

**GLORY**



**UBIQULAR™ CLOUD SERVICES  
SERVICE DESCRIPTIONS**

## UBIQULAR™ BRIDGE

### Service Description

UBIQULAR Bridge allows the Supplier to remotely monitor the performance of Authorised Devices, and to use that information to deliver maintenance services to those devices. The Supplier will have visibility of device status as well as a range of performance metrics and will have the capability to remotely execute basic commands and apply firmware and currency template updates.

With the addition of optional Authorised User management seat licences, customers with in-house technical capability have the ability to manage some or all of these functions themselves.

### Minimum System Requirements

All Authorised Device(s) are required to run:

- (a) the operating system and other factory-installed application Software, if applicable; and
- (b) the UBIQULAR Bridge Agent which shall run on the Gateway PC for all DTP Authorised Devices and, in all other cases, on the Authorised Device itself, in each case, as installed and updated by the Supplier.

All DTP Authorised Devices must be connected to a Gateway PC with the following minimum requirements::

- Operating System: Windows 10 or Windows Server 2019
- Memory: 8 Gb RAM
- CPU – 4 Core (Hyper threading) (Intel I7)

For these purposes “**Gateway PC**” means a computer or virtual machine to which the DTP Authorised Devices are networked. For the avoidance of doubt, the Gateway PC may be connected to one or more Cloud Services provided by the Supplier.

Customers with more than 20 Authorised User (management seat)Subscriptions must use the Single Sign On features of UBIQULAR Bridge to manage all Authorised Users.

### Data Centre Region

UBIQULAR Bridge Cloud Services are hosted in the European Economic Area region.

### Uptime

Uptime SLA: 99.5%

SLA Period: Quarterly

### Authorised User Subscriptions

Where the Customer has purchased Authorised User subscriptions, the Customer will be able to utilise the Cloud Services by logging into the Portal and utilising the functionality of the Cloud Services to remotely manage the Customer’s Authorised Devices.

The level of access and functionality available to an Authorised User will depend on the subscription level associated with each named user.

Each Authorised User that is designated as a “Basic User” will have read-only access to view the status of the Authorised Device and the available device data.

Each Authorised User that is designated as an “Advanced User” will have access to remotely execute basic commands, perform account management functions and to apply firmware and currency template updates in addition to the access granted to a Basic User.

## UBIQULAR™ Inform (Retail)

### Service Description

UBIQULAR Inform Retail captures data from Authorised Devices and provides customers with reports and dashboards showing operational data from the devices, accessed via a secure web-portal. Reports may be viewed on screen, printed or saved for export to third party systems.

## Minimum System Requirements

All Authorised Device(s) are required to run:

- (a) the operating system and other factory-installed application Software, if applicable; and
- (b) the UBIQULAR Inform (Retail) Agent,

in each case, as installed and updated by the Supplier.

## Data Centre Locations

UBIQULAR Inform (Retail) Cloud Services are hosted in the EEA region.

## Uptime

Uptime SLA: 99%

SLA Period: Monthly

## Authorised User Subscriptions

A total of five (5) Authorised User subscriptions are included with a Subscription for Authorised Devices to the UBIQULAR Inform (Retail) Cloud Service (irrespective of the number of Authorised Device Subscriptions). The Authorised User Subscriptions enable the Customer to utilise the Cloud Services by logging into the Portal and utilising the functionality of the Cloud Services to view data from the Customer's Authorised Devices. If Customer requires access for any Authorised Users in excess of the five (5) included Subscriptions, the Customer will need to purchase those additional Authorised User Subscriptions.

## UBIQULAR Inform™ (FI)

### Service Description

UBIQULAR Inform (FI) captures data from Authorised Devices and provides customers with reports and dashboards showing operational data from the devices, accessed via a secure web-portal. Reports may be viewed on screen, printed or saved for export to third party systems.

UBIQULAR Inform (FI) is available as either UBIQULAR Inform (FI) Basic or UBIQULAR Inform (FI) Advanced Analytics, depending on the level of functionality and detail of data required by a Customer:

UBIQULAR Inform (FI) Basic provides Customers with basic analytics tools and reporting tailored for the financial services market.

UBIQULAR Inform (FI) Advanced Analytics provides Customers with all the functionality and capability of UBIQULAR Inform (FI) Basic together with additional tools, functionality, and reporting capability for enhanced business process analysis.

## Minimum System Requirements

All Authorised Device(s) are required to run:

- (a) the operating system and other factory-installed application Software, if applicable; and
  - (b) the UBIQULAR Inform (FI) Agent which shall run on the Gateway PC for all DTP Authorised Devices and, in all other cases, on the Authorised Device itself,
- in each case, as installed and updated by the Supplier.

All DTP Authorised Devices must be connected to a Gateway PC with the following minimum requirements::

- Operating System: Windows 10 or Windows Server 2019
- Memory: 8 Gb RAM
- CPU – 4 Core (Hyper threading) (Intel I7)

For these purposes “**Gateway PC**” means a computer or virtual machine to which the DTP Authorised Devices are networked. For the avoidance of doubt, the Gateway PC may be connected to one or more Cloud Services provided by the Supplier.

Customers with more than 20 Basic and/or Advanced Analytics Authorised Users in aggregate must use the Single Sign On features of UBIQULAR Inform (FI) to manage all Authorised Users.

#### Data Centre Locations

UBIQULAR Inform (FI) Cloud Services are hosted in the North America region

#### Uptime

Uptime SLA: 99%

SLA Period: Monthly

#### Authorised User Subscriptions

Where the Customer has purchased Authorised User subscriptions that align with a subscription to either UBIQULAR Inform (FI) Basic or UBIQULAR Inform (FI) Advanced Analytics, the Authorised Users will be able to utilise the applicable Cloud Service by logging into the Portal and utilising the functionality of those Cloud Services to view analytics data and generate reports with respect to data captured from the Authorised Devices.

The level of access and functionality available to an Authorised User will depend on the subscription level associated with each named user.

Each Authorised User that is designated as an “Basic User” will have access to the functionality of UBIQULAR Inform (FI) Basic.

Each Authorised User that is designated as an “Advanced Analytics User” will have access to the functionality of UBIQULAR Inform (FI) Advanced Analytics.

Each Customer subscribing to UBIQULAR Inform (FI) will be granted a total of 1 (one) super user (a “**Super User**”) Subscription in addition to their Subscriptions to either UBIQULAR Inform (FI) Basic or UBIQULAR Inform (FI) Advanced Analytics. The Super User will be an Authorised User for the purposes of the Agreement and able to perform user account management tasks including user creation, granting permissions and assigning licences.