

SAP Preferred Success Expanded Edition Schedule

This Schedule forms part of the Agreement if the Order Form explicitly lists SAP Preferred Success, expanded edition, for eligible Cloud Services. Services stated in this Schedule are in addition to the Support Schedule for Cloud Services incorporated into the Agreement.

1. DEFINITIONS

All capitalized terms used in this Schedule and not otherwise defined herein shall have the meaning assigned to them in the Agreement.

2. SCOPE

Subject to payment of applicable fees set out in the Order Form, Customer will receive the following additional services under this Schedule.

2.1. Functional Technical Resource

SAP shall provide a functional technical resource. The “**Functional Technical Resource**” is a functional or technical consultant available during Local Business Hours to support Customer in driving adoption of the Cloud Service. The Functional Technical Resource may

- a) Troubleshoot application and integration issues
- b) Answer how-to questions not relevant for product support
- c) Advise on technical and functional best practices
- d) Advise on Cloud Service functionality and features

2.2. Proactive Monitoring

SAP shall proactively monitor the Cloud Service to identify issues, for example, general application issues, integration issues, or data integrity issues.

2.3. New Feature or Platform Activation

SAP shall assist Customer with respect to enabling new features, and help configuring the Cloud Service to meet Customer requirements. Services may include simple customizations (e.g. adding a field) but exclude any changes which require additional logic/code. SAP may assist Customer as described in this Section for up to 20 hours per request. Customer should call off these hours by filing a support ticket with SAP or contacting its Functional Technical Resource.

2.4. Solution Stabilization

SAP shall programmatically identify patterns that may be causing system stability issues and propose potential solutions to resolve those issues, e.g. troubleshooting issues relating to data, integration, configuration, and overall setup of the Cloud Service. SAP shall validate if deployed Cloud Service leverages SAP best practices.

2.5. Semi-Annual Application (Business) Review

Up to twice per contract year, SAP shall conduct a workshop with Customer's business representatives to understand current business pain points and evolving business needs. SAP shall help Customer to identify areas where new functionality, automation, or uses cases can be incorporated into the Cloud Service. SAP may identify areas for business process improvements based on KPI analysis and business requirements provided by Customer.

2.6. Language

SAP provides all information in English language only.

2.7. This Schedule excludes implementation services and organizational change management or training.

3. ADDITIONAL SAP ARIBA CLOUD SERVICE SCOPE

3.1. Ariba Dedicated Support Team

For Ariba Cloud Services only, SAP shall handle Priority 2 (High) cases requiring an in-depth knowledge of the specific Customer environment by a dedicated team, subject to the Customer Response Levels outlined in the applicable Support Schedule.

3.2. Test Management

SAP shall support post deployment regression testing through the provision of a testing automation tool that the Customer can use to record, and schedule for periodic play back for targeted critical processes.