

“Workflow” Service Specification (Mannheim, November 2023)

		Workflow Package Test	Workflow Package S	Workflow Package L
		Duration		
		3 Months	12 Months	12 Months
		15 User	15 User	100 User
Data acquisition and/data management with the Workflow APP	Welding and working with FRIAMAT welding devices or units and with the Bluetooth interface (current FRIAMAT firmware required)	✓	✓	✓
	In addition to electrofusion fittings, all other pipework components such as mechanical fittings, pipes, valves and other assets can be recorded - irrespective of the relevant material and manufacturer	✓	✓	✓
	Project-related data acquisition and recording	✓	✓	✓
	Acquiring photographs, comments, geodata and other factual or specialist data	✓	✓	✓
	Synchronising data with the cloud and accessing it from every location	✓	✓	✓
Project Management in the Workflow Module	Enter the projects in Workflow Module and jointly process and edit them in the project team via APP or in Web	✓	✓	✓
	Assigning your own users to specific projects; granting authorisations	✓	✓	✓
	Categorising data and assigning it as project related	✓	✓	✓
	Inviting other companies (company user) to projects and collaborating together on them	✓	X	✓
	Accepting project invitations from other companies and collaborating jointly	✓	✓	✓
	Release control with own work results for visibility for the client within an invited project by utilising the release button	✓	✓	✓
Sketch function	Creating a component sketch in the WorkFlow app on a project-related basis, synchronising it with the portal and exporting as a PDF	✓	✓	✓
Data Export in the Workflow Module	Exporting components and all their associated data (photographs, geodata, welding record, comment)	✓	✓	✓
	Electrofusion welding log for pipework parts (according to DVS 2207-1) as a CSV data file	✓	✓	✓

Service Level

1. Availability of the "Workflow" module:

- a) Adjustments, amendments and supplements to the contractually-related service, as well as measures which are intended to identify and rectify malfunctions, will only lead to a temporary interruption or impairment of availability when this is absolutely necessary for technical reasons. ALIAXIS Deutschland is always therefore authorised to temporarily restrict services insofar as they consider this to be necessary for reasons of public safety, the security of network operations, data protection or to execute operational or technical work.
- b) Monitoring the basic functions of the module will be executed regularly. Servicing and maintaining the module will be generally guaranteed from Monday to Friday during our regular business hours. In the event of serious errors or faults – e.g. if using the module will no longer be possible and/or seriously restricted – and ALIAXIS Deutschland will execute any required servicing or maintenance work in the shortest possible time from the time of receiving knowledge about this or information from the user in accordance with the stated technical conditions.
- c) If it should not be possible to rectify the error or fault within 24 hours, then ALIAXIS Deutschland will inform the user about these circumstances within 48 hours, stating the reasons and the estimated time which will be required for remedying the error or fault.
- d) The availability of the "WorkFlow" module is 98.5 % on an annual average, including servicing or maintenance work, although availability may not be impaired or interrupted for more than two consecutive calendar days.
- e) ALIAXIS Deutschland will provide the "WorkFlow" module at the agreed router outlet point of the data centre in which the ALIAXIS Deutschland server is located ("transfer point"). The "WorkFlow" module (web application) will remain on the ALIAXIS Deutschland server. ALIAXIS Deutschland hereby retains the right to redefine the transfer point insofar as this is necessary for smooth access to the services owed by them. The user's obligations to co-operate will also apply to the redefined transfer point.

2. Storage/data backup at ALIAXIS DEUTSCHLAND:

- a. ALIAXIS Deutschland will provide the user with a storage space which is defined for the "WorkFlow" module on a server for the storage of the user's data.
- b. ALIAXIS Deutschland will back up the user's data on the data server. The regular periods and times for the data backup will be communicated to the user on request.

3. User support availability:

If you should have any problems, queries or questions, then please get in touch with your usual contact person or contact us at info.de@alixis.com. ALIAXIS Deutschland is not obliged to provide a support hotline in this case.

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