Service Description

Tasker & Fox GmbH — Product “Floriti”

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Convenience translation – only the German version is legally binding.

This Service Description defines the functional and service scope of the SaaS solution “Floriti” for each plan. It forms part of the contract.

1. Plans and quotas

	Demo	Starter	Full
Price (plus VAT)	free of charge	€39,000 / year	€99,000 / year
Term	30 days, ends automatically	1 / 2 / 3 years	1 / 2 / 3 years
Term discount	—	2 years: −5% · 3 years: −10%	2 years: −5% · 3 years: −10%
Registers	10	5	unlimited
Entries	200	2,000	unlimited (fair use, Section 4)
Users	1	5	unlimited
File storage (attachments)	100 MB	5 GB	50 GB (fair use)
Functional scope	full	full	full
Onboarding & training	—	—	included
SLA (99.0% availability target, support)	— (“as is”)	included	included
Money-back guarantee	—	30 days	30 days

Onboarding & training (“Full” plan): Three online sessions are included — two set-up and training sessions of three hours each at the start, plus one follow-up session of two hours for questions, approximately one week after go-live. Upon request, the Provider will hold up to two further online sessions of three hours each; all sessions are scheduled jointly and allocated subject to availability. Services beyond this may be agreed separately (Section 6).

2. Functional scope (all plans)

- Dynamic form registers: freely configurable registers and questionnaires with field types, formulas, links between registers and versioning of entries;
- Workflows: multi-level approval workflows with group and user assignment, scopes of responsibility and the four-eyes principle;
- Permissions & organisation: role-based authorisation concept, user groups, areas with their own visibility, invitation system;
- Reports & analyses: views, key figures, scheduled reports, Excel/CSV export, also suitable for very large data volumes;
- Personalised start page “Mein Floriti” (“My Floriti”) with configurable tiles;

- Public forms for data collection by external parties (with abuse protection);
- File attachments to entries within the storage quota;
- Complete activity log (who changed what and when) with a retention period configurable by the Customer;
- Public REST API (API keys) and signed webhooks;
- External database synchronisation (import, export, bidirectional, scheduled);
- Single sign-on via OpenID Connect (optional, configured upon request);
- Custom branding (logo, colours);
- Multilingual user interface and manual in 10 languages, integrated help area;
- Mobile use via a responsive user interface (administration editors are designed for desktop use).

3. AI functions

AI analysis of register content and a semantic knowledge base (search in the Customer's own documents). Knowledge base indexing runs on the Provider's own servers; by default, the AI analysis uses Anthropic (Claude) via API. Alternatively, the Customer may configure its own AI provider or its own AI endpoint. The AI functions can be activated per instance and can be completely deactivated by the Customer at any time.

Included quota: Demo: 50 · Starter: 1,000 · Full: 3,000 AI points per instance and calendar month. A document analysis uses 10 points; a request to the AI form assistant and a request for document suggestions use 1 point each; only successfully executed requests are counted. Alternatively, the Customer may configure its own AI (its own API key or its own OpenAI-compatible AI endpoint, e.g. with an EU provider or on its own server); in this case, no quota applies. The fair use policy of the Terms and Conditions (§ 8) applies: the AI functions serve exclusively for working with the Customer's own register content.

4. Fair use in the "Full" plan

"Unlimited entries" applies within the scope of fair use of up to 15 GB of register data (table data excluding file attachments) per instance. If it becomes foreseeable that this will be exceeded, the Provider will contact the Customer to agree on an individual solution.

5. Infrastructure and operation

- Separate application instance and separate PostgreSQL database for each Customer (physical data separation);
- Hosting in Germany (Hetzner Online GmbH, Falkenstein, ISO 27001-certified data centres);
- TLS encryption of all connections, automatically renewed certificates;
- Daily database backups with 14-day retention plus encrypted backup copies at two additional locations in the EU (details in the SLA);
- Optional direct reporting database access, secured by an IP allowlist controlled by the Customer;
- Upon request: pre-populated demo data for an immediate start and practice database access for the synchronisation function.

6. Services not owed

In particular, the following do not form part of the plans: custom development, data migration from third-party systems, on-site services, and consulting and training services beyond the onboarding included in the “Full” plan. Such services may be agreed separately.