



AUTORENPLATTFORM Specifications

Document

Created Wednesday
Version

Wednesday, 6. April 2022
1. 3

Document status

ClassificationPublic
Final

A. DOCUMENT HISTORY

<i>Version</i>	<i>Description</i>	<i>Date</i>	<i>Author</i>
0.1	First version for internal discussion	27.10.2020	Alex Schwerzmann
0.2	Final version for contracts	03.12.2020	Alex Schwerzmann
0.3	Adjustments to Chapter 4	05.01.2021	Alex Schwerzmann
1.0	Release	06.01.2021	Dino Fiori
1.1	Revisions according to partner meeting 2021	29.01.2021	Alex Schwerzmann
1.2	Proposal revised version to partners	18.02.2021	Dino Fiori Alex Schwerzmann
1.3	Revision and approval to partners	22.04.2021	Alex Schwerzmann

B. CONFIDENTIALY AGREEMENT

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1 SCOPE

The scope of application of this service description is the services "Autorenplattform" (hereinafter referred to as PEP) of Dinotronic AG.

Vertragsbestandteile:

- Signed Partner and/or Reseller Agreement
- Signed offer / order
- Service description (this document)
- Dinotronic AG Service Level Agreement (SLA)
- General Terms and Conditions of Dinotronic (<https://dinotronic.ch/agb>)

Dinotronic AG offers the audit expert platform PEP exclusively in a partner and reseller model. This means that this managed service does not address end customers.

2 DEFINITIONS

2.1 Features

The following functionality is provided to the reseller with PEP:

Range	Functionality	PEP light	PEP
Productivity & modern filing	Personal mailbox	☐	☐
	Online use of Word, Excel, PowerPoint and Outlook	☐	☐
	Commission-wide Ablage with the possibility of individually entitled substructures	☐	☐
	Storage per inspection object	(☐)	☐
	Templates for Inspection Object Cabinets	-	☐
Prozesslösung	Fully flexibly definable process definition lists	-	☐
	Process abbreviations, express routes and forks	-	☐
	Mass mutations and import/export of process definitions	-	☐
	Objektarchiv	-	☐
	Overridden roles	-	☐
	Automatic process monitoring	-	☐
Safety	Notifications about upcoming and expiring tasks	-	☐
	Backup of all files and Outlook objects stored online in the PEP	☐	☐
	Easy two-factor login and Self Service Password Reset Portal	☐	☐
	Advanced and automatic protection of data and identities	☐	☐
	Re-set permissions client-wide	-	☐
Support & Services	Require device security, regular updates, encryption, constant monitoring and support of end devices	-	-
	7x24 Service Desk	☐	☐
	Access to online training materials	☐	☐
	Monthly reporting	☐	☐
Dinotronic Advantage	Responding to extraordinary incidents within the platform	-	☐
	Comprehensive and competent support by Dinotronic AG	☐	☐

2.2 Description of the functions

2.2.1 Productivity & modern storage

- **Personal mailbox:** The user receives a personal mailbox for his own use and is thus integrated into corporate communication. In addition, it can be used to communicate externally with the official PEP domain.
- **Online use of Office applications:** An online version of the standard applications of the Office package (Word, Excel, PowerPoint and Outlook) is made available to end users.¹
- **Commission-wide storage with the possibility of individually authorized substructures:** Correspondingly authorized users get access to a storage management, where substructures with individual read and/or write permissions can be created per subordinate unit. Access to the administration of the respective substructure is also defined/restricted.
- **Storage per inspection object:** A separate cabinet is created for each inspection object that is created. If configured accordingly, this is automatically filled with the applicable **templates per examination part**. As part of the PEP light, an authorized user can create a cabinet for each object himself.

2.2.2 Process solutions

- **Fully flexibly definable process definition lists:** All test parts can be defined with a freely composable process definition list. Thus, a completely individual process can be mapped for each test part – even with completely flexible role assignment.
- **Process abbreviations, express routes and forks:** Forks can be stored or offered in each process (configurable/usable depending on the role). In addition, super-users have options for shortening the process manually or automatically during operation if necessary.
- **Mass mutations and import/export of process definitions:** Process definitions can be exported to Excel for simplified editing and thus multiplied more easily. Superusers can also move multiple objects together to another point in the process.
- **Object archive:** Already used or old objects can be stored in an archive and thus excluded from current events.
- **Overridden roles:** If an exception to roles is to apply to a special check object, the additional roles can be defined. Roles that can be defined each time per object are left undefined and thus lead to quality control when entering a new object.
- **Automatic process monitoring:** If objects or background workflows stumble, this is reported by the monitoring and – ideally without end users noticing it – is continuously corrected by the support organization.
- **Notification of upcoming or expiring tasks:** The various roles are informed about tasks that are assigned to them. They will also be informed when they expire soon.

2.2.3 Safety

- **Backup:** All files stored on the PEP are backed up and stored in a separate cloud controlled by Dinotronic (14 days / 3 months / 10 years).²
- **Two-factor and Self Service Password Reset Portal:** All users of the PEP (light) can count on reliable two-factor password protection. In addition, users who have forgotten their password can reset it independently.
- **Extended identity and data protection:** Files stored on the PEP are automatically encrypted by the system and are now only available to members of the corresponding commission. In addition, the system checks the behavior of the identities for anomalies. This allows attacks on the platform by, for example, identity theft to be detected and fended off.
- **Reset authorizations:** If adjustments in the process definitions are newly applied to all existing objects, they can be re-enforced at the push of a button.
- **Device management:** Since PEP sees itself as an online platform, it has no or only limited influence on accessing devices. The security and management of the devices is therefore a matter for the end users or their IT organizations.

¹ Open the with AIP-protected PEP documents is handled by Microsoft in the online versions only partially supported

² on the corresponding shelves

2.2.4 Support and Services

- **7x24 Service Desk:** In the event of a malfunction or support request, the Reseller's users can contact our Service Desk. This receives the messages, prioritizes them and, if necessary, offers the 7x24 on-call organization.
- **Online training materials:** Dinotronic regularly prepares user manuals and declarations in written and interactive form, thus ensuring that the MWS can be used as efficiently as possible.
- **Monthly reporting:** We evaluate the most important key figures of our services on a regular basis and make them available to the reseller if necessary.
- **Reaction to incidents:** Thanks to constant monitoring of "system health", proactive action is taken and thus worse is prevented at best.

2.2.5 Dinotronic advantage

In addition to the performance features described above, Dinotronic takes special care of the following points:

- **Ensuring expertise:** Dinotronic actively ensures that qualified specialists can support the reseller in a level-by-step manner. Dinotronic achieves this, among other things, through the Microsoft Gold partner status and the corresponding certifications of its employees.
- **Partner management:** To ensure that Dinotronic's services bring the desired benefits to the reseller, Dinotronic actively ensures the best possible relationships with the suppliers. The reseller also benefits from this, as Dinotronic has special partner agreements in order to be able to offer excellent service quality.
- **Secure connections:** Dinotronic uses suitable and up-to-date technical measures to ensure that the connections are established encrypted as far as Dinotronic can influence.
- **Continuous service development:** Dinotronic is constantly developing its services and offers. Resellers and end customers automatically benefit from innovations and further developments.
- **Owner-managed, independent Swiss company:** As an autonomously operating company, we are directly and exclusively subject to Swiss law and have no external interest claims to consider.

2.3 Combinations

Within the same organization, PEP and PEP light users can be mixed. However, access is made to two completely different environments and does not allow joint processing on the PEP. PEP light environments, on the other hand, can be accessed by PEP users.

2.4 One-off services

One-off expenses such as migrations, activations, configurations, etc. are offered and billed in a separate project. They are not part of this Managed Service. In any case, the reseller must carry out a project (flat rate or at cost) with Dinotronic so that the service can be properly activated.

The completion of the project describes the start of the managed service. It must be assumed that all conditions are developed during the project so that a successful operation of the managed service is possible. Some or all recurring service fees may already be incurred during the project. This is because the corresponding service must already be activated during the course of the project so that the project can be successfully implemented.

2.5 Recurring services

2.5.1 Overview

Dinotronic assumes responsibility for the required functionality of the subcomponents in accordance with the overview below:

Achievement	PEP light	PEP
Operation of the platform including the licenses and rule sets required for functionality	☑	☑
Support in the event of malfunctions according to the service description	☑	☑
Proaktives Partner- und Service-Management	☑	☑
Proactive information on changes, problems and adjustments as well as further development of the service based on the Managed Workplace Service	☑	☑
Comprehensive support for trained super users	☑	☑
Training documents and documentation as part of the functionality	☑	☑
Licenses, operation and maintenance of a backup solution for files in the cabinets including monitoring	☑	☑
Regular reporting on request	☑	☑
License, operate and maintain a data and identity protection solution	-	☑
Super users can manage users	-	☑
Super users are administrators of the Microsoft 365 environment	-	-
Device Support	-	-
End User Support	-	-

3 PRECONDITIONS

3.1 Internet access

In order to be able to use the services online, appropriate Internet access is required. The costs for this connection as well as the data traffic are not included in the PEP and can be subscribed to separately as "Managed Internet Access".

3.2 Software Licenses

The necessary licenses for the PEP are procured by Dinotronic for the service recipient and billed monthly.

During the project and in case of malfunctions, a test user must be created including a working subscription with appropriate licensing. The test user is considered a subscription user to be paid during the project and during troubleshooting.

3.3 Supported browsers

The following browsers are supported by Dinotronic:³

Browser	PEP light	PEP
Microsoft Edge Chromium Edition	☑	☑
Google Chrome	☑	☑
Mozilla Firefox	☑	☑
Apple Safari	-	-
Opera	-	-
Internet Explorer	-	-

Dinotronic assumes no responsibility for manufacturer errors and is not liable for consequences. Because of the integration of Azure Information Protection features, Dinotronic recommends using Microsoft Edge Chromium Edition.

3.4 Hardware

Hardware that is necessary for access to the PEP is provided by the reseller or end customer (e.g. notebook, smartphone, tablets but also printers and network components unless purchased from Dinotronic). The current minimum requirements and compatibilities (hardware, browsers, operating systems and versions) must be taken into account:

<https://products.office.com/en-us/office-system-requirements>

³ Since the entire browser landscape behaves extremely volatily, despite mentioned compatibility Problems when using a browser of choice. The end user is then prompted to temporarily switch to another browser.

4 DEMARCATIIONS

4.1 Responsibilities

Step	Typically, but not conclusively,	Responsible
General / Everyday Life (Level I)	<ul style="list-style-type: none"> • All user requests, e.g. <ul style="list-style-type: none"> ○ Support of users in accessing the platform, using the technologies (Microsoft 365, Microsoft Office, Unified Labeling Client) ○ Support of users' devices / environments ○ Technical questions / procedural questions • General education • General Information / Communication 	Reseller
Occasional / Configuring / Consulting (Level II)	<ul style="list-style-type: none"> • Configuration of the environment (administration list and user, group and license configuration) • Changes within the solution (e.g. roll/group adjustments, adjustments in process definition, changes in test parts, etc.) • Assignment of authorizations • Reaction to error messages of the workflows, easy correction as far as provided/possible, ev. Reset workflows and use the express route to restart an object in the right place/configuration • Process abbreviations, accelerations, and process definition bypass • Integration and training of the external partners of the commissions (translation agencies, printers, etc.) • Consultation and discussion of the Commissions 	Reseller
On Demand / Patching / Escalation Level (Level III)	<ul style="list-style-type: none"> • Resolution of "Don't do what it should" messages • Receipt and planning/implementation of major adjustments • Constant development/training/further education of resellers/partners 	Dinotronic AG
Bugfixing / Consulting (Level IV)	<ul style="list-style-type: none"> • Escalation level for serious software errors and/or "unsolvable" requests • Clarification of legitimate, currently unsupported everyday situations/requirements 	Dinotronic AG, transfer to selected specialists / manufacturers

4.2 Services not included

Dinotronic does not provide any services for the private use of the platform within the scope of this service. Any inquiries from end users will be charged to the corresponding reseller.

In addition, a wide variety of products are included in this service. The respective performance limitations of the individual suppliers implicitly limit the overall performance and can be requested from Dinotronic on demand.

Work in the sense of consultations, project-like expenses and major service adjustments are always excluded from the lump-sum service compensation. Also not included are expenses caused by end users, connection and departures of employees, specific specialist applications and device problems that are due to hardware or peripheral malfunctions. These services will be invoiced to the reseller according to effective effort in accordance with the regular hourly rates of Dinotronic AG.

Unless the end users themselves are Dinotronic customers with their device, Dinotronic AG offers only very limited support and charges for expenses incurred.