

Usage document ARIS Cloud Enterprise (Version 10 SR9)

General usage conditions
Customer has to agree that anonymized data in the form of events are sent to the ACE Metering system to track the usage of the ARIS installation.
Depending on the usage scenarios and patterns of Customer, there might be possible performance degradation, for example in the following cases: (i) Very high numbers of viewers and modelers working AND viewing simultaneously workspace content on the same database as well as large amount of data in this database (could be improved by separating viewing published content from modeling work in progress in different databases or publishing database in portal on concrete version). Customer might contact Software AG for best practices in this regard. if applicable: (ii) High numbers of completed Aris Process Governance (APG) workflow instances (could be improved by archiving on regular basis (every 5000 workflows))
In addition the general Disclaimer from the product documentation is valid: ARIS products are intended and developed for use by persons. Automated processes, such as the generation of content and the import of objects/artifacts via interfaces, can lead to an outsized amount of data, and their execution may exceed processing capacities and physical limits. For example, processing capacities are exceeded if models and diagrams transcend the size of the modeling area or an extremely high number of processing operations is started simultaneously. Physical limits may be exceeded if the memory available is not sufficient for the execution of operations or the storage of data.

Following numbers are valid for product: YCSXM – ARIS Cloud Entpr. – Base Ser. Size	XXXL	XXL
User limits (Connect Viewer / Connect Designer / ARIS Designer / ARIS Architect / ARIS UML Designer)		
Concurrent Users *	10.000 *	5.000 *
* The given concurrent user numbers are based on standard product tests within the test environments of Software AG with standard configuration and databases. These tests simulate user behavior using various product functionality via timely adjusted activities (modeling, viewing, trigger report etc).		
Maximum number of users in ARIS User Management	100.000	100.000
ARIS Database limits		
Object definitions per ARIS DB in workspace	1.000.000	1.000.000
Object definitions over all ARIS DBs incl. versions	20.000.000	20.000.000
ARIS Document Storage		
Maximum used storage (in GiB)	200	200
Documents in total (incl. document versions and folders)	1.000.000	1.000.000
ARIS Process Governance (if applicable)		
Simultaneously running APG workflows	2.500	1.000

Maximum number of completed APG workflows not yet archived	5.000	5.000
Event limits (Exceeding these limits is allowed but can result in performance degradation or outage of certain functionalities) Events will be sent during use of the product. For example for read/write/update/delete of a model/object by user or programmatically (e.g. opening a model via portal with 100 object definitions inside triggers ~ 150 events).		
Maximum number of events in last 24h	200.000.000	100.000.000
Maximum number of events per minute	160.000	80.000

Event examples

Use case (used ARIS database: United Motor Group)	Events
Opening the EPC „Sales Order Processing (As-is)“ in Connect Portal as Viewer	65
Opening the EPC „Sales Order Processing (As-is)“ in Architect	350
Saving the EPC „Sales Order Processing (As-is)“ with 10 attribute changes	40
Executing the report "Export Graphic as PDF" for the EPC „Sales Order Processing (As-is)“ as Viewer or Connect Designer	20
Merging the EPC „Sales Order Processing (As-is)“ from one database to another	700