ENHANCED OPERATIONS SERVICE FOR LARGE ENTERPRISES
SERVICE DESCRIPTION DOCUMENTATION

Enhanced operations service for large enterprises (the "Package") applies to Customers who have purchased these services, where available, in connection with their subscription to any of the following: SAP Cloud ERP Private, RISE with SAP S/4HANA Cloud, private edition, SAP Cloud ERP Private, tailored option, RISE with SAP S/4HANA Cloud, private edition, tailored option ("Private Cloud Services"), or SAP BW Capacity Services as defined in the SAP Business Data Cloud Cloud Service Supplemental Terms and conditions, provided the subscription is first initiated or renewed, under an Order Form, executed on or after September 17, 2025. This Package either enhances or expands “Standard Services” in the Roles and Responsibilities Documentation. For clarity, it does not apply to any SAP Cloud Application Services subscribed to by Customer.

1. DEFINITIONS

Definitions used, but not defined, in this Service Description Documentation shall have the meaning ascribed to them in the Agreement under which Customer purchased this Package.

"**Contract Year**" means each 12-month period that begins on the Product Start Date (as defined in the Order Form) or the anniversary thereof.

“**System**” means one or more interrelated and interdependent components such as databases, servers, networks, load balancers, web dispatchers, tenants, etc. which are used to operate a tier. Each combination of components used within each tier is equivalent to one System.

2. SERVICE TIERING

2.1. This Package is offered in three tiers: Small ("S"), Medium ("M"), and Large ("L") and is either specifically designated in the Order Form or further described in the applicable Service Description Guide. For the avoidance of doubt, Customers may not select their own tier.

2.2. The Package tier assigned to a Private Cloud Service will dictate the Package tier assigned to SAP BW Capacity Services.

3. ENHANCED ENGAGEMENT, GOVERNANCE AND COLLABORATION MODEL

3.1. As part of this Package, SAP will staff a set of roles in the headcount quantities set forth in the table below:

Role	**EOSLE Service Tier**		
	S	M	L
Technical Contact [1]	1	0	0
Service Contact [1]	1	0	0
Technical Contact [2]	0	1	2[3]
Service Contact [2]	0	1	2[3]
SAP Engineer [1]	0	1	1
Database Engineer [1]	1	1	1
Infrastructure Engineer [1]	1	1	1

3.2. The Customer Core Team

The Customer Core Team (“CCT”) will assist Customer with planning and coordinating tasks that are marked as “Standard Services” in the SAP ECS Roles and Responsibilities Documentation while factoring in Customer’s specific business requirements and the SAP solution landscape. The CCT will also deliver or facilitate several

[1] Each named role is staffed with personnel that have multiple customer assignments; however, these named roles have less customer assignments than personnel in the same unnamed role. The Service Contact and the Technical Contact for tier S could also be staffed by a single person with a skill set that covers the responsibilities of both roles.
[2] This role is staffed with personnel who have only one customer assignment, and these resources will work with Customer on an ongoing basis. Personnel in this role will make up the Customer Core Team and will have an availability during Local Time on Business Days (each, as defined in the Service Level Agreement).
[3] Additional resources are assigned depending on the complexity of the Private Cloud Services landscape.

additional deliverables not included in the Standard Services. These are described in subsequent sections of this Service Description Documentation.

3.3. Scope of Dedicated Landscape Ownership Services

The CCT is responsible for the following additional tasks:

- Maintain close communication with Customer, the migration consultants, and internal teams during the System/landscape migration phase.
- Assist Customer with SAP ECS roles and responsibilities matrix.
- Notify Customer of the ECS contacts responsible for upcoming operations and migration-related events.
- Supervise the completion of dependent tasks for Dry RUN, MOCK cutover & Go-Lives.
- Plan critical activities and assist Customer with these activities through completion, (e.g., pre- and post-validation inspections for the Brownfield migration (for example, SAP note 3089798)).
- Advise Customer on typical technical and service requirements that may arise during migration projects such as: storage provisioning, file transfer options, BLOB access, network configuration, ad hoc backups and restores, and other subjects during the migration process.
- Oversee the migration server throughout its life cycle, from procurement through decommissioning.

4. ENHANCED OPERATIONS AND DELIVERY MODEL

Systems under this Package will operate under an enhanced Operations and Delivery Model. This focused setup improves processing times, considers Customer-specific conditions, and primarily includes the following operational disciplines:

- Incident Management
- Handling of System outages and escalations
- Service Request Fulfillment

5. ENHANCED KPI FRAMEWORK

The Service Quality Framework will include additional KPIs and KPI objectives as set forth in the table immediately below. SAP shall track and report to Customer the KPIs set forth herein in a monthly summary report. KPIs that are included in each tier are marked by an X.

KPI	Description	KPI Objectives	Package Tier		
			S	M	L
Root Cause Analysis Delivery Time	Delivery time for root cause analysis for a production System outage	Delivered within 10 Business Days after a production System outage has occurred	X	X	X
Incident Resolution Time	Resolution time for Incidents (as defined in the Service Level Agreement which, for clarity, excludes incidents for Subscription Software) classified as Very High	Provide a solution or workaround within 4 hours for 80% of Incidents classified as Very High	X	X	X
Initial Customer Communication	Delivery time for notifications after a confirmed production System outage	Within 15 minutes after a confirmed production System outage	X	X	X
OS Online Security Patch Compliance	Percentage of available online security patches for the operating system that are implemented within 4 weeks after release by the SAP Security team in the monthly patch list	90%	X	X	X
Adherence to Schedule	Performance of service requests in adherence to agreed-upon start time and within the Agreed Downtime (as defined in the Service Level Agreement) and Maintenance Windows (as defined in the Order Form)	80% of service requests	X	X	X

Landscape-wide System Availability	System Availability Percentage (as defined in the Service Level Agreement) of the entire SAP solution landscape measured at the end of each subscription year (excluding Excluded Downtime, as defined in the Service Level Agreement) and in accordance with the System Availability Percentage calculation in the Service Level Agreement. This KPI is calculated as one single value for the entire set of productive Systems in the SAP solution landscape. There must be a minimum of 5 productive Systems in the entire SAP solution landscape in order to measure this KPI.	99,95% for production in the SAP solution landscape		X	X

5.1. If one or more of the KPIs set forth above are not met, Customer may notify the assigned SAP account manager and request to analyze the KPI metric statistics based on the monthly summary report provided by SAP.

5.2. SAP will then promptly:

5.2.1. determine the root cause or possible root cause of the failure (if known) to meet the KPI; and

5.2.2. unless failure is excused, develop a corrective action plan, and submit such plan to Customer for written approval (which will not be unreasonably withheld or delayed) and, following Customer's written approval implement the plan within a reasonable period (and in accordance with any agreed timescales).

6. ENHANCED SECURITY THROUGH LOGSERV

6.1. LogServ enables Customer to collect and centralize logs generated by the Cloud Service from all Systems and applications that are in use. LogServ provides the following capabilities:

- Near real-time log collection,
- Ability to integrate with Customer's SIEM or Log Management system, and
- Log recovery.

6.2. The standard retention policy is one year; however, this retention policy may be extended via a Change Request (as described in the Order Form) and subject to additional fees.

6.3. For Customer Data Center default retention is 0 days (with a max retention limited to 100 GB). Custom retention is possible by requesting additional storage (minimum retention request will be 1 month).

7. PERFORMANCE BENCHMARKING SERVICE

7.1. Customer and SAP will jointly determine the scope for the Performance Benchmarking Service. Customer may select a set of business transactions for each System that falls under the scope of this service. This service is limited solely to SAP solutions on an SAP NetWeaver ABAP platform.

7.2. The number of business transactions and Systems that are included in this service is defined as follows:

Package Tier	Total Number of Business Transactions
S	10 transactions distributed across 3 productive Systems
M	20 transactions distributed across 3 productive Systems
L	30 transactions distributed across 3 productive Systems[4]

7.3. Customer and SAP will jointly determine the appropriate timeframe to conduct the actual benchmark measurements. The approach includes three types of benchmark measurements called check points:

- Check Point 1 ("CP1"): CP 1 is applicable to new brownfield Customers only. This report includes the initial assessments of Customer's landscape based on the mutually agreed metrics between Customer and SAP. CP1 will be measured at the legacy data center before the migration to the Cloud Service starts. CP1 serves

[4] Additional transactions are assigned depending on the complexity of the Private Cloud Services landscape.

as a comparison after onboarding to the Cloud Service is completed. For the avoidance of doubt, CP 1 applies to "lift and shift" scenarios only and excludes onboarding scenarios that include changes to the release of a solution, a transformation of a solution, or both.

- Check Point 2 ("CP2"): This report is generated using the method like CP1; however, the benchmark measurement will be performed in the Cloud Service after onboarding is completed. CP2 serves as the actual reference point for all subsequent check points in the Cloud Service.
- Check Point 3 ("CP3"): CP3 consists of a quarterly benchmark measurement and a report, which allows a comparison between CP2 and previously conducted CP3 benchmarks. Deviations from past benchmark measurements will be investigated and, depending on the identified root cause and significance, countermeasures can be proposed either by Customer or SAP.

7.4. The following services are out of scope:

- Performance optimization
- Benchmarks for non-SAP solutions and business transactions beyond the functionality that is delivered with the Cloud Service by SAP out of the box

7.5. The following are key deliverables for the Performance Benchmarking Service:

- Initial and quarterly benchmark measurement of selected transactions
- Quarterly report on benchmark measurement outcomes
- Joint evaluation of results
- Root cause analysis in case of deviations for the technical stack only
- The Performance Benchmarking Service will be delivered for up to 3 productive Systems

7.6. Roles and Responsibilities

Task	**SAP**	**Customer**
Determine scope and scheduling of benchmark measurement	R	R
Perform benchmark measurements and document results	R	
Discuss outcomes with Customer	R	
Identify root causes in case of deviations for the technical stack	R	
Identify root causes in case of deviations for SAP application, usage and user behavior		R
Implement changes[5]	Depending on nature of identified root cause	Depending on nature of identified root cause

8. HYPERCARE SERVICE

8.1. The HyperCare service requires a minimum advanced planning window of 3 weeks and is delivered in HyperCare Service periods of four consecutive weeks.

8.2. The number of HyperCare service periods included in each Package tier are set forth in the following table:

Package Tier	**HyperCare Service Periods included per PRD System per Contract Year**
S	1
M	1
L	2

8.3. Any additional requests for HyperCare service periods may require a Change Request and may be subject to additional fees.

[5] Capacity changes are subject to a Change Request and additional fees.

8.4. The scope of the HyperCare service is strictly limited to the technical components set forth immediately below:

- SAP NetWeaver and SAP S/4HANA Foundation
- Database (SAP HANA, SAP ASE), and
- Underlying operating system and infrastructure.

8.5. The HyperCare service includes the following deliverables:

Hypercare Service	Description of HyperCare Service Deliverables
System Health Assessment	Perform system health assessment checks once per day in the System, document findings and discuss the corrective actions with Customer.
HANA Mini Check	If requested by Customer, the SAP HANA Mini checks/Sybase Check is included for critical systems as part of the HyperCare service. SAP will perform a periodic run of the SAP HANA Mini/Sybase Check to provide a clear and consistent view of improvements needed to achieve better performance.
Sizing Improvement & Guidance	Provide capacity planning data based on system checks to support Customer's decision-making process regarding system health and sizing. This is in addition to the quarterly report delivered to Customer as part of the underlying Cloud Service. A System Initial Check is the starting point for this analysis, and this requires sufficient lead time.
Basis Performance Assessment	Provide system assessment and recommendations at the SAP NetWeaver, SAP HANA, and operating system levels. This is performed up to 3 times during the HyperCare Service Period.
End-User Performance	Perform joint analysis and assessment of end user performance issues with Customer and involve required SAP support organizations.
Support & Ticket Analysis	Evaluate all OSS/Support messages that were submitted during a period of twelve to sixteen consecutive weeks prior to the commencement of the HyperCare service to determine, analyze, and identify issues for any SID or complete landscape, and subject to the scope selected by Customer.
Support Volume Stress Test	For any volume of stress tests performed by Customer, SAP will support Customer with special monitoring at specific intervals and with SAP-relevant requests. SAP will provide recommendations based on its monitoring.

9. SERVICE REQUEST ACCELERATION

9.1. Service Request Acceleration ("SRA") is a service that helps accelerate the service request execution process. SRA is provided for periods of 14 consecutive calendar days for a System and requires an advance planning window of 10 Business Days.

9.2. The SRA that is included for each Package tier is set forth in the following table below.

Package Tier	SRA period included per Contract Year
S	Not available
M	5 PRD periods, 5 NON-PRD periods
L	10 PRD periods, 10 NON-PRD periods

9.3. SRA is offered solely for the service requests set forth in the table below.

Service Request	SRA Planning Window (in min)
Maintain System Parameters - Static	30
Install or Update HANA Client	60
Maintain System Parameters - Dynamic	120
Update SAP Kernel	120
Install or Update HANA Plug-ins	120
Copy Client within One SAP System	120
Reclaim SAP HANA data volume (defragmentation)	240

ADD-ON INSTALLATION(ABAP/JAVA)	240
Assist with OS Tasks	240
Update Database Software	240
Set Up and Configure SFTP Server	240
Manage HANA Replication for Primary or Secondary System	240
Update SAP Kernel (Expert mode - including hotfix)	240
Copy and Delete SAP Transport co and data files	240
Backup Solution (Online/Offline)	240
Create or Maintain CIFS Shares	240
Create/Manage Users for CIFS Share	240
Add servers to Proximity Placement Group (PPG) in Azure	240
Manage OS Task, files & folders	240
Allowlist Squid Proxy Access: OUTBOUND to EXTERNAL Destination	240
Manage Volumes	240
Mount CIFS (aka Samba) shares	240
Remote Client Copy	240

9.4. If one or more of the SRA Planning Window Time set forth above are not met, Customer may notify the assigned SAP account manager and request to analyze the metric statistics based on the monthly summary report provided by SAP.

9.4.1. SAP will then promptly:

9.4.1.1. determine the root cause or possible root cause of the failure (if known) to meet the SRA Planning Window Time; and

9.4.1.2. unless failure is excused, develop a corrective action plan, and submit such plan to Customer for written approval (which will not be unreasonably withheld or delayed) and, following Customer's written approval implement the plan within a reasonable period (and in accordance with any agreed timescales).

10. ENHANCED OPERATIONS SERVICE FOR MANAGED UPGRADES AND UPDATES

10.1. SAP will provide enhanced support with planning and coordinating technical activities related to technical execution of release version upgrades, Support Package Stacks ("SPS"), or Feature Pack Stack ("FPS") updates.

10.2. The number of service executions included for each tier is set forth in the following table below.

Package Tier	Number of Service Executions per Contract Year
S	1
M	1
L	2

10.3. A System landscape typically consists of multiple Systems that are separated into tiers and connected with transport routes such as a development, quality and one production system. Different sets of tier setups, such as N, N+1, and N+2 can be consolidated to support a production system based on Customers' needs and solution complexity. One service entitlement package supports the entire landscape with no limitation on the number of tiers.

10.4. This service may be used to support version upgrades and FPS and SPS updates for SAP S/4HANA Foundation, SAP NetWeaver, SAP BW/4HANA, SAP Global Trade Services, edition for SAP HANA, and SAP Process Orchestration.

10.5. Additional products may be requested via resources on the CCT, and any such request is subject to SAP's validation that this service may be performed on the additional products.

10.6. This service excludes database migrations and SAP ERP to S/4HANA conversions.

11. PROACTIVE OPERATIONS SERVICES

SAP will also deliver a set of proactive services as set forth in the table immediately below.

Proactive Operations Services	Description of Proactive Operations Services Deliverables
Proactive Monitoring & Alerting	• Perform a weekly in-depth analysis of alerts raised by the monitoring tool, and • Establish a timely alert reduction program with key stakeholders and operation teams.
Enhanced capacity planning and management	• Conduct weekly inspections to identify important resources with a resource ceiling ahead of time and to provide additional resources to push the bottleneck to higher demand levels. Additional resources require a Change Request and is subject to additional fees. • On a monthly basis, provide Customer with a summary of its data growth and trend analysis. • Examine cost-saving options for data cleansing and shrinking after determining the largest objects in the database.
Weekly service review and planning session	SAP will conduct a weekly service review and planning session with Customer. Such topics may include service performance review, alignment of service needs and requests, project planning and coordination, and discussion of Change Requests.

12. MAINTENANCE DOWNTIME MINIMIZATION

This service uses advanced tools and methods to minimize required downtime for activities such as migration post processing, updates and upgrades. The applicability and feasibility is individually assessed for each System, and the optimal approach is aligned with Customer.

This Downtime Minimization service is applicable only to Production Systems.

13. AMENDMENTS TO THE SERVICE LEVEL AGREEMENT FOR PRIVATE CLOUD EDITION SERVICES AND TAILORED OPTION SERVICES

Package Tier	Description	Service Level
S, M, L	System Availability Percentage for NON-PRD Systems	98%
S, M, L	Service Request fulfillment for NON-PRD Systems	24x7 subject to Excluded Downtime

The Service Level for the Service Request fulfillment for NON-PRD Systems does not apply to the following: (1) enhanced operations service for managed upgrades and updates, (2) the planning and coordination of SAP ERP to S/4HANA conversions, or (3) migration post processing.

14. ADDITIONALTERMS

14.1. This Package is provided remotely and in English only.

14.2. This Package requires a minimum advanced planning window of 4 weeks after the Product Start Date in the Order Form.

14.3. This Package is only available for SAP-certified hyperscalers and platforms.