

SERVICES DESCRIPTION

Customers have access to the **Modules** and **Add-ons** agreed upon in the Subscription Form.

General Platform Functionalities are included in all subscriptions.

General Platform Functionalities	Description
Ardoq Production Instance	Dedicated live production environment for hosting Ardoq Services and Customer Data. To ensure optimal service delivery, recommended operational thresholds are 500,000 total components and 1,000,000 API calls per month.
Curated Methodologies and Best Practice Frameworks	Library of curated methodologies and pre-defined frameworks designed to address common organizational challenges and accelerate desired outcomes. These frameworks include configurable metamodels, dashboards, reporting templates, and guided workflows, leveraging the platform's core capabilities to provide structured approaches to complex problems. Access to certain pre-configured assets may require corresponding licensing for specific Modules or Add-ons.
Ardoq Automated Visualization Engine	Transform complex data into intuitive, actionable visual representations. The platform automatically generates various visualization types from underlying data, facilitating understanding and insights and empowers Users to tailor data visualizations and analyses through a range of filtering, grouping, and formatting options to focus on specific insights and highlight critical information.
Ardoq Presentations (incl. Public Presentations)	Create and share dynamic, live views of organizational data to internal and external stakeholders. These presentations allow access to up-to-date information and can be configured to allow interactive exploration of underlying data and related insights. Embed platform-generated content into external knowledge management systems and other digital environments
Ardoq Search Engine	Efficiently locate information across the entire data repository.
Data Repository	Provides a flexible and expansive environment for managing and organizing diverse data sets without predefined limits on imports or dedicated domains of documentation.
Unlimited Users	Enables comprehensive user management without limitations on the number of Users. Administrators retain full control over platform configuration, data governance, and user permissions.
Integrated Identity Management	Supports Single Sign-On (SSO) for streamlined and secure user authentication, with options for user provisioning.
Network Access Control	Enhance platform security by enabling organizations to restrict access to authorized network locations, including granular control over user and API access.
Custom Subdomain	Allows for platform branding through custom subdomain configuration, providing a consistent user experience.
Data Model Design and Validation	Define and validate the underlying data structure, providing insights into data relationships, consistency, and alignment with organizational design principles.

Collaborative Data Collection and Validation	Facilitates the creation and deployment of customizable forms to gather, update, or validate information from various stakeholders. Responses can directly integrate into the platform, with configurable workflows for approval and data integrity.
Broadcasts	Provides capabilities for automated, data-driven communication to engage stakeholders. This includes distributing tailored content, alerts, and facilitating workflows based on organizational data structures.
Ardoq Discover	Empowers stakeholders with intuitive self-service access to organizational data. Users can explore information, perform rapid impact assessments, and gain timely insights to support decision-making.
Integrated Reporting and Data Presentation	Provides comprehensive capabilities for transforming platform data into actionable insights through customizable, real-time dashboards and detailed reports. These functionalities support in-depth analysis, stakeholder collaboration, and informed decision-making by enabling the presentation of key metrics and offering configurable data outputs for various audiences.
Advanced Data Querying	Enables users to perform sophisticated queries and create and apply pre-saved custom filters across the entire data repository. This capability empowers rapid analysis of complex relationships, supporting the creation of advanced analytics and the derivation of precise, targeted insights to address complex business questions efficiently.
Calculated Metrics and Dynamic Attributes	Enables the creation of custom, dynamic metrics and attributes within the data model. These calculated fields support various analytical computations and can be utilized for advanced filtering, grouping, and conditional formatting of visualizations, offering a simplified approach to insights that would typically necessitate advanced data querying.
Data Governance and Security Features	Includes a comprehensive suite of functionalities designed to ensure data integrity, security, and compliance. This encompasses capabilities for audit trails, granular user permissions, and other controls essential for robust data governance.
API	Access to Ardoq's Open Rest API to integrate with structured data sources outside of Ardoq.
AI Capabilities	Embedded features assist Users across the platform, including natural-language search and querying, AI-assisted data import and modeling, automated generation of summaries and visual insights, and conversational access to organizational data. These capabilities are designed to accelerate analysis and reduce manual effort, and may be updated or expanded from time to time as part of the Ardoq Services.

Modules	Description
Business and IT Optimization Suite	This Module provides comprehensive capabilities to understand, analyze, and optimize an organization's business and technology landscape. It supports the effective management of the full application lifecycle, operational models, and IT costs, enabling data-driven decisions for efficiency and strategic alignment. Includes advanced data model flexibility to adapt to diverse data models and a broad suite of integrations facilitating seamless data exchange with various enterprise systems.
Strategic Planning Suite	Designed to empower strategic decision-making and future-state planning, this module offers enhanced scenario modeling capabilities. It enables organizations to explore potential changes, analyze their impact, and define optimal pathways to achieve strategic goals, such as cloud migration or major business transformations. This module includes specialized frameworks to guide strategic initiatives and targeted integrations to support comprehensive planning across the enterprise.

Governance, Risk & Compliance Suite	This module provides essential tools and frameworks for robust governance, comprehensive risk management, and streamlined compliance. It supports organizations in maintaining data integrity, mitigating risks, managing technology debt, and adhering to regulatory requirements. Key capabilities include specialized frameworks for identifying, assessing, and monitoring risks, ensuring compliance, and optimizing technology portfolios. This module integrates with relevant systems to provide a holistic view for effective oversight and control.
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Support	Description
Ardoq Technical Support	Ardoq Technical Support includes 24/7 access to self-serve resources, including searchable knowledge base and AI Agentic Support, and the ability to submit support requests to Ardoq experts. Human support is available to answer Customer support requests on business days between 7:00 AM to 1:00 AM GMT/UTC (the following day). The terms of the applicable Customer Support and Service Level Agreement apply.

Add-ons	Description
Sandbox Instance	Dedicated, isolated environment for experimentation, training, and testing purposes. This secure environment allows Users to develop, validate, and prototype solutions, including integrations and data models, without affecting live production data. Sandbox environment cannot be used for production purposes and is not subject to the same back up and disaster recovery processes of Production Instances.
Process Mapping (Ardoq ShiftX)	A fully integrated Process Modeling solution enabling tighter collaboration between IT and Business teams. Use applications, roles and any other Ardoq component when modeling business processes to better understand the connections and dependencies when building confidence and alignment in your change initiatives.

Usage Parameters	
Applications	An "Application" is a deployable software solution that provides specific business or technology capability, performs a defined task, or analyzes specific information, and is modeled as a part of the application portfolio (i.e. of type Application or equivalent), irrespective of lifecycle phase or deployment platform (SaaS, local, etc.) Applications used in a purchased Sandbox instance do not count against the Applications count. If a Customer has multiple production instances, the Application count is the total number of Applications across all production instances.
Tier	A "Tier" is an Application limit, as defined in the Subscription Form (e.g. 100 Applications). The current Tier purchased in the Subscription Form constitutes the maximum number of Applications that Customer may manage in the Ardoq Services in the relevant Subscription Year. Purchase of a higher Tier requires a new, co-termed Subscription Form, and the prices in the Expansion Table apply. It is not possible to move to a lower Tier within a Term.