

CAS PIA

Description of Services



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Warranty limitations

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1 Description of Services

CAS PIA supports you with many functions in your daily work:

- ▶ Professional contact management with a customer dossier
- ▶ Active sales support for all phases of the sales process
- ▶ Easy scheduling of appointments, management of tasks and resources
- ▶ Fast exchange with e-mail and letters
- ▶ All data can be easily accessed, also with mobile devices
- ▶ Central document storage and direct edit function
- ▶ Target-oriented marketing action
- ▶ Finding information faster with the global search feature
- ▶ Reports and evaluations at the touch of a button

Go to www.cas-pia.de for a detailed overview on all functions.

Accessing CAS PIA

Access CAS PIA at <https://login.cas-pia.com>. You only have to enter your tenant, user name and password to log on to CAS PIA. In order to access the application you need to sign a contract with CAS Software AG and you can then log on with your registered, personal logon data.

Additional services included

- ▶ CAS PIA is hosted in a high security data center (for more details, see chapter "Security").
- ▶ CAS PIA is maintained and updated in regular intervals.
- ▶ Your data is regularly backed up and a special infrastructure ensures maximum security.
- ▶ CAS PIA provides each user with one gigabyte of storage space and at least two gigabytes for each tenant. More storage space can be purchased directly from CAS Software.
- ▶ Access your contacts, appointments and tasks online with a mobile device (e.g. smartphone or Blackberry) using the following URL portal: <http://login.cas-pia.com/mobile>.

2 Technical Requirements

CAS PIA is an Internet-based application which is hosted in a German high security data center. A computer with Internet access is sufficient if you want to use CAS PIA.

You need an Internet browser on your computer. We recommend Firefox Browser which is released for version 3.0 and later.

Further installations are not required to start with CAS PIA.

Certain additional functions require the operating system Microsoft Windows. In order to communicate with Microsoft Outlook, Microsoft Word and the e-mail client Thunderbird, you must install an add-in that is available to you in CAS PIA. Furthermore, you can install the CAS Info@Click add-on if you want to exchange data with Microsoft Outlook. You can install it on your computer from the CAS application.

If you want to use CAS PIA with a smartphone, mobile phone or Blackberry your mobile device must be equipped with a XHTML browser.

3 Security

We set ourselves highest standards to protect your data. With our well-experienced hosting partner InterNetX GmbH (www.internetx.de), we offer you high availability and security with state-of-the-art technology. You also have security functions available when using CAS PIA, for example, a complex rights system, a change log and a recycle bin.

Maximum security for your data: Your data is hosted in the data center of InterNetX GmbH. InterNetX GmbH is one of the largest service providers for domains and Web spaces worldwide, operating with about 18,000 businesses from different sectors.

3.1 Data Center

The high data security center is located in Munich and certified according to the international quality standards ISO 9001 and BS 7799.

The physical security infrastructure consists of, for example,

- ▶ Electronic access control
- ▶ Monitoring of independent fire detection systems
- ▶ Redundant cooling and air condition system
- ▶ Redundant UPS (Uninterruptible Power Supply)
- ▶ 24/7 hour system monitoring

To ensure the security of the internal network infrastructure the following measures are taken:

- ▶ The network is monitored by a private Network Operation Center
- ▶ A backup of the company systems is made daily

- ▶ Firewalls are implemented in all relevant spots
- ▶ Only brand name components are used
- ▶ Guaranteed bandwidth
- ▶ Periodic maintenance work is carried out to maintain and secure the running systems

3.2 Security

The physical security of your data is ensured by implementing RAID systems and making regular data backups in the data center.

- ▶ Incremental daily data backups
- ▶ Weekly full data backups

All data which is exchanged between the customer and the data center is transferred via a SSL (Secure Sockets Layer) connection.

Access to data in the program is controlled via user rights and data access rights, changes to data are logged in the change log.

4 Availability

CAS Software AG guarantees you an average annual data accessibility of approximately 99%. This does not include times during which the server cannot be accessed due to circumstances beyond the control of CAS Software or InterNetX (e.g. act of nature or a third party). CAS Software AG will notify you about system maintenance work as early as possible and carry it out in low-peak periods. Any disturbance of availability during such work is not to be considered as down time.

Internal load balancing systems ensure that your data is available in case of overload or server down times.

5 Support

Users can use the online help which also contains FAQs and user scenarios.

In addition, users are supported over e-mail and telephone service.

Our e-mail support is free of charge and can be accessed via the following addresses:

- ▶ info@cas-pia.com, if you have questions regarding contracts or general information
- ▶ support@cas-pia.com, if you have technical questions concerning the product

CAS Software AG does not offer service levels for free e-mail support.

You can also contact our hotline via the following numbers:

- ▶ +49 (0)721-9638-688, if you have questions regarding contracts or general information
- ▶ +49 (0)721-9638-746, if you have technical questions concerning the product

You can contact our hotline during the following times (GMT+2):

- ▶ Week days from 09:00--12:00 and from 14:00--17:00.

Printed manuals and information that exceed above mentioned sources are not included in the scope of delivery.

6 Contract Term and Termination

The contract shall run for an indefinite time. It may be terminated by the customer giving a period of notice of ten (10) days to the end of a calendar month. Any notice of termination can be given in writing or, if the option is available, in electronic form in the application itself.

7 Data Export

You can always export program data in CSV format.

Furthermore, you can export the document archive (all files stored on the server, e.g. Word or Excel files).

Only a user with administrator rights can export data.

Please note that the export of the document archive may take some time depending on the size of the document archive.