

GLORY



**UBIQULAR™ MASTER AGREEMENT
CLOUD SERVICES SERVICE
DESCRIPTIONS**

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 perform maintenance related functions, in particular (i) corrective maintenance (e.g. fixing errors and bugs), (ii) adaptive maintenance (e.g. applying firmware and currency template updates), (iii) perfective maintenance (e.g. adding new features as necessary), and (iv) preventive maintenance (e.g. implementing preventive measures such as backups) in order to run a proper working environment.

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 5 Authorised User (management seat) Subscriptions must use the Single Sign On features of UBIQULAR Bridge to manage all Authorised Users.

Program Licensing

In order to connect each Authorised Device to UBIQULAR Bridge, it is necessary to install and run the UBIQULAR Bridge Agent. Accordingly, with respect to each Authorised Device that is connected to UBIQULAR Bridge, Supplier grants to Customer the required number of licences to use the UBIQULAR Bridge Agent as is necessary to comply with the Program Licence Metric specified in the applicable Program Specification. In this regard, the Program Terms shall apply to each licence granted and the Customer agrees to comply with those terms upon entering into an order under a UBIQULAR Schedule for UBIQULAR Bridge.

With respect to Authorised Devices that are identified as Retail Authorised Devices, such devices may be either “back-office devices” or “front office devices” (sometimes also referred to as “point of sale” devices), in each case as described in the product specification for each Retail Authorised Device. In addition, a Customer may also request back-office devices be connected to an external networked computer (i.e. a PC not co-resident within the Authorised Device itself).

Each Retail Authorised Device that is a back-office device or a PC networked to a back-office device is required have the RMM Agent installed and running to allow the Supplier to effectively manage such devices remotely where remote intervention is the most appropriate course of action in the circumstances. Accordingly, with respect to each Retail Authorised Device that is a “back-office device” connected to UBIQULAR Bridge, Supplier grants to Customer the required number of licences to use the RMM Agent as is necessary to comply with the Program Licence Metric specified in the applicable Program Specification. In this regard, the Program Terms shall apply to each licence granted and the Customer agrees to comply with those terms upon entering into an order under a UBIQULAR Schedule for UBIQULAR Bridge.

As described further in the Program Specifications, the RMM Agent is a software program that enables Supplier to perform certain maintenance activities on an Authorised Device without the need to have local or physical access to the Authorised Device. The RMM Agent connects the Authorised Device with the remote device management tools used by the Supplier. The remote device management tools are web-based tools hosted by or on behalf of the Supplier’s selected third party service providers within the EEA.

Data Centre Region

UBIQULAR Bridge Cloud Services are hosted in the EEA region.

Uptime

Uptime SLA: 99.5%

SLA Period: Yearly

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.

Each Authorised User that is designated as an “Advanced User” will have access to view the status of the Authorised Device and the available device data, as well as access to remotely execute basic commands, perform account management functions and to apply firmware and currency template updates, dependent on their authorized privileges.

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.

Program Licensing

In order to connect each Authorised Device to UBIQULAR Inform (Retail), it is necessary to install and run the UBIQULAR Inform (Retail) Agent. Accordingly, with respect to each Authorised Device that is connected to UBIQULAR Inform (Retail), Supplier grants to Customer the required number of licences in the UBIQULAR Inform (Retail) Agent as is necessary to comply with the Program Licence Metric specified in the applicable Program Specification. In this regard, the Program Terms shall apply to each licence granted and the Customer agrees to comply with those terms upon entering into an order under a UBIQULAR Schedule for UBIQULAR Inform (Retail).

With respect to Authorised Devices, such devices may be either “back-office devices” or “front office devices” (sometimes also referred to as “point of sale” devices), in each case as described in the product specification for each Authorised Device. In addition, a Customer may also request back-office devices be connected to an external networked computer (i.e. a PC not co-resident within the Authorised Device itself).

Data Centre Locations

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

Uptime

Uptime SLA: 99.5%

SLA Period: Yearly

Authorised User Subscriptions

The Customer may have unlimited Authorised User Subscriptions to UBIQULAR Inform (Retail), so long as they are managed by the Customer via their SSO infrastructure.

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) provides Customers with basic analytics tools and reporting tailored for the financial services market.

The UBIQULAR Inform (FI) Advanced Analytics extension (not available for DTP users) provides Customers 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.

Program Licensing

In order to connect each Authorised Device to UBIQULAR Inform (FI), it is necessary to install and run the UBIQULAR Inform (FI) Agent. Accordingly, with respect to each Authorised Device that is connected to UBIQULAR Inform (FI), Supplier grants to Customer the required number of licences in the UBIQULAR Inform (FI) Agent as is necessary to comply with the Program Licence Metric specified in the applicable Program Specification. In this regard, the Program Terms shall apply to each licence granted and the Customer agrees to comply with those terms upon entering into an order under a UBIQULAR Schedule for UBIQULAR Inform (FI).

Data Centre Locations

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

Uptime

Uptime SLA: 99.5%

SLA Period: Yearly

Authorised User Subscriptions

For each Authorised Device Subscription to UBIQULAR (Inform) FI, Supplier shall grant Customer one (1) Authorised User Subscription

In addition the Customer may purchase unlimited Subscriptions for Advanced Analytics Authorised Users.

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 (i.e. either UBIQULAR Inform (FI) or Advanced Analytics).

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

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) 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.