

Software Terms and Conditions

Konfuzio Server Software

Helm & Nagel GmbH

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1 Subject matter of the contract

1. Helm & Nagel GmbH (hereinafter referred to as the manufacturer) offers the licence and maintenance of the Konfuzio Server Software, hereinafter referred to as the Software, to customers who are not consumers within the meaning of § 13 BGB (German Civil Code) or other relevant legal provisions, for use.
2. The maintenance of the software by the manufacturer and the licence grants the customer extensive rights of use and exploitation, e.g. the use on-premises. The purpose of use and the target system must be specified by the customer.
3. The service levels and the service description in the appendix are part of this contract by reference.
4. Any object code or source code contained in the Software or the Software Container and/or otherwise transmitted by the manufacturer shall be deemed to be part of the Software and shall be subject to this Agreement and the applicable terms and conditions.
5. This licence applies to the purchase, installation, commissioning and use of the Software. By installing the Software, the Customer bindingly declares, irrevocably and for an indefinite period of time.
6. The customer shall receive the following rights to the objects of the contract which the manufacturer transfers to him within the scope of his (e.g. updates, supplementary manuals), a simple, non-exclusive and non-transferable right of use.
7. The contractual software shall be delivered in executable form, i.e. in object code. Insofar as it is technically the software without the source code, the customer shall not be permitted to use the delivered software beyond the exceptions defined in these licence conditions, or to process it in any other way.
8. Service, maintenance, installation, customisation and configuration services are not part of this contract, but these may be agreed separately between the parties.
9. This also applies to the elimination of faults and damage caused by incorrect operation on the part of the customer, hardware, by an interruption in the power supply, by the influence of third parties or by force majeure.

2 Rights of use and exploitation

1. The manufacturer grants the customer a non-transferable, non-exclusive licence, limited in time by the term of the contract, non-transferable, non-exclusive licence to use the software for the processing of documents.
2. The manufacturer provides the contractual software by downloading it from the Internet or by other electronic means of transmission. The customer receives electronic documentation (e.g. operating instructions, help files, online help, other technical information and documents) by this means as well.
3. The manufacturer grants the customer the right to use the software for the contractually agreed use of processing documents in accordance with the contract. The functions of the software shall be called target system and integrated via REST API.
4. The software may be modified and edited within the scope of the contractually agreed use,

3 Scope of care

insofar as this is necessary for the use as intended and to establish interoperability with other programs. The customer is entitled to connect the software provided with other computer programs via defined interfaces, see <https://app.konfuzio.com/api/>, and to develop his own processes.

5. The software is installed and administered on one or more servers of the customer. The customer is entitled to make the software available to organisations entitled to use it as a service. All affiliated companies are entitled to use the software in accordance with § 271 HGB or §§ 15 ff. AktG, provided that the customer informs the manufacturer in writing with details of the organisations (company name and address). The customer guarantees that organisations entitled to use the software will use it exclusively in accordance with the contract. The manufacturer shall thereupon grant organisations entitled to use the software a non-exclusive, non-assignable transferable right, limited in time to the term of the agreement, to use the software via the browser or indirectly via the defined interfaces. The overall responsibility for the operation of the service lies with the customer.
6. The customer may not rent, sell, lend, sublicense, publicly reproduce or make available the software in any other way, nor may he publicly or make it available to third parties, whether in return for payment or free of charge.
7. Any use of the software by the customer beyond the contractually agreed use is an act which is breach of contract, which entitles the manufacturer to terminate the right of use immediately and without notice. All rights of use granted within the framework of this contract shall be immediately terminated by this termination without notice. In this case, the customer shall immediately and completely cease using the software, delete all copies of the software installed on his systems and, if applicable, delete the backup copy and the documentation.
8. All aforementioned rights of use and exploitation are granted to the customer under the condition precedent that he has paid the licence fee in full.
9. The Contractor shall have sole and exclusive ownership of all rights, titles and interests in such works (including ownership of all copyrights, patent rights, trade secret rights and other related intellectual property rights).

3 Scope of care

1. The manufacturer is obliged to investigate reproducible errors in the software reported by the customer and to give the customer the customer in order to eliminate the consequences of the error. An error shall be deemed to exist in particular if the software does not fulfil a function specified in its performance description or does not fulfil it correctly or does not fulfil it in otherwise does not behave in a functionally correct manner.
2. The manufacturer will respond to error messages communicated by the customer in accordance with service levels. He will then inform him of the The manufacturer will then inform the customer of the expected duration of the fault analysis and rectification.
3. Maintenance includes:
 1. the maintenance and restoration of the operational readiness of the software in the current release,
 2. the updating of the software (Updating),
 3. the documentation of the work carried out,
 4. Maintenance services prior to each release in the form of software tests,
 - e. all commercially reasonable efforts to correct reported errors or to develop workarounds, and and to provide such corrections or workarounds in accordance with

3 Scope of care

the specified Service Levels in a timely manner. in a timely manner; workarounds shall not relieve the Supplier of its obligation to perform,

6. Support remotely through electronic communication,
 7. the right to all upgrades of the Licensed Software, provided that the release occurs during the Contract Term,
 - h. The maintenance also extends to the documentation belonging to the software, which can be viewed on dev.konfuzio.com. konfuzio.com. The technical documentation is available at dev.konfuzio.com and the functional documentation is available at help.konfuzio.com.
4. Maintenance does not include:
- a. Problems caused by changes to a version of the software not made or authorised by the manufacturer. caused by changes not made by the manufacturer. A change is considered authorised if it has been incorporated into the Master Branch of the Software, or if it has been of the Software,
 - b. Errors or delays caused by events or circumstances beyond the control of the manufacturer, e.g. technical resources. e.g. technical resources.
 - c. Problems on a system that was not installed as shown in the on-prem documentation. See https://dev.konfuzio.com/web/on_premises.html,
4. Use of undocumented private APIs,
 5. maintaining the customer's own code beyond calls to the REST APIs,
 6. Problems caused by hardware modifications such as overclocking.
 - g. General system administration tasks, such as managing file permissions and environment variables. Use of third-party tools such as databases, application servers, integrated development environments, etc. In these situations, the manufacturer will try to help if possible, but help cannot be guaranteed.
5. A prerequisite for the search and elimination of errors is the fulfilment of the customer's obligations to cooperate in accordance with the obligations to cooperate.
6. Other faults are only to be rectified if this is possible with economically reasonable effort. This is not the This is not the case if a reprogramming of essential parts of the software is necessary.
7. The manufacturer shall allow the customer or the customer's personnel to inspect the work carried out by means of the changelog. The current changelog can be viewed at https://dev.konfuzio.com/web/changelog_app.html.
8. Software maintenance shall be carried out exclusively by qualified personnel. The personnel suitable for the efficient The manufacturer shall provide the tools (test programmes, test data, error search programmes, etc.) that are suitable for the efficient performance of the maintenance work and that correspond to the latest state of proven technology, debugging programmes, etc.) shall be provided by the manufacturer.
9. The Contractor's employees shall not enter into any employment relationship with the Customer. The customer shall give instructions exclusively The customer shall issue instructions exclusively to the responsible employee appointed by the manufacturer with effect for and against the manufacturer.
10. The involvement of subcontractors is only possible with the prior, express consent of the other party.
11. When maintaining the software provided, the manufacturer shall regularly provide the latest version. Only this version will then be further developed. In the same way, the manufacturer shall adapt the associated documentation. documentation shall be adapted in the same way.

4 Remuneration

1. The remuneration for the licence and maintenance of the software is defined in the main contract.
2. The remuneration shall be paid annually in advance. The customer shall be sent a new invoice for transfer in electronic form by e-mail at the beginning of the respective annual period. new invoice for transfer in electronic form by e-mail. The payment deadline for the transfer is two weeks from the invoice date.
3. The Contractor is entitled to an appropriate increase of the agreed flat rate after announcement in text form. Such an increase shall come into effect at the earliest 3 months after the end of the month in which the Manufacturer has notified of the change. It may not exceed the fee for the preceding twelve-month period by more than 2%. If the customer does not agree to the adjustment, he may terminate this contract with one month's notice to the day on which the new charge comes into force. the day on which the new fee comes into force.
4. If the customer intends an extended use compared to the licence agreement, the rights of use required for this must be rights of use shall be subsequently licensed.
5. The statutory value added tax is not included in the prices; it is charged separately in the invoice at the statutory rate on the day of invoicing. separately in the invoice on the day of invoicing.

5 Duty of care and audit right

1. The customer is obliged to take appropriate measures to protect the software and the documentation from access by unauthorised third parties. unauthorised third parties, in particular to keep all copies of the software in a protected place. The employees of the customer are to be emphatically instructed to comply with these contractual terms and copyright. In particular, the customer shall request its employees not to make any unauthorised copies of the software or the copyright. unauthorised copies of the software or the documentation.
2. If an employee of the customer infringes the copyright of the manufacturer, the customer is obliged to cooperate to the best of his ability in clarifying the copyright infringement. the copyright infringement to the best of his ability, and in particular to inform the manufacturer of the of the corresponding acts of infringement.
3. At the manufacturer's request, the customer shall enable the manufacturer to check the contractually agreed use of the software, in particular to determine whether the software is being used in accordance with the contract. the contractually agreed use of the software, in particular whether the customer is using the programme qualitatively and quantitatively within the scope of the licences acquired by him. To this end, the customer shall provide the manufacturer with information, grant access to relevant documents and relevant documents and records as well as to enable an examination of the hardware and software environment used. Provided that this is done only once per calendar year, within the usual office hours and after previous at least two weeks in advance.

6 Source code protection

1. All rights to the source code of the software, including the right to modify it, remain with

the manufacturer. The manufacturer has the right to encrypt the source code of the software.

2. Insofar as the software is not provided with copy protection, the customer is only permitted to make a single back-up copy for backup purposes. copy for backup purposes only. The customer shall mark the created backup copy with the note "Backup copy" as well as a copyright notice of the manufacturer. A copyright notice copyright notice present in the software as well as registration numbers included in it may not be removed. It is software or written material in whole or in part in its original or modified form or in any other form or in its original or modified form, or mixed with other software or included in software, or otherwise reproduced. otherwise reproduce.
3. The customer is not entitled to make changes or interventions in the source code of the software, either himself or through third parties, even to source code of the software, even in order to eliminate possible program errors. The latter shall not apply if the manufacturer manufacturer has definitively rejected the elimination of programme errors in writing. If the customer in such a case or by third parties in such a case, any further warranty by the manufacturer shall expire. the manufacturer.
4. The customer is not entitled, outside of the legal regulations, to modify, translate or change the software or any part of it. modify, translate, reverse engineer, debug, disassemble, decompile, or in any other way modify the software or any part thereof. disassemble, decompile, or in any other way to explore or reproduce the source code, structure, sequences or or any part thereof.
5. The contractual software is protected by copyright laws and international copyright treaties (§§69a et seq. UrhG). Copyright is the subject matter of this licence agreement. References to copyrights or to other industrial rights on or in the software may not be changed, removed or otherwise made unrecognisable. made unrecognisable. The customer shall be liable for all damages due to copyright infringements incurred by the manufacturer from a breach of these contractual provisions by the customer.
6. Furthermore, the customer is not entitled to modify the software or parts thereof in such a way that features of the identification, trademarks, copyrights or other proprietary notices or legends appearing on or within the Software (or any copy or portion thereof).

7 Warranty

1. The rights of the customer in the event of material defects and defects of title (hereinafter "defects") of the contractual software shall be governed by the statutory provisions shall apply, unless otherwise stipulated in the following.
2. The manufacturer warrants that the software, when used as contractually agreed, conforms to its performance specification and is not and does not contain any defects which impair the suitability of the software for the contractually agreed use more than insignificantly. the contractually agreed use more than insignificantly. Insignificant deviations from the performance description shall not be considered as a defect.
3. The manufacturer warrants that its owed services are free of third-party rights. Should If it should transpire that this is not the case, the manufacturer shall, at his own expense and at his own discretion at his own expense and at his own discretion or modify his performance in such a way that the rights of third parties are no longer impaired and rights of third parties are no longer impaired and reimburse all necessary expenses.
4. Warranty claims of the customer shall become statute-barred within a period of one year from receipt of the notice of defect.
5. The warranty for material defects does not apply to defects which are based on the fact that the licensed software is used in a software environment which does not meet

8 Term of the contract

the requirements specified in the documentation and the release notes, a contractually the documentation and the release notes, for use contrary to the terms of the contract or for changes and modifications made to the software without being entitled to do so by law, under this Agreement or with the prior written consent of Seller. or with the prior written consent of the Seller.

6. The Software is designed for a variety of uses and cannot cover every conceivable use in detail. every conceivable application in every detail. The manufacturer shall ensure that the software is compatible with the criteria and within reasonable limits that the software conforms to the performance specification.
7. The customer has informed himself about the essential functional features of the software and bears the risk as to whether this his wishes and needs; he has sought advice on questions of doubt from employees of the manufacturer or from of the manufacturer or by a competent third party before the conclusion of the contract.
8. If the manufacturer publishes a non-binding statement according to which the operation of the software is also possible under other system requirements, the customer shall bear the risk. under other system requirements, the manufacturer does not assume any guarantee that the software will always run software will always function properly under the changed system requirements.
9. The customer is responsible for the regular backup and maintenance of his individual data. The manufacturer points out that a data backup is absolutely necessary, especially in the event of a warranty claim.
10. The manufacturer is entitled, at his own discretion, to remedy defects either by removing the defect, by supplying defect-free software or a new release of the software, and software or a new release of the software and to reject any unreasonable form of remedy chosen by the customer. reject. The customer is entitled to make changes to the software which become necessary due to defects, provided that the defects, insofar as the contractual performance is not changed more than insignificantly as a result.
11. The customer agrees that the use of the software is not intended in connection with a high risk. Examples of use scenarios include but are not limited to air travel, space travel, fire fighting, police operations, power plant operations, or power generation, transportation management systems, military operations, rescue operations, medical operations. The Customer agrees not to use or make available the Software in any place that or make available the Software in any place where the use of the Software could cause damage to property or injury to persons. persons.

8 Term of the contract

1. The contract begins with its signing by both parties.
2. The contract is for an indefinite period. It may be terminated in writing with three months' notice to the end of the calendar year. in text form.
3. The contract may be terminated by either party without notice for good cause. An important reason is in particular if the manufacturer is no longer in a position to continue using the software due to force majeure, if the the manufacturer repeatedly exceeds the contractually guaranteed response time or the time required to remedy the defect if the financial situation of the respective other party deteriorates significantly, in particular if insolvency proceedings are instituted against the assets of the other party or if such proceedings are rejected for lack of assets. Termination without notice is also possible if a continuation of the contract would be unacceptable to the terminating party circumstances of the individual case and after weighing the interests of both parties. cannot reasonably be expected to continue.

4. Any termination must be in text form to be effective (§ 126b BGB).

9 Other provisions

9.1 References

1. The manufacturer is granted the right to name the customer and the organisations entitled to use the product within the scope of the indication of references, also using the logo. The manufacturer is also permitted for advertising purposes, a screenshot of the application for advertising purposes, provided that it is ensured that no confidential information or personal data can be seen. personal data are visible.
2. The customer and the organisations entitled to use the application shall allow the manufacturer to publish a press release as well as the naming with company logo on the manufacturer's websites. The persons and/or and/or organisations named in the press release shall be involved in the preparation of the press release and thus prior to publication.
3. The producer is aware of the reputation attached to the names of the organisations entitled to use the press release and undertakes not to use its rights referred to in paragraph 1 to the detriment of the organisations entitled to use them. organisations.

9.2 Confidentiality agreement

9.2.1 Preamble

The following confidentiality agreement of Helm & Nagel GmbH (HN) shall apply to all contracts with customers. The manufacturer and the customer are also referred to in the following as party or parties.

9.2.2 Scope

1. The parties undertake to treat as confidential all information made available in the course of the execution of a contractual relationship.
2. The parties undertake to instruct their personnel accordingly and to oblige them to comply with the agreement. and to obligate them to comply with the agreement separately in text form.
3. The parties undertake not to disclose information to be kept secret to third parties. No third parties are to be entered into with the customer within the meaning of § 271 HGB (German Commercial Code), §§ 15 ff. AktG (German Stock Corporation Act) or the respective applicable applicable corporate law provisions, provided that they have been obligated to maintain confidentiality. confidentiality.
4. Excluded from this is information which is publicly known without the recipient's intervention or which has become publicly known after the conclusion of this agreement. of this agreement; was already known to the recipient prior to the commencement of the business relationship, without this information being relationship without this information being subject to any other confidentiality obligation; is disclosed to the recipient by a third party without has been made known to the Recipient by a third party without a breach of a confidentiality obligation; or has been disclosed by the developed independently by the recipient without the use of confidential information.

5. The customer is obliged to keep confidential all knowledge of data security measures of HN obtained within the scope of the contractual relationship. data security measures of HN confidentially. This obligation remains in force even after termination of this contract.
6. The customer shall treat as strictly confidential all information made accessible to him in the course of the execution of this contractual relationship and which goes beyond the purely external appearance of the software as well as the mere the mere listing of the scope of functions. This applies in particular to information about methods and methods and procedures used by HN as well as information concerning the software. The customer is furthermore obliged to maintain secrecy vis-à-vis third parties, also by his employees, in particular to prevent unauthorised access to the software by third third parties to the software and related information by taking suitable precautions.
7. The parties undertake to notify each other immediately upon becoming aware of a breach of the agreed secrecy obligations. confidentiality obligations and to provide all reasonable assistance in connection with all proceedings in this connection. in connection therewith.
8. At the end of the contractual relationship, the parties shall, without being asked to do so, return all confidential information provided or destroy/delete such information. information provided or destroy/delete it in accordance with data protection regulations and provide each other with a written certificate of written certificate upon request.
9. Should a court or an authority demand the disclosure of confidential information from a party, the affected party, in the course of a proceeding, the parties shall be obliged to do so. party, the affected party shall inform the other party without delay in order to give the other party the opportunity to disclose confidential information. party to give the other party the opportunity to seek appropriate remedies or take other protective measures. take other protective measures. Upon request, the affected party shall assist the other party in taking such action. assist the other party in such action. If such measures are waived or are unsuccessful, the affected Party may disclose Confidential Information without breach of this Agreement. Such disclosure shall be made only to the extent extent required by law, and the Covered Party shall use its best efforts to maintain the confidentiality of the information to be disclosed.
10. The obligation of confidentiality shall continue beyond the duration of the Agreement until twelve months after the effective effective termination date of the contract.

9.3 Service descriptions

9.3.1 Preamble to the standard software

With the Konfuzio software, information from documents is automated, simplified and retrievable at any time in a structured manner. retrievable at any time. Documents from various business processes can be integrated and consolidated. The software serves The software serves as a platform and offers different components for the simple and fast processing of individual documents of any kind as well as for the individual structuring of documents. The software serves as a platform and offers different components for the simple and fast processing of individual documents of any kind as well as for the individual structuring of the information contained therein. It is standard software that is designed for use by a large number of customers. The software must therefore be therefore have to be individually adapted and processed by the client in each case. The overall responsibility for the introduction of the software lies with the customer. The manufacturer of the software mentioned below is Helm & Nagel GmbH.

The Konfuzio software currently consists of three modules.

9.3.2 Konfuzio Server

The service-oriented architecture of Konfuzio provides an AI web service for processing documents. The results of the document processing are provided via multi-client REST API services in JSON format. The currently documented functions of the API are available at <https://app.konfuzio.com/api/>. The application differentiates users according to roles and offers the possibility to configure Create, Read, Update and Delete (CRUD) permissions. In simple terms, Konfuzio processes documents in three steps:

Text recognition in scans and images through OCR

When loading documents, documents are loaded into Konfuzio via the REST API. Depending on the incoming quality of the documents, technical correction procedures are used for damaged files and then OCR for full-page text recognition. The OCR engine used can be freely selected by the customer. By default, the Open Source OCR Engine Tesseract 4.1.1 is installed as standard. With use of the Tesseract OCR does not incur any further costs for the customer. Other OCR engines are purchased separately. The manufacturer provides the customer with connectors in order to use the OCR engine separately for each project. A unique ID is generated for each document. Supported input formats, see [Documentation](#) are saved as archivable PDF documents (PDF/A) including embedded text layer. The originals of the uploaded file and the PDF/A generated from it can be retrieved via REST-API.

In the version of the Konfuzio Server hosted on app.konfuzio.com, Helm & Nagel GmbH uses the Azure Read API 3.2. If the customer wants to ensure the same results of the text recognition in his own installation the customer is recommended to use the OCR of Azure as an [On-Prem as an `On-Prem Container](#) or as a [REST API](#). to be purchased. If the customer so wishes, Helm & Nagel shall provide this OCR engine and charge for it separately. The price for use shall be based on Microsoft's prices. These can be obtained for the REST API from [Microsoft](#) and for the on-prem [Container from Microsoft](#) can be viewed. The price without quantity discount applies.

Categorising and later extracting the individual pieces of information

Categorising and extracting documents: Each incoming document is assigned to a class by a supervised learning model. The exact procedure for classification does not require any manual rules and goes far beyond the keyword-, phrase-, layout- or graphic-based classification. The classification gives per class per incoming document a confidence value. Classes are configured and trained by users. For each class information can be extracted for each class, if desired. The extraction of individual information in the context of tables, unstructured free text or by the layout of the document is only possible by defining training documents. For this, users adapt the AI through training documents. For each training run and category automatically trained on the basis of the training documents, stored and then used for inference. During inference, a confidence value is output for each piece of information. The recognition of the individual pieces of information is made possible by the use of labels, see below. If annotated in the training documents the context of individual pieces of information is learned by the AI. Thus, a single piece of information, e.g. first name, occur several times in the document. For example, one of the two recognised first names can be assigned to the recipient and one to the sender. The recognition of the context of the individual piece of information is made possible by the use of label sets, see next page. The manufacturer evaluates the latest AI research on an ongoing basis and includes further AI models in the product range. models into the application after positive test results.

Use of the data via REST API

After loading and extracting the documents, the contents of the documents are made available as structured data as REST API in the JSON format. The data can be retrieved with the docu-

ment ID. In addition, it is possible to webhook for each document, which actively sends the structured data to a previously defined service after the defined service after the processing process. Feedback on AI results from classification, extraction and context recognition can be given by authorised users through the web-based SmartView. This SmartView provides direct access and synchronous display of the recognised information via document ID. Through feedback, the quality of the AI is continuously improved. In addition, new classes, individual pieces of information or contexts can be trained to the AI in this way.

The software Konfuzio is designed to classify any type of document and to display information in the professional context on the basis of the document type. context on the basis of the document type. This generic applicability of the system is made possible by three essential elements of the software.

Category: Each incoming document is assigned to a document type, a so-called category, assigned. A document has a document type. If extraction is desired, a category can be supplemented with label sets. can be added to a category.

Label set: A label set is a bundle of labels. A label set can be used to recognise tables or to extract individual information in the subject context. extract individual pieces of information in the subject context, e.g. that of the sender of a letter.

Label: Labels define the individual pieces of information to be extracted from a document. For each label, an auto typing, e.g. conversion into machine-readable date formats.

With these three modules, users build up a comprehensive data set that can be used to apply AI with supervised learning. methods in both classification and extraction through sample documents. Data for both initial and ongoing training are applied via the web browser-based Konfuzio SmartView per point and click in the document by users. in the document by users. Once information has been saved, it can be accessed via an individual URL in the SmartView. In addition, each individual piece of information can be accessed via a unique URL directly in the SmartView. directly in the SmartView.

The application offers extensive logging. From import to export, the technical processing steps are logging of the technical processing steps takes place for each document. This view can be viewed by users authorised as superusers. authorised as superusers. The logging at module level, e.g. the classification of a document, is accessible through the tasks in the Redis messaging system.

In addition, these three modules make it possible to build up a well-ordered database and use it for both technical and content reporting purposes. technical as well as content-related reporting purposes. Konfuzio offers standard reports and allows for the individual reports: prefabricated reports can be downloaded directly from the application for each trained AI model and project as a CSV. directly from the application. Individual reports can be created using the free Konfuzio Python SDK or MS Excel Power Query.

The application is multi-client capable. An AI model can be used in different projects. Users with separately configurable roles can be invited to a project. One API endpoint is available per project. An AI model can be made available to different authenticated groups of users after training or retraining. users after training or retraining.

In addition to Konfuzio's internal reporting options, Konfuzio is operated in a Kubernetes environment. This allows a comprehensive control of the technical operation. The continuous export of reporting-relevant data enables end-to-end reporting.

Operating requirements & system environments for installation on the customer's servers (on-prem / (private) cloud)

The following is a system design with 3 Konfuzio instances (DEV, TEST, PROD) in order to implement a development/test system independent of the operation in production.

The system environment comprises three types of VMs. The Konfuzio server software is run on the master VM. The speed of processing the tasks in the Redis task queue can be increased by integrating additional worker VM(s) in addition to the master VM, see also Performance under

9 Other provisions

load. If text recognition (OCR) is required, at least one OCR VM must be operated per Worker VM.

Design of the Master VM

- Resources: 8 vCPU (min. 2.6 GHz) and 64 GB RAM
- We recommend Redhat Linux as the VM's operating system.
- All VMs require the AVX2 CPU command extension.
- PostgreSQL version 9.5 or newer is used as the database (version 11.11 is recommended).
- Redis version 4 or newer is used as the task queue (version 4.0.9 is recommended).
- Each VM should be connected to the network with at least 1 Gbit/s.
- Network storage for files with at least 1 TB storage space
- Internet connection is not required.

The technical instructions for installing the Konfuzio Server software can be found [here](#).

Design of the Worker VM

- Resources: 8 vCPU (min. 2.6 GHz) and 64 GB RAM
- We recommend Redhat Linux as the VM's operating system.
- All VMs need the AVX2 CPU command extension.
- Each VM should be connected within the network with at least 1 Gbit/s
- Read and write access to the network storage of the master VM
- Internet connection is not required

Design of the OCR VM (optional)

- Resources: 8 vCPU (min. 2.6 GHz) and 64 GB RAM
- We recommend Redhat Linux as the VM's operating system.
- All VMs require the AVX2 CPU command extension.
- Each VM should be connected within the network with at least 1 Gbit/s
- Read and write access to the network storage of the master VM
- The use of [Tesseract 4.1.1](#) does not require an internet connection
- Use of [On-Prem Container](#) requires an internet connection approximately every 100 minutes to report the number of pages processed to Microsoft. However, no further data is transferred during this process. Further details can be found in the [Documentation](#).

Performance under load

A system environment with one Master VM and one Worker VM processes 3,000 pages per hour. A system environment with one Master VM and two Worker VMs processes 6,000 pages per hour. The specifications describe the state when using [Tesseract 4.1.1](https://github.com/tesseract-ocr/tesseract/releases/tag/4.1.1) and assume that no training of the AI is carried out at load time.

Development / test system:

- 1 VM for databases, data storage and web server (each for development and test) + all tasks of the development system. Tasks refer to tasks from the "task queue" such as preprocessing, classification, extraction and training.
- 1 VM for OCR (development and test)

9.3.3 Konfuzio Trainer

The service description can be found in the technical documentation at https://dev.konfuzio.com/training/training_documentation.html.

9.3.4 Confucius Python SDK

The Konfuzio Python SDK provides a free and MIT-licensed extensible Python API that allows data scientists and developers to access and interact with the Konfuzio server. developers to access and interact with the functionality of the Konfuzio server. The Konfuzio Python SDK works independently of the chosen hosting concept of the Konfuzio Servers.

A common use case is the complete download of all data available on the Konfuzio Server to which the user has access. the user has access to. This kind of download enables a complete and self-sufficient data backup or transfer of the transfer of data to the customer's server. With a good internet connection, thus a download speed of more than 200 MBit/s, the following storage space requirements and duration for the download can be expected:

- The text of the document requires a storage space of approx. 0.05 MB per page at a download speed of 26,000 pages per hour
- An additional 1 MB per page is required if the optical properties, so-called bounding boxes, are to be saved down to the individual letter. individual letter are to be saved. The download speed is approx. 16,000 pages per hour.
- A further 0.125 MB per page is required if the archivable OCR version of the PDF is also to be saved. These files can be downloaded at approx. 48,000 pages per hour.
- A further 0.15 MB per page is required if each page is to be saved as an image. This download is possible at a speed of 16,000 pages per hour.

Technical instructions on how to use the Python SDK can be found at dev.konfuzio.com.

The service description can be found in the technical documentation at https://dev.konfuzio.com/sdk/configuration_reference.html. If the Konfuzio Python SDK is not included in the is not included in the maintenance contract, the MIT licence applies. This can be on [GitHub](#).

The MIT licence offers a decisive advantage for commercial use. obligation to integrate the corresponding copyright notice together with the licence text into one's own application. own application. In this respect, the implementation or modification of MIT-licensed software is also not unconditional; this However, this single hurdle is low from a legal and practical point of view. Unlike many open source licences with copyleft clauses, proprietary applications can be developed or distributed with the Konfuzio Python SDK. Here It is up to the user under which conditions the proprietary application is published.

9.4 Service Levels

The following overview of *Service Levels* indicates the response times after notification by the customer of a technical problem. technical problem. To qualify for the minimum response times, the customer reports the problem via email support@konfuzio.com. For each support request, the manufacturer will assign a assign a unique case number (IT Ticket).

Once the Manufacturer has received sufficient details to isolate or reproduce the bug, the Manufacturer will assign a priority level to the bug according to the table. The response for the initial assessment will be given according to the table. When the initial assessment is complete, the manufacturer will provide the customer with an estimated time frame for the resolution. for the solution.

9 Other provisions

Priority	Description	Examples	First response target
Urgent	Production system completely blocked with no apparent workaround: one or more models cannot be run in a production system.	Licence key error for production system Segmentation error for production system.	Within 4 business hours
High	Non-blocking problem for a production system: a malfunction of one or more functions on a production system, although a workaround is available.	Unexpectedly slow performance for a production system Error in certain parameter values for a production system.	Within 8 business hours
Important	Any problem with a non-production system: any malfunction of functions for a non-production system or any request for performance evaluation and optimisation.	Any failure in a non-production environment, benchmark requests.	Within 7 working days
Normal	All other queries.	How-to questions, product suggestions, questions about issues in service level exceptions.	Within 10 working days

Business hours: 09:00 - 17:00 Central European Time, Monday to Friday; closed on German public holidays.