

Declaration on data protection when using baramundi Argus Experience (bEX)

Status: 01.10.2023 | baramundi Argus Experience Release 2023

With baramundi Argus Experience, IT teams can identify anomalies in their IT infrastructure related to stability, performance and connectivity. These impairments usually lead to decreasing satisfaction among the end users, which can also be visualised in bEX.

For the baramundi Argus Experience module, we assure you that the following activities are prevented by the functionality of the module itself and/or by the administrator's control:

- Individual personal usage data is NOT displayed
- Differentiated monitoring of individual user behaviour is NOT possible
- It is NOT possible to draw conclusions from the recorded data about daily working hours and therefore prevent unauthorised performance measurement
- Visualisation of benchmark results based on personal data is NOT possible

No personal data is used for the root cause analysis of IT faults by machine learning algorithms.

Furthermore, baramundi Argus Experience is characterised by the following functionalities, among others:

- Detects unstable and underperforming software components
- Detects hardware malfunctions
- Represents the satisfaction history of all end users
- Easy configurability
- Sophisticated authorisation concept, which administrator is allowed to view which data and carry out actions

The aim of baramundi Argus Experience is for a company's employees to be able to carry out their work at a digital workstation in a very pleasant, efficient and secure manner. With a focus on the end user and their satisfaction, common IT problems are viewed holistically and IT admins are supported in not only alleviating symptoms, but also in identifying the causes of problems and initiating the appropriate solutions.

A more detailed description of the features of bEX can be found at docs.baramundi.com and baramundi.com/euem.

The current data protection declaration for bEX can be found at experience.baramundi.cloud/privacy.



Dr. Lars Lippert (Chairman)

Address

baramundi software GmbH
Forschungsallee 3
86159 Augsburg

Managing Director

Dr. Lars Lippert
Michael Huber

Registered office and registry court

Augsburg, HRB no. 38692
VAT ID no. DE 210294111