

STACKIT GmbH & Co. KG
Stiftsbergstraße 1 | 74172 Neckarsulm

Service Certificate – STACKIT Dremio

Service name

STACKIT Dremio

High level service description

STACKIT Dremio provides a fully managed service for a data lakehouse platform based on Dremio, enabling self-service analytics directly on data stored on various data sources, utilising open standards like Apache Iceberg. This service includes the provision and management of the necessary underlying infrastructure and the licensing of the Dremio software. It covers the deployment, operation, maintenance, and scaling of the Dremio environment within the STACKIT Cloud, abstracting the complexities of infrastructure management and software licensing. It allows users to query, analyse, and transform large datasets with high performance and reduced data movement, with a simplified cost structure that bundles infrastructure and licensing.

Key Features

- Fully managed and scalable Dremio data lakehouse environment, including underlying infrastructure and Dremio licensing.
- High-performance query engine for data lakehouse.
- Support for open standards, including Apache Iceberg.
- Self-service data access and analytics capabilities.
- Data virtualisation and query federation across various data sources.
- Web-based user interface for data exploration, querying, and management.

Service Plans

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Metric

Billing for STACKIT Dremio is based on allocated resources for the service and **includes the costs for both the underlying infrastructure and the Dremio software license.**

Metrics include:

- Additional costings include:
 - CPU Task execution per hour
 - RAM Task execution per hour
- **Per Service Instance per Hour:** Billing based on the provisioned service instance and its amount of allocated memory per hour.

The specific metric and corresponding pricing, **which cover both infrastructure and licensing**, are defined in the STACKIT price list for Managed Dremio. Additional costs may apply for the consumption of other STACKIT services integrated with Dremio (e.g., Storage for the data lakehouse) according to their respective service description and list prices.

SLA specifics

The availability of STACKIT Dremio refers to the ability to access the Dremio user interface and the functioning of the Dremio engine to process queries.

Downtime due to Dremio metadata cleanup according to the customers configured schedule are excluded events according to the General Service Description 2.4 and do not count as downtime.

Backup

Backup and restore are the responsibility of the customer.

Additional terms

Third-Party Terms: The STACKIT Dremio service is based on Dremio Software. The customer's use of the STACKIT Dremio service is subject to the **terms of the Dremio Software license**. The software contains the following open source components, available at <https://docs.dremio.com/current/release-notes/dependencies/>.

Annex: Exportability (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data (Database Content)	<i>Data stored by the customer in the database (if available) or within the product/service.</i>	Yes	various, depending on the customer data	
User Accounts & Permissions	<i>Information about users and their permissions</i>	Yes	JSON	Dremio API
System Metrics (Instances / Resources in Use)	Performance data of the instance / available resources (e.g. CPU, memory)	Yes	JSON	Dremio API
	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	Yes	JSON	Dremio API
System properties (Instances / Resources in use)	<i>Versions and information necessary to check compatibility</i>	Yes	JSON	Dremio API

Product / service-related data (product properties)	<i>Configuration data and source code</i> <i>Configured catalogs, Reflections, Dremio Settings, engines, engine routings, external token providers, queues, preferences</i>	Yes	JSON	Dremio API
	<i>Log Data (non personalized and personalized)</i> <i>System-status, Technical-events, etc.</i>	No		No. Company confidential STACKIT.
	<i>Log Data (non personalized and personalized)</i> <i>Login/Logout of User, User activities</i>	No		No. Company confidential STACKIT.

Version and start of validity

Version 1.0, valid from 13.02.2026