouns (e.g. they/them instead of he/him). These plural pronouns shall be used for both singular and plural references, encompassing all genders.

1 Fabasoft Cloud Locations

A Fabasoft Cloud location is an autonomous system operated in a particular country or at the location of a particular customer of the Contractor. These Fabasoft Cloud locations are currently available in Germany, Austria and Switzerland.

At each location, the Service Package operates in two Data Centers located at a geographical distance of several kilometers from one another in terms of linear distance. This makes it possible to implement disaster-resistant operation measures, e.g. high protection against natural disasters. The Data Centers are designed based on the Tier-III-specifications of the Uptime Institute.

1.1 Security

The Data Centers implement the following minimum-security measures:

- Electromagnetic access system
- Separation system or turnstile
- Video monitoring system
- Around-the-clock (24/7) monitoring of Data Center areas

1.2 Fire protection

The Data Centers implement the following minimum fire safety measures:

- Comprehensive fire alarm system
- Very early smoke detection
- Automatic gas extinguishing system

1.3 Power supply

The Data Centers implement the following minimum measures for power supply:

- Redundant UPS systems
- Redundant diesel aggregates
- Redundant feeds
- Redundant transformers

1.4 Cooling

The Data Centers implement the following minimum measures for air-conditioning:

- Redundant cooling systems

1.5 Connection between Data Centers

The connection between the Data Centers at each location is established via Ethernet point-to-point networks. The network hardware is designed with redundancy. The connection provides for redundant paths, which are fed into each building at two different points.

The connection between the Data Centers is ensured by the individual Data Center operators. A designated Layer 2 transparent connection is available.

1.6 Hardware and software environment used

The Contractor maintains their own independence. The Service Package is based on the Fabasoft Cloud. Any additional software products that are needed to operate the Service Package are, as far as possible, open source products.

Fabasoft cloud services are operated based on a high-availability hardware environment. The hardware components used in the system are divided into primary and secondary components.

Fabasoft cloud services are made available on the primary hardware components. The primary hardware components are found in both Data Centers for the purpose of redundancy.

Data is backed up on the secondary hardware components. One of the Data Centers in each location houses the secondary hardware components in separate fire protection areas.

2 Service levels

2.1 High availability

The Data Centers generally operate 24 hours per day, 7 days per week, 52 weeks per year. With regard to availability, the following parameters are provided for each Fabasoft Cloud location and Service Package:

- Availability of 99.9% for each observation period (quarter)

Availability is measured by two dedicated external measuring points connected to the internet via independent internet lines. A Service Package is considered available when at least one measurement point is able to gain access.

The calculation is made using the following formula:

$$\text{Uptime} = \text{Possible Available Time} - \text{Maintenance Downtime} - \text{Unexpected Downtime}$$

$$\text{Availability} = \frac{\text{Uptime}}{(\text{Possible Available Time} - \text{Maintenance Downtime})}$$

The calculation process therefore excludes the availability during planned maintenance (Maintenance Downtime).

The following times are reserved for maintenance windows:

- Saturday from 12 a.m. to Monday at 7 a.m. CET/CEST.
- In urgent cases and with prior notice

These reserved windows will only be used for maintenance work as required. Should maintenance work be required, prior notice and documentation will be provided the CSA Information Sheet under "Additional Helpful Links", "Cloud Services/System Status".

An availability report will be generated per calendar month and provided electronically to the Customer at the end of each month at the website listed in the CSA Information Sheet under "Additional Helpful Links", "Cloud Services/System Status".

2.2 Resilience / Response times

The response times of all incoming requests are measured directly at the load balancer of the Fabasoft Cloud Service using Fabasoft app.telemetry. An HTTP, CalDAV or WebDAV request received at the load balancer is considered a request.

The following parameters are provided for each Fabasoft Cloud location and service in the scope of response times:

- Average response time of all requests of less than one second per observation period (quarter)

A report on response times is generated per calendar month and made available to the Customer electronically at the end of the month at the website listed in the CSA Information Sheet under "Additional Helpful Links", "Cloud Services/System Status".

Since a request at the web browser can initiate multiple requests against the load balancer, the response times at the web browser are also documented in this report for transparency reasons.

2.3 Data security

2.3.1 Service Package

Metadata, structured data and content/documents are stored in the scope of the operation of the Service Package. This data is stored redundantly on the primary hardware components for each Fabasoft Cloud location.

The metadata and structured data are stored in a relational database system and synchronously mirrored to distributed database servers on the primary hardware components. At least once a day, a full backup of the metadata and structured data is performed in the scope of database backups to dedicated backup systems on the secondary hardware components. In addition, transaction logs are also backed up to these backup systems on an ongoing basis.

The content/documents in the file system are stored in parallel on at least three file servers (two on the primary hardware components, one file server on the secondary hardware components). Content/documents are fully synchronised at least once a day to additional backup systems on the secondary hardware components of a Fabasoft Cloud location.

The content/documents are regularly scanned for malware by an automated malware scanning service. Any findings are reported to the administrators of the Fabasoft Cloud organization concerned by email. The Customer is responsible for cleaning up the infected files, as the Contractor has no access to them. An audit of files uploaded in the last 31 days is performed once a week. In addition, all files are checked once per month.

The following parameters are provided in the scope of data security:

- Recovery Point Objective (RPO): The maximum time period for which data is lost in the event of a disaster recovery is 30 minutes.
- Recovery Time Objective (RTO): In the event of a disaster recovery, the maximum time for restoring services, from the availability of the network, hardware and software infrastructure, is 48 hours.
- Retention Time: Each backup is retained for a minimum period of 4 months up to a maximum of 6 months.

2.4 Support

The Contractor provides 1st level support to the Customer. Entering a support request is generally possible around the clock using the support button directly in the web interface of the Service Package or in the Fabasoft Cloud Client. Alternatively, support can be reached during the defined business hours under the “Possible Contacts”, “1st Level Support” indicated in the CSA Information Sheet.

Support requests are processed in German and English.

Within the framework of the support services, Fabasoft provides for the following response times when responding to support requests:

- Response time

Users can file a support request at any time using the Support button in the web interface of the Service Package or the Fabasoft Cloud Client.

- Resolution time

The resolution time quantifies the number of hours during business hours that may elapse until the Contractor submits a concrete, state-of-the-art solution proposal to resolve a specific problem. The measurement of the resolution time begins with the technical clarification and precise description of the problem, particularly the reproduction of the specific problem by the Contractor. The time required for participation of the Customer (for example, the time needed for the Customer to provide any additional information requested) is not counted as part of the resolution time. If, for technical and/or organizational reasons, it is not possible to provide a solution within the specified time (e.g. if it is not possible to reproduce the problem or if it is necessary to create a hotfix), the Contractor and the Customer shall agree upon an appointment and resume contact at that time.

With regard to Service Support Levels, the following parameters are provided for:

Service Package	Business hours (CET/CEST)	Response time per request	Resolution time per request
Fabasoft Cloud Professional	Monday-Friday from 8 a.m. to 6 p.m. (except public holidays)	< 2 hours	< 8 hours
Fabasoft Cloud Enterprise Fabasoft Cloud Superior The Service Package on Fabasoft PROCECO	Monday-Friday from 7 a.m. to 7 p.m. (except public holidays)	< 1 hour	< 6 hours

The operating and response times specified with the respective service package apply to the types of utilization "Full access", "Read access + commenting" and "Access for external members".

We are happy to separately offer you an extension of the business hours, for example to Monday to Sunday from 7:00 a.m. to 7:00 p.m. or Monday to Sunday from 0 – 24 o'clock. To do so, contact us under the "Possible Contacts", "Sales" according to the CSA Information Sheet.