Service Certificate – STACKIT Archiving

Service name
STACKIT Archiving

High level service description
STACKIT Archiving Service is a service that provides secure and audit-proof archiving for SAP and non-SAP systems for a pre-defined retention period. During the retention period the archived data is stored in a format conforming to regulatory specifications (in Germany) and the stored data can't be modified.

Key Features
- Archiving as a service
- Object Storage Lock and unchangeable data
- Audit secure storage
- Standard archiving interfaces (SAP AL, BC-ILM, NE.AS, File …)
- Document retention possible for long periods (10+ years)
- WORM storage on both software and hardware level to provide a high level of protection against technical malfunctions, hacking and ransomware attacks
- No limit on the volume of the archived data or number of archived systems

Service Plans
The customer has the option of choosing from various configurations of the service when ordering. These differ primarily in terms of their performance and storage capacity:

Description	SKU-Portfolio	Service Name	TPS	SKUID
Data Archiving REST	Size-100	Archiving-REST100-EU01	50-100	SA01REST
	Size-1000	Archiving-REST500-EU01	300-1000	SA02REST
	Size-1500	Archiving-REST1000-EU01	1500+	SA03REST
Archive Link	Size-100	Archiving-AL100-EU01	50-100	SA01AL
	Size-1000	Archiving-AL1000-EU01	300-1000	SA02AL

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SWIFT/BIC: COBADEFFXXX

Komplementärin: STACKIT Beteiligungs-GmbH | Sitz: Neckarsulm | Registergericht: Stuttgart, HRB 795936
Geschäftsführer: Christian Müller, Robin Hermann

	Size-1500	Archiving-AL1500-EU01	1500+	SA03AL
BCILM	Size-100	Archiving-ILM100-EU01	50-100	SA01ILM
	Size-1000	Archiving-ILM1000-EU01	300-1000	SA02ILM
	Size-1500	Archiving-ILM1500-EU01	1500+	SA03ILM
Object Storage		Object Storage for Archiving Premium-EU01		

Metric

STACKIT Archiving Service is billed on the basis of two (2) different invoice positions:

- Archiving Instance: Billing per hour or part thereof per used instance
- Object Storage: Billing per hour or part thereof per gigabyte or part thereof

SLA specifics

- Availability is defined as the percentage of time that the system remains operational and the data in the system can be accessed. Customer-specific configurations or other customer-specific properties for unavailability are not included.
- Durability is defined as the percentage of time in which the system functions correctly and the integrity of the data stored in it is maintained. Durability is calculated based on the probability of data loss, i.e. h. an error event in the system that can lead to data corruption or permanent loss of data access.
  - The durability of the object storage is 99.999999999% in the calendar month average.
- Retention period of the data has to be defined by the Customer via the STACKIT Portal or via a request to STACKIT Support. Retention period depends on the type of document to be archived and Customer fiscal year end, therefore STACKIT Archiving Service can't be held responsible for incorrect definition of the Retention period.
- Service support covers only regular office working hours (8 am - 5 pm CET/CEST). 24/7 support is not available for STACKIT Archiving Service

Backup

Backup and restoration of the object storage are the responsibility of the Customer and are not included in the service.

Additional terms

Upon expiry or termination of the STACKIT Archiving Subscription, Customer has the possibility to remove the data from STACKIT infrastructure within three (3) months from the end of the Subscription. After this period is done, the Customer data will no longer be accessible.

Annex: Exportability (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data (Database Content)	Data stored by the customer in the database (if available) or within the product/service	No	any	Any format that customer uploaded can be downloaded back. No data can be deleted that is under retention period. Data can be read, but can not be edited. Its mandatory to be done via the leading system to maintain data consistency.
User Accounts & Permissions	*User accounts (User names)*	Yes	Text	The list of allowed users can be accessed via STACKIT portal.
	Access to STACKIT project	Yes	Text	General access to the STACKIT project can be seen in the "IAM and Management" section in the STACKIT Portal.
System Metrics (Instances / Resources in Use)	Sizes and Capacities *Capacities of the available resources / instances*	No	-	Used capacity visible in STACKIT Portal. Manually transferable.
	Other metrics	No. Company confidential STACKIT.	-	-
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	No. Company confidential STACKIT.	-	-
Product / service-related data (product properties)	Configuration data and source code	No. Company confidential STACKIT.	-	-
	Log Data (non personalized	Yes	JSON	All API-Calls to STACKIT Project via STACKIT Audit Log. The

	and personalized) of the STACKIT Object Storage Managmenet API *Login/Logout of User, User activities*			audit log contains the project ID and the IP, endpoint data, region, user agent, credentials, type of action - delete, create, edit.
	Versions and information necessary to check compatibility	Yes	Text	Visible in the CI/CD pipeline - the automated deployment procedure, where user performing change, comments and version ID are visible.

Version and start of validity
Version 1.1, valid from 12.09.2025