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EMEA Currency: Euro 2025

ISASIENS STATEMENT

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DATA CENTER INFORMATION

Facility Specifications UPS

Technical space arranged over different floors

Maximum Site Power: 6 MVA Carrier Connectivity: CenturyLink, Level3, T-Com, ATT, Versatel, Spectrum and many more

3 x 500kVA Hybrid Rotary UPS modules providing 1000kVA total output with N+1 redundancy

Fifteen-minute battery autonomy per UPS module

Dual redundant A&B distribution strategy

Underfloor power track distribution system

Generators

1 (2 ultimate) × 2.5MVA diesel driven emergency power generators giving 2.5 MVA (5MVA ultimate)

Automatic start in less than one minute to feed 100% of the facility

Generators tested monthly

Fuel storage (diesel) for 24 hour continuous operation at 100% load

24/7 agreement with local fuel supplier

Minimum floor to ceiling height: depending on the data center, starting with 2.5 m

Raised Floor loading 12kN/m2

Structural Floor Slab: Ground Floor - 25kN/m2 First/ Second Floors - 10kN/m2

Fire Strategy

Use of non-inflammable and lowsmoke, zero-halogen materials, where possible

No storage (especially of flammable materials) within technical space

Building split into sealed, independent, fire compartments

Smoke extract system activated by fire alarm

Double Interlocked pre-action dry pipe sprinkler system fire detection above and below raised floor

Environment

750W/m2 average cooling capability over the gross space

Temperature regulated to below 26°C

Humidity regulated overall to 50%RH +/- 20% Technical areas positively pressurised

Security

Remote 24 x 7 security monitoring

Full electronic access control system, based on proximity cards with photo and PIN keypads

Biometric Palm-scanners in addition for Colocation areas

Locks on colocation suites and cabinets

Card readers installed on private suites

Intruder detection system on escape and riser doors CCTV

CCTV monitoring and recording of all access points and circulation areas

Standards

dust ingress ISO50001: Certified Physical

ISO27001, SOC1, ITAR etc.

4 MVA supply via dedicated underground 10V cable feeds to dedicated 2 × 2MVA (3 × 2 MVA ultimate) 10kV/400V transformer station

CLOUD-HOSTING HANA/SQL

Professional User / Limited User / Indirect User*



| HYBRID CLOUD BASIC (Professional Limited User) | HYBRID CLOUD PREMIUM (Professional Limited User) | DEDICATED CLOUD (Professional Limited User) |
|---|--|--|
| 1 to 5 users - 38,00 € | < 15 users - 65,00 € | Starting from 75,00 € |
| 6 to 10 users - 35,00 € | 16 to 25 users - 59,00 € | Request price per project |
| 11 to 15 users - 32,00 € | > 25 users - 55,00 € | For 60 users or more |
| Your own Business One SLD Server with 60GB usable space, 16 GB RAM and 4 Cores DC (8GB RAM, 2 Cores, 60GB SSD) with your own domain (yourname.privatcloud.biz or yourname.nubeprivada.biz) RDP/RDS Server (2GB RAM per user, 4 cores every 5 users) 100 GB SSD included Antivirus & Protection Tech Support (Mo-Fri 8am - 6pm) Maintenance Multi-tenant architecture Site-2-Site / Client VPN incl. 2FA 2FA mandatory subscription = 5,00 € **for WebRDS Incl. HANA data backup Optional: HALO - 5,00 €/***target/month bldirect - 3 months free trial | Everything in Basic plus the following: Additional SL Server with 16GB RAM, 8 cores, 100 GB SSD space Per 25 user 1 RDS Server, 100 GB SSD each Additional files server 120 GB SSD space in total Sophos XDR 16/5 Support WebRDS with 2FA included Incl. HANA data backup Incl. HALO: all standard SAP targets. (3rd party software not included) b1direct - 6 months free extended trial**** | Everything in Cloud Premium plus the following +Single-tenant architecture +Enhanced security (Sophos MDR) +Greater application functionality Incl. HANA data backup Incl. HALO: all standard SAP targets. (3rd party software not included) bldirect - 12 months free trial |
| Optional: Donate $1 {f {f C}}/$ user/month to an environmental initiative | Optional: Donate 2€/user/month to an environmental initiative | Optional: Donate 5€/user/month to an environmental initiative |
| The hybrid basic cloud subscription is ideal for businesses that are looking for an easier startup experience and a lower/flexible maintenance cost. | The premium hybrid cloud subscription includes resources designed for larger projects. | The software can be customised to best suit the specific environment with dedicated database and software resources |

*For Indirect User we grant 50% discount. The amount of the resources are half of the Professional Limited User subscription **The prices are partner prices and subject to the margin ***Service exposed to the internet: web client; mobile apps; IDS; APS connect etc. ****Additional charges: installation + setup



HYBRID CLOUD Basic subscription

The hybrid basic cloud subscription is ideal for businesses that are looking for an easier startup experience and a lower/flexible maintenance cost. HYBRID CLOUD Premium subscription

The premium hybrid cloud subscription includes resources designed for larger projects.

- *End-user 30 days Free Trial
- **End-user 1 month free for 12 months contract
- No setup cost for 10 users or more
- *End-user 30 days Free Trial
- **End-user 1 month free for 12 months contract
- **End-user 2 months free for 24 months contract; Free installation
- No setup cost for 20 users or more

DEDICATED CLOUD

The software can be customised to best suit the specific environment with dedicated database and software resources

- *End-user 30 days Free Trial
- **End-user 1 month free for 12 months contract
- **End-user 2 months free for 24 months contract
- No setup cost for 50 users or more

*Regardless the final decision **End of contract. Right to withdrawal. *Regardless the final decision **End of contract. Right to withdrawal. *Regardless the final decision **End of contract. Right to withdrawal.



COLOCATION - PURCHASED ON HANA/SQL

BASE FEE / SERVER INCL. BACKUP DEVICE

MRC (monthly recurring charge)

Tier 2/3 certified environment, powered by Colt / Equinix

Second EU or US data center as a fall back if needed

Certified Data Center incl. Backup in Cabinets in 2nd Fire section

240/110 V redundant power strips

Redundant 100 MBit Connection full flat, shared

Sophos Next Gen Firewall incl. Dialln VPN or Site2Site

Backup Environment for SAP & SAP HANA and Windows incl. air gapped Backup

SSL Certificate from Comodo or Thawte

HALO: price / project (all standard SAP targets. (3rd party software not included)

From 329 €

| SOFTWARE SUBSCRIPTION MRC (monthly recurring charge) | | | |
|---|--------------------|--|--|
| Maintenance per GB Memory | see the price list | | |
| Windows 2019 Server / 2022 Server per 2 Cores | 16,15 € | | |
| RDP/RDS User License | 8,50 € | | |
| Sophos MDR | 15,50 € | | |
| Hypervisor SPLA License per GB | from 0,45 € | | |
| Backup Storage per TB | 21,00 € | | |
| Office 365 E3 | 25,00 € | | |
| HALO: all standard SAP targets. (3rd party software not included) | price / project | | |

The prices are partner prices and subject to the margin*



ADDITIONAL PRODUCTS & SERVICES

| PRODUCTS & SERVICE | PRICE |
|--|----------------------------|
| DFS Fileserver incl. Replication with your local fileserver (AD Replication) | 15,00 €/ TB |
| Backup storage | 26,00 € / TB |
| Additional memory | 10,00 € / GB |
| Additional disc space (SSD) | 15,00 € / 20 GB |
| Additional cores | 5,00 € / 2 Cores |
| Additional virtual server (8 GB RAM, 200 GB HDD, 4 Cores) | 45,00 € / server |
| Additional virtual server (16 GB RAM, 200 GB HDD, 8 Cores) | 79,00 € / server |
| Additional virtual server (32 GB RAM, 200 GB HDD, 12 Cores) | 120,00 € / server |
| Client VPN | 5,00 € / user / month |
| Zero Trust Network | from 5,00 € / user / month |
| 2FA subscription (mandatory with RDS) | 5,00 € / user / month |
| Sophos MDR | 19,95 € user / month |
| 3rd Party support for M365 on RDS Servers incl. 1 GB Memory upgrad | 7,95 € user /month |

MYWAVE.AI



| MYWAVE No minimum users. First month free of charge, after that: | PRICE | | |
|--|---------------------|--|--|
| Up to 10 users | 7,00 € user / month | | |
| From 11 to 50 users | 4,90 € user / month | | |
| More than 50 users | 2,99 € user / month | | |
| OFFER | | | |
| Customers who migrate to iSystems cloud hosting within a year will get 75% cash back | | | |
| Customer who migrate to iSystems cloud hosting within 24 month will get 50% cash back | | | |
| Customers who migrate to iSystems maintenance for on-premises or buy an iSystems on-premises solution will receive 100% cashback | | | |



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