

CoviDash – Internal FAQ

Software AG Confidential

Why was CoviDash developed?

The main objective was to respond to an urgent need in the COVID-19 crisis and show our company's responsibility to the society. That *really* was the main intention. We did something by using what we have, and leveraging our products and expertise to have the greatest community impact.

Is Software AG just trying to profit from the crisis?

No. Exactly the opposite is true with CoviDash, as the development and hosting generate real costs for us. We recognize it has marketing value, but the core intention is on corporate altruism.

Who is responsible for offering CoviDash? How is it offered?

The responsibility is fully in the hands of local sales.

As a company, we need to be very sensitive not to appear as if we are aiming to profit from the crisis. Therefore this offer should be targeted towards customers and contacts we are already working with and where we believe an urgent requirement exists. We know of countries where this is indeed the case. The offer is not suitable for public broadcast promotion.

We may seek to reference a successful implementation, but any use of a customer will be extremely sensitive to the situation.

Is CoviDash a product?

No, CoviDash is *not* a product, and must not be positioned as such. It is a template consisting of sample data model, code snippets and instructions, which are built on top of our webMethods Integration and Cumulocity IoT cloud products. You may call it 'solution template' or 'solution accelerator'. It was developed during an intensive two-day hackathon and is not tested, matured or supported like a regular product. It should be presented on as-is basis; there is no reason to hide its roots.

What is the main argument why to do this with Software AG?

We combine rapid development with enterprise grade robustness. Alternative solutions could be put together with basic development environment like Spring, but that would generate considerable effort in the solution hardening and make the in-life operations and maintenance highly complex and costly. With our products, customers rely on a very mature framework that is prepared for all there functional and non-functional needs. So, we have not only proven that we are quickly out of the door with a solution, going with us also keeps the follow-up cost at bay.

What exactly is allowed to be done with the software? Can it be used for arbitrary purposes?

CoviDash was originally developed for monitoring hospital bed capacity. Customers can use it for collecting data from and monitoring all kinds of medical resources. Any usage of the hosted offer beyond this is not permitted.

However, extensions of the developed components on the customer's own webMethods Integration and Cumulocity IoT products is very much encouraged.

Can we accommodate special needs with regards to where this is hosted?

The free hosting offer is limited to Software AG's current infrastructure, in a region of Software AG's choice. Any other environment needs to be provided by the customer or purchased separately.

It is recognized that this may limit interest in some countries due to local personal data transfer and processing regulations. These may best be solved through deploying the developed components on separately purchased products deployed locally.

Why does the CoviDash prototype use webMethods Integration Server rather than webMethods.io Integration and be fully SaaS?

The decision to use webMethods Integration Server was made for the very specific situation of the hackathon, given the types of interfaces needed, kind of data transformation needed, available skills, etc. For the given set of complex requirements, webMethods Integration Server in the hands of our expert team produced quicker results than webMethods.io Integration. This should not be misunderstood as a general comparison of the two.

With a customer, it would be best to steer the discussion towards the expected data sources. What sources need to be integrated? Based on that, the Professional Services team can determine the best integration layer to be used.

How long will the environment be available?

The free environment will be provided for 6 months or until end of 2020, whatever occurs first.