

Lifecycle Management Policy

1. Subject

This document describes the service components *Application Management Services* and *Upgrade Services* (components of the Cloud Services) as well as the optional components *Customer Success Management* and *Regular Support* of the Cloud Services Agreement.

2. Application Management Services (AMS)

As part of the "Application Management" service, Forterro takes over the operation of the Software Products, including customisations and configurations, and enable their availability and accessibility.

The following services are included:

- Regularly check the availability of the ERP server and the Software Product.
- Regular performance of system status checks during operation of the Cloud Services in the Cloud environment including, where applicable for the Software Products, the operating system ("monitoring"). Any necessary corrections resulting from this are carried out and logged.
- Installation of up to 6 Software Patch releases per year, provided the Customer is on the so-called patch line and these do not contain any functional enhancements or changes; the installation of Software Patches¹ is only carried out after scheduling with the Customer.
- Set up automatic back-ups and regularly check that they are carried out correctly using logs.
- Carrying out a back-up/restore test run for a client once per coverage period together with the Customer.

The "Application Management" service component is regularly provided by Forterro from the start of the Cloud Services term without a separate call-off by the Customer; the service is jointly evaluated in quarterly review meetings.

3. Upgrade Services

The "Upgrade Services" service includes the implementation of function reliable Upgrades for a productive Customer's Cloud Environment, including the subsequent establishment of the operability of the previously existing adaptations and configurations, provided that these have not been replaced entirely or partially by functional enhancements in the new Release of the Software Product. This service enables the Customer to ensure that their Cloud Services are always on a current Supported Release of the Software Product. Included services:

- Planning, control and coordination of the Upgrade
- Technical implementation of the pre-Upgrade of the Software Product
- Reworking and ensuring the operability of the Software Product, including customisations and configurations
- Technical implementation of the live Upgrade of the Software Products, including customisations and configurations (subject to approval of the pre-Upgrade by the Customer) and server change if required
- Go-Live support

¹ "Software Patch" is a correction for the Software Product as soon as it is on the patch line (n=20). It serves the purpose of correcting errors in the Software Product, closing security gaps that have become known or eliminating data inconsistencies that have arisen during operation of the system.

This means that no functional innovations or conceptual changes are made in the form of the implementation of new functionalities contained in the new Version or the new Service Pack of the Software Product, if these have not already been implemented in whole or in part in the form of one or more adaptations prior to the Upgrade. If partial functionalities in an adaptation that have been replaced in whole or in part or removed entirely by functional enhancements in the new Release of the Software Product are to be implemented in the form of a new adaptation in consultation with the Customer, this shall be done as part of a separate order after the Upgrade has been completed.

After the pre-Upgrade in a Customer's non-production Cloud Environment, Forterro provides the Customer with the new Version of the Software Product, including the revised customisations and configurations, so that he can check whether the delivered solution supports his business processes in the required form. Only after this test and written approval does Forterro carry out the live Upgrade. Testing and approval of the pre-Upgrade including the adjustments and configurations by the Customer must take place within three weeks of the delivery of the pre-Upgrade of the Software Product by Forterro. A different period can be agreed between Forterro and the Customer as part of the project.

Optional components that can be added to the "Upgrade Services" component for a fee are

- Upgrade of shadow clients
- Upgrade of the DMS, APS, project management and service planner add-ons
- Upgrade of warehouse, shop floor and QM
- Upgrade SQL-Connector

The following activities are excluded from the scope of this service component:

- Upgrade of Customers with a non-productive Cloud Environment
- Upgrade from Connect
- Upgrade from BI
- Upgrade webshop and product configurator
- Upgrade mobile framework such as CRM or Field Service
- Creation of functional extensions to the Software Product
- Design and implementation of new customisations and configurations
- Reorganisation projects and transformational Upgrades
- Set-up evaluation and control configuration
- Process guard rails
- Innovation training
- EDI and multisite scenarios

The realisation of these activities requires a separate assignment, e.g. via regular supervision.

4. Regular care

As part of the "regular support" service, Forterro regularly carries out the following work on the Software Product, as well as the customisations and configurations or in connection with these:

- Monthly (or if necessary, additionally as required) implementation of new and further developments of adjustments and configurations due to new business requirements
- Monthly (or if necessary, additionally if required) instruction of Key Users and Users of the Customer in the correct use of the system
- Regular (or if necessary, additionally on demand) clarification of ad-hoc questions and topics to map the Customer's requirements for the Software Product
- Regular (or, if necessary, additional if required) implementation of basic and advanced training on the use of the Software Product

- Regular installation of Patches and implementation of other recommendations, such as those resulting from the "System Health Check" or general manufacturer recommendations

In the first month of each Annual Subscription Term, the parties shall agree a rough schedule for the delivery of the "regular support" service component with the aim of ensuring that it is provided as evenly distributed as possible over the Annual Subscription Term. The call-off of individual service components of this service component as well as the detailed scheduling for the provision of this service component shall take place at least two weeks in advance during an Annual Subscription Term. The parties undertake to organise and coordinate their respective resource planning in such a way that the services planned for each coverage period can be provided in full under reasonable conditions. During the Initial Term or each Renewal Period, 30% of the services not utilised by the end of an Annual Subscription Term may be carried over to the following Annual Subscription Term and must be utilised in this subsequent Annual Subscription Term; otherwise they shall expire without entitlement to reimbursement at the end of the Annual Subscription Term following the one in which they were first utilised.

Within the scope of this service component, Forterro does not provide any "Upgrade Services". The maximum scope of the "Regular Support" services provided per Annual Subscription Term corresponds to the contingent specified in the Order Form. The scope of the order must correspond to a minimum capacity of 12 person days per Annual Subscription Term.

5. Customer Success Management - in conjunction with the "Regular Support" component

As part of the "Customer Success Management" service, the Customer and Forterro jointly ensure that the cooperation between the parties supports the Customer's long-term business objectives across all agreements between the parties and that the individual measures and Service Packages resulting from these agreements are harmonised.

Together with the Customer, Forterro carries out regular planning, coordination and Coordination services and orchestrates all services provided by Forterro and the Forterro resources and Forterro's subcontractors involved in them in the sense of a clear point of contact ("single point of contact Forterro"). If relevant and requested by the Customer, this also includes the coordination of global activities and resources on the part of Forterro and its involved third parties. The prerequisite for this is that the Customer also establishes a central and global governance function ("single point of contact customer"), which is the point of contact for Forterro in such matters.

As part of its Support Services, Forterro will regularly carry out the following activities together with this "single point of contact customer":

- Discussion of changes in the Customers' business objectives and priorities, insofar as they have an impact on the cooperation between the parties or lead to new priorities or work content
- Definition of the resulting content and priorities of the joint initiatives, projects and activities and their recording in a Customer Success Plan; where possible, the quantitative and qualitative benefits of each measure are also evaluated in this plan
- Monitoring the progress of the project and initiative portfolio and its compliance with the defined objectives and intervening where necessary
- Considering and analysing the innovations in the available product and service portfolio, in particular in the Software Products, assessing how these fit in with the Customer's objectives and business processes and whether they should be introduced at the Customer's premises, including preparing a cost/benefit calculation and scheduling them in the project and initiative portfolio
- Follow-up and review of the benefits achieved for each measure ("post-calculation")

In the first month of each Annual Subscription Term, the parties shall agree a rough schedule for the delivery of the "Customer Success Management" service component with the aim of ensuring that it is

provided as evenly distributed as possible over the Annual Subscription Term. The call-off of individual service components of this service component as well as the detailed scheduling for the provision of this service component shall take place at least two weeks in advance during an Annual Subscription Term. The parties undertake to organise and coordinate their respective resource planning in such a way that the services planned for each Annual Subscription Term can be provided in full under reasonable conditions. During the Initial Term or each Renewal Period, 20% of the services not utilised by the end of an Annual Subscription Term may be carried over to the following Annual Subscription Term and must be utilised in this subsequent Annual Subscription Term; otherwise they shall expire without entitlement to reimbursement at the end of the Annual Subscription Term following the one in which they were first utilised.

The "Customer Success Management" service component can only be ordered in conjunction with the "Regular Support" component.

The maximum scope of the "Customer Success Management" services provided per Annual Subscription Term corresponds to the contingent specified in the Order Form. The scope of the order must correspond to a minimum capacity of 18 person days per Annual Subscription Term.