easyConnect - Platform
Service certificate: Technical operation

1. Validity of this service certificate

This service certificate ("service certificate" or "SC" for short) only applies to the technical operation of Weidmüller's easyConnect platform. It is only valid in conjunction with the Service Level Agreement (https://www.weidmueller.com/int/service_global/terms_conditions_easyconnect.jsp) for all modules of the easyConnect platform or an individual framework agreement; these regulate the general provisions of the service agreement on which this service certificate is based.

2. Contact person

When you login to easyConnect for the first time, you will be assigned the role of an admin user. With this user, you have provided Weidmüller with an e-mail address and a telephone number that we will use as a contact person.

3. Subject of this service certificate

The subject of this service certificate is providing the technical operation for the services from the modules of Weidmüller's easyConnect platform.

In particular, the following services are not agreed in this service certificate:

- Service items of the service certificate "Support" of the easyConnect platform.
- Business or IT consulting or other general consulting services
- Optimizations (e.g., related to the efficiency of the used resources)
- Troubleshooting related to external systems (e.g., ERP systems or the mobile network)
- On-site operations

4. Service contents

The service content described below is provided particularly depending on the contract variant selected.

4.1. Monitoring the operation of the easyConnect platform

The contractor shall provide the technical resources with the agreed necessary capacity in the Microsoft Azure Cloud.

The contractor shall monitor the execution of the software in the Azure Cloud including the use of the provided capacities for the necessary technical resources.

easyConnect - Platform
Service certificate: Technical operation

4.2. Storage, backup and restore

The contractor shall store operational data of client in the Azure Cloud. The client shall be responsible for the content of the operational data.

The contractor shall perform regular backups for the stored application data in the Azure Cloud.

In the event of an error, the data stored as part of the backup shall be imported into the Azure Cloud via the restore process in order to avoid or minimize data loss.

4.3. Fault management

The contractor shall analyse, assess and resolve technical faults related to the Azure Cloud and the provided easyConnect applications.

4.4. Resource management

The contractor shall regularly monitor the resources made available to all users by the platform and adjust them to the required resources in good time.

The Client has the option to book additional individual capacities or technical resources in the cloud as required if the resources provided are not sufficient according to its licence.

5. Service features and variants

The following contractual variants are available for this service certificate:

5.1. Communication channels and accessibility

No specific agreements are made that go beyond the provisions in the Service Level Agreements for all modules of the easyConnect platform or an individual framework agreement concluded for this service certificate.

5.2. Response times

The response to fault messages from the client is provided to the best of the client's ability. There is no entitlement to fixed response times.

easyConnect - Platform
Service certificate: Technical operation

5.3. Registrable users and clients

The number of registrable users and clients are defined as follows:

See individual performance certificate of application

6. Cooperation obligations of the client

The client's duties to cooperate are generally defined in the Service Level Agreements for all modules of the easyConnect platform. Special additional cooperation obligations of the client are listed below:

The client provides the best possible necessary information so that users can be supported in the best possible way.

7. Conditions that deviate from the Service Level Agreement