

Service Certificate – STACKIT Logs

Service name

STACKIT Logs

High level service description

STACKIT Logs (“**Logs**”) is a managed service for centralizing and analyzing log data. Seamlessly collect log data from all customer applications and infrastructure, and use powerful, real-time query capabilities to instantly search the customers data. The service integrates natively with Grafana, allowing the customer to build custom dashboards to monitor the systems effectively. The Logs service is built on Grafana Loki, the open-source engine that has become the de-facto standard in cloud-native logging.

Key Features

- Broad Agent Compatibility:
 - Seamless integration into existing observability setups. The service supports a wide range of third-party agents, including Fluentd, OpenTelemetry Collector and Grafana Alloy.
- Native Grafana Integration:
 - Visualization of data, build comprehensive dashboards, and correlate log data with other metrics in a single, unified interface.
- Cost Control with Adjustable Retention:
 - Only store the data the customer needs. With flexible retention periods from 1 to 180 days, the storage duration can be adjusted to the customer’s compliance and budget requirements to reduce costs.
- Managed & Highly Available:
 - STACKIT handles infrastructure maintenance, security patching, updates, and scaling, to ensure high availability.

Use Cases

- Perform Real-Time Troubleshooting:
 - Ability to analyze log data from distributed systems and applications in real time to quickly identify the root cause of issues and minimize downtime.
- Identify and Optimize Application Performance:
 - The customer can use log data to measure request durations, track resource consumption, and pinpoint slow transactions to effectively optimize the code and improve the user experience.

- Maintain an Overview of System Health:
 - The customer has the possibility to visualize and filter log data from their entire system landscape in a single dashboard to understand behavior, detect anomalies, and monitor security events.

Service Plans

Logs automatically scales compute and storage resources based on the volume of ingested log data.

The following limitations apply per instance:

- the amount of ingested log data (Ingest) is limited to 4 Megabyte per second
- the maximum log line size is limited to 256 Kilobytes.
- Log queries are subject to system-defined timeouts and data-scanning limits to ensure overall platform stability.

Metric

Billing is calculated per Gigabyte (GB) based on the volume of ingested log data. At the moment of ingestion, **one-time fees apply per GB** to cover both the processing of the data and its storage for the entire **configured retention period**.

This consists of:

- **Ingestion Fee (Log ingestion GB processed):** A one-time charge for receiving and processing the data.
- **Storage Fee (Log storage GB):** A one-time charge per GB that covers the cost of storing that data for the entire configured retention period.

There are no further recurring costs for this data.

SLA specifics

Logs is considered available as long as the log data is accessible at the service transfer point.

Backup

There is no backup of log data. Configuration files are backed up automatically according to a schedule specified by STACKIT in line with the STACKIT Cloud general service description. This schedule cannot be changed by the customer.

Additional terms

- The customer is responsible for the configuration of Logs (in particular the management of tokens and retention period of log data)
- Once the configured retention period expires, the respective log data is automatically and irrevocably deleted from the system.
- The following conditions also apply:
 - <https://github.com/grafana/loki/blob/main/LICENSE> (GNU Affero General Public License v3.0)
- STACKIT uses the unmodified version of Grafana Loki. The source code is available at <https://github.com/grafana/loki>

Annex: Exportability (Online Register)

| Data Type | Description | Exportable (Yes/No) | Format | Additional notes |
|---|---|--|--------|---|
| Customer data (Ingested Log Workloads) | Log data (log lines) and associated labels/metadata ingested and stored by the customer within the STACKIT Logs service. | Yes | JSON | Customer data can be exported via the instance's API using HTTP in JSON format. |
| User Accounts & Permissions | Information about users and their permissions | Yes | JSON | The customer can manage their own access tokens per instance via the Logs API. Metadata about the tokens can be listed there. The data contains the permissions but not the token itself. The token is only available when it is created and is not saved by the product. |
| System Metrics (Instances / Resources in Use) | Performance data of the instance / resource in use (e.g., CPU usage, memory usage) | No. Company confidential STACKIT | - | |
| System properties (Instances / Resources in use) | Versions and information necessary to check compatibility | No. Company confidential STACKIT | - | |
| Product / service-related data (product properties) | Configuration data and source code <i>Configuration of IT-Systems/rudimental IT, Settings, Customizing, IP's, VLAN, Interfaces, Software Code, Scripts</i> | No. Company confidential STACKIT | - | |

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|--|---|---|---|--|
| | <p>STACKIT Internal Infrastructure Logs (non personalized and personalized)</p> <p><i>System-status, Technical-events, etc.</i></p> | <p>No. Company confidential STACKIT</p> | - | |
| | <p>STACKIT Internal Audit Logs (non personalized and personalized)</p> <p><i>Login/Logout of User, User activities</i></p> | <p>No. Company confidential STACKIT</p> | - | |

Version and start of validity

Version 1.0, valid from 03.03.2026