

Enhanced Reporting Database Policy

This Accela Enhanced Reporting Database policy is an agreement between you (“You” or “Your”) and Accela, Inc. (“Accela”). The Accela Enhanced Reporting Database (“Reporting Database”) license subscription gives You direct access to a database that is a replicated copy of the Accela Automation Tenant Transaction Database (“Transaction Database”). In addition to the terms and conditions of the applicable Master Agreement, Your use of the Reporting Database is governed by the terms and conditions as set forth below. Accela reserves the right to revoke Your license should You fail to comply with these rules.

1. Reporting Database is SQL Server-based and will contain exact copy of data from the TransactionDatabase.
2. Accela will use commercially reasonable efforts to provide a near real-time sync between the Reporting Database and the Transaction database instances. Accela estimates the databases will be synced within seconds, however, in some circumstances this may take several minutes.
3. The Reporting database may only be accessed by authentication credentials provided to You by Accela from an IP address that is white listed by Accela. If You attempt to Access the Reporting Database from a non-white listed IP addresses, your access will be denied. IP addresses can be added or removed by contacting Accela support.
4. The Reporting Database is read only and does not support updates, data synchronization or mirroring capabilities.
5. The Reporting Database is only supported in Accela’s SaaS solution hosted in Accela’s Azure environment.
6. Reporting database will be supported per Accela’s standard SaaS Service Level Agreement (“SLA”). Accela is not responsible for maintenance, availability or uptime of any external services or databases that reside outside of Accela’s SaaS environment even if they are interfacing with the ReportingDatabase.
7. Reporting Database will have the following usage limits and guidelines. Should You exceed these limits, Accela cannot guarantee support for standard SLAs for the Reporting Database.
 - a. A maximum of 17 queries per hour.
 - b. A single query execution should not be longer than 2 minutes. Under 30 seconds is recommended.
 - c. Whenever possible, the query construction should have an efficient access plan, leveraging indexes and avoiding multiple table scans.
 - d. A full database sync should be performed during non-business hours and should not exceed one time per week.
 - e. Daily incremental updates should be performed during non-business hours and should adhere to Accela best practices.
8. Accela reserves the right to interrupt any session that is running against the Reporting Server if, in its sole discretion, the session is deemed to impact the availability or stability of the system.