

Technical Documentation to DAWISO Software

This document identifies minimal technical documentation of Dawiso platform as SaaS. Minimum technical requirements, SLAs and technical parameters are specified in the following subsections. Detailed Dawiso documentation is available on the documentation portal (see links in the Terms of Use of the Software Dawiso).

Minimal Technical Specification For Use Of Dawiso Software

Supported browsers for Dawiso cloud products are the following Desktop browsers:

Internet browser	Version
Microsoft Edge (Windows and Mac)	Latest stable version supported
Google Chrome (Windows and Mac)	Latest stable version supported

A minimum screen resolution of 1024x768 is needed to render all web elements correctly.

For Dawiso scanners (Dawiso Integration Runtime / DIR) deployed in the customer's infrastructure, the supported deployment is described in the Dawiso Documentation Portal.

SLA - Availability of the Software

1. The provider guarantees the availability of the Software will be 99 % of time per year of the duration of the agreement. The following does not count in the availability time:

a) planned weekend shutdowns (mainly for purpose of updates and maintenance), which can be performed on Saturdays or Sundays from 01:00 a.m. to 02:00 a.m. CET. Such shutdowns do not have to be notified in advance.

b) Planned shutdowns on weekdays (Monday to Friday), which can be performed from 01:00 a.m. to 02:00 a.m. CET. The provider shall inform the customer about the shutdowns at least 3 days in advance. The customer and provider can mutually agree on shorter notice for a particular shutdown, or a different time frame.

c) outages of internet connection, the server provided by a third person or other prerequisites of Software operation that are ensured by a third person,

d) outages, unavailability, slow connection, or another issue on the side of the customer (also when the requirements set in technical documentation or technical parameters in the agreement are not fulfilled).

The time of unavailability is count from the moment when the customer notifies the unavailability to the provider according to clause 2.2.

Data backups and retention

The provider guarantees the regular backups and possible recovery of the customer's managed data in the Software with the following conditions:

- a) backups shall be performed at least once a day,
- b) at least 30 of the most recent daily backups shall be retained,
- c) the provider shall restore the data from a backup within 1 week of the request at the latest.

Technical Parameters For Use Of Dawiso Software-as-a-Service Solution

The customer shall use the Software in line with technical parameters related laid down in this document. The technical parameters indicate that the Software is used in the course of normal expectable operations that correspond to the price set on the use of Software, and that no kind of undue or extreme use occurs. The infrastructure used for running the Software is scaled according to the number of the contributor user accounts that were paid on the basis of the Software Use Agreement and Terms of Use of the Software Dawiso.

The following technical parameters and rules shall not be exceeded by the customer:

- a) the number of users that can use the Software simultaneously at the same time shall not exceed the number of paid contributor user accounts,
- b) total number of metadata objects (given that 1 object has in average 15 attributes) does not exceed 5 million objects or does not exceed the number of paid contributor user accounts multiplied by 100 000,
- c) the total volume of data taken by historical versions of all objects will not exceed 10 % of the volume of data taken by current versions,
- d) Total volume of the stored data (which involves all administered objects in all current and historical versions including related data such as attachments, operational metadata of the customer's instance of the Software, logs) will not exceed number of paid contributor user accounts multiplied by 100 000.

If any of the limits within parameters is exceeded, the provider can request specific arrangements of the parameters that result in an increase in the price of the provision of Software or can notify the customer that it should refrain from such behaviour within 5 days. If the customer does not agree to the increase of price and/or does not rectify the violation within 5 days, the provider is entitled to withdraw from the agreement as such behaviour establishes a material breach of the Terms of Use of the Software Dawiso.