

Enhanced Reporting Database Policy

This Accela Enhanced Reporting Database (“ERD”) policy (“Policy”) is an agreement between Accela, Inc. (“Accela”) and the agency receiving Accela subscription services and identified in an applicable Order (“Customer”). The ERD subscription license gives the Customer direct, read-only access to a database that is a replicated copy of Customer’s Accela Civic Platform Tenant Transaction Database (“Transaction Database”). In addition to the terms and conditions of the applicable subscription agreement, Customer’s use of ERD is governed by the terms and conditions as set forth below. In case of a conflict between this Policy and the subscription agreement, this Policy shall take precedence. Notwithstanding anything to the contrary, Accela reserves the right to revoke Customer’s license should Customer fail to comply, in whole or part, with any of these terms.

1. ERD is SQL Server-based and is a real-time replica of the entire Transaction Database for use via service accounts. ERD is intended to be used by Customers as a source database from which to replicate certain Customer content.
2. Accela will use commercially reasonable efforts to provide a near real-time sync between ERD and the Transaction database instances (Accela estimates the databases will be synced within seconds); however, in some circumstances, this may take several minutes.
3. ERD may only be accessed by using authentication credentials provided to Customer by Accela over an encrypted connection and from an IP address that is on Customer’s allow-list. More information about encrypted connections can be found in the end/external user documentation (see #12, below).
4. Accela provides ONE (1) set of credentials for each ERD tenant instance. A Customer may request up to FOUR (4) additional credential sets for system integrations needing an ERD connection via the Support channel. Requests exceeding FOUR (4) accounts will be approved or disapproved in Accela’s sole discretion.
5. ERD functionality is subject to applicable regulatory and compliance requirements. Credential passwords expire every 90 days, and passwords resets are the Customer’s sole responsibility. One set of Credentials is intended for use by a single system or a unique user. Customer may not share credentials across systems or users.
6. Customer must provide static, agency owned/reserved IP addresses to Accela. Each approved IP address becomes part of the Customer allow-list. If Customer attempts to access ERD from an IP address not on the allow-list, Customer’s access will be denied. IP addresses can be added to or removed from the allow-list by contacting Accela Support. Customer-owned IP ranges in excess of 5 IP addresses will be approved or disapproved in Accela’s sole discretion.
7. ERD is read-only and does not support updates, native system-level data synchronization, mirroring capabilities or log shipping.
8. ERD is only supported in Accela’s subscription service solution hosted in Accela’s Azure environment.
9. Notwithstanding anything to the contrary, (1) ERD will be supported as per Accela’s Standard SaaS Support Service Policy in the Accela Software Support Services Policies (SaaS) document (“SLA”) at <https://www.accela.com/terms/> and (2) Accela is not responsible for maintenance, availability or uptime of any external services or databases that reside outside of Accela’s subscription service environment (even if they are interfacing with ERD).

10. Customer agrees to work in good faith with Accela to mitigate any performance issues that might arise from, for example, overuse or abuse of ERD.
11. Notwithstanding anything to the contrary, Accela reserves the right to interrupt any session that is running against ERD if, in Accela's sole discretion, the session is deemed to impact the availability or stability of the system as a result of, for example, long remote queue length, long open transactions, or replication latency to ERD.
12. End/external user documentation regarding Customer access is available here <https://success.accela.com/s/documents-and-release-notes>.