

Hypergene Cloud Service

Service Description



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1 Introduction

Hypergene is delivered as a complete cloud service, providing you as a customer several advantages. In addition to the software being available via web browser, it means a reduced burden on your own IT department and infrastructure. The delivery and management of Hypergene is simple and clear as you as a customer have a counterparty for all questions. Furthermore, our service is based on the number of users you really have and which parts of the Software you use, which provides easy scalability and a more transparent and predictable cost picture.

Hypergene's cloud service also provides better performance and reliability thanks to a redundant ISO-certified environment that is constantly optimized and developed. The data and information used in Hypergene is stored within EU/EES.

Integrations are automatically monitored with proactive solution efforts if problems arise and by also working proactively on performance, it gives you as a customer both security and lower risks.

Hypergene's Cloud Service also includes one mandatory annual upgrade of the Software that provides a secure and stable foundation for implementing new applications and functions.

Hypergene reserves the right to update the content of this document in the event of new versions and in line with the development of the services. However, Hypergene undertakes to inform its customers well in advance of Hypergene implementing major changes that affect the Customer.

2 Service delivery

2.1 Introduction

Hypergene offers the market's most efficient cloud-based solution for integrated planning, monitoring, and analysis. The tool contains five interacting and user-friendly parts: Strategic planning, Budget & forecast, Analysis & insights, Business reporting and KPI follow-up. In addition, support is provided for consolidated reporting where both planning and outcome information from all parts of the tool can be compiled, presented, and distributed with a high degree of automation.

2.2 Functional scope

For more detailed information and an in-depth description of available functions, please refer to Hypergene's Product Description applicable from time to time.

Analysis and Insights

In Hypergene, decision-makers can follow relevant KPIs and KPIs, analyse trends and identify deviations - and thereby quickly make better decisions. Information is loaded through integrations with the various business systems that the organization uses. This means, for example, that outcomes and performance can be presented together with the planning data registered in Hypergene.

Hypergene Analysis and Insights offers opportunities in the following functional areas - Role-based dashboards and views, financial monitoring and analysis and Operational decision support - Business Intelligence.

Budget and Forecast

With Hypergene Budget and Forecast, you can easily link financial planning with operational and operational planning processes. In this way, budgeting and forecasting work is streamlined while the accuracy and reliability of information is improved.

With Hypergene, you get flexible support for financial, account-based budgeting and forecasting processes that you can easily adapt and optimize based on changing needs. In the solution, you can also add driver-based planning models to achieve increased precision and quality in the planning work, e.g., in personnel planning and project planning. The driver-based models also enable the organization to plan in a business-oriented way. Planning processes are efficiently managed through the built-in workflow engine.

Strategic Planning

Hypergene Strategic Planning creates the conditions for digitizing the strategic planning and follow-up process in the business. Plans can be easily defined and shared with the organization, and employees at all levels can contribute to the implementation of initiatives and activities in harmony with the plans defined. In the product, the organization's various control models can be effectively managed, such as strategic plan, business plan, quality plan, internal control plan and environmental plan. In the solution, set visions and strategies are broken down into goals for different organizational levels and it is thus possible to see how each part is connected to the overall vision.

KPI Tracking

With Hypergene KPI Tracking, the organization is given the ability to focus on the essential KPIs and key figures that describe the business's performance in relation to the defined goals. KPI tracking is a fully integrated part of Hypergene that enables goal- and KPI-oriented planning, control, and follow-up in an automated and efficient way.

Performance Reporting

Hypergene Business Reporting gives organisations the opportunity to compile, structure, supplement, and present information from all Hypergene's parts in a simple and convenient way. It is possible to create fixed, recurring reports with content that follows the same template from period to period, and it is quick to produce different editions of a report adapted to both period and organizational unit. Just like in Strategic Planning and Budget and Forecast, it is easy to collaborate on the content by handing out different pieces to the organization members so that they can fill in and contribute information themselves. In addition, it is possible to retrieve objects (such as graphs, tables, performance management objects and key figures) from other reports and connect them to the activity report.

2.3 Technical platform

Hypergene's cloud service is based on modern container architecture. A customer environment consists of several container-based services that are installed using a customer-specific configuration. Each customer environment has its own database instance to ensure the highest security and data integrity.

2.4 Internet connection

The cloud service is provided from data centres with redundant high-bandwidth internet connections. We recommend a connection to the Internet that enables traffic speeds above or equal to 100 Mbps in both directions. Since the service is provided via the Internet, it is important that the Customer's connection to the Internet is not overloaded. If it is, the performance of the service is negatively affected.

2.5 Encryption

All communication in and out of Hypergene's cloud service is encrypted at rest and in transit. Hypergene only uses protocols and libraries for encryption based on industry standards such as TLS and RSA.

2.6 Authentication

Hypergene's cloud service leverages OpenID Connect as the default protocol for authenticating users. In Hypergene, users can be granted different types of permissions based on role and group affiliation.

Hypergene offers optional support for SAML 2.

2.7 Safety

To ensure that only authorized users have access to information and work material, we and our subcontractors follow a strict security policy that includes all possible aspects regarding access, communication, and backup:

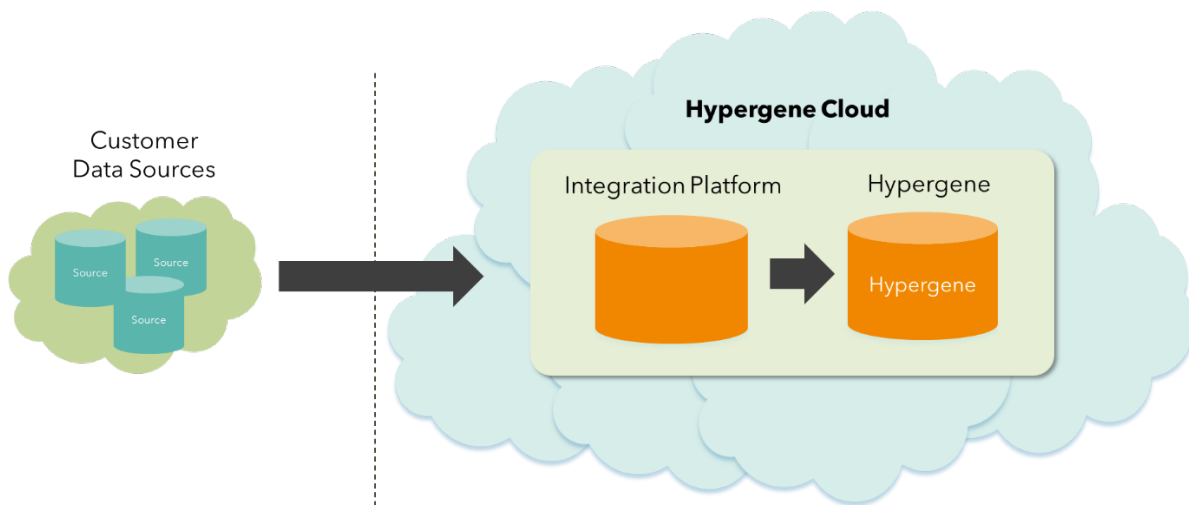
- Encrypted communication (via TLS)
- Server environments that are protected by redundant firewalls and that only allow approved inbound and outbound traffic
- Continuous data backups
- Data centres with high-quality security including fire protection, uninterruptible power supply and climate control
- Hypergene and its operating supplier are certified according to ISO27001 and work continuously with risk management with a focus on information security.

2.8 Integrations and import from data source

2.8.1 Hypergene Integration Platform - General

Hypergene is dependent on the ability to import data from different types of data sources and has extensive experience in handling this. To import, transform and load data into Hypergene, the cloud service offers several different integration options to cover as many situations as possible.

Hypergene's cloud service includes operation and maintenance on a technical level for the standardized integrations set up for our customers. For data source changes, new formats, or transformation of data from unsupported sources, Hypergene offers expert services for stitching the source data into Hypergene data models.



2.8.2 Hypergene Integration Platform - Import Mechanisms

Essentially, there are the following possibilities for extracting data from data sources:

- **Import via Web API**
Data is retrieved from the API exposed to the data source. This is common for cloud services that provide APIs.
- **Import via Data Sync**
A Data Sync component is installed and configured at the customer's premises. The Data Sync component uploads data to Hypergene's integration platform.
- **Import via SFTP and file upload**
From the environment where the data source is located, data is extracted into files that are then uploaded to the customer-unique file area in Hypergene's cloud service.

2.9 User provisioning

Depending on the source system, users can be provisioned in different ways. By default, this is done via file loading where the customer is responsible for extracting users.

2.10 Export of Data from Hypergene

To export data from Hypergene, several possibilities are offered,

- REST-based API to read out data in various formats such as CSV, NDJSON, and JSON
- Through the user interface for exporting to Excel or CSV

2.11 Operation and monitoring

The operation of Hypergene's cloud service is monitored 24/7/365. Monitoring of load and capacity monitoring is carried out on an ongoing basis by Hypergene and the operating supplier.

2.11.1 Malfunctions

In the event of disruptions related to infrastructure services that include problems with servers, networks, and database instances, Hypergene will inform the customers deemed affected.

2.11.2 Integrations

In most operational disruptions linked to integrations, Hypergene's Service Centre is automatically notified in the event of incorrect integration.

2.11.3 Redundancy, backup, and recovery in case of downtime

To allow for disaster recovery all data is backed up every two hours to an external backup system. The services that comprise a customer environment can be recreated from configuration files to baseline state if critical failure occurs in the running environment. In the event of hardware failure, the environment will be recreated on already existing excess infrastructure.

2.12 Upgrade

The cloud service is updated continuously depending on the current price plan and/or customer-unique configuration, but always at least once (1) annually to a new major version of the Standard Software. In addition to one new major version per year, continuous updates can be made to ensure and maintain security as well as to handle bug fixes and bug fixes. Deviations and extensions can be agreed in Agreements and Management Agreements. In general, the following applies to upgrading to a new major version:

- New applications, new versions of existing applications and activation of new functions in new version of the Standard Software are not included and ordered separately.

2.13 E-learning

Hypergene's cloud service includes access for three (3) users to Hypergene's digital (not instructor-led) educational offerings. Access for more users can be added according to the current price list.

2.14 Services

Hypergene offers several different options. Examples below:

- **IP Whitelisting**
Restricts access to customer-specified specific networks.
- **Authentication SAML 2**
Authentication protocol as an alternative to OpenID Connect.
- **Automatic user provisioning**
This is a service for our customers with many users.

These services can be added according to the current price list.

3 Certifications and compliance

All data stored and processed in Hypergene's cloud service, with the option for the customer to require that all data processing is performed exclusively within Sweden. Hypergene and our operating supplier Videncia are certified according to ISO27001. Our operating supplier Videncia is also certified for ISO22301.

Hypergene complies with the General Data Protection Regulation.

4 Subcontractors

Hypergene uses subcontractors to deliver the cloud service. Videncia provides the operating platform. For some of our integration solutions, Hypergene also uses Lundatech as a subcontractor.

Enterprise	Corporate	Activity
Videncia AB	556539-6081	Operational services
Lundatech AB	559101-8600	Integration platform

5 Decommissioning

Upon termination of the agreement, regardless of the reason, the Customer's data in Hypergene in the form of a database and all documentation regarding the Customer, shall be handed over to the Customer or to a person designated by the Customer within the agreed time. The customer can also request that all data be securely deleted. The Supplier shall also, to a reasonable extent and against remuneration in accordance with the terms of this agreement, for the corresponding service/resource/competence, assist and assist the Customer in the transfer of ordered services from the Supplier or one of its partners/subsidiaries to another company designated by the Customer.