Infrastructure and Sub-processors for the FieldAware Services

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Scope

This documentation describes the infrastructure environment, sub-processors and certain other entities material to the Company's provision of the services branded as FieldAware Services (the "Covered Services"). Capitalized terms used in this documentation are defined in FieldAware's Master Services Agreement and/or Data Processing Addendum.

Infrastructure – Customer Data Storage

The Covered Services are hosted in enterprise-class data centers in what is nominally called Public Cloud and is operated by Amazon Web Services, Inc. ("AWS"). The Covered Services are divided into a modular architecture based on "clusters." In general, Customer Data is stored in data centers in the region from which a customer subscribes to the Covered Services[1]; however, customers can request at the time of sign-up and in coordination with their Account Executive to be hosted in a different region. For customers based in the Americas, the Company stores Customer Data in its data centers located in the United States. For customers based in Europe, the Middle East, and Africa (EMEA), the Company will store Customer Data in its data centers located in Europe. For customers based in the Asia Pacific (APAC) region, including New-Zealand and Australia, the Company stores Customer Data in its data centers in Australia and, for some customers, the U.S.

Each cluster (for example, production, staging or QA) of the Covered Services contains many servers and other auxiliary infrastructure services to make it run. Servers and auxiliary infrastructure services for each cluster are replicated in at least two data centers. One data center serves as the primary location from which data is served, and the other data centers serves as back-up. The Company uses vendor-supplied technologies to optimize the accuracy and integrity of replication between primary and secondary systems and to continuously monitor the data replication process.

The following table describes the URLs to identify Covered Services by region and the data centers and operators these Covered Services correspond to.

Customer Region	Covered Services URL	Data Center Countries and Operators
Americas & EMEA	Production: https://app.fieldaware.com https://auth.fieldaware.com https://api.fieldaware.net Staging: https://staging.fieldaware.net https://authstaging.fieldaware.net	• United States (Insight Mobile Data, Inc.)

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[1] The Company's clusters in the EU region are currently undergoing testing. We expect rollout of the EU region clusters to take place in 2020. In the interim this Customer Data is primarily stored in U.S. cluster which is driving reason behind the SCC's in the DPA.

	https://apistaging.fieldaware.net	
APAC	Production: https://app-au.fieldaware.com https://auth-au.fieldaware.com https://api-au.fieldaware.net QA: https://qa7.fieldaware.net https://authqa7.fieldaware.net https://apiqa7.fieldaware.net	• Australia (FieldAware Australia Pty Ltd)

Customer Data Processing

The following legal entities are engaged in processing Customer Data for non-storage purposes.

Entity Name	Entity Type	Entity Country
Insight Mobile Data, Inc.	Company Affiliate	United States
FieldAware (Ireland) Limited	Company Affiliate	Ireland
FieldAware UK Limited	Company Affiliate	United Kingdom
FieldAware Australia Pty Ltd	Company Affiliate	Australia
CloudChekr Inc.	Third Party Service Provider: Provides actionable insights related to Company's use of AWS for FieldAware IT Operations & Support	United States
Domo, Inc.	Third Party Service Provider: Provides BI reporting, advanced BI is for customers subscribed to services branded as FieldAware Insights	United States
Functional Software Inc.	Third Party Service Provider: Provides error tracking (Sentry) for FieldAware IT Operations & Support	United States
Google LLC	Third Party Service Provider: Provides mapping services and mobile app analytics (Crashlytics) for FieldAware app crash reporting	United States
Gurobi Optimization LLC	Third Party Service Provider: Provides linear programming and mixed-integer programming that Company leverages for FieldAware Smart Scheduling and Route Optimization for those customers Subscribed.	United States
Instabug, Inc.	Third Party Service Provider: Provides in-app customer feedback and bug reporting	Egypt

ProntoForms Corporation	Third Party Service Provider: Provides PDF Generator for customers subscribed to services branded as FieldAware Forms	Canada
PDFTron Systems Incorporated	Third Party Service Provider: Provides PDF Generator	Canada
Rapid7 LLC	Third Party Service Provider: Provides log management & analysis (Logentries) as well as vulnerability scanning and penetration testing (InsightVM and InsightAppSec) for FieldAware IT Operations & Support	United States
Rocket Science Group	Third Party Service Provider: Provides transactional email platform services (Mandrill/MailChimp)	United States
Talend Inc.	Third Party Service Provider: Provides scalable cloud integration platform-as-a-service (iPaaS) for very limited number of Company customers.	United States
Urban Airship Inc.	Third Party Service Provider: Provides in-app push notifications	United States