
GLOSSARY OF TECHNICAL TERMS

This glossary contains definitions of certain technical terms used in this Document in connection with us and our business. These may not correspond to standard industry definitions and may not be comparable to similar terms adopted by other companies.

“AI”	artificial intelligence
“B2B”	business-to-business
“B2C”	business-to-consumer
“big data”	extremely large and complex data sets that cannot be easily managed or analyzed with traditional data processing tools, particularly spreadsheets, including (i) structured data, like an inventory database or list of financial transactions; (ii) unstructured data, such as social posts or videos; and (iii) mixed data sets, like those used to train large language models for AI
“CAGR”	compound annual growth rate
“client retention rate”	for a given year, the percentage calculated as the aggregate revenue generated in the given year from clients that purchased our solutions in both the given year and the immediately preceding year, divided by the aggregate revenue generated in the given year from clients that purchased our solutions in the given year
“cloud-native”	an approach of technologies that help organizations build and run applications in modern, dynamic environments such as public, private, and hybrid clouds, which can be exemplified by containers, service meshes, microservices, immutable infrastructure, and declarative APIs
“CRM”	customer relationship management
“data middle platform”	an enterprise-level infrastructure built on top of various data sources, designed to provide a centralized and standardized data processing and storage environment, serving as a bridge between raw data and actionable insights, enabling organizations to efficiently collect, integrate, analyze, and visualize data to support decision-making and drive business growth
“DevOps technologies”	tools, platforms, and automation frameworks that bridge the gap between software development (Dev) and IT operations (Ops) teams, enabling continued integration and continued delivery, infrastructure as code (IaC), and automated testing to speed up software delivery, improve reliability, and enhance collaboration
“EI-SCM”	enterprise intelligence supply chain management, a solution that integrates data analytics and intelligent technologies into supply chain management to enhance efficiency and decision-making
“ERP”	enterprise resource planning
“GPU”	graphics processing unit
“HR”	human resources
“H-AI Coder”	our enterprise-grade AI coding model
“IaaS”	infrastructure as a service

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“IoT”	internet of things
“IT”	information technology
“ITO”	information technology outsourcing
“knowledge graphs”	representation of network of real-world entities — such as objects, events, situations or concepts — and illustrates the relationship between them, usually stored in a graph database and visualized as a graph structure
“large model”	models constructed using deep neural networks with massive parameters and complex computational structures
“LLMs”	large language models, a class of artificial intelligence models trained on large volumes of data to understand and generate human-like language
“machine learning”	a branch of AI that focuses on developing algorithms and statistical models to enable computers to perform tasks without explicit instructions, by learning from data
“MES”	manufacturing execution system
“microservices”	an approach to develop a single application as a suite of small services, each running in its own process and communicating with lightweight mechanisms, often an HTTP resource API, and built around business capabilities and independently deployable by fully automated deployment machinery, with a bare minimum of centralized management
“natural language processing”	a subfield of computer science and artificial intelligence that uses machine learning to enable computers to understand and communicate with human language, enabling computers and digital devices to recognize, understand and generate text and speech by combining computational linguistics, the rule-based modeling of human language together with statistical modeling, machine learning and deep learning
“NPU”	neural processing unit
“PaaS”	platform as a service
“PaaS platform for enterprise clients”	a platform-as-a-service infrastructure designed to support enterprise-grade application development and deployment, which typically provides standardized development frameworks, reusable components, and integrated management tools to support scalability, reliability, and security requirements of enterprise clients
“PLM”	product lifecycle management
“SaaS”	Software as a Service
“SRM”	supplier relationship management