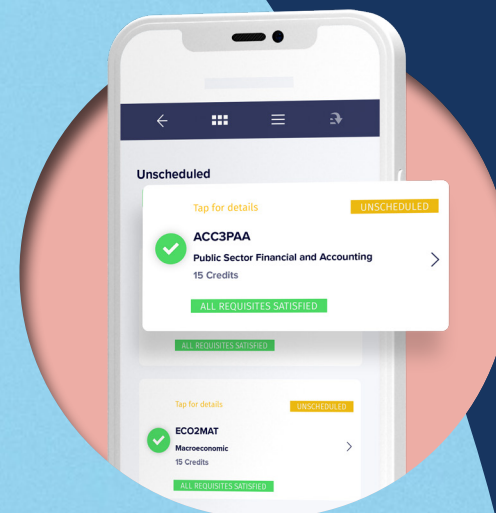


technology**one**

MARCH 2022

SaaS Platform services guide.





What's inside.

Overview	04
SaaS service offering	04
Architecture	06
Your data is local	08
Data privacy	08
Security	08
Compliance and assurance	09
Upgrades	09
Availability	11
Environments	11
Backups	11
Excusing events	12
Third Party Products	12
Partnership	12
Sustainability	12

This guide applies to TechnologyOne Limited and its affiliates ("TechnologyOne").

Overview

Welcome to TechnologyOne’s Software as a Service (SaaS) Platform Services Guide. This guide will provide you an in-depth description of the features and functionality of TechnologyOne’s SaaS Platform and how your SaaS solution will enable your business to operate more effectively and achieve your business objectives.

SaaS service offering

TechnologyOne’s SaaS Platform is built on a highly scalable, elastic architecture that automatically adapts to changing requirements and scales accordingly. Under TechnologyOne’s SaaS delivery model, we take full responsibility for managing all aspects of the relevant SaaS infrastructure, software and solution.

TechnologyOne has invested heavily in building a leading global automation and orchestration platform (Cloud Services Platform (CSP)) to deploy and run the SaaS Platform. This leverages the significant capabilities of TechnologyOne’s partners to deliver world-leading performance and reliability, along with providing the highest levels of security and privacy of customer data.

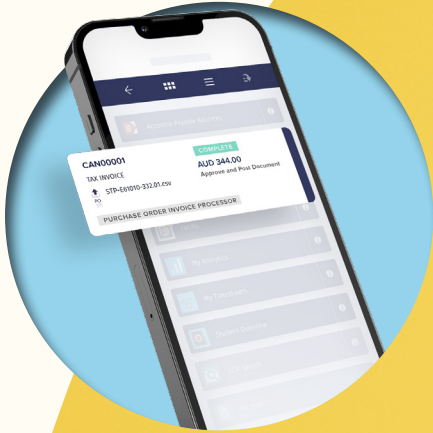
The following services are included in the TechnologyOne SaaS offering:

- Server platform management
- Database management
- Network management
- Storage and Archive management
- Incident and Problem management
- Change and Release management
- Capacity and Performance management
- Security and Event management
- Knowledge management
- Service Level management
- Patch management
- SaaS compliance program

The following services are not included in the TechnologyOne SaaS offering:

- Internet connection to the TechnologyOne SaaS Platform (including hardware or software to enable internet connection)
- Application management services, including user administration and application configuration
- Altering or modifying interfaces and reports, including as the result of an upgrade or new version
- Maintenance and support for external system connectors, including any third-party software
- Support and assistance with internet/ intranet sites, IT helpdesk systems, email systems
- Support and assistance with end user devices, server, network and workstation IT infrastructure of the customer

We may modify our SaaS Platform Services Guide from time to time to respond to technological developments and changes to our products.

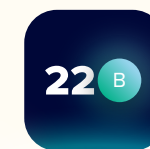
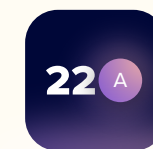


Architecture.

The SaaS Platform is designed to meet our customers' needs 24x7 and architected to run simultaneously across multiple data centres — if one data centre fails the others will automatically pick up the load. Only the largest providers in the world are able to provide a SaaS architecture as scalable and robust as that offered by TechnologyOne.

The key architectural points of TechnologyOne's SaaS solution are as follows:

- One Global SaaS ERP Platform — A single cloud platform across all customers. This allows every customer to benefit from every dollar of investment in the application and utilise the latest in cyber security technologies.
- Data and Database Isolation — All customer data including databases is completely isolated from all other data utilising unique encryption keys, providing a significantly enhanced security and privacy posture.
- Active-Active-Active — Transactions are processed concurrently across multiple separate data centres providing a highly resilient and highly available SaaS Platform. Each centre is able to take the full transactional load should one fail providing exceptional DR capabilities.
- Latest software always available — Customers are provided two major software releases a year providing the latest in leading edge application functionality. The SaaS Platform is continually patched without any disruption or interruption.
- Leading Compliance program — Provides customers with an array of compliance standards and reports. This is intended to provide transparent assurance and also detailed reports that customers' auditors can place reliance upon to reduce customer workloads.



Major software releases, delivered twice a year.

Cloud Service platform

Built using **cia.**

API Driven Automation

Upgrades

Auto Scale

Self Healing

Core Service API

COMPUTE
STORAGE
OS
MESSAGING

NETWORK
EMAIL
LICENCING
QUEUEING

Software Services

REPORTS
REFRESHES
ENCRYPTION
MONITORING

BACKUPS
INSIGHTS
RELEASES
FIXING

Trusted Service Principles

Security

Privacy

Availability

Confidentiality

Process Integrity

International standards

ISO 27001

ISAE 3402

IRAP

ISO 27017

SOC 1

SSAE 16

ISO 27018

SOC 2

Cyber Essentials Plus

Your data is local.

TechnologyOne's SaaS is delivered from data centres in the same geographic region as our customers and your data is never transferred outside of that geographic region. This helps ensure compliance with all relevant regulatory and jurisdictional obligations and provides you a fast and compelling user experience.

Data privacy.

TechnologyOne understands the importance of data privacy and all our relevant systems are automated to ensure your data remain private. Each customer's data and configuration is stored in their own private and isolated data environment with unique encryption keys. As such, TechnologyOne staff will never access your data, unless authorised by yourself for support purposes.

Security.

TechnologyOne's SaaS solution is accredited and certified for all major international security standards and leverages the latest technological advancements and security services. These services are coupled with an extensively layered and isolated architecture that was designed with security as a top priority. This is to ensure all you get the most secure SaaS Platform available. Some key aspects of this are:

- All aspects of the TechnologyOne SaaS Platform are automated. This means that staff do not manually handle your data nor the servers that process that data. This significantly enhances the security posture of the systems and reduces associated privacy and security risks.
- The architectural design of the SaaS Platform is reviewed regularly with our trusted partners and their leading cybersecurity teams, significantly enhancing the testing and validation of the architecture.
- Staff are thoroughly trained and assessed on their responsibilities. Background checks are carried out in accordance with relevant laws, proportional to the business requirements, the classification of the information to be accessed, and any perceived risks.
- Monitoring systems report and escalate service anomalies that occur, not only against the SaaS Platform and the systems, but also against people and process-related activities.
- Customer data (database and files) is protected by layers of controls and encryption to help ensure security, privacy and confidentiality. All data is encrypted in transit and at rest. All data is backed up, stored off site and retained at a durability level of 99.999% for agreed retention periods.
- Vendors and associated supply chain risks are thoroughly assessed, reviewed and monitored.

Compliance and assurance.

TechnologyOne strives to be the 'Most Trusted SaaS Platform'. Trust is built over time and must be continually maintained. We believe trust is based on the following tenets:

- Being transparent and providing detailed assurance
- The ability to demonstrate and evidence the effectiveness of the controls in place to reduce digital risk
- The reliability and performance of the services being delivered

Security, assurance and compliance is one of the mechanisms we use to ensure the chain of trust and transparency is maintained. We deliver a very extensive compliance portfolio to provide you transparent assurance reporting and reduce your audit time and expense.

TechnologyOne's compliance and assurance program provides:

- Compliance with a broad range of leading international standards as detailed above
- Extensive and highly transparent third-party-produced audit reports. Compliance to relevant standards is done on behalf of our customers and is independently audited. We run a program of continual audits and independent penetration and vulnerability testing to verify our security systems and controls are effective.

- The range of international certifications provides customers with audit reports that can be shared with your auditors to reduce audit workloads.
- A compliance program that is continual and broad, including:
 - Series of penetration and vulnerability testing activities
 - Monthly internal audits
 - Third-party audits after every quarter
 - Third-party audit reports available to customers every six months
- Multiple third-party auditors to provide real independence and transparency

Further details can be found at <https://www.technologyonecorp.com/saas/security-and-trust>

Upgrades.

TechnologyOne delivers two scheduled feature releases each year, enabling customers to quickly leverage the latest features and innovations. You will receive a feature release into your test environment, which gives you the opportunity to perform acceptance testing prior to taking the feature release into production.

This delivery model is facilitated by all customers running on the exact same software set, so that every stage of the

release is an opportunity to identify and resolve issues quickly and efficiently.

We also continually provide patches, bug fixes and minor upgrade releases outside of the two feature releases. This ensures the SaaS Platform is fully up to date with all required security patches and fixes. Contents of releases are provided through the TechnologyOne online customer portal (Customer Community).

Further information of our support model and customer community can be found on our website

<https://customercommunity.technologyonecorp.com/s/article/Customer-Support-Guide>



Availability.

TechnologyOne will provide you with access to the TechnologyOne SaaS 24 x 7 x 365 except during scheduled maintenance windows, which are communicated to customers in advance.

The availability service level (SLA) of the TechnologyOne SaaS (production environment) is 99.5% 24 x 7 x 365.

Environments.

Customers are provided with a production and non-production environment as a standard. TechnologyOne recommends that the test (non-production) environment be used for training as well. Non-Production environment(s) can be a full copy of the production database.

Additional environments can be provisioned for a fee. Refreshes of production data into the new environment can be requested via a support request.

Backups.

TechnologyOne will provide the following services to back up customer data:

Production data	
Creation of Backup	Retention Period
Hourly backups	7 Days
Daily backups	4 Weeks
Weekly backups	3 Months
Non-production data	
Creation of Backup	Retention Period
Daily backup	2 Weeks

Should there be further records management or operational needs to retain backups for longer periods, TechnologyOne provides a range of additional services. TechnologyOne refers to these as DRaaS (Data-Retention-as-a-Service).

Excusing events.

Any delay, downtime, unavailability, latency, service degradation, response delay or similar event or occurrence, will not constitute a failure to meet the SaaS service levels where that event is caused by or related to:

- Scheduled maintenance of the SaaS Platform, or any other scheduled downtime agreed to by the parties;
- A customer's act or omission, or an act or omission of a third party, for which the customer is responsible, including failure to supply accurate, complete, and timely information when requested;
- Force Majeure Event;
- Defects in Third- Party Products;
- Failure of the customer's infrastructure or internet link to the TechnologyOne SaaS Platform;
- Any operating system, database, application or other code or materials not provided by TechnologyOne, including configuration issues in connection with the foregoing;
- Any act or omission of a third party or that is not caused by TechnologyOne or the SaaS Infrastructure Provider (for

example, hacking, denial of service attacks and the introduction of viruses); and

- Compliance with any applicable law or requirements of governmental agencies that adversely affect TechnologyOne's ability to provide the SaaS Platform.

Third Party Products.

This guide does not apply to any third party products which may be provided as part of your SaaS solution. The SaaS features and functionality for those third party products will be as described in the

relevant end user terms for each third party product or in the specifications applicable to the third party products in your agreement document.

Partnerships.

TechnologyOne is a strategic partner of the global leaders in Infrastructure as a Service (IaaS). These collaborations unlock innovations and new services to customers quickly and efficiently.

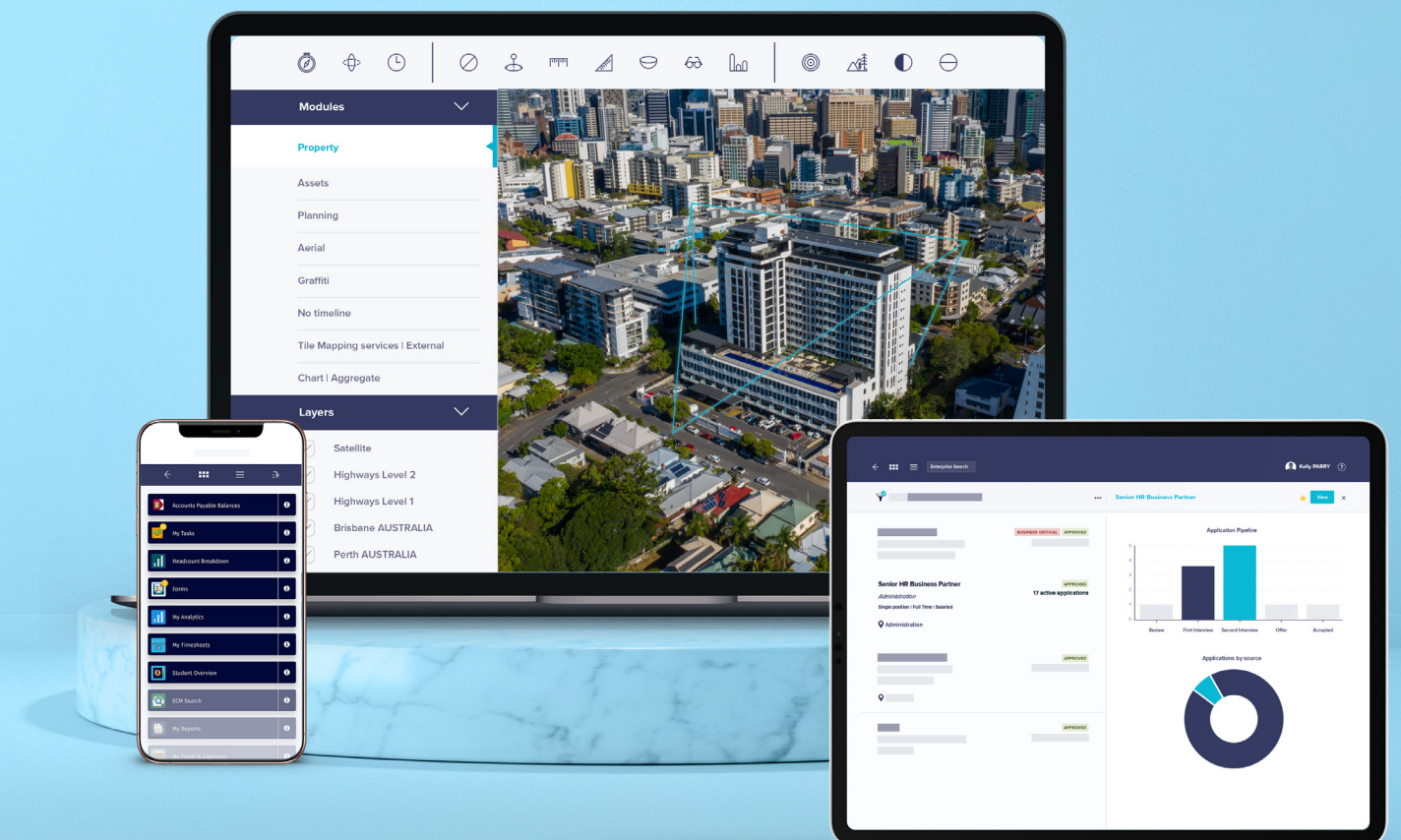
Through these partnerships, TechnologyOne is delivering innovation through an ERP solution that is at the leading edge of technology.

Sustainability.

TechnologyOne is committed to sustainable practices as described within our annual sustainability report. We only choose partners the display and live the same values.

Further details can be found on

<https://technologyonecorp.com/company/investors/corporate-governance>



About TechnologyOne

TechnologyOne (ASX: TNE) is Australia's largest enterprise software company and one of Australia's top 150 ASX-listed companies, with locations across six countries. We provide a global SaaS ERP solution that transforms business and makes life simple for our customers. Our deeply integrated enterprise SaaS solution is available on any device, anywhere and any time and is incredibly easy to use.

Over 1,200 leading corporations, government agencies, local councils and universities are powered by our software. For more than 34 years, we have been providing our customers enterprise software that evolves and adapts to new and emerging technologies, allowing them to focus on their business and not technology.

Technology One Limited ABN 84 010 487 180

Ready to learn more?
technologyonecorp.com

technologyone
Transforming business, making life simple