MSP Support Schedule

PREAMBLE

The SAP Support Schedule for Cloud Services, as defined in the MSP Order Form, governs the support provided by SAP to Provider in Provider's capacity as SAP's customer under the Agreement. This MSP Support Schedule supplements and, to the extent expressly provided herein, amends the SAP Support Schedule for Cloud Services for purposes of Provider's support obligations in its capacity as managed service provider under the Agreement.

Except as expressly modified by this MSP Support Schedule, the SAP Support Schedule for Cloud Services shall continue to apply. In the event of any conflict, this MSP Support Schedule shall prevail.

Under the Agreement, SAP shall provide support for the Cloud Services solely to Provider and shall have no direct contractual or support relationship with Provider's Customers.

1. PROVIDER'S SUPPORT SERVICES

Provider shall be solely responsible for providing all support services to Customers in connection with the Cloud Services, as defined in this MSP Support Schedule.

1.1. Support Tasks

Before submitting a support case to SAP, Provider shall perform the following tasks:

(a) Undertake all reasonable efforts to determine if the issue originates in the Cloud Services or if it is related to the Provider's own services,

(b) Capture all environmental and technical details pertaining to the issue,

(c) Search for remediation in the respective documentation provided by SAP,

(d) Document the troubleshooting approach and attempted solutions including steps to reproduce the problem,

(e) Confirm that the issue qualifies as a supportable issue subject to the applicable Customer Response Levels and does not fall within any category of cases excluded from such Customer Response Levels, in each case as set forth in section titled, "Customer Response Levels" of the Support Schedule for Cloud Services.

1.2. In the event Provider is unable to resolve an issue after exhausting its own resources and documentation provided by SAP, Provider may submit a support case in accordance with the terms of the Support Schedule for Cloud Services and shall comply with the following requirements set out in this MSP Support Schedule:

(a) Record only one issue per support case,

(b) Provide a comprehensive problem description in English language (unless otherwise agreed),

(c) Provide a summary of the assessments performed under section 1.1.a) above,

(d) Verify the priority of the support case.

1.3. Provider Contacts

Provider shall designate at least 2 and up to 10 qualified English-speaking contact persons (each a Provider Contact), each assigned as either "Support Manager" or "Support Consultant" (or future succeeding roles respectively) as set forth in "Manage My Users" in SAP for Me, and whereas at least one (1) "Support Manager" role must be assigned.

Provider's contacts and SAP practitioners must be individually support-qualified for the relevant Cloud Services covered under the Agreement within ninety (90) days of the Agreement's effective date by fulfilling the "Support Accreditation" training (as set forth at https://learning.sap.com/courses/getting-started-with-support-from-sap-support-accreditation, or any successor course as made available by SAP), whereby "SAP practitioners" refers to all Provider personnel involved in implementing and operating the Customer's SAP systems.

1.4. Service Desk

Provider shall establish and maintain a service desk and shall be responsible for ensuring that, through such service desk, the following support services are provided to Customers in connection with the Cloud

Service, including, at a minimum: (i) support contact channels, (ii) support qualified personnel, (iii) case management system to handle Customer inquiries, and (iv) customer-facing documentation related to Provider's support services.

2. SAP SUPPORT SERVICES

2.1. Service Scope

SAP shall provide support for the Cloud Services solely to Provider, as the customer, as set forth in the Support Schedule for Cloud Services, this MSP Support Schedule and the applicable supplements under the Agreement.

2.2. Application Lifecycle Management ("SAP Cloud ALM" or "ALM")

ALM made available to Provider is set forth in the Support Schedule for Cloud Services and the related Documentation. For the avoidance of doubt, Provider acknowledges and agrees that it shall not deploy, operate or make any single SAP Cloud ALM tenant accessible for, or on behalf of more than one Customer. Under no circumstance shall Provider invite or onboard Authorized Users of different Customers to the same single SAP Cloud ALM tenant. If Provider intends to permit any Customer to use SAP Cloud ALM, Provider shall configure the applicable SAP Cloud ALM tenant in accordance with SAP's official recommendations for the MSP program. Any use, deployment, or configuration of SAP Cloud ALM in violation of this requirement shall constitute a breach of the Agreement and shall be subject to the applicable provisions of the Agreement, including, without limitation, Section 9 ("Third Party Claims"), Section 10 ("Term and Termination"), Section 14 ("Warranties and Disclaimer"), and Section 15 ("Limitation of Liability") of the MSP GTC.

2.3. IT Service Management Integration ("ITSM Integration")

SAP may, in its sole discretion, make available to Provider certain IT service management technology, or technical procedures (collectively, "ITSM Integration") to facilitate the exchange of support cases between Provider's support organization and SAP. Notwithstanding the availability of ITSM Integration, Provider acknowledges and agrees that it remains fully responsible for fulfilling all obligations as set forth herein, without modification or limitation.

3. OTHER TERMS

3.1. Intended Use

SAP provides support services to Provider solely for the purpose of enabling Provider to deliver the Provider Service pursuant to the Agreement. Provider's Customers shall have no right, whether directly or indirectly, to access SAP support services, support resources, or support processes. Provider shall not grant, permit or facilitate any Customer's direct access to SAP support resources or support processes. Any such access is outside the scope of the MSP Support Schedule and constitutes a breach of the Agreement by Provider.

3.2. Consequences for Non-Compliance

If Provider fails to comply with any requirements or responsibilities set forth in Section 1. (Provider's Support Services), 2.2. (Application Lifecycle Management), and 3.1. (Intended Use) of this MSP Support Schedule, SAP may, in its sole discretion and without prejudice to any other rights or remedies available under the Agreement, limit or restrict the provision of support services to Provider in accordance with the Agreement.

4. UPDATES

SAP may update this MSP Support Schedule as long as it maintains a comparable or better level of support. SAP will publish the updated version of the MSP Support Schedule on My Trust Center. Provider may subscribe to receive automated notification of any updates via My Trust Center accessible at https://support.sap.com/en/my-support/trust-center.html .