CUSTOMER GUIDE · DBENK CLOUD COMING SOON

DBenk Cloud: what is included

Server, daily off-site backup, automatic updates, monitoring and HTTPS: what they mean for you, what is not promised, and how to take your data with you.

Rp150,000
minimum per month per customer

up to 600 people
per customer, load-tested

Indonesia
data and backup location

Who this guide is for

Decision makers and IT teams comparing DBenk Cloud with installing DBenk on their own server.

Status today

DBenk Cloud and DBenk AutoOps Cloud are **coming soon**: not for sale yet. This guide describes the designed behaviour so your IT team can assess and prepare for it. AVAILABLE means usable today; DESIGNED means it opens together with Cloud.

VERSION
1.0 · 4 November 2026

FOR
Decision makers and IT teams

LATEST VERSION
lisensi.dbenk.com/panduan

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All DBenk Cloud guides

- DBenk Worker guide for AutoOps Cloud
- AutoOps Cloud without a Worker: conditions and risks
- DBenk Cloud: what is included

The latest version is always at **lisensi.dbenk.com/panduan**. Prices and the agreement text in this guide come from the same source as the dbenk.com pricing page.

01 SUMMARY

What DBenk Cloud is

The same DBenk apps as the version on your own server. The difference: we run the server.

Included in every subscription

- The server and its upkeep
- Daily backup to a separate location (off-site)
- Automatic updates
- 24-hour monitoring by our systems
- HTTPS on our subdomain or your own domain
- Data stored in Indonesia

What stays the same

- Apps, features and screens are the same as on your own server.
- One login through DBenk Hub; approvals and integrations in one place.
- Your data stays yours and can be exported at any time (page 8).

Prices

APP	BILLED PER	MONTHLY	YEARLY
DBenk Kerja Check-ins, work per project, blockers, reports; we run the server and the updates	active employee	**Rp20,000**	**Rp200,000**
DBenk Attendance Clock-in/out from the laptop, leave & permits, employee portal, Office 3D	active employee	**Rp30,000**	**Rp300,000**
Kerja + Kehadiran Both for the same employees, for less	active employee	**Rp40,000**	**Rp400,000**
DBenk AutoOps Cloud Dashboard and checking engine in our cloud; execution through a DBenk Worker in your network	server	**Rp50,000**	**Rp500,000**
Vita Developer Cloud (hibrida) Tasks, AI team, approvals and history in our cloud; heavy work on your DBenk Worker	full team	**Rp1,990,000**	**Rp19,900,000**

Minimum Rp150,000 per month per customer. Yearly = 10× monthly. No free plan; 14-day trial. Up to 600 people per customer (load-tested); beyond that, contact us. Prices exclude VAT.

02 BACKUP

Backup and restore

Every day we copy your database and files to a separate location in Indonesia.

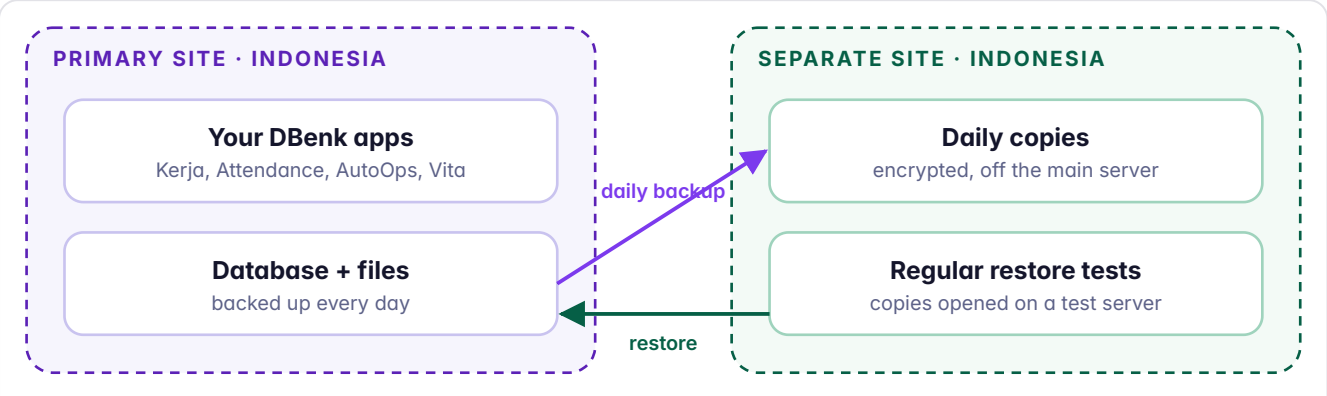


Figure 1. Daily backups run from the primary site to a separate site. Copies are opened on a test server regularly to make sure they can be restored.

What is backed up

- Your apps' whole database, in one consistent snapshot.
- Uploaded files and module data (for example logos, attachments).
- App settings and secrets, encrypted.

Restore

- Ask support for a restore: the whole install to a given backup point, or a separate copy for you to inspect.
- Before restoring we back up the current state, so a restore can be undone.
- Backup retention and the restore-test schedule are written into the subscription agreement when Cloud opens.

03 UPDATES AND MONITORING

Updates, monitoring and availability

Automatic updates

1. New versions are installed in a quiet window.
2. The database is backed up first.
3. A health check runs afterwards; if it fails, the old version and database are restored automatically.
4. Big changes (major versions) are announced in advance.

Monitoring

- Our systems check every install around the clock: pages open, the database is healthy, the HTTPS certificate is valid, disk space is sufficient.
- Problems raise an alert to our team.

Availability and SLA

The standard Cloud plan does not promise an availability figure. If you need a written availability figure, response times and priority support, add the SLA option (priced by quote).

Address and HTTPS

Our subdomain

Ready at activation, with an HTTPS certificate we renew ourselves.

Your own domain

Point a name such as `work.your-company.com` at the address we give you (CNAME); the HTTPS certificate is created and renewed automatically.

04 AUTOOPS AND VITA

DBenk AutoOps Cloud and Vita Developer Cloud (hybrid)

The two products that touch your own machines use the DBenk Worker: the compute stays with you.

DBenk AutoOps Cloud · Rp50,000 / server / month

- Dashboard and checking engine in our cloud.
- Execution through a DBenk Worker in your network (default): one always-on Linux server, VM or Docker; outbound 443 only.
- More than one Worker for backup: automatic takeover, a *monitoring interrupted* alert when all are down.
- Without a Worker only for public VPS, with an IP allowlist and a written agreement.

Vita Developer Cloud · Rp1,990,000 / team / month

- In our cloud: tasks, the AI team, approvals and history.
- On your DBenk Worker: the heavy work (writing code, running tests) with your own Claude/Codex subscription or AI keys.
- Code and AI keys stay on your machines.
- Fully hosted compute is not offered yet.

Detailed guides: DBenk Worker guide for AutoOps Cloud · AutoOps Cloud without a Worker: conditions and risks

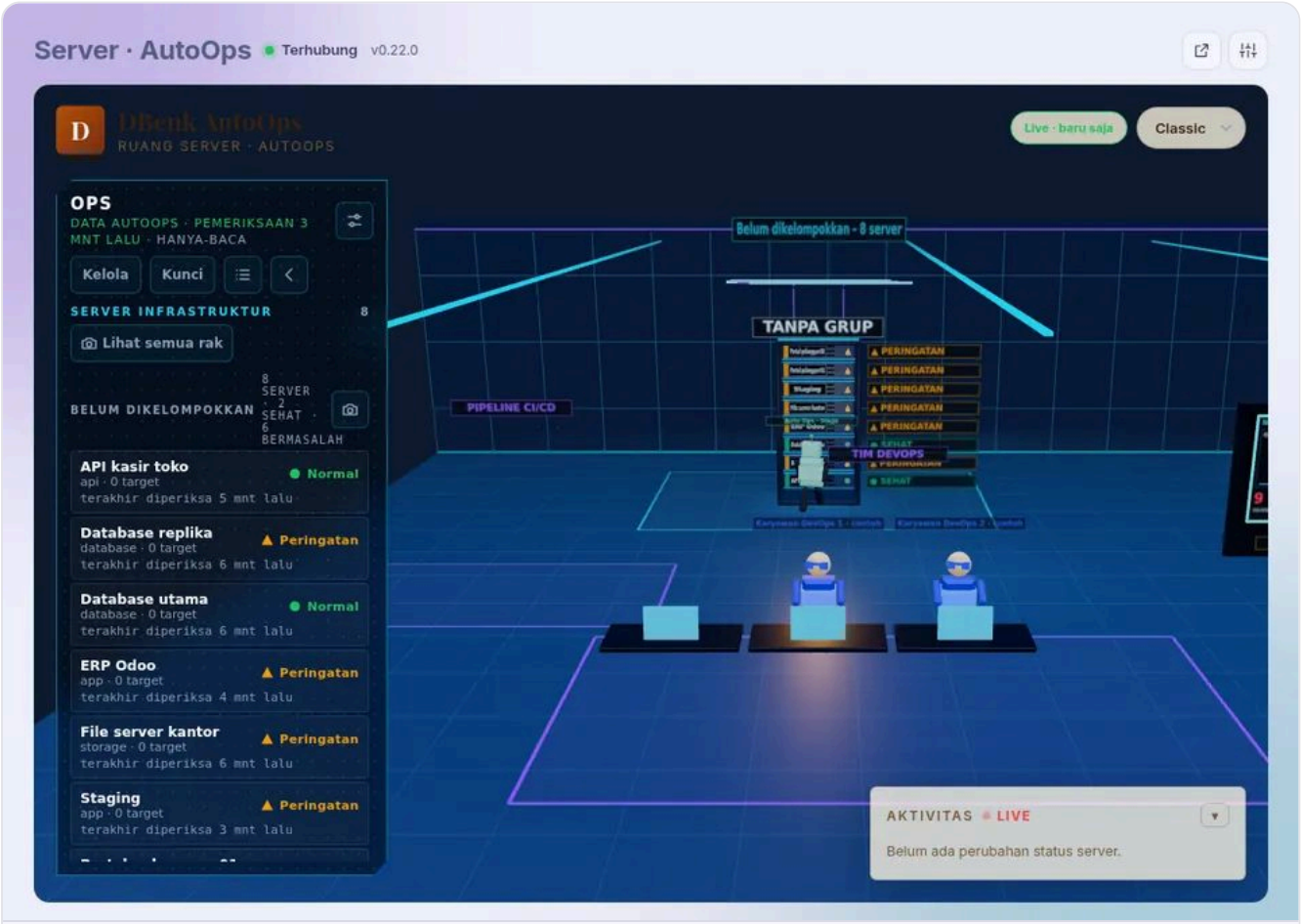


Figure 2. Server · AutoOps in DBenk Hub (sample data from the demo). AutoOps Cloud uses the same server list and health states.

05 DATA

Data location and security

Data location	The primary servers and the backup location are in Indonesia.
Customer separation	Every customer has its own database; no app reads another app's database.
Encryption	HTTPS for all traffic; app secrets (SMTP passwords, keys) stored encrypted; backups encrypted.
DBenk staff access	Only for maintenance and support you ask for, recorded in the audit log.
Sign-in	Local accounts with 2FA, or SSO (OIDC) as an add-on.
Legal documents	The privacy policy, terms of service and a data processing agreement (DPA) template are on dbenk.com.

06 EXIT

Exporting data and leaving

You are not locked in. The Cloud apps are the same as the on-prem version, so the data can move with you.

1. **Export at any time**
   The exports in each app stay available (for example Excel/CSV reports in DBenk Attendance). A full copy of the database and files can be requested through support.
2. **Move to your own server**
   Install DBenk on your server and restore the copy from Cloud. The licence follows the on-prem prices.
3. **Leave**
   After the subscription ends you have time to take a final copy; the period is written in the subscription agreement. After that the data and backups are deleted, as are stored SSH keys (AutoOps without a Worker).

Request access

DBenk Cloud is coming soon. Fill in the access form at dbenk.com/en/pricing (Cloud section): choose the products, the number of people or servers, and for AutoOps how we reach your servers. We e-mail you when Cloud opens for your company.