Operations Support Description for Mindbreeze InSpire

Mindbreeze Corporation

US Law

Valid from January 1st, 2024

1. Systems and locations

Systems of the customer

Mindbreeze provides the contractual services exclusively for the following systems of the customer:

<u>Production System</u>

- Mindbreeze InSpire Services/Appliances

2. Complete List of Services

Mindbreeze will provide the services listed in this chapter under this Agreement. The abbreviations used for frequency and time window are described in the following tables:

Frequency

Abbreviation	Description
E	One-time implementation at the beginning of the contract (in the first month)
T	Daily
W	Weekly
M	Monthly
B	as needed

Time Window

Abbreviation	Description
K	In the agreed operating time (see point "Services, areas and times" of the agreement)
W	In a maintenance window to be agreed with the client

General			
Activity	**Frequency**	**Time Window**	**Customer Approval**
Jour fixed dates (by phone)	M	-	-
Installation of customer-supplied hotfixes / patches for Mindbreeze InSpire	B	W	yes
Installation of customer-supplied software components for Mindbreeze InSpire	B	W	yes
Installation of customer-supplied license key for Mindbreeze InSpire	B	W	yes
Escalation to the central problem management	B	K	-

Operating System			
Activity	**Frequency**	**Time Window**	**Customer Approval**
Observing and implementing necessary measures of the error logs	T	K	-
Monitoring and implementation of necessary measures of system utilization and search for utilization peaks with Fabasoft app.telemetry, for example • Processor • Volume • Storage • Network	T	K	-

Mindbreeze InSpire			
Activity	**Frequency**	**Time Window**	**Customer Approval**
Observing and implementing the necessary measures of the Mindbreeze InSpire error logs	T	K	-

Task			
Monitoring and implementation of necessary measures of system utilization with Fabasoft app.telemetry and search for peak utilization of Mindbreeze InSpire, for example • Thread usage • Cache utilization • Average size of transmitted documents • Maximum size of transmitted documents • CPU usage of Mindbreeze InSpire processes • Memory usage of Mindbreeze InSpire processes	T	K	-
Control of the indices of Mindbreeze InSpire	B	K	-
Suggestions (by e-mail) for possible performance tuning measures to be initiated by the customer in the event of a significant deterioration of the response times of the search	B	K	-
Monitoring and implementation of necessary measures for the availability of Mindbreeze InSpire with Fabasoft app.telemetry	T	K	-
Observing and implementing necessary measures of the response time behavior of Mindbreeze InSpire with Fabasoft app.telemetry	T	K	-
Initial analysis and implementation of necessary measures of conspicuous requests from Mindbreeze InSpire with Fabasoft app.telemetry	B	K	-
Control and execution of necessary measures of the validity of installed license keys for Mindbreeze InSpire	M	K	-
Installation of the Mindbreeze InSpire releases	B	K	
Collaboration with the Customers Operations and Support as part of the fulfillment of the applicative operational management	B	W	

3. Services and Areas not included

Services, which are not listed under point II, "Complete List of Services", are not part of the scope of services. Expressly not subject of the scope of services are therefore services and areas such as in particular

- To create or maintain a certain system availability or system performance (SLA)

- Conception and implementation of security solutions, virus protection

- Conception, implementation, execution and control of the backup solution (backup, restore, disaster recovery), availability, manipulation and storage of backup media, performing periodically required restore tests on separate test systems

- Nature and characteristics (functionalities) of the hardware and software

- Physical access protection, building services, including air conditioning and (uninterruptible) power supply

- Network operation and maintenance, hardware operation, configuration and administration of SAN and NAS components

- Mobile and stationary PC workstations (hardware and software)

- Telecommunications facilities, Internet access, website hosting, file and print services (printer installation, setup, client-side support)

- Verification of the correct and complete licensing of software products

- Helpdesk, hotline, general technical support, end user support

- Performance tuning measures (beyond point II, complete specifications)

4. Escalation Paths

The following people or email distribution list will be notified by Mindbreeze in case of problems

- tbd

Exchange of Important Contact Data:

On the part of the customer:

- tbd

On the part of Mindbreeze:

https://tickets.mindbreeze.com or via E-Mail: support@mindbreeze.com.