



Service Level Agreement

(Service Description)

Digital Experience Monitoring

Code: FS-DEM

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Service of the contractor

This document describes the services of the service module, which are provided as part of the contract concluded between the client (CL) and the contractor (CO). The responsibilities of the services described are based on a RACI model. Explanations of terms and contact information for the Customer Service Center can be found under the following [link](#).

Unless otherwise agreed, the following service goals apply as standard: Service time "SNAZ" (NWH) with a response time of 4 hours.

Service Name

Digital Experience Monitoring (DEM) is a comprehensive solution for monitoring and analyzing network connections, network services and web applications. By using synthetic monitoring methods, DEM enables continuous monitoring of the user experience and offers ICT managers in-depth insights into network and application performance.

Initial Services	CO	CL
Onboarding the client into the DEM portal	R/A	C/I
Onboarding up to five admin accounts for the client	R/A	C/I
Brief introduction to the DEM portal by the contractor	R/A	C/I

Recurring Services	CO	CL
Provision of the Shared DEM Portal Infrastructure including access to the portal		
Part of the service is the provision of a central DEM portal that is operated as a shared infrastructure. This portal enables the client to log in and configure and monitor various aspects of the monitoring environment. Measurements can be set up and adjusted, alarms configured and detailed statistics viewed via the portal. It serves as a central management and reporting tool that enables the client to efficiently control and monitor the entire monitoring environment.	R/A	C/I
Regular monitoring of systems, system components and services		
Using the configured cloud and enterprise agents, DEM monitors the system components and services specified by the client at regular intervals. Automatic monitoring is carried out by periodically querying the measurement points, with the collected data being transmitted to the DEM portal. This monitoring enables continuous control of network and application performance, which leads to improved availability and quality of services.	R/A	C/I
Regular recording of measurement data and events		
The monitoring system continuously records data on the individual status of the monitored components and services. This data is stored for around 12 months, enabling detailed long-term monitoring and analysis. By continuously recording measurement data and events, trends can be	R/A	C/I

identified, bottlenecks detected at an early stage and the general performance of the IT infrastructure optimized.		
Deployment Cloud and Enterprise Agents		
The contractor provides access to cloud agents that can be configured directly via the DEM portal. These agents are operated in the contractor's global environment and enable broad monitoring of external services and applications. In addition, enterprise agents are made available for download in the DEM portal. These agents are compatible with all common operating systems, including Windows, Linux, macOS, and container platforms (x86/ARM64). After installation on the client's systems, the enterprise agents automatically connect to the DEM portal, from where they can be configured and used for monitoring.	R/A	C/I
Troubleshoot and implement of patches, hotfixes, and security updates as part of the DEM portal and cloud and enterprise agents.		
The contractor assumes responsibility for resolving malfunctions in the DEM portal as well as the cloud and enterprise agents. As soon as malfunctions or defects in the monitoring system are reported by the client, the contractor analyzes them immediately and initiates the necessary troubleshooting measures to ensure smooth operation of the system. In addition, the contractor carries out comprehensive patch management. This includes the provision and installation of patches, hotfixes and security updates for both the DEM portal operating system and the agent applications. These regular updates ensure that the system is always up to date and protected against security risks. These preventive measures keep the monitoring environment stable, secure and reliable. Regular necessary maintenance work on the DEM system infrastructure can lead to temporary restrictions on service availability. The client is proactively informed of planned maintenance windows during which the service may not be available or may only be available to a limited extent. For malfunctions caused by the client, the contractor reserves the right to invoice the costs of troubleshooting separately based on the actual effort involved.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Provision of required hardware or software		
Virtual server for enterprise agents: The client provides virtual servers or containers on which the enterprise agents are installed. The agent adapts flexibly to the conditions of the machine provided. When installed on a more powerful environment, more measurements can be carried out at shorter intervals.	C/I	R/A
Providing the required permissions		
Network access: The required protocols and ports for communication between the agents and the DEM portal (e.g. HTTPS) as well as access to the components and systems to be monitored must be activated by the client. Provision of network access: The client provides the necessary technical requirements for the transmission of the measurement data to the central DEM portal. This includes setting up network access, configuring firewalls and releasing the required ports.	C/I	R/A

Configuration and management of monitoring checks		
The client is responsible for independently configuring and managing the monitoring checks via the DEM portal. This includes setting up measuring points, alarms and notifications. Infrastructure compatibility: The client ensures that their own IT infrastructure is compatible with the requirements of the DEM system. This includes providing the necessary hardware resources and ensuring stable network access. Up-to-dateness and operational reliability: The client undertakes to ensure that the systems on which the Enterprise Agents are installed are up-to-date and operationally reliable. This also includes regularly carrying out system and security updates on the virtual servers or containers provided.	C/I	R/A

Framework conditions for service
Network integration: The Enterprise Agents are specially developed software probes that are deployed at strategic points within the client's network, such as in data centers, branch offices and virtual environments (e.g. VPCs, VNets). They use a combination of active and passive monitoring to evaluate the performance of the applications. • Active monitoring: Sends test transactions through the network to measure performance • Passive monitoring: Observes the real data flow without influencing it

Services not included
Configuration work on the client firewall or other security devices for connecting the agents
Setting up new functionalities or extensions in the DEM system that go beyond the agreed scope of services
Physical or mechanical work on the client system to install or configure the agents
Creation of specific reports or analyses of the recorded measurement data
Adaptations or individual developments of software packages for special monitoring requirements
Configuration or adjustment of measuring points and alarm settings in the DEM portal
Onsite service or on-site visits to resolve malfunctions
Support in integrating the client's partners or subcontractors into the monitoring system
Backup, recovery or export of client data

