

TAMTRON

WEIGH TO KNOW

SERVICE LEVEL AGREEMENT (SLA)

ONE TIMBER / ONE CLOUD

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1 GENERAL

1.1 Tamtron One Cloud

Tamtron One Cloud is a cloud service for storing the weighing data from different scales and scale types and provides basic reporting features. It is mainly a tool for the administrator users. It also offers integration interface for customer ERP system.

If One Cloud is integrated into customer ERP system, the orders, customers, materials, etc. are directly coming from ERP and there is no need to maintain this data in other systems. However, if there is no integration, this data is managed in One Cloud.

1.2 Data Availability

One Cloud enables creating user, scale, or organization specific settings for how the data is shown and available.

Sharing data to other organizations based on certain criteria

- The weighing jobs with one or more of the following criteria can be shown for other organization:
 - Weighing is conducted with a specific scale.
 - Weighing is conducted by specific organization.
 - Weighing is conducted by a specific user.
 - Weighing job has specific material, vehicle, customer, or other data type.
- The setting of data sharing is done by Tamtron and can't be done by the customer.

Access to weighing jobs based on user roles

- Customer admin user has access to weighing jobs of the whole organization.
- Truck driver has access to his/her own weighing jobs.
- Additional user roles can be defined by Tamtron.
- The customer can give the desired user role for the users.

Scale or organization specific data

- One Cloud enables having scale or organization specific data. This is done by using the Domain function. In practice, this means e.g. the following:
 - A user can have access to one or more of the scales in the organization.
 - An order can be meant for one scale only.
 - There can be scale specific lists of material, vehicle, customer, or other data types.
- The customer can specify the desired settings.

User specific list of customers

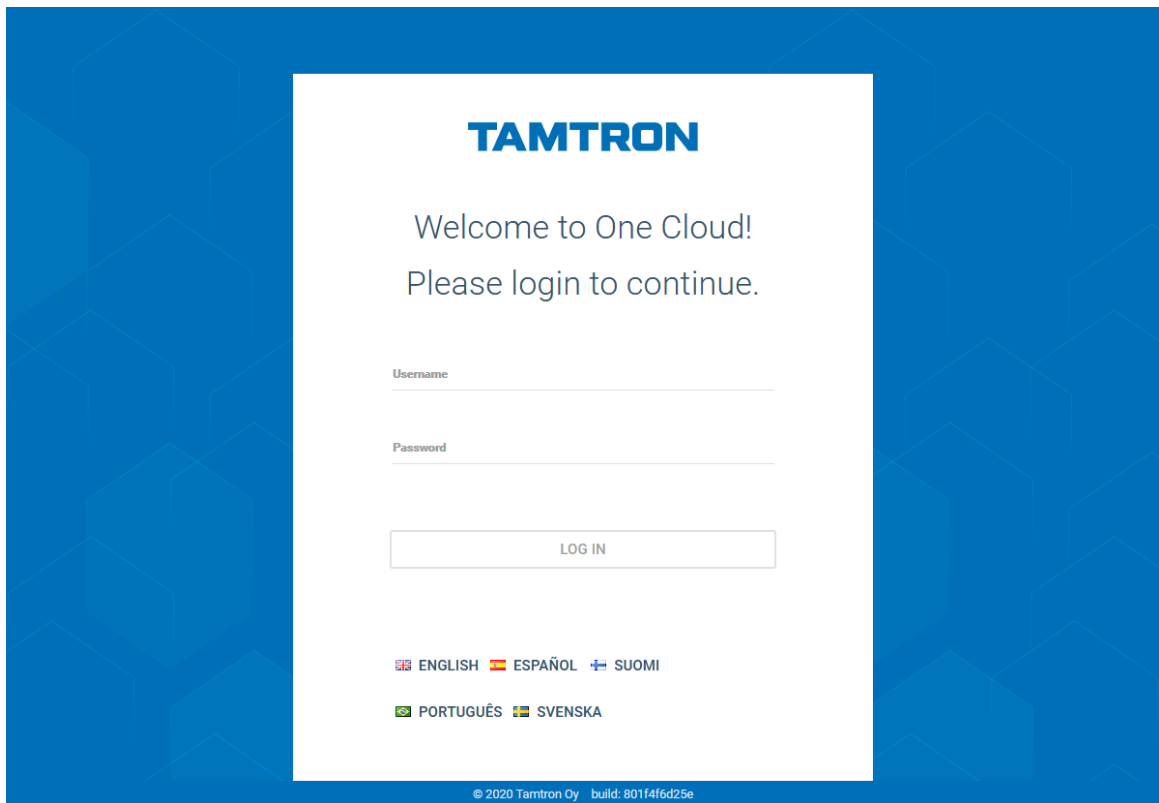
- One Cloud enables defining customer groups so that a truck driver won't see all the customers of the organization, but only the customers of a specific customer group.
- The customer can specify the desired settings.

2 LOGGING IN TO ONE CLOUD

For logging in to One Cloud, you need a valid username and password.

1. Go to address "tamtronone.com".
2. If needed, click the desired language name to change the language of the login screen.
3. Type in the username and password.
4. Click "Log In".

Figure 1. Logging in to One Cloud.



Regardless of the language selection in the login screen, One Cloud opens in the assumption language of the organization. The user specific language of One Cloud can be selected in the system.

3 DASHBOARD

After logging in to One Cloud, Dashboard page opens. The features of the Dashboard page are introduced in Table 1.

Table 1. The features of the Dashboard page.

The screenshot shows the TAMTRON dashboard interface. At the top is a blue navigation bar with the TAMTRON logo on the left and a user menu on the right labeled 'First Name Last Name'. Below the navigation bar are five main menu items: DASHBOARD, JOBS, ORDERS, SETTINGS, and DATA. Below the navigation bar are four summary cards: '0 Errors' (green), '22 t Weighed today' (blue), '1 Active scales' (dark blue), and 'Announcements' (white). Below the summary cards is a 'Weighed mass per day' chart showing a line graph for three scales: Demo Oy/Tampere, One Timber, and Demo Oy/Demo. Below the chart is an 'Errors' table with columns for ORIGINATOR, TYPE, and TIME, showing 'NO EVENTS'. Numbered callouts 1 through 12 point to various elements: 1. Dashboard icon, 2. Jobs icon, 3. Orders icon, 4. Settings icon, 5. Data icon, 6. Errors card, 7. Weighed today card, 8. Active scales card, 9. Announcements card, 10. User menu, 11. Errors table, and 12. Weighed mass per day chart.

Item	Function	Description
1.	Dashboard	Link to Dashboard page.
2.	Jobs	Link to Jobs page.
3.	Orders	Link to Orders page.
4.	Settings	Link to Settings page.
5.	Data	Link to Data page.
6.	Errors	Shows the number of errors during the previous 7 days.
7.	Weighed today	Shows to total amount of tons weighed today.
8.	Active scales	Shows the number of scales connected to One Cloud during the previous 30 minutes.
9.	Announcements	The tweets from " twitter.com/TamtronOneCloud " informing about maintenance updates of One Cloud (also visible during maintenance break).
10.	User menu	User menu for modifying account information, changing the password, or logging out from One Cloud.
11.	Errors	List of the errors during the previous 7 days.
12.	Weighed mass per day	Graph of the weighed mass per day for the selected scales: <ul style="list-style-type: none"> • Select the desired scales for the graph. • Navigate in the timeline by dragging the graph with the mouse. • Zoom in or out in the timeline by using the roller of the mouse.



If you want to get the information of the maintenance updates of One Cloud in your smart phone, follow "TamtronOneCloud" on Twitter.

4 TERMS AND ABBREVIATIONS

The following terms and abbreviations may have been used in this document.

Term/abbreviation	Description
Controller	An individual, company, authority or entity who determines the purposes and means of the processing of personal data.
Customer support	A central point of contact between Tamtron's customer support and the customer. Customer support manages service requests and communicates with the customer.
Personal data	All data related to an identified or identifiable natural person.
Processor	An individual or organisation that processes personal data on behalf of a controller.
Service request	A formal request received from customer support to perform a task or action, investigate a malfunction, or provide information.
Software as a Service (SaaS)	A software delivery option where Tamtron hosts the software and related information centrally and is used by customer end users over the Internet.
System	A set of interrelated tasks that work together to achieve a set goal. For example, a computer system that includes hardware, software, and applications.

5 SERVICE DESCRIPTION

5.1 One Timber / One Cloud

One Timber is a modern scale that enhances the transmission of information and raises the level of accuracy of information. One Timber forwards the completed weighing data to the cloud service.

All weighing actions are transferred to the One Cloud, where weights can be reported. The cloud service has a REST API through which the cloud service communicates with an ERP system or other back-end systems. In addition, the cloud service has been prepared for a customer-specific integration implementation, which can take into account the differences in data models of different systems and/or the need to comply with business rules. Scales are managed through a cloud service.

One Timber has two different services available, One Cloud Light and One Cloud Full. The One Cloud services can be activated here: www.tamtrongroup.com/en/manage-one-cloud.

5.1.1 One Cloud Light

- Automatic software updates
- Remote access, possible to take remote connection from the office to the scale

5.1.2 One Cloud Full

- Automatic software updates
- Remote access, possible to take remote connection from the office to the scale
- One Cloud service

5.2 Data Visibility

The One Timber system supports the transfer of weighing data to other cloud service organizations. If a completed weighing event meets the criteria defined in the One Cloud service, for example, for a truck, carrier or material, then the system automatically transmits the event information to another organization as well. The feature can be used to provide weighing information to subcontractors, for example, so that they only see the weighings of their own fleet (the subcontractor enters into its own cloud service agreement with Tamtron).

5.3 System

5.3.1 Data Model

The data model of each One Cloud organization can be individually defined by using a data schema. In practice, this means that new data fields can be added to the organization to collect weighing-relevant data that is important to the company. The driver interface is generated dynamically on the basis of this diagram, so the change in the data model is immediately reflected in the interfaces as well. The data model supports mandatory fields, so the order can specify which data must be entered before closing.

5.3.2 Integration Interface

One Cloud includes, among other things, the following ready-made integration interfaces, which are described in more detail in a separate documentation:

- weighing information (master data)
- jobs (no addition of weighing work or modification of weighing results)
- orders
- users

Customer-specific, separately agreed integrations implemented for the customer are services subject to support services. On the other hand, no support services according to the service description are available for integrations implemented independently by the customer into the system.

The customer uses the interface at his own risk and is responsible for the distribution of the IDs needed to use the interface and for the security of the information obtained from the interface.

5.3.3 Updates

Tamtron takes care of system updates and all software components can be updated remotely. A pre-agreed update or critical security update does not reduce the system availability figure.

5.3.4 Remote Monitoring

One Cloud has built-in status monitoring for scales. Tamtron receives automatic alerts for both a change in the built-in status and a remote disconnection. In practice, it is already possible to deduce from these alarms whether this is a problem with the scale communication or a possible problem with the software. One Cloud itself is automatically monitored with Amazon CloudWatch tools.

5.3.5 Backup and Encryption

The database server is duplicated and backed up automatically on a daily basis. Backups are stored in a different data center than the database itself.

All traffic from the Internet to One Cloud is encrypted. There is no direct access to the servers from the Internet.

5.4 Privacy Roles

Controller

The One Timber / One Cloud client is the controller. The controller makes decisions related to the content, processes and access rights to personal data (data).

Processor

Tamtron is a personal data processor. We process our customers' personnel information only to provide a One Timber / One Cloud service solution. Tamtron is accountable to our customer organizations and, of course, directly to the authorities.

Registered

The term registered refers to employees of Tamtron's customer organization. Typically, this also includes subcontractors and anyone else whose personal information is stored and processed in the One Timber / One Cloud system.

Data Protection Officer

Organizations performing large-scale data processing must have a designated data protection officer.

6 SUPPORT SERVICES

6.1 Support Levels

All organizations that use Tamtron's products and services receive support from Tamtron's product organization. We provide basic customer support for all customers, including software updates, telephone / email support weekdays from 7 a.m. to 22 p.m. (CET+1), and logging and processing of service requests.

6.2 Content of Support Services

Support services consist of software maintenance, troubleshooting and customer support services. Tamtron continuously monitors and develops support services and related processes, policies and systems. One Cloud itself is automatically monitored with Amazon CloudWatch tools.

6.3 Contacting Customer Support

Fault reports shall include the following information:

- Which application.
- Customer name.
- Scale serial number.
- Actions that occur when repeating an error, preferably with screenshots.

6.4 Classification of Incidents

The incidents are classified into different levels according to the following table.

Class	Description
Critical	A failure event is classified as a critical level failure event if: <ul style="list-style-type: none"> • the entire production system is out of order and • the problem can't be bypassed
High	An incident is classified as a high level incident if: <ul style="list-style-type: none"> • the system response is significantly degraded, or • the essential function is lost under normal conditions, or • an important application component is unusable or • an important system has a recurring malfunction; and • the disruption affects more than 25% of all users and • the problem can't be bypassed
Medium	An incident is classified as a medium incident if: <ul style="list-style-type: none"> • a system-wide error impairs functionality; or • system performance is limited or there are occasional outages; and • the disruption affects more than 25% of all users or most users of a single site; and • the problem can be bypassed.
Low	An incident is classified as a low incident if: <ul style="list-style-type: none"> • it has only a minor effect on the operation of the system • it only affects individual users or certain non-critical functions of the system. • other than related to the incident: service request, rectification request, change or inquiry.

In order for an incident to be classified as critical or high, the customer must report the incident to customer support by phone or email.

The following are not considered to be malfunctions:

- Service interruptions due to periodic maintenance.
- Other service interruptions due to planned maintenance, agreed in advance by Tamtron and the customer's contact person.
- Errors caused by the customer, the hardware or software owned by the customer, and errors due to the customer's own systems not meeting the technical requirements for Tamtron's software or service.

Customer and Tamtron will work together to determine which category the application failure event falls into. Tamtron reserves the right to propose a change in the classification of an incident if Tamtron

deems it necessary. If the parties fail to reach an agreement, Tamtron has the right to sincerely classify the final level of the incident in its sole discretion and in accordance with the rating table above.

6.5 Error Correction Procedure

The customer must notify Tamtron of the error through Tamtron Customer Support and then provide a written description of the error with the details of the error that Tamtron needs to diagnose the error. Tamtron will confirm receipt of the notification. Tamtron and the customer will work together to determine the extent of the error, if necessary.

Once an error case has been classified as a critical or high-level event, Tamtron will take all commercially reasonable steps to correct the error or provide a suitable workaround, if possible. However, Tamtron does not warrant that it will be able to correct the error in any particular case. Tamtron will perform the error correction and decide on the correction method to use.

If the error is already known and a hotfix is available, Tamtron will provide the hotfix to the customer as a corrective action. In the event of a critical or high-level incident, Tamtron will begin troubleshooting within the reported response time, with the intent of providing at least a workaround to the problem within a reasonable time. For mid-range malfunctions, Tamtron will endeavor to correct the error in the next patch release. For low-level incidents, Tamtron may, in its sole discretion, correct the error in the next scheduled interim version.

6.6 Failure Cases Response Time

Failure cases are classified as resolved when Tamtron sends information about the solution to the customer and the failure case is resolved with the solution information. If the customer does not confirm the resolution of the incident, the incident will be automatically closed 30 days after the submission of the resolution information.

In the case of disturbances classified as critical, a root cause analysis and the measures taken or planned to prevent recurrence shall be provided upon request through the service request process. The response and solution times of the service are measured and monitored.

6.6.1 Normal Response Time

The following table includes incident response, progress reporting, and resolution reporting times during business hours.

Class	Target response time	Progress reporting	Solution reporting
Critical	Within 1 working hour	Progress is reported every business hour	By phone or email within 10 minutes
High	Within 8 working hours		
Medium	Within 16 working hours		
Low	Within 40 working hours		

6.6.2 Target Response Times for Non-Disruptive Service Requests

Service request	Target response time
Technical questions, comments or suggestions for improvement	Within 5 working days

6.6.3 Target Response Times for Customer Information Change Requests

Service request	Target response time
Customer information change request	Within 5 working days

Among other things, the following customer information change requests are not part of the standard support services and are processed as paid change requests:

- Deleting master data
- Creating visibility
- One-time data transfers to the system (information in a format approved by Tamtron)

6.7 Service Notices

Tamtron provides customers with service announcements related to maintenance procedures and service interruptions.