This **Partner Spryker Services Description** defines the scope and availability of Spryker Services provided to Partners under the terms of the applicable Partner Agreement and Order Form(s). Any access to and use of Spryker Services by Partner beyond such scope, limits, and ceilings require Partner's consultation and agreement with Spryker subject to additional Fees.

Spryker Demo Packages

A. Spryker Standard Demo Package

The Spryker Standard Demo Package contains ready-to-demonstrate demo material and consists of access to Spryker pre-recorded Demos and the Spryker Public Demo Environments.

The Spryker Standard Demo Package is currently offered free of charge to all active Spryker Solution Partners who paid the annual partnership fee to Spryker. Offering the Spryker Standard Demo Package to other Partners is at Spryker's sole discretion. Spryker may stop offering or start charging for this offer in the future at its sole discretion.

Spryker Pre-Recorded Demos

1. Overview of Service
Partner can access pre-recorded Demos via Spryker's demo automation tool. Partner must not allow third parties to access or use the pre-recorded Demos. Additional terms and conditions provided by the provider of the demo automation tool may apply (currently [Demoboost Terms](#)).

Spryker grants one user from Partner's organization (authorized user) access to a library of tailored pre-recorded Demos inside the demo automation tool. Partner must submit the name and email address of the authorized user for that authorized user to be granted access.

2. Capabilities
Authorized users can engage with the provided Demos in several ways:
- Duplication: Users may replicate Demos for varied applications in sales contexts.
- Live Demonstration: Users can present the demos live to Prospects.
- On-Demand Discovery: Users can distribute links to demos, enabling prospects to explore Spryker products independently.

3. Demo Offerings
Spryker offers two categories of Demos:
- Guided Demo Set: For real-time product demonstrations performed by presenters.
- On-Demand Self-Service Demo Set: For autonomous prospect exploration via shareable links.

4. Training and Support
Documentation for using the Demos will be provided. Further assistance may be provided to Partner via Commerce Quest or by their dedicated Solution Partner Manager.

5. Usage Limitations and Restrictions
Demos are intended solely for Partner's sales and beneficial marketing activities and Prospects' product understanding. There are no explicit limitations on their use within these contexts. Spryker may adjust access terms as needed.

Pre-recorded Demos do not represent live Spryker environments but are visual copies. The content in the pre-recorded Demos can present out-of-the-box Spryker and custom-build functionality.

6. Updates and Maintenance
Spryker may occasionally provide updates to pre-recorded Demos and maintain the pre-recorded Demos made available for Partner's use to a reasonable extent. This might make times of unavailability of the pre-recorded Demos necessary.

Spryker Public Demo Environments
Upon Partner's request, Spryker provides Partners access to Spryker's Public Demo Environments.

Grant of Access: Upon Partner's request, the Provider grants Partner non-exclusive, temporary access to the Demo Environments designed for the demonstration of standard applications, including but not limited to Business-to-Consumer (B2C), Business-to-Business (B2B), Enterprise Marketplace capabilities and Spryker's App Composition Platform.

Data Management and Security: Partner must not enter personal, offensive, or sensitive data into the Demo Environments.

Reset Policy: The Demo Environments are subject to a **daily reset,** during which all data entered or modified by Partner will be permanently deleted. Partner acknowledges this reset policy and understands that the Provider is not responsible for losing any data due to this process.

No Management Rights: Partner acknowledges that they will not be able to manage, configure, or control the Demo Environments in any way. Access is provided on an "as is" basis.

Shared Access: Partner understands that the Demo Environments are **shared with other partners** and users. The Provider shall not be responsible for any interference with, or modification of, Partner's use of the Demo Environments by any third parties.

Compliance and Liability: Partner agrees to use the Demo Environments in compliance with all applicable laws and regulations. Partner shall indemnify and hold the Provider harmless from any claims, damages, or losses arising from Partner's misuse of the Demo Environments.

B. Spryker Premium Demo Package

Spryker Premium Demo Packages enable Partner to create (industry-specific) optimized and customized Demos to demonstrate Spryker's full flexibility to Prospects.

Premium Demo Environment

1. Initial Setup
After receipt of Partner's payment for the Spryker Premium Demo Package based on a respective Order Form, Partner is entitled to a single dedicated Demo Environment. Any subsequent changes with regard to the number of provided Demo Environments or sizes are subject to the conclusion of an additional Order Form and additional fees.

2. General

Environments
Spryker offers Environments to Partners as part of the Spryker Premium Demo Package for developing, testing, and demonstrating the Spryker applications to potential prospects. The offered environments are optimized for cost-effective demoing purposes and are limited in resources and size (details below). They are equal to neither production (PROD) environments, production-like (PROD-LIKE) environments, nor non-production (NON-PROD) environments. They are not designed to handle load tests, performance tests and/or large datasets. Demo Environments do not provide autoscaling The environments are meant to run Spryker applications only. Any other use case is excluded unless explicitly discussed with the dedicated Spryker team and agreed upon by an Order Form.

Size
Each Demo Environment corresponds to a specific-sized shared cluster that runs one (1) instance. Details are in the below section on *Capabilities*.

Availability Zones
Any Demo Environment subscribed to by Partner is available only in a single zone. Multi-availability zones are not provided per default.

Regions
Spryker utilizes Amazon Web Services (AWS) as an infrastructure provider for operating the services and depends on availability of AWS in given regions. Each Demo Environment is operated in a geographic region selected at Spryker's sole discretion, subject to AWS's availability and operational constraints.

Restrictions
Partners must not use personal data or confidential information in Demos or uploads to Demo Environments. To the extent the use of data is required for Demo purposes, Partner may only use anonymized data in a way that does not infringe confidentiality obligations.

3. Capabilities - Cloud Infrastructure

-   Cloud Storage

Description	Cloud-based object storage for static files

Use-Cases	Storing static content that needs to be accessed from the public internet or internally - Web assets, e.g., images, static HTML files, JavaScript, CSS - Videos, music files - PDFs files - Other downloads
Engine	AWS S3
Versions	N/A
Ceilings included by default	1 TB data transfer traffic/month and 100 GB object storage
Scaling	Infinite (subject to additional Fees)

- Bastion Host / Client VPN

Description	Host that can be accessed via SSH and Client VPN; from here, access to the internal network is available
Use-Cases	Developer access to internal resources within Partner's environment, e.g., Databases, Scheduler
Engine	N/A
Versions	N/A
Ceilings included by default	N/A
Scaling	N/A

- DNS

Description	Name resolution service
Use-Cases	- Domain name management - DNS hosting - Zone delegation
Engine	AWS Route53
Versions	N/A
Ceilings included by default	N/A
Scaling	N/A

- Monitoring & Logs

Description	Collect metrics and logs from services
Use-Cases	- Troubleshooting using error logs and metrics - Dashboards for metrics
Engine	AWS CloudWatch
Versions	N/A
Ceilings included by default	N/A
Scaling	N/A

4. Capabilities - Platform & Tooling

- SQL Database

Description	Transactional and immediately consistent relational SQL-compatible database to store structured data. Only one node in one availability zone is provided
Use-Cases	- Storing master data, e.g., products, prices - Storing Transaction Metric data
Engine	MariaDB
Versions	10.6
Ceilings included by default	- vCPU 2 - RAM 8 GB - Storage 50 GiB
Scaling	None

- Key-Value Database

Description	In-memory, eventually consistent key-value database with fast access to values stored under a key but with limited query capabilities, based on the availability of the single-node setup
Use-Cases	Storing denormalized data from the SQL database for faster access - HTTP session data
Engine	Redis
Versions	6.X
Ceilings included by default	- vCPU 2 - RAM 3.09 GiB
Scaling	None

- Full Text & Faceted Search

Description	Document-oriented, immediately consistent database optimized for full text and faceted search
Use-Cases	- Product catalog search and navigation - Web content search
Engine	ElasticSearch (AWS Service: OpenSearch)
Versions	7.7
Ceilings included by default	- vCPU 2 - RAM 8GB - EBS volume size 45 GiB
Scaling	None

- Continuous Deployment

Description	Execution pipeline to package a Partner's solution and deploy it onto one of their Environments; there is one such pipeline for each Environment Type
Use-Cases	Load the code from Partner's GIT repository, download all dependencies through PHP Composer and NPM, build a Docker image, and then deploy this Docker image to the Environment.

Engine	AWS CodePipeline
Versions	N/A
Ceilings included by default	- 3 GB memory - 2 vCPUs
Scaling	N/A

- Email

Description	Service to send emails
Use-Cases	Send transactional e-commerce emails, e.g., order confirmation and updates, user registration confirmation, password forgotten, etc
Engine	AWS SES
Versions	N/A
Ceilings included by default	As defined for AWS SES
Scaling	N/A

- Docker SDK

Description	A tool designed to help you set up a local Docker environment for your Spryker project
Use-Cases	- Set up a local Docker environment similar to the environment Customer gets with Spryker Cloud Services - Create and test configuration of your deployments - See applicable Technical Documentation
Engine	Customer's local command line interface (CLI)
Versions	See applicable Technical Documentation
Ceilings included by default	Not all features configuration parameters take effect in Spryker Cloud Services.
Scaling	N/A

- Spryker Code Upgrader and Spryker CI

Description	A managed Spryker Code Upgrader service running on top of managed Spryker CI
Use-Cases	- Upgrade suggestions are automatically prepared in the form of a pull request (PR) created in Customer's GitHub, GitLab or Azure repositories - Upgrade suggestions provided weekly, not blocking and not affecting PROD Environments - Custom implementation must fulfill Spryker guidelines and Evaluator assessment for Upgrader support

Engine	- Spryker SDK
	- Buddy Works
	    - 4 vCPU
	    - 8 GB RAM

Versions	- Version 2022.04+ or one previous LTS version - PHP 8.0+

Ceilings included by default	- Current offering covers Minor and Patch releases of Spryker modules with changes to your project code to integrate the releases and when you use these customization strategies:
	    - Configuration
	    - Plug and Play
	    - Project Modules
	- Security releases are prioritized and offered before any other upgrade
	- Support upon request and based on availability
	- 1 GB of storage and 240 GB-minutes

Scaling	Based on utilization (subject to additional Fees)

- ACP (Catalog Access)

The Spryker ACP Catalog will be integrated with the Premium Demo Environment.

Description	Backend that manages a Spryker ACP Catalog and its Apps; provides a Backoffice UI to manage Apps; additional terms and conditions may apply. In the Premium Demo Environment, the Spryker ACP Catalog will be accessible, but credentials for individual applications will not be provided.
Use-Cases	Enable Business Users to configure and manage Apps via Spryker ACP Catalog
Access to service	- SQL database - Cloud Storage - Message broker - Full text & faceted search - Key-value database - Secrets manager

Ceilings included by default	- Per container instance:
	    - 4 PHP-FPM workers
	    - 3.5 GB RAM

Scaling	None

- Backups

Backups are created automatically **daily and retained for one month**.

5. Capabilities - Shared Services

The following services and applications are containerized and may run on a mix of spot instances. So no SLA at resource level are provided:

- Message Broker

Description	Middleware to route messages via queue from a publisher to subscriber
Use-Cases	Publish and synchronize data from Zed to Yves/Glue
Engine	RabbitMQ
Versions	3.7, 3.8, 3.9
Scaling	None

- Scheduler

Description	Engine to run jobs at certain intervals; these jobs can be Partner-specific and coded in PHP, has access to a shared network folder with the Bastion Host

Use-Cases	- Regular jobs, e.g. to clean up residue data or import jobs - Run workers to process items in a queue of the message broker
Engine	Apache Jenkins
Versions	2.342
Scaling	None

- SCOCS Application: Yves

Description	Consumer-facing storefront with server-side rendered UI
Use-Cases	Provides a Backoffice for Business Users to manage their stores, e.g. update product data, prices, user, etc
Scaling	None

- SCOCS Application: Zed

Description	Backend that manages master data and processes transactions; provides a Backoffice UI to manage data and processes
Use-Cases	Expose Spryker Cloud Services capabilities
Scaling	None

- SCOCS Application: GlueAPI

Description	Consumer-facing REST-API to be used by a decoupled storefront, mobile devices, or other clients
Scaling	None

5. Scalability

The Spryker Premium Demo Package is specifically tailored for product demonstration purposes and, as such, inherently limits the provision of scalability features beyond the predefined thresholds and options delineated herein. This package does not encompass automatic scalability enhancements.

Should Partner express the necessity to scale specific components beyond the stipulated limitations, such requests may be accommodated or not at Spryker's sole discretion, subject to the conclusion of an additional Order Form and payment of potential additional charges.

Even in cases of agreed scaling, Spryker cannot be held responsible for any performance-related issues or downtime experienced by Partner's application due to upscaling activities.

6. Monitoring
Monitoring is provided through Cloudwatch, allowing both our team and Partner to access and review system performance metrics. While we strive to maintain reliable monitoring services, Spryker is not responsible for uninterrupted or error-free operation of Cloudwatch. Access to and use of the monitoring services are provided "as-is" and at Partner's own risk.

7. Maintenance and Support

7.1 Maintenance Services

To achieve a reliable and secure environment for hosting Partner's demo applications, Spryker constantly performs maintenance activities to patch components and introduce new solutions to improve the respective environments. While most such activities can be executed anytime without impacting Partner, a small subset of activities can cause temporary service disruption and/or degradation during scheduled downtime.

7.2 Support
Support for the Premium Demo Environment is provided informally only and on an as-available basis by Spryker. Spryker is committed to assisting Partner with general inquiries and challenges encountered but cannot be held to response times or the availability of support at any given moment. There are no Service Level Agreements (SLAs). Support levels are not defined.

Spryker Pre-Recorded Demos
Access to the pre-recorded Demo library described above is also included in any Spryker Premium Demo Package.

On top of using pre-recorded Demos, as part of a Spryker Premium Demo Package, Partners can request the Spryker team to create a pre-recorded Demo for a custom Demo built by Partner. The entire creation process, including the decision as to whether Spryker will create such a pre-recorded Demo based on a custom Demo built by Partner, is at Sprykers discretion.

Spryker Accelerator Packages

Spryker offers different packages to Partner to support Partner's development of Accelerators. Accelerators potentially can help Spryker Customers leverage Partners' existing know-how for a particular industry or a constantly requested feature built on project-level, reduce Spryker Customers' cost as well as time to market, enhance Spryker Customers' overall experience or complement the Spryker Services in another way. Based on Partners' experience, Accelerators can also serve as best practice guides for Spryker Customers.

For clarity: Unless otherwise agreed with regard to a specific Accelerator, Accelerators will be independently offered to Spryker Customers by Partner. Partner will also be responsible for maintenance and support for Accelerators.

A. Spryker Standard Accelerator Package

The Spryker Standard Accelerator Package is a self-managed offering, which Spryker currently makes available free of charge to Partners as part of the SP Global Partnership Program. Spryker may change this approach at any time at its sole discretion.

As part of this Spryker Standard Accelerator Package, Spryker permits Partner (to the extent outlined herein and in the Spryker General Service Terms) to independently extend the Spryker Services and tailors such extension in accordance with Partner's requirements.

When developing an Accelerator, all guidelines and standards provided by Spryker for development based on Spryker's code need to be followed.

Provided Partner has signed the Services Addendum, Spryker will list all Accelerators on Spryker's website at Spryker's discretion.

Spryker intends to list all Accelerators on its website. It is Spryker's decision how to present Standard or Premium Accelerators in marketing material, its website, on events, etc.

If necessary, Partner can seek assistance and general support from Spryker via Commerce Quest. Spryker is committed to assisting Partner with general inquiries and challenges encountered but cannot be held to response times or the availability of support at any given moment. There are no Service Level Agreements (SLAs). Support levels are not defined.

B. Spryker Premium Accelerator Package and Add-ons

The Spryker Premium Accelerator Package is a package offered by Spryker to enhance an Accelerator developed by Partner by initial certification and annual recertification and to provide Partner Marketing and Sales benefits.

Spryker Premium Accelerator Package

Spryker Premium Accelerator Package (content)	
Accelerator Certification Assessment by	**Objective:**

Spryker	The objective of the Accelerator Certification Assessment by Spryker is to assess an agreed Accelerator built by Partner for adherence to Spryker's development and architecture best practices, and to issue a Spryker Certification to the Accelerator that qualifies for it. Passing the Certification Assessment is the prerequisite for being eligible for Premium Accelerator benefits laid out herein. **Assessment Approach:** Spryker's technical experts perform a code and architecture review of the agreed Accelerator built by Partner using the following Spryker certification criteria: ● Spryker standard for security and data privacy ● Use of Spryker architecture and features ● Upgradability and extensibility ● Performance and scalability ● Code quality ● Automated test coverage ● Spryker Software used in most recent version ● Documentation quality Each of these criteria has different weightages assigned for the purpose of the assessment score calculation. If an Accelerator meets the Spryker certification criteria, it passes the assessment and receives the Spryker Certification. Result of failed certification: If an Accelerator fails to pass the certification criteria, Partner can have the assessment repeated by ordering the Accelerator Certification Assessment Service by way of an additional Order Form. **Note:** **The Spryker Certification is valid for one (1) year. The Spryker Certification is valid only for the code version that was assessed by Spryker. If Partner wants to retain access to the benefits that Spryker provides for Premium Accelerators after that one (1) year, the agreed Accelerators need to get annually recertified as part of the Spryker Premium Accelerator Package. This is necessary to ensure quality of the Accelerators.**
Marketing and Sales Benefits	**Spryker Certification Badge** The Spryker Certification badge is a visual endorsement and graphic to represent Partner's Premium Accelerator having undergone and passed Spryker's assessment. Upon certification of a Premium Accelerator, Spryker will add it to Partner's <u>Partner Page</u> on Spryker's website and provide Partner with a graphic that can be added to Partner's website and digital assets. **Prime Placement on Website** Upon certification of a Premium Accelerator, Spryker will improve the visibility of the Premium Accelerator by granting Partner better placement in the <u>Solution Partner's Directory</u> or the <u>Technology Partner Directory</u>, as applicable, ensuring that Partner is prominently featured. **Press Release** Upon certification of a Premium Accelerator, Spryker will publish a dedicated press release on Spryker's <u>PR page</u> to showcase your contribution to the Premium Accelerator. **Content Creation** Upon certification of a Premium Accelerator, Spryker will allow Partner to showcase its expertise and highlight its Premium Accelerator through one (1)

guest blog post on the Spryker Blog and one (1) partner feature on CommerceQuest's Spryker News, Spryker's community platform.

Marketing Material
Upon certification of a Premium Accelerator, Spryker will provide a one-pager marketing material (based on Partner's input) to share with Partner's sales team to highlight the Premium Accelerator.

Social Media Post
Upon certification of a Premium Accelerator, Spryker will allow Partner to leverage Spryker's social media presence on Linkedin with one (1) post to highlight Partner's Premium Accelerator.

Mutual User Content
Once a successful mutual user has been established with Partner's Premium Accelerator, Spryker will collaborate with Partner on the creation of one (1) compelling case study or customer success story that highlights the positive impact of the Premium Accelerator. Publication of such success story is subject to Spryker Customer's consent or approval.

Spryker Pitch Decks
Spryker will include Premium Accelerators in Spryker's standard pitch deck and Sales materials and market them throughout the Sales process. Note: Spryker may refrain from including Partner's Premium Accelerator in cases of deals sourced by another Partner.

GTM Training (Spryker-internal)
Spryker will train all Spryker Sales Managers about the availability and contents of Partner's Premium Accelerator. Note: Despite Spryker co-marketing Accelerators, these will be independently sold to Spryker Customers by Partner. Partner will also be responsible for maintenance and support for Accelerators.

SES Support Packages (available for Standard Accelerators and Premium Accelerators)

Additional Spryker SES Services for Accelerators	
SES15: Accelerator Starter	**Objective:** The objective of the Accelerator Starter service is to enable Partner with the necessary Spryker foundation knowledge for starting to build their Accelerator. **Delivery Approach:** As part of Accelerator Starter service, Spryker expert consultants (Product Manager and Solution Architect) offer enablement sessions on the Spryker out-of-the-box features, Spryker application/cloud architecture, Spryker development & architecture best practices along with a session on the Spryker certification criteria. The total size of this Accelerator Starter service is 3 Service Days, which will be delivered over a to be agreed upon period of up to two (2) weeks.
SES16: Accelerator Builder	**Objective:** The objective of the Accelerator Builder service is to provide Spryker expert guidance to Partner's team during the development phase of their Accelerator, Spryker expert consultants help Partner's team when building an Accelerator in accordance with Spryker development and architecture best practices and Spryker certification criteria. **Delivery Approach:** As part of the Accelerator Builder service, a Spryker Product Consultant helps Partner's team to define the Accelerator MVP Scope and alignment of scope with Spryker OOTB features. A Spryker Solution Architect then

	provides guidance on Target Architecture Definition. Once the development starts, Spryker Technical Experts provide regular guidance to help partner developers with complex and challenging technical problems. Spryker's experts do some selective code reviews and give feedback to developers to ensure the accelerator is following Spryker development and architecture best practices and is on the right path to getting Spryker certified. The total size of this Accelerator Builder service is eleven (11) Services Days, which will be delivered over 8–12 weeks.

Spryker SES Services

Partner may also purchase Spryker SES Services as well as Trainings as detailed in Spryker's customer offering in the Spryker Services Description for Spryker Customers (available here: https://spryker.com/ssd/).