

Fabasoft Cloud Developer Services

Annex .3 to Fabasoft Cloud Developer Agreement

Valid from October 13th, 2014

Fabasoft[®]

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For the sake of convenience this document does not make use of gender-specific terms. Any terms shall refer to both women and men for the purposes of equal treatment.

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1 New Cloud Apps on the Basis of the Fabasoft Cloud

The Fabasoft Cloud offers software developers a platform for the development and distribution of application software (New Cloud Apps, NCAs) for secure and reliable collaboration both internally and cross-company.


The “Cloud Developer Services” describes the scope of the service structure that Fabasoft provides developers in order to enable users of an NCA to communicate with and gain support from the developer of the NCA.

1.1 Fabasoft Cloud Developer Agreement

The basis of this Cloud developer information is contained within the **Fabasoft Cloud Developer Agreement**, which you can find under the following link:
<http://www.fabasoft.com/developeragreement>.

2 Information and Discussion Platform

The developer of an NCA can make a News Feed available in a public Teamroom. The NCA users can then publish discussion contributions. The developer can also announce information about planned upcoming extensions to the NCA in this News Feed. The developer of the NCA is responsible for the maintenance of the posts.

In the Teamroom  [Fabasoft Cloud - Developer Forum](#) Fabasoft provides News Feeds on different developer topics. Amongst other things, this Teamroom contains a News Feed covering new Fabasoft Cloud developments that may be relevant for developers.

3 Support Inquiries

Via the “Support” button, the Fabasoft Cloud offers users the possibility to submit a support inquiry. Such inquiries, made in the context of an NCA and not concerning the general functionality of the Fabasoft Cloud, are forwarded by Fabasoft to the developer of the NCA to be processed.

The developer is – to the best of their ability and within reasonable effort – obliged to deal with this information as quickly as possible with the aim of achieving customer satisfaction.

If using/licensing the Fabasoft Cloud Workflow, the developer can use Fabasoft’s ticketing system. In this case the user’s support inquiry is forwarded to the developer by Fabasoft. The ticket can then be processed further directly in the developer’s worklist. Communication between developer and user concerning the support inquiry can take place directly via the forwarded support inquiry in the workflow.

Alternatively (if the Fabasoft Cloud Workflow is not used) Fabasoft will forward the user’s support inquiry via email to the developer. Communication concerning a request (e.g. gathering additional information) can take place directly via a Teamroom set up by the developer, where the creator of the request is given corresponding access rights and invited to the collaboration.

The developer can convert a support inquiry into a “Story” (for new requests for the NCA) or a “Defect” (for defects in the NCA) (See Fabasoft Cloud Developer Information, Chapter “Cloud App, Scrum Projects”).

Consequences of a support inquiry, in particular the overcoming of defects, need to be scheduled by the developer so that they can be made productive with the next release cycle. Here particular notice needs to be given to the adherence to the time frames (See Fabasoft Cloud Developer Information, Chapter “The Release Process”).

