RISE with SAP Limited Maintenance Policy (“RISE LMP”)

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PURPOSE AND OBJECTIVES

The RISE LMP provides an overview of how SAP S/4HANA on-premise customers currently using a production system on a release not currently under mainstream maintenance or with less than nine months remaining of mainstream maintenance as of the start date of their Order Form for RISE with SAP S/4HANA Cloud, private edition or RISE with SAP S/4HANA Cloud, private edition, tailored option (each a "RISE Private Edition") can upgrade to a current SAP S/4HANA software release in mainstream maintenance through RISE Private Edition. Furthermore, the RISE LMP describes the process, technical framework, and associated pre-requisites for a customer to move and upgrade to RISE Private Edition from a release with limited or no remaining mainstream maintenance for SAP S/4HANA, as illustrated and described in more detail below ("System Move and Upgrade"). "RISE Private Edition Software" shall refer to Cloud Service Software and Subscription Software, as each such term is defined in the respective RISE Private Edition Supplement, as the context requires.

SCOPE

The RISE LMP applies to all existing and forthcoming out of mainstream maintenance SAP S/4HANA software releases.

REQUIREMENTS AND RESTRICTIONS

The System Move and Upgrade process is the only available option for SAP S/4HANA on-premise customers currently using a production system on a release not currently under mainstream maintenance or with less than nine months remaining of mainstream maintenance to use RISE Private Edition. Requests to deviate from the criteria or requirements of the RISE LMP will not be accepted.

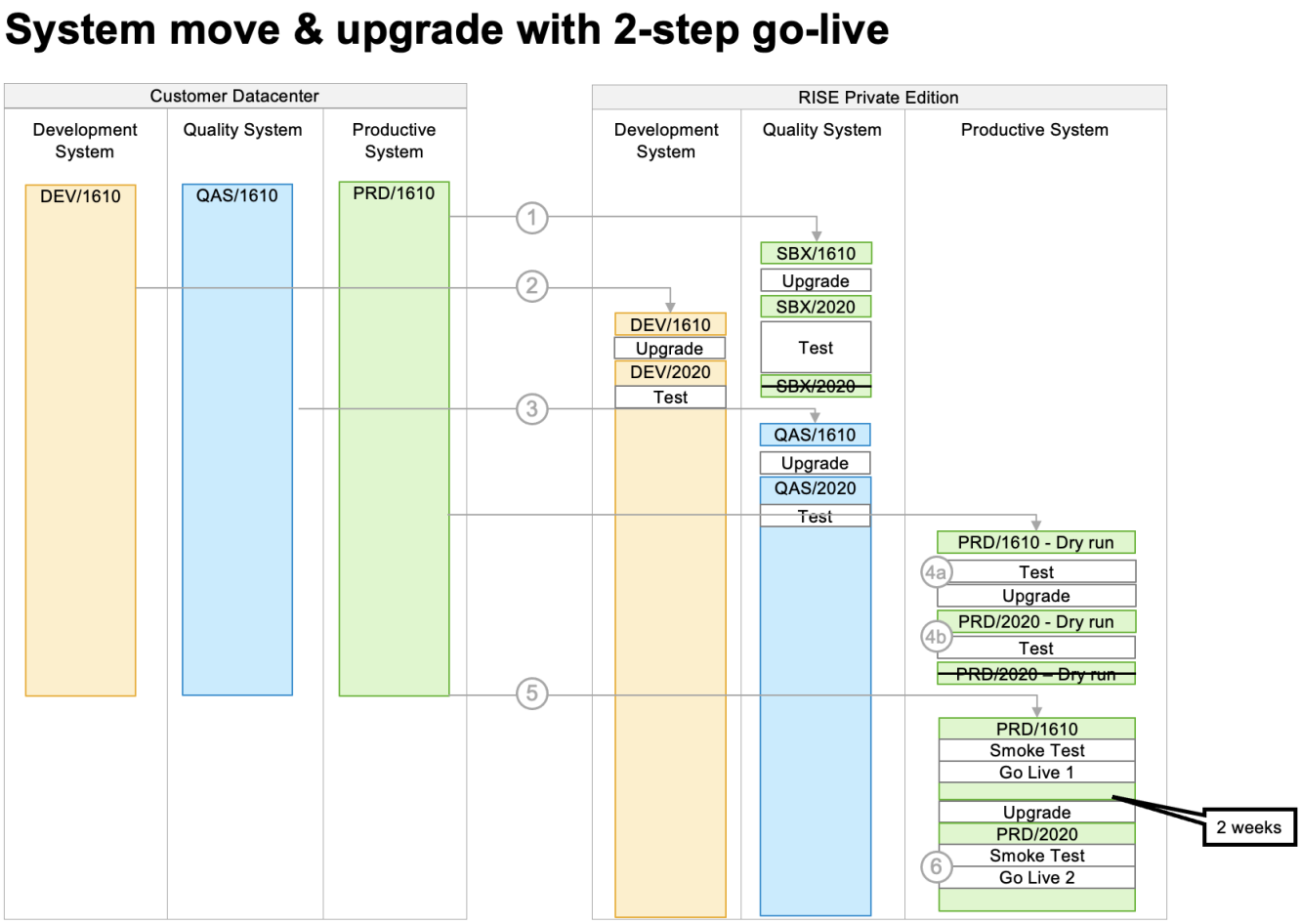
The customer is required to conduct the System Move and Upgrade in parallel. Subject to the obligations and pre-requisites in this RISE LMP, the customer is permitted to move and upgrade their non-productive systems into RISE Private Edition.

As shown in the illustration below, during the System Move and Upgrade, the productive system is the last system to move into RISE Private Edition and can only be used productively in a restricted time frame not to exceed two (2) weeks under a discontinued release, prior to upgrading to a current S/4HANA release, as described in the diagram below ("Two Weeks"). Specifically, the productive system can only be moved into RISE Private Edition once the non-productive systems (DEV and QA) have been upgraded to a current release under mainstream maintenance. However, in the interim, any other Customer obligations to maintain the existing productive system including the payment of maintenance fees under other agreements are not affected by this LMP and will continue to exist until they expire or are terminated.

For the avoidance of any doubt, during the Two Weeks, SAP will operate the RISE Private Edition Software on an "as is" basis (as brought in by the customer), with the explicit understanding that use of the RISE Private Edition Software is at customer's own discretion and risk. During the Two Weeks, SAP makes no claims or promises about the quality, accuracy, its safety or security, or reliability of the RISE Private Edition Software, as detailed in the Agreement.

Below is an illustration of the System Move and Upgrade process with the 1610 release as an example.

SYSTEM MOVE AND UPGRADE PROCESS (2-STEP GO-LIVE):



Legend:

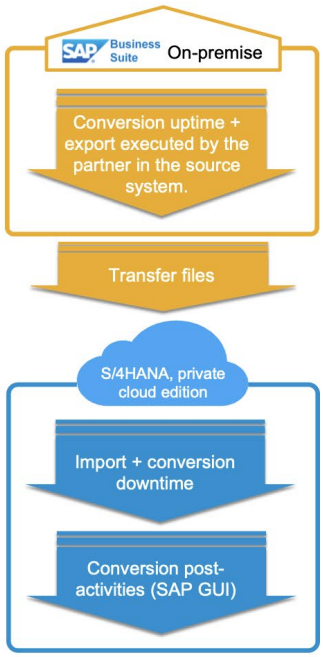
1. Sandbox as copy of PRD moved and upgraded on the Quality System hardware. Reset the system prior to moving the permanent QAS system.
2. Move and upgrade the development system. Start of double maintenance, e.g. DEV/1610 in Customer data center to support production of PRD/1610.
3. Move and upgrade the QAS system.
4. a. Dry run: Copy of PRD moved to RISE with SAP and tested prior to the upgrade to prepare for the Two Weeks usage on 1610.

   b. Dry run continued: Upgrade and test to prepare for the productive usage after the upgrade. Reset the system prior to moving the final PRD system.
5. Cutover weekend 1: Move the PRD system. Dev and QA systems in the Customer data center could still be used for emergency corrections and transports to PRD.
6. Cutover weekend 2 (a maximum of Two Weeks): Upgrade the PRD system. All systems in the Customer data center become obsolete.

SYSTEM MOVE AND UPGRADE PROCESS RESPONSIBILITIES

The System Move and Upgrade process are independent from the S/4HANA source and target release levels and can be executed based on the regular and established responsibilities described in the respective RISE Private Edition Roles and Responsibilities Documentation. Furthermore, some of the required steps and associated responsibilities of the process are illustrated and described below.

Conversion to RISE Private Edition



SAP	Partner
• Provides a target for the source data and guidance for the transfer	• Executes all required preparation and execution steps in the source system
• Provides an empty virtual server to be used for import activities – a migration server	• Transfers the required files to S/4HANA Cloud, private edition target following the guidance shared by SAP
	• Transfers all tools needed for conversion (SUM/SWPM/SAP Kernel) to the provided migration server
	• Installs a temporary PAS on the migration server and Executes all the technical conversion steps
	• Informs SAP that the technical steps are successful finished. Stops all SAP processes on the temporary PAS
• Startup SAP application server in S/4HANA cloud	
	• Executes all the post conversion steps and activities in the target private cloud system
• SAP executes post activities before handover to customer including monitoring tools, backup schedule and validation	

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