

SAP Digital Asset Management Cloud by OpenText Supplemental Terms and Conditions

These supplemental terms and conditions (“the Supplement”) are part of an agreement for certain SAP Cloud services (“Agreement”) between SAP and Customer and apply solely to SAP Digital Asset Management Cloud by OpenText (the “Cloud Service”).

1. CLOUD SERVICE

- 1.1. The Cloud Service is a platform to manage the usage of digital assets including videos, pictures and sound files and then publish the assets.

2. FEES

- 2.1. Two subscription levels are available: Full Access and Limited Access. The Usage Metric for the Cloud Service is Users.
- 2.2. “Full-Access User” means Users who have access to all the Cloud Service functionality including administration, configuration, import and edit function and folder organization.
- 2.3. “Limited Access” means Users who are restricted to search, view and download digital assets only; a Limited User is prohibited from import/creating assets.
- 2.4. Additional content storage is also available. Content Storage refers to the maximum content that may be stored in the Provider Service at any one time during the subscription period. A customer who reaches their limit in content storage may purchase additional storage space. Additional storage is available in increments of 1000 GB.

3. ADDITIONAL TERMS

- 3.1. SAP may terminate the part of the Agreement covering the Cloud Service during any renewal term at any time on 6 months’ written notice to Customer in the event the agreement between SAP and the third-party vendor supplying the Cloud Service is terminated or expires.
- 3.2. Following termination of the Agreement, SAP’s vendor may retain Customer Data on backup media for an additional period up to 12 months, or longer if required by law.
- 3.3. Included with the initial minimum purchase is 250 Limited Access Users and 1000 GB of Content Storage.
- 3.4. Cloud service includes 1 production tenant and 1 non-production tenant.
- 3.5. The Provider Service resources are deployed based on resource consumption for typical customers with regards to bulk import/ export/streaming, postprocessing and concurrent user loads. Excessive system loading will adversely impact system performance. For example, processing bulk video or image imports or increased concurrent use all consumes significant system resources.