

# Thomson Reuters Eikon

## Service Description

Version 1.0

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# About this Document

## **INTENDED READERSHIP**

This document is available for prospective and current customers of Thomson Reuters Eikon.

## **IN THIS DOCUMENT**

This document describes the service that customers of Thomson Reuters Eikon can expect, alongside the experiences and choices that Thomson Reuters Financial & Risk has designed for you to have. It covers all the stages of your interactions with the company, from initial interest through to end of usage. It is not a legally binding document but intended to give a reasonable expectation of the service you will receive as part of Thomson Reuters Eikon.

Please refer to this document for any information about the service included with Thomson Reuters Eikon, whether as a prospective or ongoing client. If you have any further questions, do not hesitate to contact us in any of the channels listed below. More information about the general service offered by Thomson Reuters Financial & Risk is available upon request in the form of the Statement of Service.

# Thomson Reuters Eikon

With Eikon, you can quickly uncover hidden opportunities with access to comprehensive data and unique content.

Highly visual and intuitive to use, Eikon is the ultimate set of financial analysis tools. Integrate multiple workflows, co-create applications and securely access other financial professionals to make better decisions.

And, unlike some others, we don't operate on a one-size-fits-all model, so whether you are a startup or a large corporate, we can help you find the relevant level of content and features that suits your needs.

Eikon is available for Windows, in a browser and on mobile devices. So getting started with Eikon is easier than you think.

## **A. EIKON VARIANTS**

Different firms and different roles require different content, tools and workflows. Thomson Reuters offers a range of Eikon variants that have been created to suit the needs of specific users. More information can be found by speaking with your Account Team. Note that some areas of service for select variants are covered in the Addendums section

## **B. SCOPE AND SCALE**

Thomson Reuters Eikon is available for new and current customers of Thomson Reuters globally.



## CHOOSE YOUR VARIANT

- Thomson Reuters Eikon
- Thomson Reuters Eikon for Commodities
- Thomson Reuters Eikon Research and Advisory
- Thomson Reuters Eikon North American Fixed Income
- Thomson Reuters Eikon for North American Securities
- Thomson Reuters Eikon for Latin American Securities
- Thomson Reuters Eikon for European Securities
- Thomson Reuters Eikon for Asia / Pacific Securities
- Thomson Reuters Eikon Core
- Thomson Reuters Eikon Exchange Pricing
- Thomson Reuters Eikon Gateway\*



## CHOOSE YOUR DEPLOYMENT

- Thomson Reuters Hosted
- Thomson Reuters Managed
- Customer Managed
- Web



## CHOOSE YOUR INSTALLATION

- Self-Install
- Remote- Engineer Installation
- On-Site Engineer Installation

\*Some configurations may not be available; Speak to your Account Team for more information

# 1. Discover

To find out more about how Thomson Reuters Eikon can help you please visit <http://financial.thomsonreuters.com/eikon>. View capabilities by content and features or markets and industries and get in touch directly from the website. To speak with someone immediately please [Contact Us](#).

# 2. Evaluate

## A. TRIALS

Free trials of all variants of Thomson Reuters Eikon\* are available in order to evaluate the content and features that are available within. Free trials are set up via speaking with your Account Team, and last for a period of up to 30 days. Once a free trial period is over and a purchase made a user can continue using Eikon seamlessly. If no purchase is made the user will lose access to Eikon when the trial concludes.

## B. SUPPORT DURING TRIALS

Thomson Reuters offers the same level of support to those on trials as it does to licensed users. More information on support can be found later in this document.

## C. TRIALS OF PARTNER APPLICATIONS

Once a user has started a trial of Thomson Reuters Eikon they can also trial any partner applications that allow for free trials.

# 3. Purchase & Renew

## A. ORDERING THOMSON REUTERS EIKON

New customers should request an Eikon license via their Account Team. If you do not know your Account Team you can [Contact Us](#) and we will make sure you get to the right person. Thereafter, customer administrators can order additional applications using License Management tools in [My Account](#). If a customer is not set up to order additional applications through [My Account](#) they can request additional licenses via their Account Team.

Requests completed through the License Management tools in [My Account](#) have a target completion time of three (3) hours. Requests completed via the Account Team have a target completion time of three (3) business days.

## B. PURCHASING ADDITIONAL APPLICATIONS

### I. Buy Thomson Reuters Apps

Thomson Reuter's applications are not available for purchase individually, but are packaged into 'Variants' based on users' workflows. Thomson Reuters Eikon Premium contains all of the available Thomson Reuters applications. Account Teams are available to discuss the best variant to suit individual needs.

### II. Buy Partner Apps

Partner applications are found in the App Studio section of the App Library. Partner applications can be purchased using the 'Purchase' button. Partner apps are any application created by a third party and sold and distributed through Thomson Reuters Eikon.

In most cases the user will get instant access to the partner application, and cost of the app will be added to your Thomson Reuters bill. Where this is not the case the partner will contact the user directly.

Questions relating to trials and purchase will be handled by the partner. Apps include clear instructions for contacting partner support in the footer of the app as well as in the App Studio section of the App Library.

### Free Trials

Free trials are available for most partner applications. The availability of free trials with Partner applications is noted by the 'Free Trial' button in the App Studio section of the App Library.

### III. Accessing Applications

Users can access core and purchased applications via the App Library and in the Eikon Menu.

#### C. PURCHASING ADDITIONAL CONTENT

Customers can purchase additional Thomson Reuters and partner content by requesting it from their Account Team. A catalogue of content available for purchase can be found in the Content Kiosk application in Eikon. It can be found in the App Library or by searching “Content Kiosk”.

Additional Content can also be purchased by customer administrators via the License Management tool in [My Account](#). If the user already has a Product License, they can purchase all available add-ons for that product as well.

#### D. BILLING

Customers are billed according to the billing frequency specified for their account. Some partner services are on a direct billed model which means that they are billed directly by the Vendor based on their own billing rules. For more details, the customer should contact their Account Team.

##### I. Partner Applications and Content

In most cases cost of the partner app or content will be added to your Thomson Reuters bill. Where this is not the case the partner will contact the user directly.

#### E. USER MAINTENANCE

There are various situations where changes need to be made to a license. The most efficient method of completing these changes is by client administrators using the License Management tools in [My Account](#). Where this is not possible, changes can also be made by Account Teams at the request of clients.

##### I. Maintenance Scenarios

Process	Self-Service Availability
Purchase (Product & Add-ons)	✓ (same product only)
User Swap	✓
Assign/Un-assign licenses	✓
User detail changes	✓
Cancellation	✓
Relocation	* across borders ✓ within the same country

#### F. RENEWALS AND CANCELLATIONS

For details on renewal and cancellation terms, customers should contact their Account Team.

## 4. Setup

#### A. DEPLOYMENT

Thomson Reuters offers customers different methods of deploying the desktop version of Thomson Reuters Eikon. Please speak with your Account Team about which deployment method is most suitable.

##### I. Thomson Reuters Hosted

All infrastructure sits with Thomson Reuters, and Eikon connects through the Internet.

##### II. Thomson Reuters Managed

Some infrastructure sits on the customer’s site, and Eikon connects through private lines.

### III. Customer Managed

Infrastructure is based on a Market Data System like Thomson Reuters Enterprise Platform (TREP), and Eikon connects through private lines.

#### B. INSTALLATION

##### I. Windows Desktop

Thomson Reuters Eikon is available via a simple [self-download](#) and installation. [Self-installation](#) is the most efficient method of deployment available, and installation does not require administration rights on the user's computer when installed per user. It is possible that a client's security settings may be such that administration rights are required to install any applications, but the framework itself does not require them. Administration Rights are required if installing Thomson Reuters Eikon per machine. Thomson Reuters Eikon can also be packaged for mass deployments as outlined in the [IT-Managed Installation Guide](#).

##### Implementation Assistance

Thomson Reuters Eikon can be implemented at a client site directly by the client. Thomson Reuters also offers two forms of implementation assistance.

##### Installation Assistance

Clients can choose to have Thomson Reuters manage the implementation of Thomson Reuters Eikon so that they can focus on core activities. This service can be requested via your Account Team. There are two levels of service available:

##### *Remote Assistance*

There is no charge for remote implementation assistance. The service is available 24 / 5, and upon request weekend coverage can be offered.

##### *On-site Assistance*

On-site implementation assistance is available at an additional charge. Assistance can generally be given in local language, and is offered during local business hours. There are additional charges for assistance outside of normal business hours.

##### Installation Support

For failed installations, Thomson Reuters will follow the processes mentioned in the [Support](#) section of this document.

##### Installation Support Hours

Frontline support is available 24 / 7.

Installation escalation teams are available 24 / 5.

#### II. Web

Thomson Reuters Eikon Web Access requires no installation aside from a [compatible browser](#).

#### III. Mobile

Thomson Reuters Eikon Mobile versions are installed from the App Store of you [compatible device](#).

## IV. Eikon 4 System Requirements

### Overview

Recommended requirements	Minimum requirements
<b>Operating System:</b> Windows 7, 8, 8.1, 10 64-bit <b>Processor:</b> Intel 5th Generation Core i7 <b>Physical memory:</b> 8 GB RAM <b>Free disk space:</b> 5GB <b>Video card:</b> PCI Express (PCIe) card with minimum of 256MB memory per port. DirectX 11.x. compatible <b>Color depth:</b> 32-bit <b>Temporary internet files size:</b> 250 MB or higher	<b>Operating System:</b> Windows 7, 8, 8.1, 10 64-bit <b>Processor:</b> Intel Core 2 Duo, 2.4GHz or higher <b>Physical memory:</b> 4 GB RAM or higher <b>Free disk space:</b> 1.6GB or higher <b>Video card:</b> PCI Express (PCIe) card with minimum of 128MB memory per port. DirectX 9.x. compatible <b>Color depth:</b> 16-bit <b>Temporary internet files size:</b> 250 MB or higher

In addition to the more detailed [System Requirements](#), these are the requirements for Thomson Reuters Eikon. Please consider all requirements of any other applications that you plan to run alongside Thomson Reuters Eikon.

There is a system test that a user can run before the installation to check that their systems can support Eikon. More information can be found in the [System Test Guide](#).

## V. Eikon Web System Requirements

- Chrome (Latest 5 versions)
- Safari 8+
- Internet Explorer 11

## VI. Eikon Mobile System Requirements

### Apple iOS

Requires iOS 8.0 or later. Compatible with iPhone, iPad and iPod touch.

### Android

Requires Android 4.1 and up.

[Find out more about our Mobile Apps](#)

## VII. Welcome Emails

Either through a free trial (where available) or a purchase completion, users will receive a Welcome Email (WE) containing links to their login credentials and the product download page. The URL will point to a location specific to downloading Eikon. Welcome emails are generated automatically while setting up a user. This will either be by the Thomson Reuters Account Team or the client's administrator using License Management in [My Account](#).

Welcome emails can be delivered in the following languages:

Traditional Chinese*	Simplified Chinese	German	English	French
Italian	Japanese	Russian	Spanish	

\*Traditional Chinese is not available for customers using License Management in [My Account](#).

## VIII. Profile Information

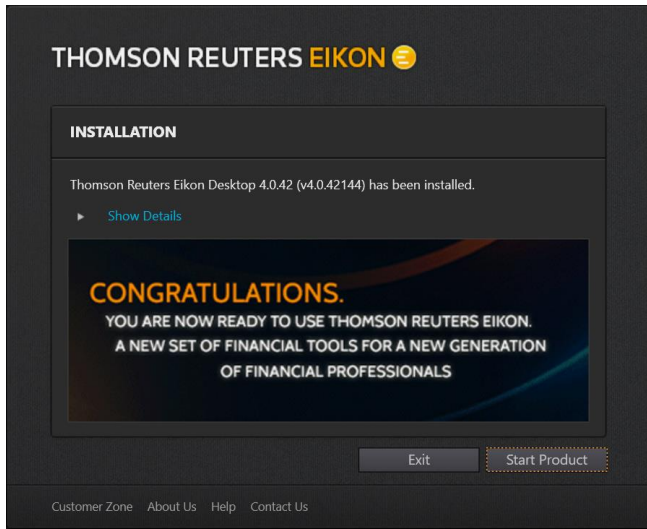
During Eikon setup a user will enter profile information that includes Job Function, Asset Class and Geographic Focus. These are used to help customize the experience for each person – making it easier to find the features and functionality important to them.

## C. INSTALLATION HOURS OF COVERAGE

Installation is available 24 / 7 in a digital, self-service fashion over the Internet, via a link from the Welcome Email. Administrator rights are not necessary in most cases when installing Thomson Reuters Eikon.

## D. SUCCESSFUL INSTALLATION

A successful installation has been completed after downloading, installing, and logging in to the product.



## 5. Product & Usage

Thomson Reuters Eikon is an individual information service, meant to be installed on a user's PC for the use of the licensed user only. Detailed information on allowed usage can be found in your contract. Usage of interactive services are covered in [The Code of Conduct for Thomson Reuters' Interactive Services](#). If you have additional questions please contact your Account Team.

### A. PRODUCT HOURS OF AVAILABILITY

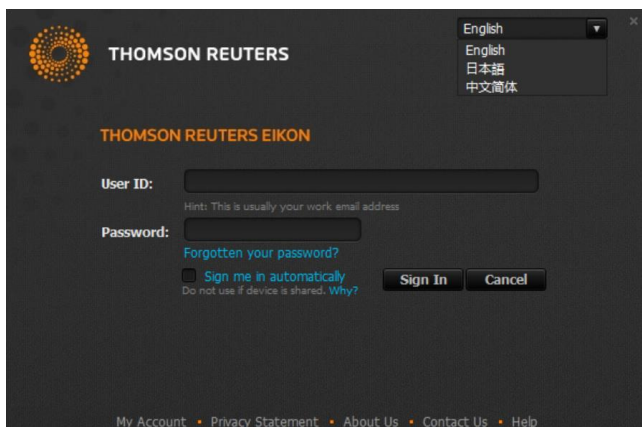
Thomson Reuters Eikon is available 24 / 7 without any differentiated tiers of availability.

### B. PRODUCT LANGUAGES

Thomson Reuters Eikon can be delivered in the following languages:

English	Chinese	Japanese
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Product language can be changed by selecting the appropriate language from the language dropdown on the log-in screen, and from the Eikon menu > Settings > Languages.



## C. SECURITY

As the world's largest financial information source, Thomson Reuters is serious about safeguarding the security and quality of all the proprietary and third-party information that flows through our systems. That's why we've taken steps to formalize and embed the information security management and quality management systems into the Information Technology Infrastructure Library, (ITIL) service management processes operated in our major data centers - including attaining certifications in two industry-proven global standards ISO 9001 (Quality Management) and the new ISO 27001 (Information Security Management).

More information can be found in our [Statement of Service](#).

### I. How personal data is used within Eikon

Eikon makes available a large number of finance-related external and TR data sources and products, users search these and can save the results of those searches as shortcuts/preferences. The product also uses data in word search terms input by individual users, and stores them in order to enable the product to suggest previous search terms to enhance user experience. Eikon collects and stores data relating to how and which users interact with the product (i.e. source/internal product hits, users' job functions, locations and asset classes), for the purposes of tailoring the discoverability of applications and menus as well as for support purposes. For more information please contact your Account Team.

### II. Business Continuity (BC) and Disaster Recovery (DR)

Thomson Reuters Business Continuity Management Office (BCMO) maintains a [business continuity policy](#). For further information please contact your Account Team.

There are no options for customers to select levels of services for Thomson Reuters Eikon. By nature, any Hosted Thomson Reuters Eikon product can be accessed via any Internet Connection. User profile, favorites, workspaces, and preferences are all stored centrally so can be accessed anywhere. Thomson Reuters provides datacenter redundancy and failover. It is the responsibility of the customer to obtain the correct level of service from their ISP in order to meet their own connectivity resiliency needs.

### III. Information Security

Thomson Reuters is committed to its Information Security program and the functions' mandate is approved by the Executive Committee. We have a Chief Information Security Officer and an extended team of security specialists, spread across the globe, dedicated to the security of Thomson Reuters Financial & Risk products and services. Our commitment to security is achieved through the application of demonstrable security controls at an appropriate level to the service being offered. Furthermore, our security strategy ensures that appropriate security controls exist within service design and operation. This is to counter the threats to the confidentiality, integrity and availability of customer information which we store, process or transmit. We have staff trained to identify issues and resolve them as quickly as possible with minimal impact on its customers. Our involvement in industry and government security forums and groups further demonstrates our proactive approach to understanding and countering the threats we face.

### IV. Privacy

Your privacy and trust are important to Thomson Reuters. Please consult our [Thomson Reuters Privacy Statement](#) for more information.

### V. Legal and Regulatory

Thomson Reuters global legal department will interpret the laws and regulations that apply in the countries we operate in and provide appropriate policies to enable us to comply with them. We operate a 24 / 7 Business Compliance and Ethics Hotline for guidance or to report ethical, legal or policy issues.

### VI. Communications

External communications for release notes, new versions, product road map, product maintenance schedules, content change notifications and documentation (training & user guides) updates are available through [My Account](#) and, if necessary, through your Account Team.

### VII. Security Patches

Any security issue will be assessed immediately upon being made aware of the issue. A software patch will be made available as soon as a solution is identified and implemented. For any issue where Thomson Reuters is reliant on a third party for a solution, communication to clients will be delivered via [My Account](#).

## 6. Support

Finding answers to questions and getting technical support is straight forward and easy with Thomson Reuters Eikon. There is a range of self-help tools available directly in Eikon. Each application has its own Help content, accessed via the App Menu. Users can also access help using the '?' button on the toolbar and Help > Contact Us in the Eikon menu in order to contact Thomson Reuters by chat, email or phone.

Customers and users can also contact Thomson Reuters directly from our [Website](#).

Mobile users can access support from the Eikon menu > *i* button > Contact Us About a Problem.

### A. TRAINING AND DOCUMENTATION

Training is available via the training app inside of Eikon and via [My Account](#). Face to face training can also be requested by using Help > Contact Us or contacting your Account Team directly.

### B. VERSION SUPPORT

To ensure end-users get the most out of their Thomson Reuters Eikon experience Thomson Reuters will only support the current and previous two (2) versions of Eikon.

- Reported issues will be fixed in upcoming versions.
- Fixes and enhancements are cumulative with each successive version.
- New features or apps may not work outside of supported versions.

### C. LANGUAGES AND AVAILABILITY

#### I. Live Chat

Live chat is a real-time support channel that is available for all Thomson Reuters Eikon users, but is not available in Eikon Mobile. This can be accessed via Eikon Messenger in the product. Initiating a conversation with this contact will begin the support process. Live Chat is available in English on a 24 / 7 basis. Local language support is available during local business hours for the following languages:

Japanese	Mandarin
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#### II. Customer Support

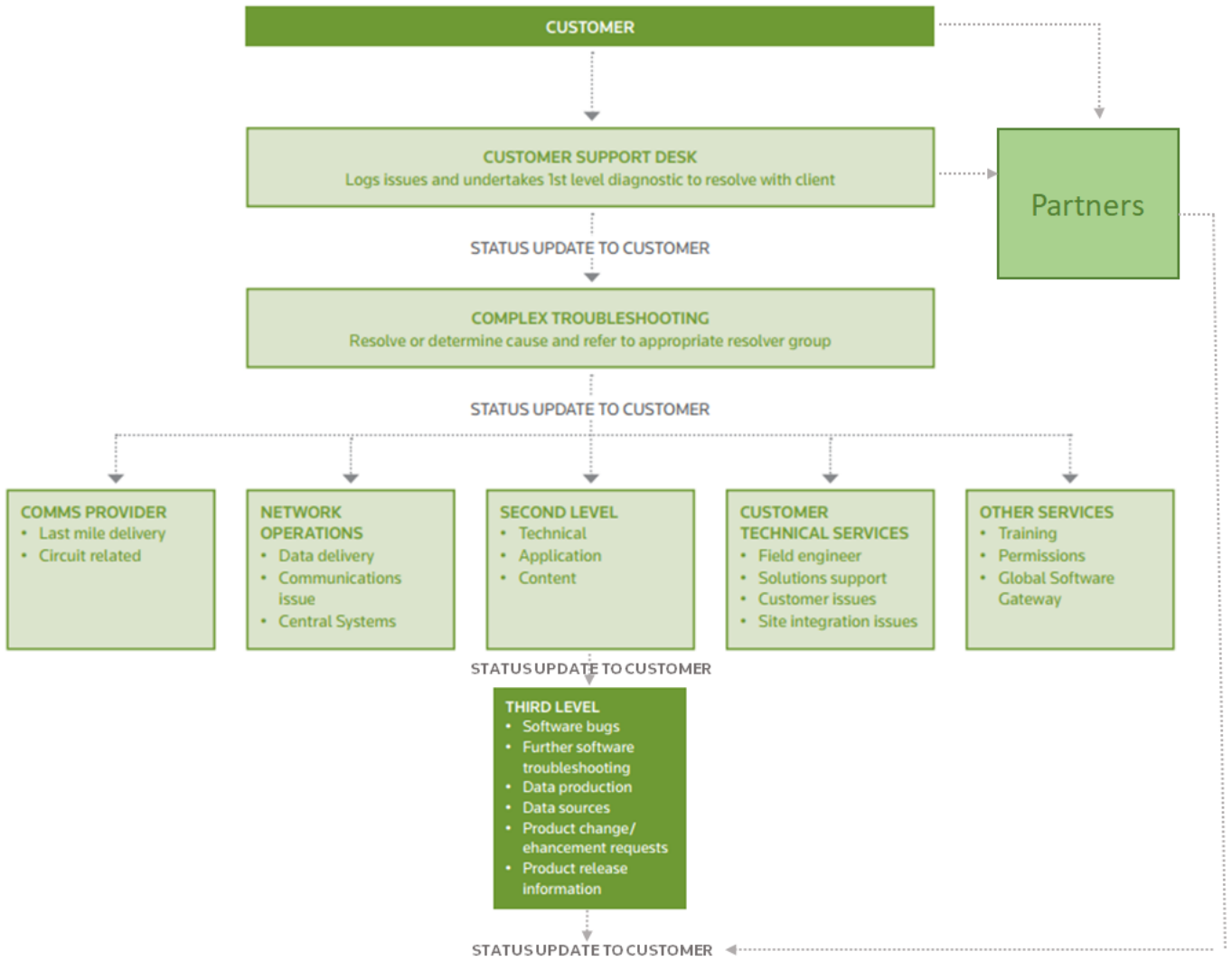
Customer support delivered by phone and email using "Contact Us" links in the product will be delivered in English on a 24 / 7 basis. Local language support is available during local business hours for the following languages:

Arabic	Cantonese	French	German	Greek
Indonesia Bahasa	Italian	Japanese	Korean	Malay
Mandarin	Polish	Portuguese	Russian	Spanish
Thai	Turkish	Vietnamese		

#### III. Resolver Groups

Resolver groups are used when an issue needs escalation for further investigation. They will deliver support in English only.

### D. SUPPORT MODEL



### E. SERVICE LEVEL TARGETS AND DESCRIPTIONS

In order to make sure we are doing everything we can to meet and exceed our customers' expectations we have set the below target response times with regards to contacting Thomson Reuters Support.



**Live Chat**  
Response within 1 minute



Response within 20 seconds  
[\\*Global Contact Numbers](#)



<http://myaccountfinancial.tr.com>  
Response within 15 minutes



SEVERITY		Escalate to Team Lead	Escalate to Regional Manager	Escalate to Global Head	Initiate Technical Recovery Team
1	Complete loss of Service for multiple users, or Business Critical	Immediate	Immediate	4 hours	Immediate
Customer Status Updates : Every Hour					
2	Complete loss of service for a single user; Loss of resiliency	1 hour	1 hour	4 hours	1 hour
Customer Status Updates : Daily					
3	Non – Service affecting	24 hours			
Customer Status Updates : Daily or as agreed					

PLEASE NOTE: A customer site issue is a service impacting event related to Thomson Reuters' hardware or software that is located at the customer premises. Issues related to Hosted Products, where Thomson Reuters' hardware and software is located on Thomson Reuters' premises, follow the same restoration targets.

### I. Severity Descriptions

Thomson Reuters endeavors to respond to all customer concerns promptly. To match the response time against the level of urgency, Thomson Reuters Customer Support assigns a priority level based on the problem severity.

**Severity 1:** An emergency situation in which both primary and any standby systems produce materially incorrect results, fail catastrophically or are otherwise rendered inoperable and in which all or multiple end users (two or more) are simultaneously experiencing the same failure. (Please note: This excludes non-resilient communication line failures as well as single key station sites). Severity 1 also covers the situation where key content is either not available or is not updating. Examples of key content are "Premium Category" exchanges, futures rollovers, G24 FX & money, G24 government benchmarks, real-time indices and missing historical data for a whole market.

**Severity 2:** This means some elements of Thomson Reuters service affecting multiple end users (two or more) simultaneously, is inoperative which results in loss of content, functionality or degraded performance, but where a temporary workaround is available. Additionally, any loss or compromise of a standby part of a solution not directly impacting the customer, but through which the risk of incurring a Severity 1 situation is greatly increased, would be included. Severity 2 also covers an emergency situation whereby a single user workstation or single communication line delivered site has failed catastrophically or is otherwise rendered completely inoperable, and the situation where real-time content is suspect in accuracy or is missing.

**Severity 3:** When non real-time content is suspect in accuracy or is missing and all other customer service impacting problems.

**Severity 4:** All non-service impacting requests such as product enhancements.

### II. Dispatching Field Engineers

If a Thomson Reuters Customer Support center specialist cannot resolve your issue remotely, a field engineer may be dispatched to your location, provided the issue is Thomson Reuters related or you subscribe to a premium dispatch service. In cases the incident has its root cause within the customer's environment this may result in service charges on a time/materials basis. Where there is a realistic expectation that a dispatched engineer will be able to solve the issue more expediently than a remote support technical specialist, the Thomson Reuters Customer Support center will send the Case to a dispatch team, who will contact the appropriate field engineer immediately for dispatch. Field engineers can be dispatched during local business hours of each country, keeping in mind local holidays and daylight savings time. The field engineer will make all reasonable efforts to get to your location as soon as possible. In the event of a delay, the field engineer or the specialist from the dispatch team will inform you of the estimated time of arrival.

PLEASE NOTE: Thomson Reuters reserves the right to charge a fee, at our nominal time and materials rate, for service issues that require on-site field engineering assistance which are the direct result of certain customer induced problems or outside of normal hours.

## **F. PARTNER SUPPORT**

Partners will provide direct support for their apps. Apps include clear instructions for contacting partner support in the footer of the app as well as in the App Library.

## **G. CONTINUOUS IMPROVEMENT**

Thomson Reuters is committed to continuously improving its' products and support. After interacting with an employee of Thomson Reuters, customers may receive an opportunity to give their feedback via an email.

# **7. Evolution**

## **A. UPDATES**

### **I. Thomson Reuters Eikon Desktop**

General updates happen automatically, and do not require any installation or action from users or market data/client administrators.

For small version updates (e.g. Eikon v4.4 to Eikon v4.5) which may require a reinstall, market data/client administrators will be made aware in advance via a Product Change Notification (PCN) in [My Account](#), and the updates will happen automatically. Speak to your Account team about the services Thomson Reuters offers to assist with small updates.

Thomson Reuters Eikon can also be packaged for mass deployments as outlined in the [IT-Managed Installation Guide](#).

Client administrators can see which versions their users are on via [My Account](#). Users can see the same in Help > About Thomson Reuters Eikon.

The implementation team will not install any versions of Eikon older than the previous two. The latest version can always be found at: <http://eikon.thomsonreuters.com>. Previous versions will be available from [My Account](#).

### **II. Thomson Reuters Eikon Web Access**

Users are always presented with the most current version of Eikon Web Access each time they log in.

### **III. Thomson Reuters Eikon Mobile**

Updates to Eikon Mobile are made available in the relevant App Store. Updates are optional, but may have a minimum operating system requirement. Thomson Reuters reserves the right to require compulsory updates to Eikon Mobile.

## **B. UPGRADES**

Larger product upgrades are major changes in a product version (e.g. Eikon v3 to Eikon v4), and can consist of changes to connectivity as well as workflow. Thomson Reuters will notify customers of a new version via a Product Change Notification (PCN) in [My Account](#). Thomson Reuters offers a range of upgrade assistance options. Please contact your Account Team in order to discuss upgrade needs.

Where an upgrade requires migration from a legacy component to a new one, Thomson Reuters will, where possible, provide a migration tool for users. Where this is not possible Thomson Reuters will offer migration assistance

## **C. MIGRATIONS**

Thomson Reuters offers migration assistance to existing customers of Thomson Reuter's products (strategic migration) as well as to new customers migrating from other financial market data products (competitive migration).

Customers will be notified of any mandatory strategic migrations via a Product Change Notification (PCN) in [My Account](#). Thomson Reuters offers a range of services to assist with migrations. Your Account Team will work with you on migration plans.

# Addendum 1 – Thomson Reuters Eikon Gateway

Thomson Reuters Eikon Gateway is the capability that enables customers to maximize the value that they get from Thomson Reuters Eikon by allowing users to access our platform and purchase applications on an individualized basis. Customers can purchase one or more of the Gateway Applications, and receive access to the application as well as the content required to run that application. Six core applications are included in Gateway: Home, Monitor, Quote, News, Financial Chart and My Profile. Thomson Reuters Eikon Gateway is available via a web browser and our desktop framework on Windows.

## [Available Thomson Reuters Gateway Applications](#)

There are some areas where the service offered for Thomson Reuters Eikon Gateway differs from the other variants. These differences are found below.

### **A. IMPLEMENTATION**

#### **I. Scope and Scale**

Thomson Reuters Eikon Gateway is only available for new users. This can be clients new to doing business with Thomson Reuters and users at existing clients that do not use Eikon.

#### **II. Product Administration / Permissioning**

Thomson Reuters on Eikon Gateway is not available on its own, but can only be used with a purchased application. The application and content are packaged together. Clients will have both the tools to visualize the information along with the underlying content.

New and existing customers should request the first application via their Account Team. This will give the user both the application and the Thomson Reuters Eikon license.

Thereafter, customer administrators can order additional applications using License Management tools in [My Account](#). If a customer is not set up to order additional applications through [My Account](#) they can request additional licenses via their Account Team.

Requests completed through the License Management tools in [My Account](#) have a target completion time of three (3) hours. Requests completed via the Account Team have a target completion time of three (3) business days.

#### **III. Purchasing Additional Applications**

All applications can be found by navigating to the 'Get Apps' link from the Home tab.

##### **Buy Thomson Reuters Apps**

Applications can be purchased by clicking on Contact Sales link from the 'Buy Thomson Reuters Apps' page and completing an online form to initiate our sales support process, by a customer administrator using License Management in [My Account](#), or by contacting your Account Team directly.

##### *Welcome Emails*

In addition to the standard Eikon Welcome Email, new users will also receive an Application Welcome Email that will introduce the user to the purchased application. Purchases of additional applications will only generate an application email.

##### **Buy Partner Apps**

Navigating to the 'Buy Partner Apps' link will open the App Studio section of the App Library where a selection of partner apps are available. Partner applications can be purchased using the 'Purchase' button. Partner apps are any application created by a third party and sold and distributed through Thomson Reuters Eikon.

##### **Free Trials**

Free trials are available for some Thomson Reuters applications. Customer administrators using License Management in [My Account](#) will be able to see free trial availability, and Account Teams will also have this information. The availability of free trials with Partner applications is noted by the 'Trial' button in the App Studio section of the App Library.

#### **IV. Accessing Applications**

Users can access core and purchased applications via the App Library, the Eikon menu and the 'Launch Apps' link on the Homepage.

## V. Product Functionality

Thomson Reuters Eikon Gateway will be delivered in English only, with the exception of some specific applications. As they are released, these applications will be noted in this document.

DealWatch	Japanese
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## Addendum 2 – Thomson Reuters Eikon APIs

Thomson Reuters Eikon is our flagship desktop product for financial industry professionals. As part of our efforts to establish Eikon as a true platform that links providers and consumers of financial content, we have released a variety of Application Programming Interfaces (APIs) for the use of our customers and our partners, as listed below.

### A. SCOPE AND SCALE

The Eikon APIs are available to users with an Eikon license. Thomson Reuters Eikon is available for new and current customers of Thomson Reuters globally.

### B. TARGET AUDIENCE

- Customer IT departments needing to customize Eikon to meet their needs by building applications specific to their workflow
- Customers who are on the more analytical and quantitative job roles who are able to write some code or scripts to manipulate, extend, or customize some data they have within their Eikon environment. A typical description would be expert Excel users who need to go beyond what Excel functions can do out of the box
- Partner companies who see an opportunity to build applications on our platform for distribution or co-sell side by side to the Eikon user base. They can use our APIs to build such integrations which bring them new customer channels and at the same time helps Eikon grow its capabilities overall

### C. APP STUDIO API

Thomson Reuters Eikon's App Studio enables developers to build financial applications integrated with and distributed through the Thomson Reuters Eikon desktop. App Studio consists of UI libraries, data APIs, and integration APIs to build an application. The Web Software Development Kit (SDK) provides everything needed to build a Web application using HTML5 and Javascript for our platform. More details can be found on the Thomson Reuters [Developer Community](#).

### D. SIDE-BY-SIDE API

The Eikon side-by-side API enables interoperability between the Eikon desktop and any other applications that are part of a user's workflow. The API allows for the bi-directional exchange of user context, such as the list of instruments in a watchlist or portfolio. The API is intended for integrations with applications that are not distributed through Eikon (see the App Studio API above for applications distributed via Eikon). It is important to note that this API is restricted to context-passing only and cannot be used to transmit data such as prices and values (see Eikon Data API below for access to data). More details can be found on the Thomson Reuters [Developer Community](#).

### E. EIKON DATA API

The Eikon Data API provides our Eikon customers with programmatic access to the data they are already permitted to access on the desktop. It gives customers access to a reasonable amount of data to perform the type of workflow normally seen at a desktop by a single user. This is our strategic API for Eikon data (based on REST and WebSockets technology) that replaces the existing COM and .NET APIs (described below). There is a supported Python wrapper available for users preferring this programming language. Other wrappers may be available from the wider developer community but they are not supported by Thomson Reuters (e.g. community R language library in github). As a desktop offering, the user is bound by the same Eikon single-user license which prohibits any systematic distribution or redistribution of the data and the API cannot be used in server-based applications. More details can be found on the Thomson Reuters [Developer Community](#).

### F. COM API

The COM APIs can be used with Visual Basic for Applications (VBA), VB, C++ and various other programming languages that can interact with COM. The APIs were specifically designed to enable the developer to build applications not possible with the

native Microsoft Office APIs. They include the AdfinX real-time, RHistory, DEX2, RSearch, AdfinX Analytics and Eikon Excel synchronization manager APIs. The Eikon Data API above is our strategic API due to its more modern Web-native and Python technologies. More details can be found on the Thomson Reuters [Developer Community](#).

## G. .NET API

The .NET API was created for users who prefer to develop their applications using the Microsoft .NET framework. Users of the API can access real-time streaming and snapshot data, time series data and a symbology conversion service. The Eikon Data API above is our strategic API due to its more modern Web-native and Python technologies. More details can be found on the Thomson Reuters [Developer Community](#).

## H. NOTE ON API USAGE

The Eikon APIs are for Eikon users running applications on their desktop machine. For server based applications, automation and support of groups of users, Thomson Reuters provides data feed products to satisfy those API needs. By using Eikon APIs, customers consent to Thomson Reuters retaining and processing usage data for the purposes of support, capacity planning, to detect and prevent breaches of our network security, the law or our contract terms, and for other activities related to administration, management and improvement of our services. Thomson Reuters may suspend or terminate access to the APIs to protect our systems and security.

# 1. Discover

Thomson Reuters Eikon APIs can be discovered via search results or directly via the Thomson Reuters Developer Community at <http://developers.tr.com/eikon>. The Developer Community also includes a vibrant Q&A Forum where many of the search results may lead you to at first. Search engines may also lead you to YouTube developer-centered videos demonstrating Eikon APIs, or github repositories where Eikon API utilities and sample code may be found - always with a link back to the Developer Community for further discovery, documentation, and API details.

Partners interested in Eikon APIs to build applications targeted at Eikon users can join our Partner Marketplace at <https://financial.thomsonreuters.com/en/business-partnerships-marketplace.html>.

Finally, to find out more about how Thomson Reuters Eikon and Eikon APIs can help you, please visit <http://financial.thomsonreuters.com/eikon>. View capabilities by content and features or markets and industries and get in touch directly from the website.

## A. CONTACT

Developer Community: <http://developers.tr.com/eikon>

Developer Q&A Forum: <http://community.developers.tr.com>

Eikon: <http://financial.thomsonreuters.com/eikon>

Eikon Partner Marketplace: <https://financial.thomsonreuters.com/en/business-partnerships-marketplace.html>

# 2. Evaluate

## A. TRIAL

Most Eikon APIs can be evaluated without restrictions as long as you have access to Eikon (an Eikon login and the Eikon software is installed on your desktop). The Eikon can be a trial Eikon. Free trials are set up via speaking with your Account Team, and last for a period of up to 30 days. The only Eikon API that requires special permissions for evaluation is the App Studio API. Please contact your Account Team if interested in evaluating the App Studio API.

## B. SUPPORT

Thomson Reuters offers the same level of support to those on trials as it does to licensed users. More information on support can be found later in this document.

## 3. Purchase & Renew

Ordering Thomson Reuters Eikon APIs are available free of charge according to your Thomson Reuters Eikon package (Eikon Variant). New customers who need Eikon in the first place must request an Eikon license via their Account Team. If you do not know your Account Team you can [Contact Us](#) and we will make sure you get to the right person.

### A. ENTITLEMENTS

Access to Eikon APIs, per se, does not require special entitlements. All the entitlements available to you in the Eikon product are also applicable in the Eikon API.

For customers and partners specifically using the App Studio APIs, additional entitlements will be granted to access the SDKs (Software Development Kit) directly inside the Eikon product (under the Developer menu), as well as to access restricted pages on the Developer Community. To become an App Studio API developer, you must follow a governance process with additional agreements required. Please contact your Account Team if interested in using the App Studio API.

### B. PACKAGING AND CONTRACT

Eikon APIs do not require any additional agreement for Eikon customers. Additional contracts will be required for partners using Eikon APIs to build applications for Eikon users. Please contact your Partner Account Team for details if you are a partner.

Content packages available via the APIs are the same as available in your Eikon variant. If additional content is required in the API follow the same purchase and renew process as if adding that content to the Eikon product itself. To discover the specific content fields available in our APIs you can use Eikon discovery applications such as Content Kiosk, and the Data Item Browser (DIB), which allow you to drill into all the available data fields for any given content package.

## 4. Setup

Installation Implementation and setup details for each of the Eikon APIs can be found in the Quick Start guides available for each API as per below:

1. App Studio: <https://developers.thomsonreuters.com/app-studio/app-studio-web-sdk/quick-start>
2. Side by Side: <https://developers.thomsonreuters.com/eikon-apis/side-side-integration-api/quick-start>
3. Eikon Data API: <https://developers.thomsonreuters.com/eikon-data-apis/quick-start>
4. COM API: <https://developers.thomsonreuters.com/eikon-com/eikon-desktop-data-api/quick-start>
5. .NET API: <https://developers.thomsonreuters.com/eikon-apis/net-apis-use-custom-applications>

### A. SOFTWARE

#### I. System Requirements

All Eikon APIs require the Eikon desktop to be running on the same machine that is trying to access the API. The system requirements are therefore the same as that of the Eikon desktop, which can be found [here](#).

### B. INSTALATION ASSISTANCE

#### I. Installation Instructions

Installation instructions will be delivered in English only.

#### II. Frontline Support

Frontline Support does not provide technical developer-centric API support, but can escalate to a resolver group or direct you to the Developer Community, whichever is appropriate. The Developer Community only provides support in English.

#### III. Product Functionality

Thomson Reuters Eikon APIs will be delivered in English only.

## 5. Product & Usage

### A. ENVISIONED USAGE

Thomson Reuters Eikon is a desktop product meant to be installed on a user's PC for the use of the licensed user only.

### B. SERVICE AVAILABILITY

Thomson Reuters Eikon (and subsequently Eikon APIs) is available 24x7 without any differentiated tiers of availability.

### C. SECURITY

As the world's largest financial information source, Thomson Reuters is serious about safeguarding the security and quality of all the proprietary and third-party information that flows through our systems. That's why we've taken steps to formalize and embed the information security management and quality management systems into the Information Technology Infrastructure Library, (ITIL) service management processes operated in our major data centers - including attaining certifications in two industry-proven global standards ISO 9001 (Quality Management) and the new ISO 27001 (Information Security Management).

#### I. Business Continuity (BC) and Disaster Recovery (DR)

Thomson Reuters Business Continuity Management Office (BCMO) maintains a [business continuity policy](#). For further information please contact your Account Team.

There are no options for customers to select levels of services for Thomson Reuters Eikon. By nature, any Hosted Thomson Reuters Eikon product can be accessed via any Internet Connection. User profile, favorites, workspaces, and preferences are all stored centrally so can be accessed anywhere. Thomson Reuters provides datacenter redundancy and failover. It is the responsibility of the customer to obtain the correct level of service from their ISP in order to meet their own connectivity resiliency needs.

#### II. Information Security

Thomson Reuters is committed to its Information Security program and the functions' mandate is approved by the Executive Committee. We have a Chief Information Security Officer and an extended team of security specialists spread across the globe dedicated to the security of Thomson Reuters Financial & Risk products and services. Our commitment to security is achieved through the application of demonstrable security controls at an appropriate level to the service being offered. Furthermore, our security strategy ensures that appropriate security controls exist within service design and operation. This is to counter the threats to the confidentiality, integrity and availability of customer information which we store, process or transmit. We have staff trained to identify issues and resolve them as quickly as possible with minimal impact on its customers. Our involvement in industry and government security forums and groups further demonstrates our proactive approach to understanding and countering the threats we face.

#### III. Privacy

Your privacy and trust are important to Thomson Reuters. Please consult our [Thomson Reuters Privacy Statement](#) for more information.

#### IV. Legal and Regulatory

Thomson Reuters global legal department will interpret the laws and regulations that apply in the countries we operate in and provide appropriate policies to enable us to comply with them. We operate a 24x7 Business Compliance and Ethics Hotline for guidance or to report ethical, legal or policy issues.

#### V. Communications

External communications for release notes, new versions, product road map, product maintenance schedules, content change notifications and documentation (training & user guides) updates are available through [My Account](#) and, if necessary, through your Account Team.

#### VI. Security Patches

Any security issue will be assessed immediately upon being made aware of the issue. A software patch will be made available as soon as a solution is identified and implemented. For any issue where Thomson Reuters is reliant on a third party for a solution, communication to clients will be delivered via [My Account](#).

## 6. Support

### A. TRAINING

All training and documentation is available from the Developer Community at <http://developers.tr.com>. This includes a quick start guide, documentation, downloads, tutorials, a moderated community Q&A forum, and links to upcoming events such as webinars.

### B. API CONFIGURATION SUPPORT

The primary mechanism for securing API related support is via the Developer Community at <http://developers.tr.com>. Each API has a dedicated site on the portal that includes quick start guides, documentation, downloads, tutorials, news and events. Each API site also includes a “Q&A” section that allows users to browse previously asked questions as well as to pose their own “how-to” questions to the broader community. These Q&A pages are actively monitored by the Developer Community team who will aid the customer in the best way possible.

The Q&A forum at <http://community.developers.tr.com> is open for all developers to ask and answer questions, monitored by a global Thomson Reuters team. This team is a rotating group: one person in Asia, one in EMEA, one in America. They try to answer questions as soon as possible aiming to have all questions answered within a week, so long as they are answerable. Questions are often answered much faster than that, even within an hour. The team may answer the questions themselves or refer the question to the appropriate subject matter expert.

### C. EIKON CONTENT AND TECHNICAL SUPPORT

All inquiries relating to Thomson Reuters Content and Technical Delivery will be directed to our Customer Support Desk. These inquiry types include Content Search, Content Integrity, Content Definition, Connectivity, Application Malfunction and User Entitlement. The following sections describe in more detail the service level provided by our Customer Support Desk.

### D. SUPPORT CHANNELS, SUPPORT LANGUAGES AND AVAILABILITY

#### I. Live Chat

Live Chat support follows the general Eikon Live Chat model.

Live Chat does not provide technical developer-centric API support, but can escalate to a resolver group or direct you to the Developer Community, whichever is appropriate.

#### II. Customer Support

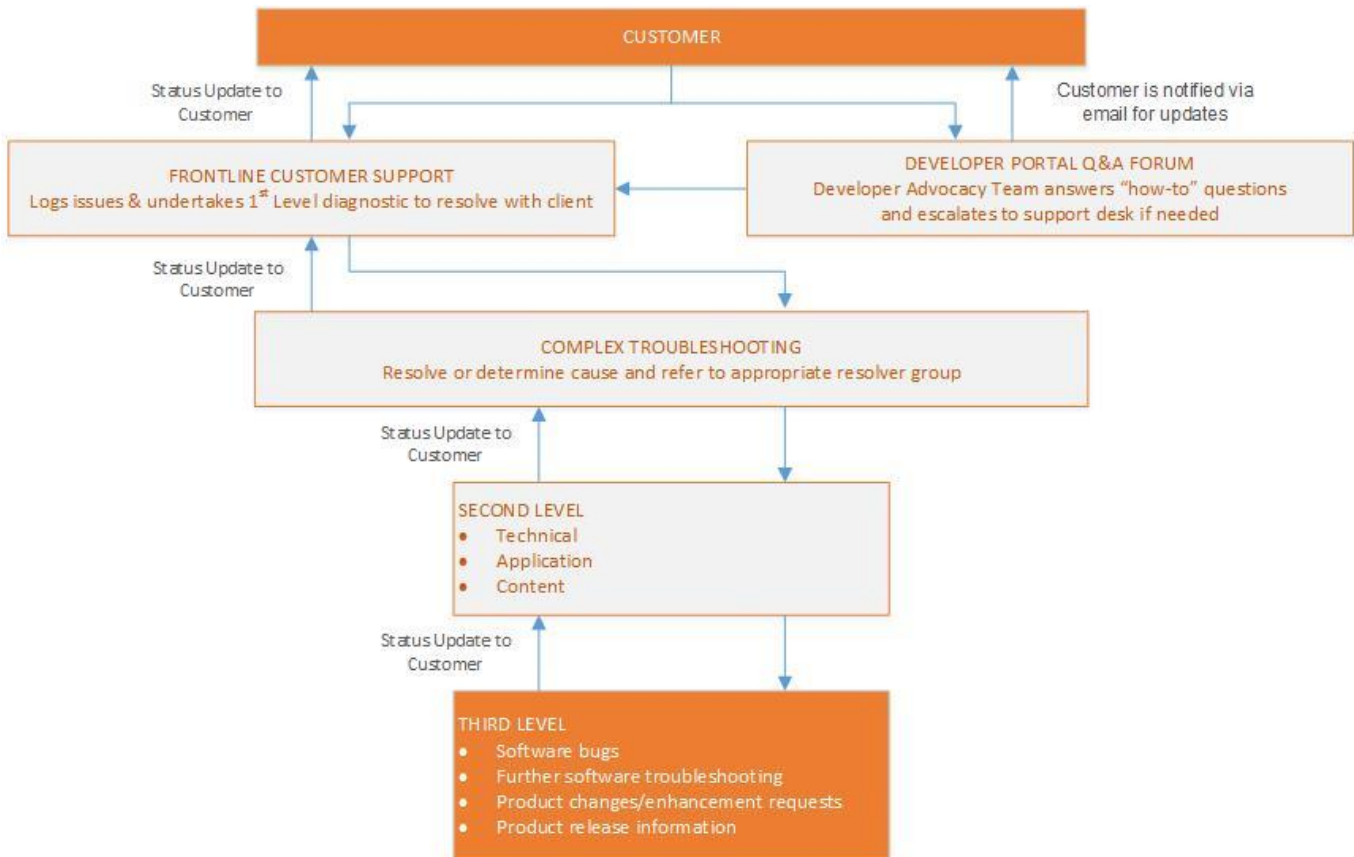
Customer support is delivered in the same way as the general Eikon Customer Support.

Frontline Support does not provide technical developer-centric API support, but can escalate to a resolver group or direct you to the Developer Community, whichever is appropriate.

#### III. Resolver Groups

Resolver groups follow the general Eikon Resolver Groups model.

### E. SUPPORT MODEL



## 7. Evolution

### A. UPDATES

Regular updates to Eikon APIs will be made available as the company sees fit. Most of these updates are included as part of the regular Eikon release process and will require you to upgrade your version of Eikon to take advantage of the latest functionality. Some API updates which involve standalone installable components will be made available from the Developer Community or via common package distribution systems such as PIP for Python and NuGet for .NET.

You can see your current Eikon version in Help > About Thomson Reuters Eikon. Client administrators can see which version of Eikon their users are on via [My Account](#).

We will support versions in the same manner as the general Eikon versions are supported.

### B. MIGRATIONS

Thomson Reuters offers migration assistance to existing customers of Thomson Reuters' products (including Eikon APIs), as well as to new customers migrating from other financial market data products and APIs. Please contact your Account Team in order to discuss migration needs.

### C. STRATEGIC MIGRATION

Strategic Migrations are the transition from a legacy Thomson Reuters product to a new proposition. Any Eikon API strategic migration will follow the general Eikon's strategic migration plans. If there are Eikon API-specific strategic migrations, they will follow the process below.

- Your Account Team will contact you in case we embark on a strategic migration. Notices of strategic API migrations will also be posted on the Thomson Reuters Developer Community.
- Core API functionality will be provided in the form of new API versions and new API documentation and SDKs.

- Eikon APIs are not provided as add-on elements but in the case of add-on content sets purchased for Eikon proper, any Eikon API strategic migration will honor any content add-on entitlements previously purchased.