



## SERVICE AGREEMENT

### SOLUTIONS VISIATIV SAAS Subscription Service



## 1 - Purpose

This Service Agreement describes the specific provisions, technical and operational characteristics applicable to services under a Visiativ Software as a Service (SaaS) subscription contract which includes access to Visiativ Software Products and the associated support service as defined below (collectively referred to as "**SaaS Services**").

This Agreement forms an integral part of the Contract and the provisions of the Service Agreement shall, in the event of any contradiction, prevail over or supplement the general provisions of the Contract.

## 2 - Perimeter

This Service Agreement applies to the standard version of Visiativ Software Products (hereinafter the "Software Products").

The scope of this Agreement does not include support for :

- Any "on premise" license or software product hosted on the customer's premises or outside Visiativ and its partners' premises;
- All products and software solutions other than Visiativ Software Products ;
- All parameterization and customization of the product ;
- Any specific development, any development beyond the standard of Visiativ Software Products, any API, connectors ;
- Any specific parameterization linked to the customer's environment.

Unless otherwise stipulated in Appendices 1 and 2, only the latest Major Version (n), and the Major Version (n-1) within a limit of 12 (twelve) months after the release of the Major Version (n) of Visiativ Software Products are supported and maintained.

Schedules 1 and 2 set out certain special conditions applicable to SaaS Services and/or Software Products. These special conditions, specific to the Software Products concerned, take precedence over the general provisions of the Service Agreement.

The effective scope of SaaS Services is that corresponding to the services ordered (functional modules, number of users defined, etc.) by the Customer as defined in the Contract containing the elements of the Visiativ offer.

For all support on third-party products, all support for parameterization and specific developments, a specific support contract, third-party application maintenance (TMA), must be signed in order to benefit from the support service associated with these third-party products and specific developments.

The terms and conditions of each third-party publisher partner of Visiativ apply to the products they publish. Visiativ cannot grant more rights or commitments than it holds.

Visiativ can assist the Customer in setting up the application and in training and supporting users within the framework of a specific support contract or third-party application maintenance (TMA). This service does not form part of the scope of the present Service Agreement and is carried out in accordance with the conditions described in the contract and special conditions signed by the Parties.

The Customer is hereby informed that the SaaS Services are strictly for professional use, to the exclusion of any private use.



### 3 - Evolution of the Service Agreement

Visiativ may modify the Service Agreement by giving one (1) month's notice to the Customer by letter and/or information on the Visiativ Service support site and/or any other appropriate means. At the end of the one (1) month's notice period following notification of the change by Visiativ, and in the absence of termination by the Customer in accordance with the provisions of the "Termination" article of the Visiativ General Terms and Conditions, the Service Agreement will be modified and this new version will be deemed accepted by the Customer. The latest version of the Service Agreement can be accessed at any time on the Visiativ website or at any other website address provided by Visiativ.

Visiativ may nevertheless modify the Service Agreement at any time, in particular in the event of a security emergency and/or to comply with any new laws and/or regulations.

### 4 - Prerequisites & Conditions for SaaS Services

#### Prerequisites

The technical prerequisites, configuration requirements and system software required to access the Visiativ SaaS Software Product and to use the SaaS Services are those defined in the Product Documentation and/or in the Visiativ offer provided to the Customer and/or recommended by Visiativ.

The appointment of contacts by the Customer is a prerequisite for access to and performance of the Visiativ SaaS Software Product and SaaS Services.

#### Provision of services

Unless otherwise stipulated in the Appendices, the Visiativ SaaS Software Product and SaaS Services are made available to the Customer by sending a link to access the SaaS Services and/or access codes.

### 5 - Availability of the Visiativ SaaS Software Product

#### Service level - Availability

Following various analyses and potential risk scenarios, Visiativ has set up business continuity plans (BCP) and is organizing the following availability:

The Visiativ SaaS Software Product is accessible **24 hours a day, 7 days a week**, excluding Scheduled or Urgent Maintenance Periods, with an availability rate of **99.5%** for SaaS Services, under the conditions specified below.

Only the production environment, to the exclusion of any other environment, is subject to the availability rate specified above.

This availability rate ("Availability") is calculated on the basis of information extracted from Visiativ's tools, over a period of one (1) calendar month by applying the following formula:

Availability rate =  $100\% \times [1 - (t : T)]$  where:

- t = number of minutes during which the Visiativ Software Product was totally unavailable during the month of the incident .
- T = total number of minutes in the month in question.

Visiativ will provide an Availability Report upon written request from the Customer.

## Exclusions

By express agreement, the following are excluded from the calculation of any unavailability or penalty relating to the service levels defined in the Service Agreement:

- Any interruption of SaaS Services for the purposes of Scheduled Maintenance as defined in the table of Scheduled Maintenance times in the "Maintenance Windows" article. No compensation or penalty will be due in the event of Service interruption due to maintenance;
- Any urgent maintenance work related to the security of SaaS services;
- Any interruption of SaaS services in non-production environments (testing, acceptance, etc.);
- Any unavailability due to improper use by the Customer ;
- Non-compliance with prerequisites ;
- Unavailability resulting from use of the Solution and/or SaaS Services that does not comply with its Product Documentation or any other specific instructions transmitted by Visiativ, by the Customer and/or Users;
- any intervention by the Customer or a third party on the Solution not authorized by Visiativ;
- Unavailability resulting from a failure affecting the Customer's Environment (such as a power cut or Internet connection service, and/or a security breach);
- Destruction of the infrastructure provider's main production environment

## Penalties

Penalties may apply in the event of failure to comply with the availability rate for two (2) consecutive months under the following conditions:

Exceeding unavailability rate (<99.5%) (d) (in %)	Indemnity (as a % of monthly subscription fee paid, excluding taxes)
$0 < d \leq 1,5$	1%
$1,5 < d \leq 5$	4%
$5 < d \leq 7$	7 %
$7 < d$	10 %

Such penalties must be requested in writing within ten (10) working days of the month concerned by the unavailability giving rise to the penalty. All applicable penalties may in no case exceed 10 (ten) % of the total monthly amount (excluding VAT) paid by the Customer for the provision of SaaS Services for the month in question, and are in full discharge of any other liquidated damages or indemnity. These penalties will take the form of a credit note on the next annual fee.

## Maintenance periods

Visiativ reserves the right to carry out operations considered to have no impact or to be urgent outside of maintenance periods, particularly for Visiativ Software Products in continuous integration.

The Customer must ensure that it is aware of all information, maintenance notifications and/or prerequisites published by Visiativ on the Support Site (as defined in Article 8 below).



Outside the periods defined hereinafter, Visiativ undertakes to use its best efforts to inform the Customer of the date of intervention and estimated duration of unavailability of the Visiativ Software Product on the Support Site provided to the Customer or by any other means as far as possible, respecting a period of five (5) working days before the date of the maintenance work, except in the case of Urgent Maintenance Work or force majeure.

## Definitions

**Urgent Maintenance Work:** means the interruption of access to the Visiativ Software Product, outside of Scheduled Maintenance Work Periods, due to the application of security patches, urgent patches or any other critical maintenance. Urgent Maintenance may occur at any time. Visiativ will use its best efforts to notify the Customer as soon as possible.

**Scheduled Maintenance Work:** refers to scheduled maintenance work on the Visiativ Software Product within the Maintenance Work Periods defined below and for which the Customer is notified.

The Visiativ Software Product is accessible under the conditions defined above, except during the Emergency Maintenance and Planned Maintenance Work Periods defined below.

## Periods of scheduled maintenance work

The Visiativ Software Product Scheduled Maintenance Work Periods are as follows, unless otherwise specified in the Appendices:

	Scheduled <b>Maintenance Work Periods</b>
Automatic <b>update</b>	From 8 p.m. to 6 a.m. (Central European Time CET / Central European Summer Time CEST) from Monday to Saturday, and on Sundays and French public holidays, with no time restrictions.
Controlled <b>update</b>	From 8pm to 6am (Central European Time CET / Central European Summer Time CEST) Monday to Saturday, and Sundays and French public holidays, with no time restrictions.

## Scheduled Maintenance Periods

Emergency Maintenance Work Periods may occur at any time.

## 6 - Backup policy and management

### Definitions

**Customer Data:** refers to information and data of any kind that the Customer and/or User enters, fills in, transmits, collects, stores and/or processes in the course of using the SaaS Services.

**RPO (Recovery Point Objective):** refers to the maximum duration of data recording that is acceptable to lose, Maximum Permissible Data Loss (MPDL).

### Backup

Daily backups are made every 24 hours, enabling the following RPO.

**RPO (Recovery Point Objective): 24 hours**, unless otherwise specified in the table appended to this Service Agreement.

The backup implementation includes backup points with retention defined as follows:

Customer Data backups are made in at least 2 copies, stored in separate locations.

They are carried out on the basis of the cycles defined below:

- Daily backup of Customer Data stored for seven (7) consecutive days (rolling)
- Weekly backup of Customer Data stored for four (4) weeks (rolling)
- Monthly backup of Customer Data kept for 3 (three) months (rolling).

All Customer Data saved is hosted **within the European Economic Area**.

The customer remains solely responsible for his data backup policy and options.

As SaaS Services enable the storage of professional documents, the Customer undertakes to optimize the size of scanned documents.

The Customer is reminded that prior to any update, installation of a new version, or intervention by Visiativ at the Customer's request, it is the Customer's responsibility to organize the necessary backups.

## 7 - Support

### Technical support service accessibility

- **The Request for Assistance submission (DA)**
  - **Visiativ Support Platforms**

Any request for support by the user is made by opening a Request for Assistance (DA) on one of the VISIATIV support platforms (the "Support Sites" or "Support Platforms"): <https://my.visiativ.com/> or <https://mycad.visiativ.com/> or any other address communicated to the customer as part of the contract.

These Support Sites are accessible **7 days a week, 24 hours a day**, except during emergency maintenance or security operations.

The Support Platform is the collaborative online services platform for Visiativ customers.

All Visiativ customers have an account on the Support Platform, which gives them access to services based on the Contract they have signed. This space gives access to the creation of DA to support team, to the creation of requests for Customer SaaS Services and, for the MyCad Platform only, to downloads of Updates, to the knowledge base, to information relating to the account and SaaS Services and to the service schedule, to intervention reports and training attendance sheets, and to notifications relating to Maintenance Work Periods.

- **Visiativ customer service hotline - in addition to the Support Platforms**

The telephone line is indicated in addition to the Support Platforms, which remain the point of entry for all support requests.

The Visiativ customer service line can be reached during the following business hours: Monday to Friday, 8:30 am to 12:00 pm and 1:30 pm to 5:00 pm (Central European Time CET / Central European Summer Time CEST). Contact details are available on the Support Sites (see <https://www.visiativ.com/support-clients-visiativ/>).



## Request for Assistance (DA) & conditions of processing

The support service is provided exclusively for Anomalies, reproducible malfunctions of Visiativ Software Products used in accordance with their documentation, prerequisites and recommendations specified by Visiativ.

The support service can only be provided if users have been previously trained in the use of the Visiativ Software Product.

The Requests for Assistance (DA) will be recorded on the Support Platform or Visiativ tools designated in the Contract in order to ensure traceability and processed according to their degree of criticality.

The "**processing**" of a DA means that Visiativ support services have taken the DA into account, after recording and documenting it in the tracking tool as defined. The status of the DA in the tracking tool then changes to "In progress", indicating that the DA has been processed by the Visiativ support teams.

Visiativ's support department pays particular attention to the priority of requests and does its utmost to study the DA as quickly as possible, according to the level of criticality qualified.

Requests for Assistance or support are made exclusively by opening a DA on the Support Sites.

Unless otherwise stipulated in the contract, the support user is exclusively the contact(s) designated by the Customer in the contract.

In order to be processed, any Request for Assistance must, at a minimum, be registered on the Support Site and include the following elements:

- Customer name
- Contract no.
- Specific question expected or problem encountered.
- Description of the behavior observed by the customer
- Description of the behavior expected by the customer
- Scenario of actions performed by the customer to reproduce the behavior
- Any element enabling a better understanding of the behavior obtained (screenshot, video, files, etc.)

Any Request for Assistance (DA) must be duly documented and reproducible in order to be processed.

In order to facilitate the execution of the support service, the Customer undertakes to describe precisely the Request for Assistance (DA) and the situation encountered (description of the context, error messages, sequence of menus, etc.), documenting it if necessary by any means at his disposal, in order to enable Visiativ to reproduce and qualify any incidents and/or anomalies brought to its attention. Visiativ will respond to the Customer either electronically or by telephone.

In the absence of a response and/or immediate processing, Visiativ will process the DA "P1 - High priority" within eight (8) Business Hours from the time the DA is registered during the Business Hours specified below.

In addition, Visiativ support will do its utmost to take all DA within 2 (two) working days.

Visiativ's support service will process the DA during the following Business Hours: Monday to Friday, 8:30 a.m. to 12:30 p.m. and 1:30 p.m. to 5 p.m. (Central European Time CET / Central European Summer Time CEST), except on French public holidays and days when Visiativ is exceptionally closed, as indicated to the Customer.

**Intervention outside working hours :**

Any request for intervention outside these Working Hours is a specific service which must be agreed between the Parties. Any on-call request/option must be the subject of a proposal/order and additional request and invoicing.

**Classification of the Requests for Assistance (DA)**

The classification of the DA / Anomalies follows the recommendations of the ITIL standard and is based on the following priority matrix:

		- Impact -		
		Fort	Medium	Low
Emergency -	Review	P1 - High	P1 - High	P2 - Average
	Major	P1 - High	P2 - Average	P3 - Normal
	Normal	P2 - Average	P3 - Normal	P3 - Normal

Impact	Fort	All users affected
	Medium	Several users are affected. If there is a workaround, it may pose time/data quality problems (risk of error).
	Low	Only one user is affected
Emergency	Review	Problem causes production stoppage
	Major	The problem has an impact on production, but there's a way around it
	Normal	Request for information or incident with no impact on production

The qualification is proposed by the customer when the DA is created in the Support Platform. Visiativ may modify the qualification in accordance with the matrix above.

**Third-party product support**

Visiativ Software Products may contain third-party software ("Third-Party Software"), from third-party software publishers, for which Visiativ has acquired a distribution right for the purpose of marketing and integrating them into Visiativ offers. Such Third-Party Software remains subject to the specific terms and conditions of use of the third-party publishers.

Third-party software is listed in Appendix 3.



## Support exclusions

It is expressly agreed that the following are not the responsibility and obligations of Visiativ and are therefore excluded from the support service:

- Any work on non-production environments ;
- Any intervention on customer-specific parameterization outside standard Visiativ software products;
- The Customer has not provided Visiativ with the information, files, documents requested for the resolution of the Anomalies, processing of the DA or the Customer has not expressly validated the Anomaly resolution solutions proposed by Visiativ;
- Anomalies result from use of the Visiativ Software Product and/or SaaS Services that does not comply with its Product Documentation or any other specific instructions sent by Visiativ, by the Customer and/or Users;
- Any intervention by the Customer or a third party on the Visiativ Software Product not authorized by Visiativ;
- The Anomalies result from a failure of the electrical power or Internet connection service, and/or a security flaw affecting the Customer's Environment;

Visiativ reserves the right to invoice the Customer for the time spent qualifying and analyzing the cause of the Anomaly or DA and any resolution, provided that the DA or Anomaly encountered by the Customer does not originate from the Visiativ Software Product, SaaS Services and/or services for which Visiativ is responsible.

## 8 - Updates

### Definitions

**Update(s):** refers to improvements made to existing standard application functionalities accessible under SaaS Services, decided unilaterally by the Publisher, Visiativ, in the light of functional evolutions and provided that such adaptations or evolutions do not make it necessary to rewrite a substantial part of the existing standard application functionalities and associated software code. Updates also include the correction of any Anomalies in the SaaS Services.

Updates are classified into two categories:

- New versions which imply a change in the version numbering of the standard application functionalities of Visiativ Software Products;
- Corrective patches.

For the purposes of clarification, the following are expressly excluded from updates and/or new versions: specific states and options, Specific Developments (i.e. computer programs specifically designed and produced for the sole needs of the Customer or produced by the Customer), evolutions and updates of third-party products required by version upgrades, and migrations.

Following updates, product documentation and prerequisites will evolve accordingly.

- **Automatic update:** refers to the default Visiativ Software Products for which updates are deployed automatically according to a schedule defined by Visiativ.
- **Piloted update:** refers to Visiativ Software Products as designated in the Appendix for which Visiativ will manage updates according to a schedule defined jointly with the Customer and in return for any additional services depending on the Software Product concerned and/or the Customer environment, it being understood that all updates will be deployed within a timeframe compatible with Visiativ's Publisher Versioning Policy.



- **Major Version:** means a new version of the Visiativ Software Product that incorporates improvements, new functionalities compared to the previous version and/or major technical modifications to the Visiativ Software Product.

Unless otherwise stipulated in Appendices 1 and 2, only the latest Major Version (n), and the Major Version (n-1) within a limit of 12 (twelve) months after the release of the Major Version (n) of Visiativ Software Products are supported and maintained.

The Customer is hereby informed that certain Updates, due to their content (functional or ergonomic changes) or their technical complexity (including, but not limited to, changes in configuration), may require Implementation Services (including installation, configuration and/or training).

Visiativ undertakes to inform the Customer prior to making the said Updates available.

The Customer is hereby informed that the provision of Updates does not include the performance of Implementation Services.

The Customer is also informed that with each new Update, specific states and/or specific developments and/or third-party products may no longer be compatible or operational.

If a New Version of the Visiativ Software Product is available, it will be made available to the Customer. In the case of a New Version, the Customer undertakes to validate the New Version within 30 calendar days of receiving it, in accordance with the conditions of the QAP.

## Organization and deployment of updates

Visiativ has sole discretion to issue Updates, and remains free to integrate or not the corrections and evolutions proposed in any Update.

Depending on the Visiativ Software Product concerned, the SaaS may be a SaaS Service benefiting from automatic or controlled updates in accordance with the table in Appendix 1. All updates will be deployed within a timeframe compatible with Visiativ's Publisher Versioning Policy. The Customer may not object to the deployment of Updates.

Unless otherwise specified in the table **in Appendix 1, Updates are** deployed automatically by default.

- In the case of **Automatic Update**, the Customer will benefit from said Updates which will be implemented directly in the Software Products according to the schedule established by Visiativ, without any intervention by the Customer.
- Within the framework of **the Piloted Update, the implementation of updates, at least of the Major Version type**, must be carried out in accordance with the conditions specified in the Special Conditions and the Service Agreement, and require action by the Customer and/or specific services depending on the Customer's Environment, in particular in accordance with the timetable to be defined between the Parties. In such a case, Visiativ cannot be held responsible for the non-implementation of said Updates. All services required for the installation and deployment of Updates may be invoiced separately.

Additional services and specific developments are excluded from Updates and are invoiced separately.

Visiativ reserves the right to impose any Update on the Customer, in particular for security reasons or for minor versions that do not require any action on the part of the Customer and/or Additional Services.

Unless otherwise stipulated in Appendices 1 and 2, only the last Major Version (n), and the Major Version (n-1) within a limit of 12 (twelve) months after the release of the Major Version (n) are supported and maintained.

## 9 - Contact

The Customer contact for the support service is the one designated in the Contract. The Customer will designate a minimum of 1 (one) contact.

The Customer shall ensure that all designated contacts are and remain available. The Customer shall provide all contact details and shall ensure that the information provided is up to date and accurate.

All changes concerning the customer's main contact must be made in writing and signed by an officer of the customer's company.

In the context of support for Visiativ Software Products, Visiativ will only respond to requests and calls from these contacts in the event of an incident. The means used to reach the Customer's designated contacts will depend on the applicable severity level.

## 10 - Governance and crisis management

Visiativ has implemented an Information Security Management System to guarantee effective incident and crisis management, which is documented and audited annually in accordance with ISO 27001.

The objectives of Visiativ's crisis management policy are as follows:

- Monitor safety incidents and identify areas for improvement
- Minimizing the potential impact on our customers
- Ensure rapid and efficient business recovery
- Maintaining data confidentiality in all circumstances
- Establish clear and transparent communication with relevant stakeholders

Visiativ undertakes to take the following steps in the event of a security incident:

- Detection and assessment: Visiativ has implemented real-time monitoring tools to detect security incidents and rapidly assess their criticality and impact.
- Crisis management: Creation of crisis units (Strategic and Operational) capable of managing critical incidents.
- Protective measures: Visiativ undertakes to take any protective measures deemed necessary by the crisis unit to isolate the incident and minimize its potential impact on customers.
- Investigation: Visiativ undertakes to carry out a systematic investigation to determine the causes of the incident and identify the measures to be taken to prevent a recurrence.
- Business resumption: Visiativ is committed to prioritizing data and service restoration operations in order to minimize the impact on customers.
- Communication: Visiativ undertakes to communicate regularly with the stakeholders concerned to keep them informed of the situation, the measures taken and any implications.

All incident notifications will be made to the customer via the Visiativ TRAVAUX site or any other Visiativ portal that will be communicated to the customer. Conversely, the customer must alert Visiativ of any security incident via the e-mail address [security@visiativ.com](mailto:security@visiativ.com) or any other address communicated by Visiativ.

Customer Data will be backed up in accordance with the Business Continuity Plan described in the "Backups" section of this Service Agreement.



## Appendix 1 - Products covered by the Pilot Update

All Visiativ software products benefit from automatic updates.

The Visiativ Software Products listed below have controlled updates, as defined in the Service Agreement.

**Table listing Visiativ software products with controlled updates.**

<b>Product Software</b>	<b>Controlled update</b>
<b>EMPLOYEE COMMITMENT</b>	<b>YES</b>
Visiativ Drive	YES
Visiativ Employee Portal	YES
<b>REAL ESTATE ASSET MANAGEMENT</b>	<b>YES</b>
Visiativ Real Estate Suite (ex iWMS)	YES
<b>PRODUCT LIFECYCLE MANAGEMENT</b>	<b>YES</b>
Visiativ TechCenter	YES
<b>REGULATIONS, RISKS AND COMPLIANCE</b>	<b>YES</b>
Visiativ Process	YES
Visiativ Quality Management	YES
Visiativ Quality Process	YES
<b>CUSTOMER SERVICE</b>	<b>YES</b>
Visiativ Customer Relationship Chatbot	YES
Visiativ HR Chatbot	YES
Visiativ Customer Service Portal	YES
Visiativ Field Service Management	YES
Visiativ Spare Part Catalog	YES
<b>SALES AND MARKETING</b>	<b>YES</b>
Visiativ B2B e-Commerce	YES
Visiativ Mobile Sales	YES for dedicated customers
Visiativ Sales Force Automation	YES for dedicated customers

## Appendix 2 - Services Agreement: Product Specifications software / Visiativ application solutions

All the general provisions described in the Services Agreement apply by default to all Visiativ Software Products.

However, given the specific nature of certain Visiativ Software Products, special provisions apply to certain Visiativ Software Products. They are described in the table below in a single document for ease of reading. These special conditions prevail and apply in place of the provisions of the Service Agreement described above.

Product Software	Special conditions
<b>EMPLOYEE COMMITMENT</b>	
Visiativ Document Viewer	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)
Visiativ Employee Documents	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)
<b>REGULATIONS, RISKS AND COMPLIANCE</b>	
Visiativ Document Viewer	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)
Visiativ Quality Documents	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)
Visiativ Cyber WAF	Referral Cyber WAF offer
<b>CUSTOMER SERVICE</b>	
Visiativ Spare Part Catalog	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)
Visiativ Accountant Documents	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)
Visiativ Customer Documents	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)
Visiativ Document Viewer	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)
Visiativ Enterprise Documents	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)
Visiativ Insurance and Accountant Documents	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)
<b>SALES AND MARKETING</b>	
Visiativ B2B e-Commerce	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)
Visiativ Mobile Sales	Interruption of less than an hour every Sunday between 0:00 and 6:00 (Central European Time CET / Central European Summer Time CEST)

### APPENDIX 3 - Third-party software

Third-party software is specified below by Solution

<b>Product Software</b>	<b>Third-party software</b>
<b>TRANSFORMATION MANAGEMENT</b>	<b>YES</b>
Visiativ Transformation Diagnostic	AirSaaS
<b>REAL ESTATE ASSET MANAGEMENT</b>	<b>YES</b>
Visiativ Real Estate Suite (ex iWMS)	K2 GEOSPATIAL
<b>RISK AND COMPLIANCE REGULATIONS</b>	<b>YES</b>
Visiativ Risk & Insurance Management	K2 GEOSPATIAL