

Prinerger on Demand Service Description and Specifications

Service Description

Your Prinerger Cloud service will be deployed and managed by Eastman Kodak in a hosting facility that is operated by Microsoft.

The service environment consists of:

- The Prinerger Cloud connector software, which is installed on your existing Prinerger Workflow system
- A production instance of the Prinerger Cloud service to which you have subscribed

User access to the service environment is provided using the Prinerger Workshop software application and/or a Prinerger Cloud Decision Analytics dashboard, accessed through a standard web browser.

Prinerger Cloud has the following service level targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Prinerger Cloud	30 Days	48 Hours	99%

You are solely responsible for ensuring that data stored on the Prinerger Cloud is in compliance with all applicable laws or regulations.
You are responsible for all damages and liabilities that result from data loss during transmission, storage, or retrieval from the Prinerger Cloud.

Prinerger Cloud: Data Center Regions

The following table defines the locations where your information will be stored.

Geographic region	Primary	Secondary
North America Latin America South America	East US (Virginia, US)	West US (California, US)
Western Europe United Kingdom Eastern Europe Russia Middle East Africa	West Europe (Netherlands)	North Europe (Ireland)

Asia Pacific China Japan	Japan East (Tokyo, Saitama)	Japan West (Osaka)
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Prinergy Cloud DR Backup Service Data Centers

Geographic region	Primary	Secondary
US	US NorthCentral	US SouthCentral
Europe	Germany North	Germany WestCentral
Japan	Japan West	Japan East
Australia	Australia East	Australia Southeast

Definitions

LANGUAGE

The standard language for the **Prinergy** Cloud service is English.

CLIENT

A Client is defined as one named user license that enables access to published dashboard reports.

SITE

A Site is defined as the physical location where a **Prinergy** Workflow system resides.

SYSTEM

A System is defined as the **Prinergy** Workflow server.

RTO

The **recovery time objective (RTO)** is the targeted duration of **time** and a service level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity.

RPO

A **recovery point objective (RPO)** is defined by business continuity planning. It is the maximum targeted period in which data might be lost from an IT service due to a major incident.