

M-FILES CLOUD VAULT

The M-Files Cloud Vault service is an enterprise content management (ECM) solution hosted by M-Files Corporation. Customers gain access to M-Files Cloud Vault by purchasing a suitable number of user licenses and other additional service licenses. The detailed terms are described in the *M-Files Cloud Vault Agreement*.

The service can be accessed with Windows Client, Web Access, mobile applications and application programming interfaces. System and user accounts can be customized and maintained by using the Server Administrator tool and Subscription Management Portal.

M-Files Cloud Vault licenses are payable on a monthly basis. The terms of use are described in the *End-user License Agreement for M-Files*.

SERVER ENVIRONMENT

M-Files Cloud Vault is the first professional enterprise content management solution that takes advantage of the Microsoft Azure cloud platform. This enables you to benefit from the scalability and reliability of the Microsoft Azure platform. A geographically wide data center network ensures extremely fast deployments.

Businesses nowadays need to be able to manage a rapidly growing amount of data and information. M-Files Cloud Vault delivers scalability without the requirement to purchase new, expensive hardware. In addition, M-Files Cloud Vault is designed to respond to your future content management challenges. As a cloud customer you do not need to predict future resource or hardware requirements. The server environment includes all the software and hardware that you need, and the required licenses, like database and server operating system licenses, are covered by the service.

SERVICE MAINTENANCE

The monthly maintenance fee covers all the necessary maintenance work like upgrading the server environment, upgrading the M-Files server software and providing high-availability.

The M-Files Cloud Vault service is backed up on a daily basis. Backup restore testing is performed by the service provider. The service includes a Standard Backup plan. Backups and the related service levels are described in the *M-Files Cloud Vault Backup Statement*.

SERVICE AVAILABILITY AND SECURITY

The service provider has the responsibility for securing the accessibility of the service. The server levels are described in the *M-Files Cloud Vault Service Level Agreement*.

The M-Files Cloud Vault service utilizes numerous technologies for providing high-availability features like fast auto-recovery in most error situations. This is possible because the application server and data stored to the system are replicated multiple times. These features are described in more detail in the document *M-Files Cloud Vault – High Availability Features*.

SUPPORT AND MAINTENANCE AGREEMENT

By paying a monthly service fee you will have the right to upgrade your M-Files software and to use our customer support service. For more information, refer to the *M-Files Upgrades and Support Subscription Agreement*.