

STACKIT GmbH & Co. KG
Stiftsbergstraße 1 | 74172 Neckarsulm

Service Certificate – STACKIT SQLServer Flex

Service Name

STACKIT SQLServer Flex

High level service description

The STACKIT SQLServer Flex Service deploys managed instances of the Microsoft SQLServer relational database management system independently (DBMS). The service can be provisioned by the customer in various sizes. During the ordering process, a choice can be made between the High Availability (HA) and the Standard (single node instances) flavour. HA flavours are suitable for resilient operations with low downtimes for use in production environments. It is not recommended to use the standard version in a production environment. The customer can meet increasing demand through in-place upgrades to larger instances (service plans). Automated backups ensure the recoverability of customer data. The storage space of the instance is not linked to the service plan, enabling the customer to set up a more precisely tailored database for their application.

Key Features

- Access to Microsoft SQLServer relational database instances.
- On-Demand Provisioning: Easy and fast provisioning of new service instances of different sizes.
- Management Dashboard: Different self-services such as user management are available.
- High availability: Possibility of using clusters for increased resilience and fail-safety.
- Backup: Automatic creation of backups – „Point in Time Recovery“.
- High-performance storage space: Different persistent storage performance classes can be selected. The customer can react to the performance requirements of the application.
- Updates of STACKIT SQLServer Flex Services are scheduled and performed automatically.

Service Plans

During the ordering process, the customer has the option to choose from different configurations of the STACKIT SQLServer Flex Services. These differ primarily in terms of performance or storage capacity.

Metric

- Billing per commenced hour per provisioned STACKIT SQLServer Flex Service instance.
- Storage space and backup costs are displayed and billed separately as part of the STACKIT SQLServer Flex Services. Billing per commenced hour per commenced gigabyte.

SLA Specifics

- To achieve the highest possible availability of the STACKIT SQLServer Flex Service (e.g., for use in productive environments), the use of HA setups is strongly recommended.
- When using SQLServer Flex Service as a single instance, the SQLServer Flex Service may become (temporarily) unavailable, especially during maintenance work (e.g., through updates) that STACKIT performs on the underlying platform as well as on the selected instance variants. Maintenance work is considered an excluded event within the meaning of section 2.4 of the STACKIT Cloud service description and is therefore not considered as downtime in the context of availability. The use of the SQLServer Flex Service as a single instance in productive environments is strongly discouraged.

Backup

Backup Parameter	Expression
Recovery Point Objective (RPO)	4h
Recovery Time Objective (RTO)	4h
Retention Period (RP)	30 days (Default)

An RTO of 4 hours applies to storage capacities smaller than 500 GB. For storage capacities of 500 GB or more, an extension of the RTO of approx. 1 minute for each additional 10 GB or part thereof can be expected. If the customer changes the backup mode of STACKIT SQLServer Flex Service to a mode other than the pre-set "Complete" mode, this may result in adverse deviations from the agreed availability levels, as well from the RPO and RTO described above. In the event of a change made by the customer, the latter is not entitled to the service levels agreed by STACKIT.

Additional Terms

- Updates of STACKIT SQLServer Flex Services are scheduled and performed automatically.
- Monitoring of the available storage space as well as the performance KPIs and the adaptation of backup times fall within the responsibility of the Customer.
- Restoring backups of STACKIT SQLServer Flex instances is the responsibility of the customer.
- STACKIT does not currently offer the option “Bring Your Own License”.
- Upgrades of STACKIT SQLServer Flex instances are the responsibility of the customer.

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	Yes	SQL	-
User Accounts & Permissions	DB or instance users are configurable via the portal or API by the respective customer	Yes	TXT	Data can be exported as text using Microsoft SQL Server Management Studio (not a STACKIT tool, this tool can be downloaded from the Microsoft website).
System Metrics (Instances / Resources in Use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	Yes	JSON	Data can be configured and exported via API
	Sizes and Capacities <i>Capacities of the available resources / instances</i>	Yes	JSON	Data can be configured and exported via API
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	Yes	JSON	Data can be configured and exported via API
Product / service-related data (product properties)	Configuration data and source code	No. Company confidential STACKIT.	-	-
	Log Data (non personalized and personalized)	No. Company confidential STACKIT.		-

	Log Data (non personalized and personalized) <i>Login/Logout of User, User activities</i>	(API AuditLogs & Instance Auditlogs)	JSON	Auditlog sent to Splunk Splunk is a software platform that collects, indexes, and analyzes large volumes of log data in real time to monitor, search for, and resolve security-related events.
--	--	--------------------------------------	------	--

Version and start of validity

Version 1.1, valid from 12.09.2025

STACKIT GmbH & Co. KG
Stiftsbergstraße 1
D-74172 Neckarsulm

Tel: +49 (0) 7132-30474747
info@stackit.de
www.stackit.de

Kommanditgesellschaft mit Sitz Neckarsulm
Amtsgericht Stuttgart HRA 741347
USt-IdNr. DE368560082

Commerzbank AG
DE55 6004 0071 0521 9928 00
SWIFT/BIC: COBADEFFXXX

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