

Service description amber
Managed SaaS



amber – Managed SaaS
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Powered by amber Tech GmbH

Please note: This is only the translation. In case of conflict, the German version is valid.

1. SERVICE DESCRIPTION

The Contractor shall provide the Client with a managed "Software as a Service" (SaaS) for the duration of the contract. All necessary infrastructure components and software licences shall be provided by the contractor.

Managed SaaS includes virtual infrastructure with which the search of texts and media in the network and infrastructure of the client is enabled. A separate virtual infrastructure ("hardware") is provided for each client.

The transfer point for all services is the transfer point of the Managed SaaS into the Internet or into the network of the client (e.g. VPN, MPLS).

1.1 Infrastructure Services

Each software is run in a dedicated virtual environment of the Contractor.

The infrastructure services include:

- Operation in a data centre of the Tier 3+ category or equivalent
- Persistent storage for the indexed data as well as volatile storage („Ephemeral“) for the container runtime environment
- Connection of the software to the transfer point
- Network virtualisation
- Virtual network and security services (load balancer, firewalls, routing, etc.)

1.2 Domain and certificates

The default domain for new software is "... amber.de" and a default route looks like this: [https://\[customername\].amber.de/](https://[customername].amber.de/). For custom domains (e.g., <https://ai.customerdomain.com/>), the client must own and manage the domain.

2. SOFTWARE SERVICES

The product comprises the managed services in accordance with the booked licence for the core system with the following services ('amber services'):

Packages	Starter	Business	Enterprise
Package overview			
Target group	Teams that want to start right away	amber as a platform	Individual requirements
Minimum number of users	1	50	200
Purchase channel	Self-Service	amber or partner	amber or partner
Integrations – connectors			
Included in all packages:	Connectors: SQL connector for structured data, all common file formats (such as websites, e-mails, images, newsfeeds [e.g. intranets], chats [e.g. Teams], tickets [various ticketing systems]) Plug-ins: Web app, Teams app, desktop app, Chrome plug-in, mobile application, Outlook plug-in, Word plug-in, PowerPoint plug-in, Excel plug-in, JSON chat widget, iframe integration APIs & actions: amber as MCP client, unlimited MCP connections, search API, agent API		
Data layer * (company brain, indexed data)	Optional	✓	✓
Connectable systems	Up to 10 *	Up to 15	More than 15
Unlimited index volume	Optional *	✓	✓
Standard connectors (see connectors)	Optional *	✓	✓
Indexing API via REST for custom connectors	Optional *	✓	✓
Platform features			
Included in all packages:	No training on customer data, GDPR compliance, EU AI Act compliance, ISO 27001 certification, developed to SOC 2 standard, state-of-the-art encryption, audit logging, data processing agreement, own corporate identity, adoption of existing access rights		
Server location	DE/EU	DE/EU	DE/EU
Dashboard with insights & analytics	Basic	Advanced	Advanced
SSO	–	✓	✓
Own domain	–	Subdomain only	✓
Compliance with section 203 of the German Criminal Code (StGB) for professionals bound by secrecy	–	✓	✓
Beta features	–	✓	✓
Own hosting in a private cloud	–	–	✓

Staging environment	—	—	✓
Usage & quotas			
Included in all packages:	Personal daily credit in accordance with the Fair Use Policy, automatic daily reset, always-on models usable without limit afterwards, premium models via credits with spending limits, no additional costs without approval.		
OCR for indexed documents	—	up to 500,000 documents	Individual volume
Bring your own API key **	—	—	✓
AI features			
Included in all packages:	Company GPT, automatic LLM selection, personalised AI memory, text answers, code answers, upload of images and files, document chat, file creation & editing, dashboard creation, feedback function, audio input & output, AI agents, automated workflows, agent library, action library, web access		
Internal AI search functions			
Included in all packages:	Preview function, referencing in generated answers, filter function, intelligent operators		
Multilingual AI search	Optional *	✓	✓
Keyword search	Optional *	✓	✓
Result highlighting at page level	Optional *	✓	✓
Semantic search	Optional *	✓	✓
Consideration of versioning	Optional *	✓	✓
Image search (content-based)	Optional *	✓	✓
AI agent features			
Included in all packages:	Own agents, sharing of agents, access to the amber agent library, actions & triggers, autonomous agents		
Support			
Included in all packages:	Online help centre, e-mail & chat support		
Service Level Agreement	Standard	Premium	Premium
Product training / onboarding	Available as add-on	Available as add-on	Available as add-on
AI training in accordance with the EU AI Act incl. certificate	Available as add-on	Available as add-on	Available as add-on
Customer Success Manager	—	✓	✓
Regular CSM meetings	—	1 per month	Individual
AI implementation manager	Available as add-on	Available as add-on	✓
Technical setup (sessions of 30 min.)***	Self-Service	1 to 4 sessions	Individual

Starter plus: If the Data Layer is booked as an add-on to the Starter package, the package is called “Starter plus”.

*** Data layer:** Connecting existing systems via MCP is included in all packages at no additional charge. The data layer (your own indexed company index) is a prerequisite for AI search and the indexed standard connectors. In the Starter package it can be

booked as an add-on; from Business upwards it is included in the package price. Functions marked "Optional" require the booked data layer in the Starter package.

**** Bring your own API key:** In the Enterprise package, the Client may provide its own API keys. In this case, the limitations on image generation and Deep Research no longer apply – provided that AI models with the required capabilities are made available (consultation with the Contractor is required). Bring your own API key is not available in the Starter and Business packages; the limitations stated there continue to apply unchanged.

***** Technical setup:** The number of setup sessions included depends on the agreed scope of services and may be based on the regular order volume. The specific scope of the services and sessions included is set out in the respective offer or individual agreement. Additional services can be commissioned by agreement. The monthly recurring order volume serves as a guideline: up to EUR 2k one session, up to EUR 5k two sessions, up to EUR 10k three sessions, above EUR 10k four sessions. Additional sessions can be booked at any time.

Customer Success Management (CSM) is the steering role for the introduction and operation of amber at the Client. CSM is responsible for compliance with the services described in this Service Description as well as for the ongoing support of the contractual relationship. CSM advises, evaluates and prioritises; it does not itself provide any setup, configuration or training services. There is a dedicated Customer Success Manager for all packages from Business upwards. All regular meetings are held as telephone conferences.

AI implementation management is the executing role for the introduction and operation of amber at the Client. Unless expressly agreed otherwise, AI implementation is not part of the package price and is commissioned on the basis of a separate item. The service is provided by the Contractor or by a partner. AI implementations can also be offered directly by certified partners.

The following restriction applies:

Depending on hardware availability, individual services may be disabled for performance reasons.

On-premise systems of the Client can be indexed via the Contractor's standard connectors. For contract terms of up to 6 months, the number of entities to be indexed per connected on-premise system is limited to 3 million entities.

The Contractor reserves the right to change, reassign or remove functions, content and services within the packages offered, provided that this does not significantly impair the general utility of the booked package.

User identity is aligned with the identity and access management system, such as EntraID.

2.1 Service Level Agreement

The availabilities are divided into the following editions:

- "Standard":
Availability of 99% per year guaranteed by Service Level Agreement (SLA).
- "Premium":
Availability of 99.5% per year guaranteed by SLA

The average availability per calendar year is calculated from the actual availability in relation to the monitored operating time (AOT).

The actual availability of hardware is regularly verified by checking the accessibility of the web endpoint.

Restrictions on availability due to maintenance work agreed with the client are not considered downtime.

The service level agreements only apply to products in the managed service area. Products hosted on the client's infrastructure are excluded from the SLAs.

3. Further Services

3.1 Managed SaaS Edition

The Managed SaaS Edition is made available via the Internet and operated in a virtual environment of the Contractor for the Client.

3.2 Automatic scaling

Managed SaaS is initially set up per user.

If, in the course of time, resources are required beyond the initial performance limit of the hardware, the hardware automatically scales up to a maximum size specified by the client.

If a significant part of the performance offered by the hardware is not used over a longer period of time, the maximum hardware performance is automatically reduced without notice. Any restrictions on the availability of the applications operated by the Client caused by this shall not be at the expense of the guaranteed hardware availability.

3.3 Data centre

Managed SaaS is operated in high-availability data centres of the Tier 3+ category or its equivalent.

3.4 K-Case Security / High Availability

Managed SaaS is not deployed across three availability zones by default.

3.5 Disaster Recovery, Backup and Restore

A complete backup of the Managed SaaS for disaster recovery is created as standard. This concerns in particular the configuration and the state of the software, the Docker images used and the user data on the virtual hard disks (persistent volumes) set up by the client.

3.6 Change Requests

In order to make changes to the data sources in accordance with the standard connectors, change requests can be submitted in writing. For the implementation of the change request, the contractor shall prepare an offer.

3.7 Operating hours

Attended Operation Time (AOT) is the period of time during which technical support is available to resolve a system availability issue.

AOT OFFICE TIME (CET)

The OFFICE TIME comprises the time from 8:00 a.m. to 6:00 p.m. (CET) except for weekends and national holidays.

3.8 Service Desk

The service desk can be reached by e-mail (support@amber.de) and accepts incident tickets from the client. The client receives prepared text templates for this purpose.

The service desk services are provided in German as standard. All times refer to Central European Time (CET). Direct feedback from the contractor's operating team may be in German or English.

The Contractor is entitled to provide users with information about the product.

3.9 Incident handling

The client will be informed about the current status of the processing depending on the criticality of the ticket.

The analysis within the scope of the incident processing may show that the detected malfunction (reporting of an incident or monitoring) was caused by the client's employees or applications or that it is an error in the programming of the client's application. The incident ticket is transferred to a problem ticket. Further support for the client in remedying the fault is then carried out in consultation and, if necessary, at a charge.

3.10 Maintenance work

Maintenance work can potentially lead to an impairment of availability and is therefore always announced by the Contractor at least three working days before the start of the maintenance work.

Conversely, the announcement of a maintenance window does not automatically mean an impairment of the availability of the Managed SaaS.

Standard maintenance windows are not included in the calculation of availability as unplanned downtimes. Standard maintenance windows take place Monday to Thursday from 18:00 -20:00, excluding public holidays (times in CET). Maintenance outside the standard maintenance window can be ordered separately at a charge.

3.11 Security relevant patches

The contractor installs available security-relevant patches and hotfixes in a timely manner. Patches and hotfixes are prioritised according to CVSS score logic and applied according to the following methodology:

Priority / criticality	Update cycle
Low	Update together with Release Rollout (OCP)
Important	Quarterly update
Critical	Update within one week

3.12 Software Updates and Upgrades

The contractor shall install new versions of the software used by the Contractor at its own discretion and after thorough testing.

3.13 Number of users, additional licensing and adjustment (true-up)

The Client acquires licences for a number of users specified in the offer; the minimum number of users of the booked package pursuant to section 2 may not be undercut. The number of accounts authorised to access the service is determined monthly and can be viewed in the dashboard; accounts that have not been deactivated are deemed authorised to access. If it exceeds the agreed licence volume by more than 5 % in two consecutive months, the licence volume automatically increases to the actual number of users as of the following month, without retroactive charging and without a change of the booked package. Billing is carried out pro rata until the end of the contract at the agreed price per user, including any discounts granted. A reduction of the licence volume is excluded during the current contract period and is possible at the end of the term subject to three months' notice in text form.

3.14 Fair Use Policy

As part of its commitment to providing a high quality, fast and reliable service, the Contractor has implemented a Fair Use Policy (also referred to as FUP) for its Software as a Service (SaaS) products. This includes in particular:

3.14.1 Volume monitoring – indexing of data & volume of search queries

The FUP applies to customers' use of the amber SaaS product to ensure that each customer has a consistently high quality experience. The Contractor takes steps to ensure that usage is within reasonable parameters and in accordance with the licence.

Fair use of the product is defined in terms of the number of units purchased based on the pricing tier as well as the proportionate entities to be searched. The Contractor is aware that customers occasionally have very high traffic volumes and takes this into account in the usage limits of the Fair Use Policy.

3.14.2 Provision of LLMs

Each user is provided with a personal daily credit for the use of the AI features, which is reset automatically at regular intervals. Every request is charged against this credit, irrespective of the AI model selected. Users can view their current usage in the application at any time.

Max licences entitle the respective user to an increased daily credit. The daily credit is not transferable to other users or to subsequent periods.

The Contractor assigns the AI models provided to different categories, in particular permanently available models ("always-on models") and premium models. Always-on models remain available without limit even after the daily credit has been used up. Premium models are initially charged against the daily credit; once it has been used up, further use is charged against the Client's credit balance. The current assignment of models can be viewed in the application and may change with model updates.

Credits are an organisation-wide balance of the Client for chargeable AI usage, in particular for premium models after the daily credit has been used up and for use of the API. The Client may set personal and organisation-wide spending limits. If the credit balance is used up or a limit is reached, the use of premium models or the API is suspended until new credits are provided, the limits are adjusted or the daily credit is reset; always-on models remain usable in any case. Details, in particular regarding the amount of the daily credit, are set out by the Contractor in the applicable usage notes.

4. Scope of Services (RACI Matrix)

Activity	Contractor	Client
Provision of the Managed Hardware Portal	A/R	–
Provision of SSL certificates / wildcard certificates.	A/R	I
Deployment of middleware and databases	A/R	I
Provision of computing power for the deployment of middleware and database products	A/R	–
Provision of database and middleware licences. The licence model must be suitable for use in the cloud.	A/R	–
Hardware Maintenance		
Provision of hardware-specific maintenance, including the installation of relevant and agreed service packs, patches and software maintenance versions.	A/R	C
Carrying out maintenance work to update the hardware	A/R	C
Testing of hardware-related software updates, service packs and patches	A/R	–
Planning hardware-related maintenance	A/R	I
User Management		
Application user management	C/I	A/R

Administration and management of the software's user roles and profiles	A/R	C
Set Up		
Ordering hardware resources to deliver workloads	A/R	–
Provision of a Domain	A/R	I
Administrative work		
Recording and management of error lists, analysis of error lists	A/R	–
Implementation of the agreed safety guidelines	A/R	–
Incident Management		
Provision of error lists for analysis on request (in case of a software-related error)	A/R	I
Management of software incidents including documentation in the contractor's ticketing system	On Request	On Request
Problem Management		
Tracking of processed problem reports in the contractor's standard ticketing system incl. root cause analysis	A/R	I
Patch Management		
Installation of security-relevant patches and hotfixes at hardware level	A/R	I
Inform in case of changed software versions of the software provider	A/R	I
Monitoring		
Definition and configuration of the system monitoring of the hardware components	A/R	–
Set up monitoring requirements	A/R	–
Monitoring of the software (tool-controlled)	A/R	–
Enable monitoring and analysis of the software	A/R	I
Basic monitoring of the state of the hardware at operating system level (CPU load, free RAM, network reachability, file system reachability and usage rate, e.g. pods per node).	A/R	–
Application monitoring	A/R	–
Logging		
Save system logs (hardware and container logs)	A/R	–
Provision of log files in the event of an error (on request)	A/R	I
Application logging	A/R	–
Provision of hardware use at project level for further processing	A/R	I
Backup hardware configuration		

Backup of the complete hardware configuration incl. the Docker images for quick recovery of the hardware after a total failure. Application data must be backed up separately by the client.	A/R	–
Backup Application data		
Create restorable snapshots or dumps of running applications and perform file-based backups of the user data.	A/R	I
Define backup schedule	A/R	–
Definition of retention periods	A/R	I
Perform middleware and database backups incl.:	A/R	–
- Log files	A/R	–
- Monitoring of the functionality incl. restore	A/R	I
Backup and restore of PaaS containers	A/R	–
Carrying out restores at the customer's request	R/I	A/C
Reporting		
Standard reporting in the event of an error consisting of: - Incident overview - Problem overview - changes - SLA reporting	A/R	I
Project-related utilisation statistics based on the PCU hours consumed and usage-dependent consumption (e.g. storage)	A/R	I

R: Responsible – responsible for the actual implementation

A: Accountable – accountable for the result

C: Consulted – consulted

I: Informed – to be informed

5. Service Levels

5.1 Error classes

	Definition	Example
Priority 1 (critical)	Business interruption with major, in particular commercial, impact: The service is completely interrupted.	A malfunction causes a total failure of the software. The software is no longer accessible.
Priority 2 (heavy)	Failures or partial failures with an impact on the client's business or with process impediments. An essential functional feature has failed or is significantly restricted and	A malfunction causes the inaccessibility of individual microservices or new applications cannot be rolled out.

	neutralisation is required as quickly as possible.	There is a serious operating restriction, e.g. entire operating teams can no longer log on.
Priority 3 (light)	Moderate or minor impact or impairment in use: IT problem, other service or other functional feature is impaired. Essential features are still available. Malfunction without availability restriction.	A malfunction causes a minor operational restriction. "Cosmetic error" without influence on functionality. Layout and/or design error.

5.2 Response and recovery times

Time period from the reporting of the error to the first reaction and until recovery.

	Critical	Heavy	Light
First reaction*	≤ 15 minutes (registration by telephone) ≤ 1 hour (registration by e-mail)	≤ 4 hours	≤ next working day
Recovery*	≤ 4 hours (Prod System)	≤ next working day	≤ 3 working days

* within the selected AOT

6. Definitions

6.1 General terms

User:

A user corresponds to a created account in the client's Entra ID (or comparable).

Entity:

An entity represents an indexed file/e-mail, ...

Automations:

Automations include all activities that are not triggered manually by the user. These include, for example, scheduled activities, workflows, use of amber as an MCP client, or amber being addressed via the API.

6.2 Standard connectors

Connectors listed here are “deep” integrations, i.e. information from this data is indexed and feeds into the data layer. Connections to the following applications are offered as standard:

M365

- SharePoint Online
- Teams
- Outlook Online
- OneDrive
- OneNote
- Microsoft Lists
- Outlook Calendar
- Microsoft To Do
- Microsoft Planner
- Website based Intranets
- Hailo
- Staffbase
- BlueSpice MediaWiki

Issue tracker

- Jira
- Gitlab
- Matrix42
- GitHub
- Salesforce Service Cloud

DMS:

- Network drives
- d.velop (D3)
- Docuware
- Starke DMS
- ELO
- Doxis
- Box
- Datev DMS
- Enaio
- Pro.File
- ConSense

CRM:

- Salesforce CRM
- Hubspot

Intranet systems

- Confluence

Other

- Nextcloud
- Awaro
- Canto
- Outlook Exchange
- Azure Files
- NetApp
- XWiki
- TopDesk
- SQL connector
- Dynamics M365
- IMAP-based E-Mailsystems (like Mailstore)
- WordPress (consultation required)
- Typo 3 (consultation required)
- Webdav (consultation required)
- Rest API (consultation required)

amber also has an open interface.

Proper performance can only be guaranteed if the systems mentioned are operated in accordance with the specifications provided by the manufacturer.