

Because Digital Businesses Never Stop

Our ISO 22301-certified Business Continuity Management System (BCMS) incorporates an extraordinary degree of digitalization with best-practice governance processes, incident response teams, and co-location of critical infrastructure and applications. This assures critical systems are available for our customers so they can meet their compliance requirements. Customers are guaranteed to get the services they need, quickly and effectively, even in a crisis situation. We continually align our Business Continuity Management System to changing requirements, review it regularly, and continuously improve its efficiency.

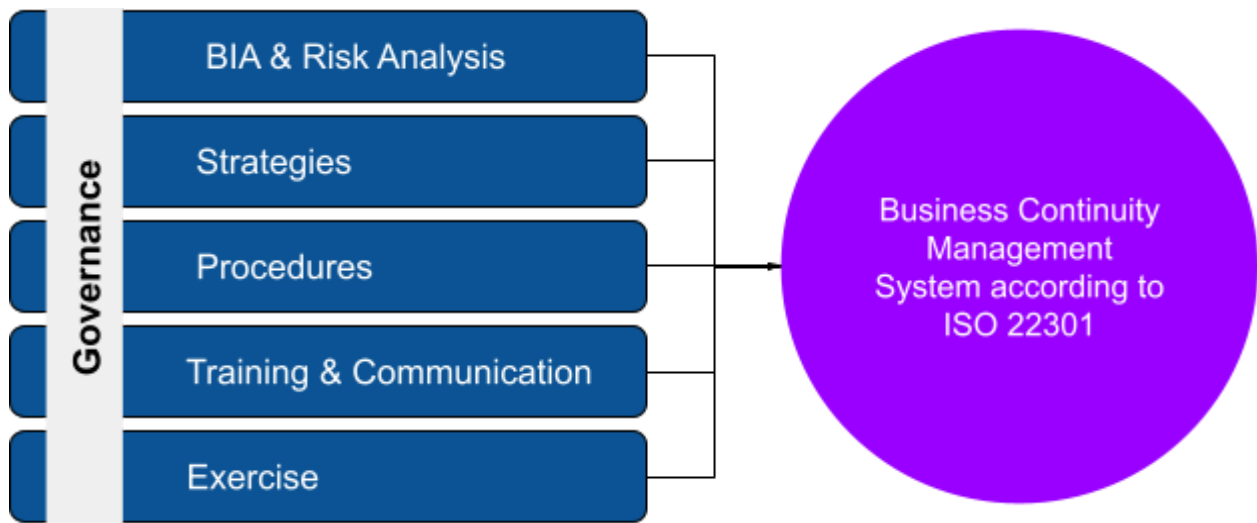
Greater Freedom for Our Customers

Understanding and defining business continuity strategies, developing and implementing business continuity procedures, training, communicating, and practicing business continuity are integral to our culture at Cumulocity. These efforts create greater freedom for our customers. Below are the steps we take:

Understand (Business Impact Analysis & Risk Analysis) Getting a detailed process landscape describing exactly our business is key to painting a picture of our company. This picture represents a deep understanding of our organization and remains a living document.

Prevent (Strategies)

Customer needs define our scope to determine Business Continuity Management strategies for protecting assets within scope. These strategies are defined to prevent disruptive events effectively and efficiently. Knowing processes and having a scope determines appropriate strategies. **Respond (Procedures)** Based on our strategies, business continuity procedures were developed, implemented, and established to respond to disruptive events. Incident response teams, a response structure, and business continuity plans were built to ensure rapid and effective responses. **Keep Up-to-Date (Training & Communication)** Cumulocity's business continuity plan is communicated to affected teams. Communication includes regular updates combined with at least annual basic and delta training sessions. Processes are in place to train new team members effectively. **Sustain (Exercise)** Testing continuity plans with regular exercises and documentation of the results leads to valuable learnings. These include identifying improvements, addressing missed or changed elements, and supporting tests, actions, and incidents. A comprehensive application combines planning, tracking, and documentation of tests, actions, and incidents. Learning leads to understanding, closing the loop for continuous improvement.



Quality and Business Continuity Policy for Global Support

In the 24/7 digital world, our customers expect global support services to be available at all times to ensure continuity of their critical business systems. To meet these expectations, Cumulocity Global Support is committed to quality at every level of the organization. We achieve this by:

- Empowering our employees.
- Constantly improving our skills.
- Continuously measuring and monitoring customer satisfaction.
- Implementing innovation to improve both the customer experience and our own efficiency.

Our business continuity strategy ensures that our customers will receive the required support services at all times. We continually align our Integrated Management System to changing requirements, review its adequacy on a regular basis, and continuously improve its efficiency.