

SaaS Listing

CA App Experience Analytics

CA SaaS Operations utilizes a follow the sun model to ensure 24/7/365 operational coverage from multiple geographic locations. Implementation of the CA Global Enterprise Security Standards includes independent security testing and background checks for operational staff.

CA SaaS Operational roles provide global expertise with differentiated access security. These roles include:

- Global Operations Support: Application and infrastructure monitoring, alerting on incidents and incident management.
- Database Administration (DBA): Platform selection and management, patching.
- Service Management: Application operation, management, and technical upgrades of SaaS hosted components.
- Infrastructure Engineering: Server management, operating system and utility patching, optimization and performance monitoring.
- Network Engineering: Network design, patching, optimization and performance monitoring.
- Information Security: Set information access and control policies, provides monitor for compliance to policies, and management of incidents.
- Compliance: Document procedures and monitor for compliance, management of incidents and exceptions. Management of compliance reporting required for the service.

1. Introduction

This document provides standards and features that apply to the CA App Experience Analytics (AXA) SaaS offering provided to the Customer and defines the parameters for the offering that pertain to the following:

- Billing metric
- Raw data retention
- Data location information
- Service level availability (SLA) targets and measurement
- Service level credits
- Service termination
- Backup

The definitions set out in the **Agreement** will apply to this SaaS Listing document.

2. Billing Metric

CA identifies and describes the following Billing Metric as a measure to bill the Customer:



CA App Experience Analytics Consumer End Users is licensed by the number of End User Monthly Active Users (“EUMAU”) accessing a consumer application at least once in a given calendar month.

CA App Experience Analytics Business End Users is licensed by the number of End User Monthly Active Users (“EUMAU”) accessing a business application at least once in a given calendar month.

“Business Applications” are internal employee facing or business-to-business (B2B) applications.

“Consumer Applications” are marketing and business-to-consumer (B2C) applications.

For the avoidance of doubt, if an internal employee utilizes both internal facing business applications and external consumer applications, their activity counts against both license counts.

EUMAU definition:

Out of the box EUMAU

Out of the box, counting the number of End User Monthly Active Users is limited to the data available without application modification. Therefore, the EUMAU license count is simply a count of the number of unique mobile devices accessing applications monitored by CA App Experience Analytics plus the number of unique browsers monitored by CA App Experience Analytics.

Unique monitored mobile devices that invoke one (1) monitored native mobile application one (1) time in a month counts as one (1) EUMAU.

Unique monitored browsers that invoke a Single Page Application (SPA) OR more than two (2) full page views as monitored by CA App Experience Analytics in a given calendar month count as one (1) EUMAU.

- If a uniquely identified browser invokes less than three (3) full page accesses of non-SPA applications in a given calendar month, it does not consume an EUMAU license and that browser’s activity does not count against the total browser page view limitations (SaaS only limitation).
- For SaaS delivery, browser license count is subject to a total page view pool limitation. Each licensed EUMAU adds 300 page views to the allowable pool of monthly page views. If the monitored page view count exceeds the allowable pool, additional EUMAU licenses must be secured to increase the pool size.

EUMAU with Application Customization

With optional application configurations, the required End User Monthly Active User license count will more accurately reflect the actual number of digital users consuming the applications monitored by CA App Experience Analytics.

These configurations are in the form of CA App Experience Analytics native mobile and browser APIs to uniquely identify real individual users as understood by the licensing Enterprise. Each End User identified via CA App Experience Analytics APIs shall incur a single EUMAU count across all their mobile device and browser use.

For SaaS delivery, this real user license consolidation across all mobile device benefit is subject to a 20-different-native-applications-access cap in a given calendar month.

For SaaS delivery, browser activity is still subject to a total page view pool limitation. Each licensed EUMAU adds 300 page views to the allowable pool of monthly page views. If the monitored page view count exceeds the allowable pool, additional EUMAU licenses must be secured to increase the pool size.

For the avoidance of doubt, licensing of all remaining non-identifiable (anonymous) activity reverts to the aforementioned out of the box licensing count guidance.

Licensing examples

Corporation XYZ has 1,000,000 unique browsers accessing consumer applications, 2 mobile consumer applications with 50,000 unique devices a month, 5,000 unique employee browsers accessing internal business applications, and 2 native mobile business applications each with 2,000 unique devices a month.

Example 1

Corporation XYZ decides not to do API work to identify real users.

EUMAU Licensing Count:

1,000,000 unique browsers	1,000,000 ConsumerEUMAU
50,000 mobileapp #1	+ 50,000 ConsumerEUMAU
<u>50,000 mobileapp #2</u>	<u>+ 50,000 ConsumerEUMAU</u>
	= 1,100,000 Consumer EUMAU

5,000 uniquebusiness browsers	5,000 Business EUMAU
2,000 mobile businessapp #1	+ 2,000 BusinessEUMAU
<u>2,000 mobile businessapp #2</u>	<u>+ 2,000 BusinessEUMAU</u>
	= 9,000 BusinessEUMAU

Example 2

Corporation XYZ incorporates API work to identify real users across all monitored components.

On the consumer side, all identified mobile users also use the web application. However, 10% of mobile use is anonymous and cannot be tracked via APIs.

On the business side, Corporation XYZ has 5,000 real users accessing their business applications, and all native mobile application access is via a subset of these users.

EUMAU Licensing Count:

1,000,000 unique browsers	1,000,000 ConsumerEUMAU
50,000 mobileapp #1	+ 5,000 ConsumerEUMAU
<u>50,000 mobileapp #2</u>	<u>+ 5,000 ConsumerEUMAU</u>
	= 1,010,000 ConsumerEUMAU

5,000 unique business users	5,000 Business EUMAU
2,000 mobile business app #1	+ 0 Business EUMAU
<u>2,000 mobile businessapp #2</u>	<u>+ 0 BusinessEUMAU</u>
	= 5,000 BusinessEUMAU

Additional Trial Terms:

Customer may access the AXA SaaS for free up to 25,000 Monthly Active Users for Consumer Users or 500 Monthly Active Users for Business Users (“Trial Authorized Use Limitation”). CA reserves the right to terminate any trial at any time for any reason, with or without notice.

3. Raw Data Retention

Essentials: CA Commits to the retention of 7 days of raw data. Raw session data older than 7 days is subject to deletion as a maintenance function of the SaaS environment.



Enterprise: CA Commits to the retention of 30 days of raw data. Raw session data older than 30 days is subject to deletion as a maintenance function of the SaaS environment.

4. Data Location

CA identifies the geographical location of all of the Customer’s data as follows:

All data on deployed systems and in backups reside within the following countries: **United States**

CA reserves the right to change the location of the data within the stated countries and will notify customers of any such changes

5. Service Level Availability (SLA)

CA commits to the Service Level Availability as indicated in the table below for the AXA SaaS offering production environments during the Subscription Term of the service. In the event that the Service Level Availability committed decreases below the **Threshold for Service Availability Default** listed below, Customer may be entitled to take additional action as outlined in the SaaS Listing.

Components / Capabilities	Target Service Level	Threshold for “Service
CA App Experience Analytics service	99.8%	99.5%

6. Method of Measuring SLA

CA measures Service Level Agreement targets as described below:

CA runs test scripts using application monitoring tools on the CA multi-tenant environment. Test procedures are conducted approximately once every ten (10) minutes, twenty-four (24) hours per day, seven days per week, throughout the contracted term of the service.

Test procedure monitors the status page for service availability every 10 minutes.

Planned outage time periods are defined as downtime of the solution availability for periodic and required maintenance events where CA provides notice to Customer.

7. Service Level Credits

In the event of a service availability default as evidenced by the monthly SLA report of the production environment furnished to the customer from CA, Customer is entitled to a specific number of days of credit of fees based on the annual fees paid and as indicated below. Customer must notify CA within thirty (30) days from the date Customer becomes eligible to receive a service level credit. Failure to comply with this requirement will forfeit Customer’s eligibility to receive the service level credit. Any credits issued to Customer will be applied towards the next billing period applicable to Customer or as otherwise agreed to between Customer and CA.

Service Level Credit for Availability Default
3 days

8. Service Termination

If it is determined by the customer and confirmed by CA that the service as evidenced by the production environment has been unavailable below the default threshold, measured on a monthly basis during three contiguous months, then the customer has the right to terminate their subscription to SaaS without incurring any additional charges or termination fees. In the event such determination is made, the customer is entitled to a refund of fees which have not yet been applied towards SaaS as of the effective date of termination and CA shall relieve the Customer of their obligation to pay for any fees due for the remainder of the Subscription Term. The waiver by CA of further fees shall be Customer's sole and exclusive remedy under the SaaS Module for termination due to failure to adhere to Service Level Availability and CA shall have no further liability to the Customer.

9. Data Backup

CA commits to the following data backup and business continuity setup during the Subscription Term of the service:

Backup: All Customers of the AXA SaaS offering shall have their data backed up locally on a daily basis. Data loss is limited to less than 24 hours including in the event of a primary data center disaster.