

## SERVICE LEVEL AGREEMENT FOR SAP CLOUD SERVICES (“SLA”)

### **1. Service Level Agreement**

This Service Level Agreement for SAP Cloud Services sets forth the System Availability SLA for the productive version of the applicable SAP Cloud Services to which customer has subscribed (“**Cloud Services**”) in an Order Form with SAP.

This Service Level Agreement for SAP Cloud Services shall not apply to any SAP Cloud Service for which a System Availability service level is explicitly set forth in the applicable Supplemental Terms and Conditions for such SAP Cloud Service or for which the applicability of service levels is explicitly excluded in the Agreement.

### **2. Definitions**

“**Downtime**” means the Total Minutes in the Month during which the productive version of the applicable Cloud Service is not available, except for Excluded Downtimes.

“**Local Time**” means, except as otherwise expressly defined in Section 4 below, the following time zones:

UTC–4, Americas (summer); UTC–5, Americas (EST winter)

UTC+2 , Europe (summer); UTC+1, Europe (CET winter); UTC+8, APJ

“**Month**” means a calendar month.

“**Monthly Subscription Fees**” means the monthly (or 1/12 of the annual fee) subscription fees paid for the Cloud Service which did not meet the System Availability SLA.

“**Total Minutes in the Month**” are measured 24 hours at 7 days a week during a Month.

### **3. System Availability SLA and Credits**

#### **3.1 Claim process, Reports**

Customer may claim a credit in the amount described in the table of Section 3.2 below in case of SAP’s failure to meet the System Availability SLA, which credit Customer may apply to a future invoice relating to the Cloud Service that did not meet the System Availability SLA.

Claims under this Service Level Agreement must be made in good faith and by submitting a support case within thirty (30) business days after the end of the relevant Month in which SAP did not meet the System Availability SLA.

SAP will provide to customers a monthly report describing the System Availability percentage for the applicable Cloud Service either (i) by email following a customer’s request to its assigned SAP account manager, (ii) through the Cloud Service or (iii) through an online portal made available to customers, if and when such online portal becomes available.

### 3.2 System Availability

System Availability percentage is calculated as follows:

$$\text{System Availability \%} = \left[ \left( \frac{\text{Total Minutes in the Month} - \text{Downtime}}{\text{Total Minutes in the Month}} \right) * 100 \right]$$

<b>System Availability SLA ("SLA")</b>	99.5% System Availability percentage during each Month for productive versions
<b>Credit</b>	2% of Monthly Subscription Fees for each 1% below SLA, not to exceed 100% of Monthly Subscription Fees
<b>Excluded Downtime</b>	Total Minutes in the Month attributable to: (i) a Scheduled Downtime for which a Regular Maintenance Window is described in Section 4 below, or (ii) any other Scheduled Downtime according to Section 4 for which the customer has been notified at least five (5) business days prior to such Scheduled Downtime or (iii) unavailability caused by factors outside of SAP's reasonable control, such as unpredictable and unforeseeable events that could not have been avoided even if reasonable care had been exercised.
<b>Scheduled Downtime</b>	Scheduled Downtime for the applicable Cloud Services to which customer has subscribed is set forth in Section 4 below entitled "Maintenance Windows for Cloud Services".

#### 4. Maintenance Windows for SAP Cloud Services

SAP can use the following maintenance windows for Scheduled Downtimes as listed below. Where "Local Time" is referenced, this refers to the location of the data center where the SAP Cloud Service is hosted. SAP will provide Customer reasonable notice without undue delay of any major upgrades or emergency maintenance to the Cloud Services.

#### SAP Agile Data Management

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly Friday 5:00 p.m. to 7:00 p.m. Pacific U.S. Time
Major Upgrades	Up to 12 times per year from Friday 5:00 p.m. to Saturday 12:00 a.m. Pacific U.S. Time

### [SAP Anywhere](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly Tuesdays for no more than 2 hours from 11:00 p.m. to 3:00 a.m. Local Time, and at any time upon 5 days' notice from SAP for up to 4 hours.
Major Upgrades	None

### [SAP Ariba Cloud Offerings](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Saturday, 8:00 a.m. to Saturday, 8:00 p.m. Pacific U.S. Time

SAP reserves the right to extend or change the times of the Regular Maintenance Window for SAP Ariba Cloud Services, subject to customer rights contained in the GTC. Notwithstanding Section 3.2 of this Service Level Agreement, SAP will use commercially reasonable efforts to notify Customers at least 72 hours prior to the occurrence of Scheduled Downtime for SAP Ariba Cloud Services.

### [SAP Assessment Management by Questionmark](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Third Saturday of each month, 5:00 a.m. to 5:00 p.m. Eastern U.S. time for data center(s) located in the U.S.; and 10:00 a.m. to 10:00 p.m. GMT for data center(s) located in Europe.

### [SAP Asset Intelligence Network](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Once every four weeks on Tuesday for 6 hours between 4:30 a.m. and 4:30 p.m. Central European Time (CET). Note : 1st regular maintenance window is in 6 weeks post Major upgrade
Major Upgrades	Once per calendar quarter on Friday for 6 hours between 4:30 a.m. and 4:30 p.m. Central European Time (CET).
Emergency Maintenance	Only as required for emergency fixes, any day of the week, if possible 2 hours from 4:30 a.m. to 4:30 pm. Central European Time (UTC+1), or CEST in summer time (UTC+2).

### [SAP Browse Manager and Conversion Manager, hybris Merchandising](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, between 6:00 p.m. Friday and 3:00 a.m. Monday, U.S. Eastern Time Zone.

### [SAP BusinessByDesign](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to Sunday 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Saturday 6:00 a.m. to Sunday 6:00 a.m. Local Time.

### [SAP BusinessObjects Roambi](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, Wednesday from 7:00 p.m. to 9:00 p.m. Pacific U.S. Time.
Major Upgrades	Up to 4 times per year from Saturday 9:00 a.m. to Saturday 9:00 p.m. Pacific U.S. Time.

### [SAP Circular Authority](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Nightly, from 9:00 p.m. to 6:00 a.m. Eastern U.S. Time.
Major Upgrades	Last Friday of each calendar month from 9:00 p.m. to Monday 6:00 a.m. Eastern U.S. Time.

### [SAP Cloud Appliance Library](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.), Thursday morning 7:00 a.m. to 8:00 a.m. Central European Time.
Major Upgrades – SAP HANA Cloud Platform	Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time.
SAP Cloud Appliance Library Upgrades**	Once per calendar month, during a one (1) hour window made known by SAP at least one (1) week in advance.

\*\* Maintenance Windows for the SAP Cloud Appliance Library are separate from and in addition to Maintenance Windows for the SAP HANA Cloud Platform, both of which are applicable to the Cloud Service.

[SAP Cloud for Analytics](#)

	Maintenance Windows
Regular Maintenance Windows	<p>For data centers in Europe: Weekly Friday – 10:00 p.m. to 1:00 a.m. Saturday Central European Time (CET = (UTC+1) / Central European Summer Time (CEST = UTC+2).</p> <p>For datacenters in Americas: Weekly Sunday – 8:00 p.m. to 11:00 p.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC – 4)</p> <p>For data centers in Australia: Weekly Saturday – 7:00 a.m. to 10:00 a.m. Australian Eastern Standard Time (AEST = UTC + 10) / Australian Eastern Daylight Time (AEDT = UTC+11).</p>
Major Upgrades	<p>For datacenters in Europe: Weekly, Friday 2:00 p.m. to 5:00 p.m. Central European Time (CET = (UTC+1) / Central European Summer Time (CEST = UTC+2) .</p> <p>For data centers in Americas: Weekly, Friday 5:00 a.m. to 8:00 a.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC – 4)</p> <p>For data centers in Australia: Weekly, Friday 6:00 p.m. to 9:00 p.m. Australian Eastern Standard Time (AEST = UTC + 10) / Australian Eastern Daylight Time (AEDT = UTC+11).</p>

[SAP Cloud for EPM \(Includes Cloud for Planning\)](#)

	Maintenance Windows
Regular Maintenance Windows	<p>Weekly: Saturday – 7:00 a.m. to 10:00 a.m. Australian Eastern Standard Time (AEST = UTC + 10) / Australian Eastern Daylight Time (AEDT = UTC+11) for data centers in Australia.</p> <p>Sunday – 8:00 p.m. to 11:00 p.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC – 4) for datacenters in Americas.</p> <p>Friday – 10:00 p.m. to 1:00 a.m. Saturday Central European Time (CET = (UTC+1) / Central European Summer Time (CEST = UTC+2) for data centers in Europe.</p>
Major Upgrades	<p>Weekly, Friday: 6:00 p.m. to 9:00 p.m. Australian Eastern Standard Time (AEST = UTC + 10) / Australian Eastern Daylight Time (AEDT = UTC+11) for data centers in Australia.</p> <p>5:00 a.m. to 8:00 a.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC – 4) for data centers in Americas.</p> <p>2:00 p.m. to 5:00 p.m. Central European Time (CET = (UTC+1) / Central European Summer Time (CEST = UTC+2) for datacenters in Europe.</p>

### SAP Cloud for Product Stewardship

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Bi-Weekly, Thursday 11:00 a.m. to Thursday 11:45 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Thursday 11:00 a.m. to Friday 11:00 a.m. Local Time.

### SAP Cloud for Travel and Expense

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to Sunday 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Saturday 6:00 a.m. to Sunday 6:00 a.m. Local Time.

### SAP Cloud Identity for Access Governance

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Bi-Weekly, Odd calendar weeks  For Data Centers in the United States: Tuesday 3:00 a.m. to 4:00 a.m. Eastern Standard Time (4:00 a.m. to 5:00 a.m. Eastern Daylight Time).
Major Upgrades	Up to 4 times per year from Saturday 8:00 a.m. to 2:00 p.m. Central European Time.

### SAP Communication Center by Ancile

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Customer may select from any one of the following maintenance window options: (1) Tuesday and Thursday from 2:00 a.m. to 4:00 a.m. Local Time; or (2) Saturday from 2:00 a.m. to 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Saturday 10:00 p.m. Local Time.

### SAP Productivity Pak by Ancile

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, Saturday from 9:00 p.m. to Sunday 3:00 a.m. Local Time
Major Upgrades	Up to 4 times per year from Saturday 9:00 p.m. to Sunday 3:00 a.m. Local Time.

### [SAP Connected Logistics](#)

	Maintenance Windows
Regular Maintenance Windows	Weekly, Monday and Thursday morning 4:30 a.m. to 6:30 a.m. Central European Time (CET).
Major Upgrades	Up to 4 times per year on any weekday from 4:30 a.m. to 8:30 a.m. Central European Time (CET).

### [SAP Consumer Insight 365](#)

	Maintenance Windows
Regular Maintenance Windows	Weekly, Friday 8:00 p.m. – Monday 8:00 a.m. U.S. Eastern Time
Major Upgrades	Quarterly, Friday 8:00 p.m. – Monday 8:00 a.m. U.S. Eastern Time

### [SAP Contact Center, Cloud Edition](#)

	Maintenance Windows
Regular Maintenance Windows	Weekly, Wednesday 1:00 a.m. – 5:00 a.m. Local Time
Major Upgrades	Quarterly, Friday 10:00 p.m. – Monday 3:00 a.m. Local Time

### [SAP Event Ticketing, SAP Event Ticketing Pro](#)

	Maintenance Window
Regular Maintenance Windows	From midnight to 6:00 a.m. Mondays and Wednesdays, Local Time.
Major Upgrades	Max. 2 per year from 10:00 p.m. on a Friday to 4:00 a.m. on a Monday, Local Time.

### [SAP Financial Services Network](#)

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 4:00 a.m. to Sunday 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time.

### [SAP Financial Statements Insights](#)

	Maintenance Windows
Regular Maintenance Windows	Bi-Weekly, Friday 06 a.m. to 09 a.m. (CET)
Major Upgrades	Up to 4 times per year from Saturday 8:00 a.m. to 2:00 p.m. CET (*). SAP will inform Customer in due time in advance (either by email or by any other electronic means)

### [SAP Fiori, cloud service](#)

	Maintenance Windows
Regular Maintenance Windows	<p>Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.) during the following times:</p> <p>For data centers in Europe: Thursday morning 7:00 a.m. to 9:00 a.m. Central European Time (CET) = UTC+1) / Central European Summer Time (CEST = UTC+2)</p> <p>For data centers in the United States: 3:00 a.m. to 5:00 a.m. Eastern Standard Time (EST = UTC-5) / 4:00 a.m. to 6:00 a.m. Eastern Daylight Time (EDT = UTC-4)</p> <p>For data centers in Australia: 10:00 p.m. to 12:00 p.m. Australian Eastern Standard Time (AEST = UTC+10) / 11:00 p.m. to 13:00 a.m. Australian Eastern Daylight Time (AEDT = UTC+11).</p> <p><b>Note:</b> During this downtime Platform Applications cannot be deployed and restarted. Platform Applications already deployed and running will not be affected</p>
Major Upgrades	Up to 4 times per year from Saturday 8:00 a.m. to 3:00 p.m. Central European Time (CET).

### [SAP Forms as a Service by Adobe](#)

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.), Thursday morning 7:00 a.m. to 8:00 a.m. Central European Time (CET).
Major Upgrades	Friday 10:00 p.m. to Monday 3:00 a.m. Central European Time (CET) once per calendar quarter.



[SAP HANA Cloud Platform](#)

	Maintenance Windows
Regular Maintenance Windows	<p>Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.) during the following times:</p> <p>For data centers in Europe: Thursday morning 7:00 a.m. to 8:00 a.m. Central European Time (CET) = UTC+1) / Central European Summer Time (CEST = UTC+2)</p> <p>For data centers in the United States: 3:00 a.m. to 4:00 a.m. Eastern Standard Time (EST = UTC-5) / 4:00 a.m. to 5:00 a.m. Eastern Daylight Time (EDT = UTC-4)</p> <p>For data centers in Australia: 10:00 p.m. to 11:00 p.m. Australian Eastern Standard Time (AEST = UTC+10) / 11:00 p.m. to 12:00 a.m. Australian Eastern Daylight Time (AEDT = UTC+11).</p> <p><b>Note:</b> During this downtime Platform Applications cannot be deployed and restarted. Platform Applications already deployed and running will not be affected</p> <p><b><u>Exceptions to the above:</u></b></p> <p><b>SAP HANA Cloud Platform, API Management; SAP HANA Cloud Platform, integration service:</b></p> <p>Weekly, Sunday 4:30 am – 6:30 am Local Time</p> <p><b>SAP HANA Cloud Platform, mobile service for security:</b></p> <p>Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.), Saturday 2:00 a.m. to 10:00 a.m. Eastern U.S. Time.</p> <p><b>SAP HANA Cloud Platform, analytics service:</b> Refer to SAP Cloud for Analytics</p>
Major Upgrades	<p>Up to 4 times per year from Saturday 8:00 a.m. to 2:00 p.m. Central European Time (CET)</p> <p><b><u>Exceptions to the above:</u></b></p> <p><b>SAP HANA Cloud Platform, API Management; SAP HANA Cloud Platform, integration service; SAP HANA Cloud Platform, mobile service for security:</b></p> <p>Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time.</p> <p><b>SAP HANA Cloud Platform, analytics service:</b> Refer to SAP Cloud for Analytics</p>

### SAP Health Engagement

	Maintenance Windows
Regular Maintenance Windows	<p>Europe</p> <p>Tuesday from 5:00 a.m. to 7:00 a.m. Local Time</p> <p>Friday from 5:00 a.m. to 7:00 a.m. Local Time</p> <p>US:</p> <p>Tuesday from 12:00 a.m. to 2:00 a.m. Local Time</p> <p>Friday from 12:00 a.m. to 2:00 a.m. Local Time</p>
Major Upgrades	<p>Europe:</p> <p>Up to 4 times per year from Friday 5:00 a.m. to 11:00 a.m. Local Time</p> <p>US:</p> <p>Up to 4 times per year from Friday 12:00 a.m. to 06:00 a.m. Local Time</p>

### SAP Hybris Cloud for Customer

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to Sunday 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Saturday 6:00 am to Sunday 6:00 a.m. Local Time.

### SAP hybris Merchandising

	Maintenance Windows
Regular Maintenance Windows	Weekly, between 6:00 p.m. Friday and 3:00 a.m. Monday, U.S. Eastern Time.

### SAP hybris Service Engagement Center

	Maintenance Windows
Regular Maintenance Windows	Weekly, Wednesday from 1:00 a.m. to 5:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from 11:00 p.m. Friday to Monday 3:00 a.m.

### SAP Innovation Management

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, Sunday 4:00 a.m. to 6:00 a.m. Local Time.
Major Upgrades	Quarterly, Friday 10:00 p.m. to Monday 3:00 p.m.

### SAP Integrated Business Planning (formerly SAP Sales & Operations Planning)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to 6:00 a.m. Local Time.
Major Upgrades	Friday 10:00 p.m. to Monday 3:00 a.m. Local Time once per quarter.
Minor Upgrades	Sunday 2:00 a.m. to 2:00 p.m. Local Time once per quarter.

### SAP Knowledge Central by Mindtouch

	<b>Maintenance Windows</b>
Regular Maintenance Windows	SAP may use one of the following maintenance window options: (1) Tuesday and Thursday from 2:00 a.m. to 4:00 a.m. Local Time; or (2) Saturday from 2:00 a.m. to 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Saturday 10:00 p.m. Local Time.

### SAP Lumira Cloud

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.), Thursday morning 7:00 a.m. to 8:00 a.m. Central European Time (CET).
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time

### SAP Precision Marketing

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Bi-weekly, Wednesday morning 4:00 a.m. to 6:00 a.m. Central European Time (CET).
Major Upgrades	Up to 4 times per year from Friday 10:00 pm to Monday 3:00 a.m. Local Time.

### [SAP Predictive Maintenance and Service, Cloud Edition](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly Friday 4:00 p.m. to 6:00 p.m. Central European Time (CET).
Major Upgrades	Up to 8 times per year from Friday 4:00 p.m. to Monday 8:00 a.m. Central European Time (CET).

### [SAP Product Stewardship Network](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Tuesdays and Thursdays from 8:00 a.m. to 9:00 a.m. Central European Time (UTC+1) or CEST in summer time (UTC+2).
Major Upgrades	Up to 4 times per year from Tuesday 5:00 a.m. to Tuesday 12:00 p.m. Central European Time (CET).
Emergency Maintenance	Only as required for emergency fixes, any day of the week, if possible from 8:00 a.m. to 9:00 a.m. Central European Time (UTC+1), or CEST in summer time (UTC+2).

### [SAP RealSpend](#)

	<b>Maintenance Windows</b>
Regular Maintenance Window	Bi-Weekly, Friday 6:00 a.m. to 9:00 a.m. (CET)
Major Upgrades	Up to four times per year from Saturday 8:00 a.m. to 2:00 p.m.)

### [SAP Resolve](#)

	<b>Maintenance Windows</b>
Regular Maintenance Window	Third Saturday of each month, 9:00 p.m. to 11:00 p.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC - 4)
Major Upgrades	Up to four times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC - 4)

### [S/4HANA Cloud Edition](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to Sunday 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time.

[S/4HANA Finance Cloud for customer payments, S/4HANA Finance Cloud for Credit integration](#)

	Maintenance Windows
Regular Maintenance Windows	Bi-Weekly, odd calendar weeks: Thursday 9:00 a.m. to 10:00 a.m. Local Time
Major Upgrades	Up to 4 times per year from Saturday 8:00 a.m. to 2:00 p.m. Local Time.

[SAP Scouting](#)

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.), Thursday morning 7:00 a.m. to 8:00 a.m. Central European Time (CET).
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time.

[SAP Sentinel cloud edition](#)

	Maintenance Windows
Regular Maintenance Windows	Daily, 3:00 a.m. to 6:00 a.m. Local Time, Tuesday through Saturday
Major Upgrades	Up to 4 times a year Saturday 10:00 p.m. to Monday 6:00 a.m. Local Time

[SAP Signature Management by DocuSign](#)

To the extent maintenance must be performed on the Cloud Service, SAP shall use maintenance windows for planned downtimes applicable to the SAP cloud solution associated with use of the Cloud Service.

[SAP SportsOne](#)

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, Tuesday 6:00 a.m. to Tuesday 8:00 a.m. Local Time Thursdays 6:00 a.m. to Thursday 7:00 a.m. Local Time
Major Upgrades	Once per year, 8 hours

[SAP SuccessFactors Business Execution Suite and SAP Learning Hub \(except Employee Central\)](#)

	Maintenance Windows
<b>Regular Maintenance Windows</b>	<p><b>US and Canada data centers:</b> weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday U.S. Eastern Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday U.S. Eastern Time;</p> <p><b>Europe data centers:</b> weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday GMT and midnight (Saturday-Sunday) to 7:00 a.m. Sunday GMT;</p> <p><b>Asia Pacific/Australian data center:</b> weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday AU Eastern Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday AU Eastern Time; and</p> <p><b>China data center:</b> weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday China Standard Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday China Standard Time.</p> <p><b>Brazil data center:</b> Weekly, Midnight (Saturday-Sunday) to 7:00 a.m. (Sunday). Brazil time (BRT) (may be used to perform special deployments or infrastructure upgrades) for Brazil data center.</p>

[SAP SuccessFactors Email Encryption](#)

	Maintenance Windows
<b>Regular Maintenance Windows</b>	<p><b>US and Canada data centers:</b> weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday U.S. Eastern Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday U.S. Eastern Time;</p> <p><b>Europe data centers:</b> weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday GMT and midnight (Saturday-Sunday) to 7:00 a.m. Sunday GMT;</p> <p><b>Asia Pacific/Australian data center:</b> weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday AU Eastern Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday AU Eastern Time; and</p> <p><b>China data center:</b> weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday China Standard Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday China Standard Time.</p>

[SAP SuccessFactors Employee Central Payroll](#)

	Maintenance Windows
<b>Regular Maintenance Windows</b>	<p><b>US data center:</b> weekly, Saturday 1:00 – 5:00 a.m. U.S. Eastern Time;</p> <p><b>Europe data center:</b> American customers: weekly, Saturday 1:00 – 5:00 a.m. U.S. Eastern Time; All other customers: weekly, Saturday 12:00 a.m.– 4:00 a.m. GMT;</p>

	<b>Asia Pacific/Australian data center:</b> weekly, Friday 1:00 – 5:00 a.m. Australia Eastern Daylight Time;
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**SAP Jam Collaboration**

	<b>Maintenance Windows</b>
<b>Regular Maintenance Windows*</b>	Weekly, midnight (Thursday-Friday) to 1:00 a.m. Friday U.S. Eastern Time for the US and Canada data centers; Weekly, 11:00 p.m. Thursday to midnight (Thursday-Friday) Central European Time for the Europe data centers; and Weekly, Saturday, 1:00 a.m. to 2:00 a.m., China Standard Time for the China data center. Weekly, Saturday, 4:00 a.m. to 5:00 a.m., Australian Eastern Time for the Australia data center; Weekly, Friday, 1:00 a.m. to 4:00 a.m. Brazil time zone (BRT)
* In addition to the maintenance windows for the SAP SuccessFactors Business Execution Suite	

**SAP Jam Communities**

	<b>Maintenance Windows</b>
Regular Maintenance Windows	US and Canada Data Centers: (U.S. Eastern Time) Weekly, Thursday 5:00 p.m. to 6:00 p.m. Weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday Weekly, midnight (Saturday-Sunday) to 7:00 a.m. Sunday European Data Centers: (GMT): Weekly, Friday during the hours of 3:00 a.m. to 4:00 a.m. GMT Weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday GMT Weekly, midnight (Saturday-Sunday) to 7:00 a.m. Sunday GMT

**Recruiting Marketing**

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, Fridays from 11:00 p.m. to Saturday 3:00 a.m. U.S. Eastern Time and Saturdays from 7:00 a.m. to 10:00 a.m. U.S. Eastern Time

**SAP Time and Attendance Management by Workforce Software**

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to 6:00 a.m., Local Time

### [SAP Trade Repository Reporting by Virtusa](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekdays between 6:00 p.m. and 8:00 p.m. Central European Time, and the fourth Tuesday every month between 12:00 midnight and 4:00 a.m. Central European Time
Major Upgrades	Saturday 6:00 a.m. to Sunday 9:00 p.m. Central European Time

### [SAP TwoGo](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	As required with one (1) day notice to site administrator of Customer.
Major Upgrades	Up to once a month from Friday 10:00 p.m. to Monday 3:00 a.m. Central European Time (CET).

### [SAP U.S. Benefits Management by Benefitfocus](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Friday 11:00 p.m. to Saturday 7:00 a.m. Eastern U.S. Time.

### [SAP User Experience Management by Knoa](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Saturday 5:00 a.m. to 5:00 p.m. Eastern Standard Time and Wednesday 10:00 p.m. to midnight Eastern Standard Time for data centers located in the U.S.; Wednesday 10:00 p.m. to midnight Central European Time (CET) for data centers located in Europe.
Major Upgrades	Saturday 5:00 a.m. to 5:00 pm Eastern Standard Time and Wednesday 10:00 p.m. to midnight Eastern Standard Time for data centers located in the U.S.; Wednesday 10:00 pm to midnight Central European Time for data centers located in Europe

### [SAP Vehicle Insights](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Tuesday 6:00 p.m. to 10:00 p.m. Central European Time (CET) for data centers in Europe and 2:00 a.m. to 6:00 a.m. Eastern U.S. Time for data centers in the United States
Major Upgrades	Monthly: First Saturday of the month from 8:00 a.m. to 8:00 p.m. CET for data center in Europe and United States.



### [SAP Vehicles Network](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, Sunday 8:00 a.m. to 10:00 a.m. Local Time.
Major Upgrades	Quarterly, Saturday 10:00 p.m. to Monday 06:00 a.m. Local Time.

### [SAP Workforce Performance Builder](#)

	<b>Maintenance Windows</b>
Regular Maintenance Windows	Weekly, Thursday 4:00 p.m. to Thursday 8:00 p.m. Local Time.
Major Upgrades	Up to 4 times per year from Thursday 4:00 p.m. to Friday 6:00 a.m. Local Time.