



# Kepware+ Service Description

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## Introduction

Kepware+ is a hybrid SaaS offering that provides the full functionality of Kepware on-premises Server products and an additional hosted component that enables users to manage the on-premises Kepware products. The on-premises Kepware products are governed by the On-Premises documents available at [www.ptc.com/en/documents/legal-agreements](http://www.ptc.com/en/documents/legal-agreements). The hosted component is governed by the terms of the [PTC Master SaaS Agreement](#). Any capitalized terms used but not defined below have the meanings in the Agreement.

## Data Storage/Export

With this offering, PTC does not host data for the Customer. Accordingly, there are no data storage or data export entitlements.

## Back Ups and Disaster Recovery

Infrastructure data required to maintain uptime commitments is backed up daily for PTC-hosted components. Each daily backup is stored in a redundant manner and retained for 35 days. No other actions carried out on the system are backed up for restoration purposes, including material changes to Kepware installations stored on-premises and within the customer's own network.

## Security Measures

PTC will implement and maintain commercially reasonable technical, physical, and administrative security controls for Kepware+ and reasonable measures to protect and safeguard the confidentiality, security, integrity, privacy, and availability of customer data. However, notwithstanding anything to the contrary in the Agreement, PTC does not maintain a SOC 2 Type 2 or ISO27001 certification for Kepware+.