

STEP Cloud services

Terms of use

Functionality

In a cloud cluster, the entire set of functionality provided by step's REST services and web application is supported.

In other words, customers can create and upload keywords targeting applications in a public network zone, design, execute and schedule plans, analyze results - as they would on an on-premise cluster.

Upon purchasing a cloud cluster, customers choose one or more pre-defined technical *scenarios* from the following list:

- 1) **Browser automation:** uses selenium- or puppeteer-based keywords. Only chrome is currently supported. Chrome only by default.
- 2) **HTTP:** uses any of STEP's HTTP plugins (JMeter, SoapUI, TheGrinder, or standard Java keywords based on the Apache client)
- 3) **Android apps:** uses Appium, the Android SDK and a dedicated emulator. Direct access to the Android host is not provided, operation tasks are performed via step keywords using Appium.
- 4) **PDF Compare:** uses STEP's proprietary plugin.
- 5) **Java clients:** uses Oryon for Swing or FX automation.

If none of these scenarios fit their needs, a "Custom" tier is available. This tier requires in turn custom pricing, which requires interaction(s) with our pre-sales team.

Computing power

Each cloud *scenario* is priced based on a carefully thought out and tested infrastructure topology. This topology aims to address popular automation needs expressed by our customer base. Therefore, a specific and limited set of resources (CPU, Memory, Disk & Network I/O) is allocated by default to the different components of the step architecture (ie, controller, database and each agent node).

Pre-allocated agent resources by scenario:

- 1) Browser: 512MB, 1 CPU
- 2) HTTP: 25MB, 0.1 CPU
- 3) Android: 3GB, 2 CPU
- 4) PDF Compare: 512MB, 1 CPU
- 5) Java client: 1GB, 2 CPU

Network and disk I/O, as well as storage costs are already included in the calculator's price and feature a default allocation of 50GB on the DB host, 50GB on the controller host, and 10GB on each agent host.

In the event of particularly resource-intensive client code, such as a JavaScript application requiring an unusually large amount of memory or CPU, agent sizing can be redesigned and adapted to fit that criterion. This service can however only be provided as part of a "Custom" scenario, meaning that custom pricing will apply.

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Cloud vs On-premise

Cloud pro's:

- No need to train customers on operational aspects
- TCO is lowered tremendously in exchange for less customization capability
- Stability due to exense's expertise on step
- Flexibility due to quick allocation of resources

Cloud con's:

- No direct access is given to the underlying infrastructure (hosts, file systems, etc) or software distribution
- Infrastructure commissioning and operational overhead is provided on behalf of the customer by exense or one of exense's IaaS providers (data is physically stored in Switzerland)
- Migrations are performed at regular intervals
- Configuration and integration capability is limited in comparison with an on-premise setup
- No specific networking setup is provided by default (such as VPN configs or opening ports)

On-premise pro's:

- Direct access to hosts enabling controller interactions with the operating system (shared drives, ssh / rdp access to hosts)
- Ability to integrate tightly with third-party tools (ALM, Jira, LDAP, etc)
- Ability to customize and extend the setup (agent pools, step properties, system deps)

On-premise con's:

- Admins on the customer's side need to be trained in order to allocate and manage their own infrastructure, software installation, and every other operational aspect such as housekeeping and backups
- Customers have to use their own infrastructure

Intended use

Clusters are provided as part of a fair-use agreement, meaning that the customer agrees to the following rules:

- never intentionally use the cluster recklessly or in a malicious way
- take full responsibility for damages caused to third-parties due to cluster use
- stay within the bounds of the purchased technical *scenario*
- stay within the bounds of the 5 domains of activity recognized and supported by step (i.e: CI / CD / DevOps, Functional Testing, Load Testing, Synthetic Monitoring and RPA)

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Delivery & Support

After ordering your cluster, we will provision it and make it accessible to you within 2 to 5 business days, depending on its size and complexity.

Issues related to both the step software as well as the underlying infrastructure managed by exense on behalf of the customer (such as hardware or system failures) are covered as part of the initial purchase and support is included in the price displayed by the cloud calculator and for the duration of the commercial agreement.

However, issues related to inefficient keyword code or misuse of the step software will either be rejected or investigated at the cost of an hourly compensation.

By default, an SLA of 48 hours will apply to support requests (time to first reply).

FAQ

Can I pay more to customize a cluster?

Yes, this falls into the “Custom” category.

Are there any hidden fees?

No, the price as shown in the calculator, apart from VAT and currency conversion, are the effective prices charged to customers.

Can I add other agent types to my cluster?

Yes, but the same price will be charged as if you had ordered a second cluster.

What if my app needs more resources?

If your keywords generate a workload which can not be handled by our default sizing, a custom setup can be designed by our engineering team, in which case custom pricing could apply.

Which version of step is provided?

The cloud clusters run a modified, optimized version of step Enterprise Edition.

Is token auto-scaling available?

Token auto-scaling is not yet available. This capability might be released by 2020.

Is the type of activity limited?

On a cloud instance, practices are not effectively limited. However, we support 5 official practices:

- 1) CI / CD / DevOps pipeline support
- 2) Functional Testing (regression, data-driven, negative testing, etc)
- 3) Load & Performance Testing
- 4) Synthetic Monitoring (availability & SLAs)
- 5) Robotic Process Automation