

Annex A5

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Product Description: Activation & Onboarding

1. General

1.1 Munich Re’s Location Risk Intelligence Platform is a software as a service solution (SaaS) capable to visualize and process natural hazards and climate risk data as defined in the various data Editions. The Location Risk Intelligence Platform is offered in three subscription plans with different functionalities as Business, Corporate and Enterprise. Client chooses one of the three subscription plans.

1.2 The Activation & Onboarding Service is designed to facilitate the initial set-up and onboarding of the Location Risk Intelligence software platform and its related users (“Activation & Onboarding Service”) within the first 6 (six) weeks of the contract term. The Activation & Onboarding includes a range of activities required to activate the software system.

2. Scope of Service

2.1 Account Setup and Configuration

Feature	Description
Secure and personalized access	Setup of Client’s account and configuration of the cloud-based SaaS solution. Defining initial user roles, access controls and permissions to allow secure and personalized access.
User Self-Service Tool	Advise on the usage of the User Self-Service Tool, manage users and respective roles by systems administrators of Client.
Data Import and Migration	Guidance through the process of mapping data fields, validating data integrity and performing necessary data transformations.
Customization and Integration (Applicable for Enterprise subscriptions only)	Assistance with configuring custom settings like Single Sign-on and integrating the solution with Client’s existing software ecosystem through APIs.

2.2 Onboarding, Training and Support

Feature	Description
Documentation	Includes training resources, such as knowledge base articles and user guides accessible online; Factsheets explaining hazard and climate scores and indexes.
User Onboarding: Go-Live Training	Consists of two live training sessions (up to 60 minutes each) operated via video call systems such as Microsoft Teams or alternative systems selected by Client. Assistance with user account creation and within the first six (6) weeks of contract term provided remotely: guidance through the onboarding process and usage of the Platform. During the phase and the entire contract period, the following services will be provided: ongoing assistance, bug fixes, provide updates and access to the customer support portal.

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