

Accelerated Operations Service Service Description

Rejlers Finland Oy

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1 Purpose of the document

This service description applies to the Accelerated Operations service provided by Rejlers Finland Oy at <https://aos.rejlers.fi/>.

2 Service parties

The service provider is Rejlers Finland Oy. The service user is a subscriber defined in a separate service contract. The service provider delivers the service to the subscriber as specified in the agreement. The service is delivered and available via a data network (Software as a Service).

3 Service overview and content

Accelerated Operations is used with a browser on a computer or mobile device. Internet access is required to use the service. The servers and software that produce the service are in Finland and are maintained and managed by Rejlers Finland Oy. The service provider reserves the right to re-arrange its cloud service e.g. Microsoft Azure may be considered.

The service is based on a digital model, which is implemented in the basic service as a 360-degree photographic model. The 360-degree photographing can be taken by the service provider or the subscriber can supply the image material from which the model will be constructed.

The service users can view the model and add information such as links, documents and images to it. Visual POIs (Points of Interest) can be created and anchored to the 360 view.

Upper tier subscriptions have the option to cold storage the digital models to reduce the monthly price. Models can not be accessed during cold storage.

4 Starting up and using the service

Accelerated Operations is a multi-client environment. The service agreement allows user IDs to be created. A user ID is a unique, verified email address. Users register their user accounts or sign in via Office 365 authentication using their ID. Customers will self-govern their user access rights within their own organization using the Admin module unless something else has been agreed in the service agreement. The service may be accessed at <https://aos.rejlers.fi/>.

5 Intellectual property rights

The material created in the service, including the original, untreated 360-degree images, and the files stored by the user, is the property of the subscriber and available through this service. The service provider will retain the active material during the contract period in backed-up data warehouse. When the service ends, the subscriber-owned photos, which are currently active i.e. accessible in the system, will be delivered to the subscriber.

The supplier owns the software to produce the Accelerated Operations service. The subscriber has a license to use the service according to the contract.

6 Service availability and interruptions

The service provider attempts to keep the service running 24 hours a day 7 days a week. However, for example, maintenance, software updates, malfunctions, or other possible reasons beyond the control of the service provider may cause the service disruptions. The service provider does not guarantee that the service will be available without disruptions. Required maintenance and updates for servers, applications, and operating systems are performed at predetermined service hours. Critical security updates can be performed with an accelerated schedule (unless otherwise specifically agreed). These maintenance and upgrade tasks are performed as part of the basic service.

The service provider will communicate all service disruptions ahead of time when feasible.

7 Technical requirements

The service is primarily tested and validated on the following recommended platforms:

Windows:

- Microsoft Edge
- Google Chrome

Android:

- Google Chrome

iOS:

- Safari

iPadOS:

- Safari

The latest available version of the browser should always be used.

8 Termination of the service

The service may be terminated in accordance with the service agreement.