



SAP Anywhere Starter Package Implementation

SAP and Customer agree that this online attachment to the Order Form for SAP Cloud Services ("Order Form") is a binding agreement for Consulting Services) governed by the SAP Cloud General Terms and Conditions ("GTC") and the SAP Consulting Services Supplemental Terms and Conditions to the SAP Cloud GTC ("Supplement") made available on <http://www.sap.com/company/legal/index.epx>. Together this Order Form and the GTC form the Agreement. Customer acknowledges it has had the opportunity to review the GTC and Supplement prior to executing this Order Form. SAP recommends Customer prints copies of the GTC and Supplement for Customer's own records.

1. SAP Consulting Services.

1.1 SAP will assist Customer with its implementation of SAP Anywhere. The Consulting Services to be performed consist of the Starter Package Implementation Services for SAP Anywhere further specified in the attached Scope Document.

1.2. Customer Responsibilities

Customer agrees to provide appropriate project resources, including but not limited to equipment, data, information, workspace and appropriate and cooperative personnel, to facilitate the performance of the Consulting Services.

1.3. Project Assumptions

The following assumptions apply:

- Customer is owner of the project and is responsible for and controls the implementation, scope, costs, resources and targeted solutions.
- Business requirements, resources and dates may change. Customer is responsible for revising the estimated project plans and requesting changes to the requirements for SAP Consulting Services required by any such changes.
- SAP's sole responsibility is to provide Consultants to perform the Consulting Services remotely.
- Any supporting documentation will be developed using industry standard personal computers/laptops using Microsoft Office applications (Word, Excel, MS Project, Visio and PowerPoint) or other mutually agreeable documentation tools.
- The Consulting Service will have sponsorship from Customer's senior management.
- Customer will assign all necessary IT and business resources including systems access as needed by SAP to perform the Consulting Services.

2. **Invoicing.** Notwithstanding anything to the contrary, Customer agrees that: i) if Customer will require a purchase order Customer shall promptly provide SAP with a valid purchase order for the Consulting Services to be delivered under this Order Form, and SAP shall have no obligation to commence delivery of Consulting Services hereunder until it receives such purchase order; ii) such purchase order shall be governed by the terms of the Agreement; and iii) should SAP, in its sole discretion, elect to commence delivery of Consulting Services hereunder in advance of its receipt of a purchase order, the same shall not operate as a waiver of any of SAP's rights (including, without limitation, SAP's right to stop its performance of Consulting Services at any time during the period where the purchase order remains outstanding).

3. **Fees and Payment Terms:**

Fees, excluding taxes and travel and living expenses (if any) are defined in the Order Form.

3.1 Service Location

Unless otherwise agreed in writing the Consulting Services provided hereunder will be delivered



remotely without onsite visits to the Customer Primary Access location identified in the Order Form. Customer understands that the calculation of Taxes may be affected by the Customer Primary Access

Location. Customer hereby agrees to indemnify SAP for any Taxes and related costs, interest and penalties paid or payable by SAP.

Scope Document

1 Project Scope

SAP will execute the Starter Package Implementation Services for SAP Anywhere.

This document addresses the implementation scope required for the SAP Anywhere Starter Package Implementation project. Business requirements, resources and dates may change, subject to the applicable terms of this scope document. Any material change requested or as a result of Customer inability to provide agreed upon resources, fulfill applicable assumptions and to perform the responsibilities set forth herein or the result of errors or omissions may result in a Change Request in accordance with the Change Request Procedures the Supplement.

1.1 Solution Scope

SAP will provide a series of remote consulting sessions that will educate, guide and assist the Customer through the process of setting up its SAP Anywhere solution. SAP will provide access to an online learning center which the Customer will use to train their users. SAP will finally provide remote consulting assistance and guidance to assist the Customer to execute a Go-Live event and start to use its SAP Anywhere solution in a live production environment.

1.2 Project Definition

SAP will guide the Customer through four phases of the implementation of SAP Anywhere:

Phase	Description
Preparation	Assist the customer in understanding preparation work required for the implementation of SAP Anywhere Gather information about customer's business Build a tailored Implementation Workbook to act as a implementation plan and tracking tool
Configuration	Configure solution for one Channel and Point of Sale Prepare master data for import into SAP Anywhere Import master data into SAP Anywhere Check that solution is ready to be used in production
Training	Planning standard training for up to 3 users of SAP Anywhere Online training and knowledge tests for each user
Go-Live	Pre-live checks and preparation meeting Guidance and assistance for the Customer to help them successfully plan Go-Live. Go live data import – migration of orders from legacy systems Solution operational in production.



2 Activities

The following table defines the key activities that SAP and Customer will undertake during the Starter Package Implementation of SAP Anywhere.

Phase	SAP Activities	Customer Activities
Preparation	<ul style="list-style-type: none"> • Host Kick off call • Provision of tailored Implementation Workbook based upon Customer input 	<ul style="list-style-type: none"> • Complete preparation questionnaire as input to planning process • Attend Kick-Off call • Nominate Solution Champion to act as primary point of contact for SAP
Set-Up	<ul style="list-style-type: none"> • Four consulting sessions via remote conferencing facility covering configuration and data import • Remote Data Import assistance • Remote Configuration review and assistance 	<ul style="list-style-type: none"> • Prepare for and attend online consulting sessions • Prepare and import Master Data • Configure SAP Anywhere Solution
Training	<ul style="list-style-type: none"> • Planning session to decide training required for each user • Training plan provided by SAP • Access to online training center for training and user tests 	<ul style="list-style-type: none"> • Provide details on roles of their users • Ensure that all users complete all suggested online training modules
Go-Live	<ul style="list-style-type: none"> • One hour pre-live check session where consultant will review system set up and user training to support the Customer's readiness to go live • Guidance to the Customer on all tasks required to go live on the solution – data import etc. • Remote assistance on the day of Go-Live for questions 	<ul style="list-style-type: none"> • Ensure Pre-Live checklist of tasks is complete • Prepare opening balance data for import into SAP Anywhere (outstanding sales orders, stock levels etc.)
Post Go-Live	For a duration of 2 weeks after go live: <ul style="list-style-type: none"> • Weekly calls with Customer to answer product questions and assist with reconfiguration if required • Support transition to Application Support as primary contact for the Customer 	<ul style="list-style-type: none"> • Attend weekly adoption calls



3 Project Team Organization

A remote Consultant will act as single point of contact throughout the duration of the Services.

The Customer will appoint a Solution Champion who will act as the primary contact during the implementation and the person that will become the Customer's expert in the solution. The Solution Champion will be expected to attend all consulting sessions during the Services. Solution Champion will take responsibility for the successful completion of the Customer's tasks.

The Customer and SAP will replace their respective team members or vacated team slots as deemed necessary during the SAP Anywhere Starter Implementation project.

4 SAP Deliverables

The following table lists key Deliverables that will be provided by SAP. SAP will be deemed to have met its performance obligation in accordance with the following Deliverable and Completion Criteria

Deliverable	Completion Criteria
Kick off call	A one hour call via web conferencing
Implementation Workbook	Excel Workbook emailed to Customer
Remote configuration consulting	Up to 4 web sessions each of 2 hours completed
Access to online configuration guides	User Login emailed to Customer
User Training planning call	A one hour online planning session hosted and training plan emailed to Customer
Access to online training videos and guides	User Login emailed to Customer
Pre-Live checks call and checklist document	A one hour online consulting session hosted by SAP Consultant
Go-live call on morning of Go-Live	A 1 hour online consulting session hosted by SAP Consultant
Weekly Adoption calls	2 one hour online sessions hosted by SAP

5 Assumptions

5.1 Assumptions about Project Delivery

The following assumptions about the Starter Package Implementation for SAP Anywhere apply:

- Customer is able to download and connect to SAP Connect
- Customer is able to access and extract data to be imported into SAP Anywhere from its existing systems
- Customer has moderate knowledge and skills with Microsoft Excel– required to preparing customer, supplier, product, sales order and other data for import into SAP Anywhere
- All communications between SAP and Customer, via e-mail, on the phone, in person, etc., will be in English. All interactions between SAP and the Customer will be conducted during normal UK business working hours 09:00 – 17:30 GMT.