

Nexa Solutions Enterprise GmbH · Technologiepark 14 · 10115 Berlin

REGISTERED BUSINESS MAIL – CONFIDENTIAL

Vertex Enterprise Systems SE
Attn: Dr. Marcus Vance, Senior Vice President
of Infrastructure
Friedrichstraße 200
10117 Berlin, Germany

YOUR REF.
VES-2026-IT-901

YOUR MAIL
12. July 2026

MY REF. DATE
NEX-PR-2026-084 23. July 2026

Strategic Cloud Infrastructure Modernization & Enterprise Service Master Agreement

Dear Dr. Vance,

On behalf of Nexa Solutions Enterprise GmbH, I am pleased to present our comprehensive formal proposal and Master Service Agreement for the strategic cloud transformation, enterprise data architecture overhaul, and IT infrastructure modernization of Vertex Enterprise Systems SE.

Following our technical discovery workshops and architecture assessments conducted with your IT leadership team throughout June and July 2026, our senior systems engineering group has formulated a tailored multi-year roadmap. This proposal is specifically structured to transition Vertex's core mission-critical workloads from aging legacy data centers into a resilient, high-availability hybrid multi-cloud environment.

Executive Summary & Strategic Imperatives

The primary objective of this strategic partnership is to elevate operational resiliency, enforce stringent Zero-Trust security governance, accelerate internal product deployment cycles, and reduce total cost of ownership (TCO) across all European operating entities by an estimated **28.5%** over a 36-month period.

1. Strategic Context and Business Objectives

Over the past five years, Vertex Enterprise Systems SE has expanded its digital services across multiple European jurisdictions. While this rapid growth has consolidated your market leadership, it has also introduced structural complexity across your legacy compute infrastructure, database clusters, and deployment pipelines.

To ensure long-term agility and operational excellence, Nexa Solutions has identified three core imperatives that anchor our proposed technical strategy:

- High-Availability Hybrid Cloud Infrastructure: Replacing single-point-of-failure on-premise hardware with redundant, auto-scaling Kubernetes workloads deployed across geographically

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isolated cloud regions in Frankfurt and Amsterdam.

- ✔ **Zero-Trust Security Governance:** Establishing unified identity and access management (IAM), hardware-backed key management, automated micro-segmentation, and real-time security telemetry.
- ✔ **Data Pipeline Acceleration & Analytics:** Deploying the Nimbus Analytics Engine to unify structured and unstructured enterprise telemetry, enabling real-time business intelligence and automated auditing.

2. Technical Workstreams and System Deliverables

Our technical delivery model is partitioned into four synchronized workstreams, each overseen by a dedicated Principal Cloud Systems Engineer and a Senior Technical Program Manager.

 **Workstream Architecture Breakdown**

Workstream A – Containerized Microservices Platform
Transition of monolithic legacy web applications into containerized microservices operating on enterprise Kubernetes clusters (EKS/GKE hybrid). Automated deployment via GitOps pipelines with continuous integration and automated rollback capabilities.

Workstream B – Zero-Trust Security Network Mesh
Implementation of service mesh architecture with mutual TLS (mTLS) encryption for all inter-service communications, automated vulnerability scanning, and real-time integration with Vertex’s Security Operations Center (SOC).

Workstream C – Nimbus Enterprise Data Platform
Consolidation of distributed database systems into a unified distributed data lake. Automated ETL pipelines processing up to 10 TB of daily operational data with sub-second analytical query performance.

Workstream D – 24/7 Managed Operations & SRE Handover
Establishment of round-the-clock site reliability engineering (SRE) support, automated health checks, incident escalation workflows, and rigorous SLA enforcement.

3. Implementation Roadmap and Milestones

The engagement is structured into four sequential execution phases spanning an 18-month timeline starting September 1, 2026. The structured milestone schedule below details key phases and core deliverables.

Phase	Core Workstream & Milestone Deliverables	Timeline	Status
Phase I	Architecture Design, Security Baseline & Sandbox Deployment	Q4 2026	Planned
Phase II	Core Infrastructure Migration & Service Mesh Integration	Q1–Q2 2027	Planned
Phase III	Data Lake Consolidation & Nimbus Analytics Onboarding	Q3 2027	Planned
Phase IV	Final Security Audit, Production Cutover & Operational Handover	Q4 2027	Planned

4. Financial Investment Schedule

The total fixed-fee investment for the 18-month implementation program is EUR 1,285,000, excluding

value-added tax (VAT). The table below outlines the itemized breakdown across all workstreams and project phases.

Deliverable Item / Module Description	Allocation	Amount (EUR)
Phase I: Cloud Architecture Blueprint, Risk Assessment & Proof-of-Concept	Fixed Fee	EUR 185,000
Phase II: Core Microservices Migration & Zero-Trust Security Mesh	Fixed Fee	EUR 540,000
Phase III: Enterprise Data Lake Consolidation & Nimbus Analytics Setup	Fixed Fee	EUR 360,000
Phase IV: Production Readiness Auditing, SLA Setup & SRE Handover	Fixed Fee	EUR 120,000
Annual Premium Support & 24/7 Incident Escalation	12 Months	EUR 80,000
Total Strategic Investment (Excl. VAT)		EUR 1,285,000

Payment Terms: Invoices will be issued upon written sign-off of each phase milestone. Payment is due within 30 calendar days of invoice date via direct wire transfer to the account specified in the letterhead.

5. Governance, Sign-off and Next Steps

To maintain project momentum and ensure alignment across executive stakeholders, we propose holding a formal Steering Committee alignment meeting on August 10, 2026, at Vertex’s headquarters in Berlin or via secure videoconference.

Upon countersignature of the attached Master Service Agreement (MSA-2026-88), our joint engineering team will initiate Phase I activities immediately. We are confident that this strategic initiative will establish a world-class digital foundation for Vertex Enterprise Systems SE.

We thank you for your trust and look forward to a highly successful partnership.

With best regards,

Elena Rostova
Managing Director, Enterprise Solutions
Nexa Solutions Enterprise GmbH

- Attached Schedules:
- 1. Master Service Agreement (MSA-2026-88)
 - 2. Annex A: Technical Cloud Architecture Blueprint
 - 3. Annex B: Financial Investment & Payment Schedule
 - 4. Annex C: Enterprise SLA & Zero-Trust Security Matrix

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- Executive Board, Vertex Enterprise Systems SE
 - Legal & Compliance Office, Nexa Solutions Enterprise GmbH