<u>**SERVICE LEVEL AGREEMENT FOR SAP CLOUD SERVICES**</u>

1.   Service Level Agreement

This Service Level Agreement for SAP Cloud Services sets forth the System Availability Service Level Agreement ("**SLA**") for the productive version of the applicable SAP Cloud Services to which customer has subscribed (**"SAP 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 SLA is explicitly set forth in the applicable Supplemental Terms and Conditions for such SAP Cloud Service or for which the applicability of the System Availability SLA is explicitly excluded in the Agreement.

2.   Definitions

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

"**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.

"**UTC**" means Coordinated Universal Time standard.

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 SAP Cloud Service that did not meet the System Availability SLA.

Claims under this Service Level Agreement for SAP Cloud Services 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 SAP Cloud Service either (i) by email following a customer's request to its assigned SAP account manager, (ii) through the SAP 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:

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

System Availability SLA	99.5% System Availability percentage during each Month for productive versions
Credit	2% of Monthly Subscription Fees for each 1% below System Availability SLA, not to exceed 100% of Monthly Subscription Fees
Excluded Downtime	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 described in 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.
Scheduled Downtime	Scheduled Downtime for the applicable SAP Cloud Services to which customer has subscribed is set forth in Section 4 below entitled "Maintenance Windows for SAP Cloud Services".

4. Maintenance Windows for SAP Cloud Services

SAP can use the following maintenance windows for Scheduled Downtimes as listed below. Time zones refer 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 SAP Cloud Services.

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region

Concur	Europe:
	  Winter: SAT 10 pm UTC
	  Summer: SAT 9 pm – 1 pm UTC
	Americas:
	  Winter SUN 1 am UTC
	  Summer SUN 12 am UTC
		4 hours	

Fieldglass	Europe: SAT 10 pm UTC
	Americas: SUN 4 am UTC
		4 hours	**Up to 5 times per year**
			(requires 5 days advance notice):
			Europe:
			  Winter: FRI 9 pm – SUN 2 pm UTC
			  Summer: FRI 8 pm – SUN 1 pm UTC
			Americas:
			  Winter: SAT 5 am – SUN 9 pm
			  Summer: SAT 4 am – SUN 8 pm UTC

SAP Agile Data Preparation	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** SAT 12 am - SAT 7 am UTC Summer SAT 1 am - SAT 8 am UTC Winter
SAP Analytics Cloud (formerly BusinessObjects Cloud or Cloud for Analytics or SAP Cloud for EPM (includes Cloud for Planning))	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year*:** APJ: SAT 3 pm – 9 pm UTC Europe: SAT 10 pm – SUN 4 am UTC Americas: SUN 4 am – 10 am UTC * These Maintenance Windows are separate from and in addition to Maintenance Windows of underlying SAP Cloud Platform.
SAP Analytics Hub	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: SAT 3 pm – 9 pm UTC Europe: SAT 10 pm – SUN 4 am UTC Americas: SUN 4 am – 10 am UTC

SAP Anywhere	Americas:
	  WED 6 am - 10 am UTC
	APJ/China:
	  THU 2 pm – 6 pm UTC
		2 hours	**Up to 4 times per year**
			Americas: WED 6 am - 10 am UTC
			APJ/China: THU 2pm - 6 pm UTC

SAP Ariba Cloud Services	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 12 am UTC MENA: FRI 7 pm UTC	4 hours	**Up to 2 Times per year:** APJ: Sat 7pm – 3am UTC Europe: Sat 7pm – 3am UTC Americas: Sat 7pm – 3am UTC MENA: FRI 7pm – 3am UTC
SAP Asset Intelligence Network	APJ: SAT 3pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** Europe: SUN 1:30 am – SUN 5:30 pm UTC
SAP Asset Manager	**No downtime required for maintenance**		**Up to 4 times per year:** APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
SAP Asset Strategy and Performance Manager	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year** Europe: FRI 3:30 am FRI 3:30 pm UTC
SAP Authentication 365, SAP LiveLink 365, SAP People Connect 365	**Up to Once Every Month** Americas: SUN 4 a.m. to 8 a.m. UTC	4 hours	**Up to 4 times per year:** Americas: SAT 4 am to 2:00 pm UTC
SAP Big Data Margin Assurance, cloud edition	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	**Up to 4 times per year:** APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Brand Impact	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	
SAP Browse Manager and Conversion Manager	**No downtime required for maintenance**		
SAP BusinessByDesign	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 10 pm - SAT 10 pm UTC Europe: SAT 5 am - SUN 5 am UTC Americas: SAT 11 am - SUN 11 am UTC
SAP BusinessOne Cloud Deployment Services, SAP BusinessOne Cloud SAP-hosted Option	Europe: MON 2 am UTC Americas: MON 8 am UTC	4 hours	**Up to 4 times per year:** Europe: SAT 7 am – SAT 1 pm UTC
SAP Cash Application	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** Europe: SAT 7 am – SAT 1 pm UTC

SAP Cloud Appliance Library	**Bi-weekly** (odd calendar weeks):
	APJ, Europe, Americas:
	  Winter: THU 6 am
	  Summer: THU 5 am
		1 hour	**Up to 12 times per year**, during a one (1) hour window made known by SAP at least one (1) week in advance.*
			
			* These Maintenance Windows are separate from and in addition to Maintenance Windows of underlying SAP Cloud Platform.

SAP Cloud for Customer	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Russia: SAT 10 pm Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 10 am - SAT 10 pm UTC Europe: SAT 5 pm - SUN 5 am UTC Russia: SAT 5 pm- SUN 5 am UTC Americas: SAT 11 pm - SUN 11 am UTC
SAP Cloud for Energy	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** Europe: FRI 3:30 am – 3:30 pm
SAP Cloud for Real Estate	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 10 pm – SAT 10 pm UTC Europe: SAT 5 am – SUN 5 am UTC Americas: SAT 11 am – SUN 11 am UTC
SAP Cloud for Travel and Expense	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 10 pm – SAT 10 pm UTC Europe: SAT 5 am – SUN 5 am UTC Americas: SAT 11 am – SUN 11 am UTC
SAP Cloud Identity Access Governance	Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year** Americas: SAT 1 pm – SAT 7 pm UTC
SAP Cloud Peering	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	
SAP Cloud Platform	**No downtime required for maintenance**		**Up to 4 times per year:** APJ: FRI 2 p.m. – FRI 6 p.m. UTC Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. – SAT 8 a.m. UTC
SAP Cloud Platform, ABAP environment	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Cloud Platform API Management	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** APJ: FRI 2 p.m. – SAT 2 p.m. UTC Europe: FRI 10 p.m. – SAT 10 p.m. UTC Americas: SAT 4 a.m. – SUN 4 a.m. UTC
SAP Cloud Platform, Cloud Foundry Environment, Infrastructure	**Up to once every month:** APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 2 p.m. – FRI 6 p.m. UTC Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. – SAT 8 a.m. UTC
SAP Cloud Platform Consent Repository	Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year** Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. –SAT 8 a.m. UTC
SAP Cloud Platform Credential Store	**No downtime required for maintenance**		**Up to 4 times per year** APJ: FRI 2 pm – FRI 6 pm UTC Europe: FRI 10 pm – SAT 2 am Americas: SAT 4 am – SAT 8 am UTC
SAP Cloud Platform Gamification	**Bi-weekly:** APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	**Up to 4 times per year:** APJ: FRI 2 p.m. – FRI 6 p.m. UTC Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. – SAT 8 a.m. UTC
SAP Cloud Platform Integration	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** APJ: FRI 2 p.m. – SAT 2 a.m. UTC Europe: FRI 10 p.m. – SAT 10 a.m. UTC Americas: SAT 4 a.m. – SAT 4 p.m. UTC
SAP Cloud Platform Job Scheduler	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to <u>4</u> times per year:** APJ: FRI 2 p.m. – FRI 6 p.m. UTC Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. – SAT 8 a.m. UTC
SAP Cloud Platform Master Data for Business Partners	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year**
SAP Cloud Platform Mobile Service for app and device management **SAP Cloud Platform Mobile Service for SAP Fiori**	**Bi-weekly** (odd calendar weeks): APJ, Europe, Americas: SAT 10 pm UTC	4 hours	**Up to 4 times per year:** APJ: FRI 2 p.m. – FRI 6 p.m. UTC Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. – SAT 8 a.m. UTC
SAP Cloud Platform Personal Data Manager	Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year** Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. –SAT 8 a.m. UTC
SAP Cloud Platform SAP HANA service, enterprise edition **SAP Cloud Platform SAP HANA service, standard edition**	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year for 8 hours:** APJ: FRI 9 pm – SAT 5 am UTC Europe: SAT 4 am – SAT 12 pm UTC Americas: SAT 10 am – SAT 6 pm UTC
SAP Cloud Platform Transport Management	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC		
SAP Cloud Platform Virtual Machine	**Up to once every month:** APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 2 p.m. – FRI 6 p.m. UTC Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. – SAT 8 a.m. UTC
SAP Commerce Cloud	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: SAT 3 pm – SAT 11 pm UTC Europe: SAT 10 pm – SUN 6 am UTC Americas: SUN 4 am – SUN 12 pm UTC

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Commerce Cloud, context-driven services	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
SAP Connected Agriculture	**Up to once every month:** APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC

SAP Connected Goods	APJ: SAT 3pm UTC
	Europe: SAT 10 pm UTC
	Americas: SUN 4 am UTC
		2 hours	**Up to 4 times per year:**
			APJ: FRI 2 pm – SUN 7 pm UTC
			Europe
			  Winter: FRI 9 pm – MON 2 am UTC
			  Summer: FRI 8 pm – MON 1 am UTC
			Americas:
			  Winter: SAT 3 am – MON 8 am UTC
			  Summer: SAT 2 am – MON 7 am UTC

SAP Connected Parking	**No Downtime required for maintenance**		**Up to 4 times per year:** Europe: SAT 9 pm – MON 5 am UTC Americas: SUN 3am- MON 11 am UTC
SAP Consumer Insight 365	**Up to Once Every Month** APJ: SAT 3 pm to 7 pm UTC	4 hours	**Up to 4 times per year:** APJ: SAT 3 pm – Sun 1 am UTC
SAP Consumer Sales Intelligence	Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** Europe: MON 10 pm – TUE 4 am Americas: TUE 10 pm – WED 4 am
SAP Contact Center, Cloud Edition	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 2 pm - SUN 7 pm UTC Europe: FRI 9 pm - MON 2 am UTC Americas: SAT 3 am - MON 8 am UTC
SAP Conversational AI	Europe: SAT 10 pm UTC	4 hours	**Up to 4 times per year:** SAT 4am to SUN 4am UTC
SAP CoPilot	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	
SAP Customer Attribution	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year**: Americas: SAT 1pm - SUN 1pm UTC Europe: SAT 7am - SUN 7am UTC
SAP Customer Engagement Center	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 3 pm - SUN 7 pm UTC Europe: FRI 10 pm - MON 2 am UTC Americas: SAT 4 am - MON 8 am UTC
SAP Data Custodian	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
SAP Data Privacy Governance	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	5 hours	**Up to 4 times per year**
SAP Data Quality Management	Europe: SAT 10 pm UTC	1 hour	
SAP Digital Manufacturing Cloud	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year** Europe: FRI 3 pm - MON 1 am UTC Americas: SAT 9 pm - MON 7 am UTC
SAP Digital Payments	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** SAT 7 am to SUN 1 pm UTC

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Distributed Manufacturing	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** Europe: FRI 3:30 am – FRI 3:30 pm UTC
SAP Document Compliance	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 2 pm – SAT 2 a.m. UTC Europe: FRI 10 pm – SAT 10 am UTC Americas: SAT 4 am – SAT 4 pm UTC
SAP Edge Services	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** Friday 10:00 pm to Monday 3:00 am UTC
SAP Enable Now	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: THU 8 am - THU 10 pm UTC Europe: THU 3 pm - FRI 5 am UTC Americas: THU 9 pm – FRI 11 am UTC
SAP Enterprise Architecture Designer, cloud edition	Europe: SAT 10 pm UTC	4 hours	**Up to 4 times per year:** Europe: SAT 8 am – 8 pm UTC
SAP Enterprise Chatbot	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: SAT 3 pm – SUN 3 pm UTC Europe: SAT: 10 pm – SUN 10 pm UTC Americas: SUN 4 am – MON 4 am UTC Max downtime 24 hours. Every second Saturday of March, June, September, December.
SAP Enterprise Messaging	**No Downtime required for maintenance**		**Up to 4 times per year**: APJ: FRI 2 p.m. – FRI 6 p.m. UTC Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. – SAT 8 a.m. UTC
SAP Entitlement Management	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC

SAP Event Ticketing, Event Ticketing Pro	Europe:
	   MON 12 am &
	   WED 2 am UTC
	
	Americas:
	   MON 5 am &
	   WED 5 am UTC
		5 hours
		1 hour
		
		5 hours
		1 hour	

SAP Exchange Media	**No downtime required for maintenance**		**Up to 4 times per year** APJ: SAT 12 am – SAP 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
SAP Field Service Management SAP Crowd Service	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year.**
SAP Financial Statements Insights	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	3 hours	**Up to 4 times per year:** APJ: SAT 7 am – SAT 1 pm UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 7 am – SAT 1 pm UTC
SAP Fiori Cloud	**No downtime required for maintenance**		**Up to 4 times per year:** APJ: FRI 2 pm – FRI 6 pm UTC Europe: FRI 10 pm – SAT 2 am UTC Americas: SAT 4 am – SAT 8 am UTC
SAP Global Track and Trace	**No downtime required for maintenance**		**Odd Numbered Weeks** 5 am to 7 am UTC

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Health Engagement	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** Europe: FRI 4 am – FRI 10 am UTC Americas: SAT 5 am – SAT 11 am UTC
SAP Identity **SAP Consent** **SAP Profile**	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	
SAP Innovation Management	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** APJ: FRI 2 pm - MON 6 am UTC Europe: FRI 9 pm - MON 2 pm UTC Americas: SAT 3 am - MON 8 pm UTC
SAP Integrated Business Planning	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC MENA: FRI 7 pm UTC	4 hours	**Up to 4 times per year:** APJ: FRI 9 pm - SAT 9 pm UTC Europe: SAT 4 am - SUN 4 am UTC Americas: SAT 10 am - SUN 10 am UTC MENA: FRI 1 am – SAT 1 am UTC
SAP Intelligent Notification 365	SAT 3 pm UTC	4 hours	
SAP Intelligent Robotic Process Automation	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC

SAP IoT Application Enablement	Bi-Weekly (odd calendar weeks):
	APJ: SUN 8:30 pm UTC
	Europe:
	   Winter: MON 3:30 am UTC
	   Summer MON 2:30 am UTC
	Americas:
	   Winter: MON 9:30 am UTC
	   Summer: MON 8:30 am UTC
		2 hours	**Up to 4 times per year:**
			APJ: SAT 12 am – SAT 12 pm UTC
			Europe:
			   Winter: SAT 7 am – SAT 7 pm UTC
			   Summer: SAT 6 am – SAT 6 pm UTC
			Americas:
			   Winter: SAT 3 am – SAT 3 pm UTC
			   Summer: SAT 2 am – SAT 2 pm UTC

SAP IoT Connect 365	Up to once every month: SAT 10 pm UTC	4 hours	**Up to 4 times per year:** SAT 7 am – SAT 1 pm UTC
SAP Jam Collaboration, **SAP Jam Communities**	APJ: FRI & SAT 3 pm UTC Europe: FRI & SAT 10 pm UTC (DCs hosted out of Amsterdam DC2 & St Leon Rot DC12 utilize FRI only to accommodate MENA customers) Americas: SAT and SUN 4 am UTC MENA: FRI 7 pm UTC	7 hours	
SAP Knowledge Workspace	Europe: SAT 10 pm UTC	1 hour	**Up to 8 times per year**
SAP Learning Hub	APJ: FRI and SAT 3 pm UTC Europe: FRI and SAT 10 pm UTC (DCs hosted out of Amsterdam DC2 & St Leon Rot DC12 utilize FRI only to accommodate MENA customers) Americas: SAT and SUN 4 am UTC MENA: FRI 7 pm UTC	7 hours	
SAP Leonardo IoT	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year.** Last SAT/SUN of each quarter. 4 hours. APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region

SAP Leonardo IoT Bridge	APJ: SAT 3 pm UTC
	Europe: SAT 10 pm UTC
	Americas: SUN 4 am UTC
		4 hours	**Up to 4 times per year**
			APJ: FRI 2 pm – SUN 7 pm UTC
			Europe:
			  Winter: FRI 9 pm – MON 2 am UTC
			  Summer: FRI 8 pm – MON 1 am UTC
			Americas:
			  Winter: SAT 3 am – MON 8 am UTC
			  Summer: SAT 2 am – MON 7 am

SAP Leonardo machine learning foundation	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 10 pm – SAT 10 pm UTC Europe: SAT 5 am – SUN 5 am UTC Americas: SAT 11 am – SUN 11 am UTC
SAP Live Customer Cloud	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year*:** APJ: SAT 3 pm – 9 pm UTC Europe: SAT 10 pm – SUN 4 am UTC Americas: SUN 4 am – 10 am UTC *These Maintenance Windows are separate from and in addition to Maintenance Windows of underlying SAP Cloud Platform.
SAP Localization Hub, advanced compliance reporting service	Europe: SAT 2 am UTC	2 hours	**Up to 12 times a year** Four (4) hours window made known by SAP at least one (1) week in advance.* * These Maintenance Windows are separate from and in addition to Maintenance Windows of underlying SAP Cloud Platform
SAP Localization Hub, electronic invoicing for Brazil (nota fiscal electronica)	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** Americas: SAT 3 am UTC Europe: SUN 3 am UTC
SAP Localization Hub, tax service	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:**
SAP Logistics Business Network	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
SAP Loyalty	Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year**
SAP Marketing Cloud	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC MENA: FRI 7 pm UTC	4 hours	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC MENA FRI 1 am – SAT 1 am UTC
SAP Market Communication for Utilities	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 2 pm – SAT 2 am UTC Europe: FRI 10 pm – SAT 10 am UTC Americas: SAT 4 am – SAT 4 pm UTC
SAP Market Rates Management	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 10 times per year**
SAP Merchandising	**No downtime required for maintenance**		
SAP Multi-Bank Connectivity	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** APJ: FRI 2 pm - SUN 7 pm UTC Europe: FRI 9 pm - MON 2 am UTC Americas: SAT 3 am - MON 8 am UTC

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region

SAP Network Logistics Hub (formerly SAP Connected Logistics)	APJ: SAT 3 pm UTC
	Europe: SAT 10 pm UTC
	Americas: SUN 4 am UTC
		2 hours	**Up to 4 times per year:**
			APJ, Europe, Americas:
			  Winter (any weekday):
			    3:30 am – 7:30 am UTC
			  Summer (any weekday):
			    2:30 am – 6:30 am UTC

SAP Predictive Engineering Insights	APJ, Europe, Americas
	Winter: FRI 3 pm UTC
	Summer: FRI 2 pm UTC
		2 hours	**Up to 8 times per year:**
			APJ, Europe, Americas:
			  Winter: FRI 3 pm – MON 7 am UTC
			  Summer: FRI 2 pm – MON 6 am UTC

SAP Predictive Maintenance and Service, Cloud Edition	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** Europe: SUN 3:30 am – SUN 3:30 pm UTC
SAP Product Configuration add on for SAP Commerce SAP Product Configuration Intelligence SAP Product Configuration	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: SAT 3 pm – SAT 11 pm UTC Europe: SAT 10 pm –SUN 6 am UTC Americas: SUN 4 am –SUN 12 pm UTC
SAP Product Configuration as part of SAP CPQ, edition for variant configuration	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: SAT 3 pm – SAT 11 pm UTC Europe: SAT 10 pm –SUN 6 am UTC Americas: SUN 4 am –SUN 12 pm UTC
SAP Product Content Hub	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am to SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
SAP Product Stewardship Network	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: TUE 4 am – TUE 11 am UTC Europe: TUE 4 am – TUE 11 am UTC Americas: TUE 4 am – TUE 11 am UTC
SAP RealSpend	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	3 hours	**Up to 4 times per year:** APJ: SAT 7 am – SAT 1 pm UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 7 am – SAT 1 pm UTC
SAP Resolve	Every third week: APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** APJ: SAT 3 am – MON 8 am UTC Europe: SAT 3 am – MON 8 am UTC Americas: SAT 3 am – MON 8 am UTC
SAP Roambi	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	**Up to 4 times per year:** APJ: SAT 3 pm – 9 pm UTC Europe: SAT 10 pm – SUN 4 am UTC Americas: SUN 4 am – 10 am UTC
S/4HANA Cloud Edition	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC MENA: FRI 7 pm UTC	4 hours	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC MENA: FRI 1 am – SAT 1 am UTC
S/4HANA Cloud for intelligent product design	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year** SAT 8 am -8 pm based on local data center time zone.
S/4HANA Cloud, single tenant edition	Agreed with customer on request		**Up to 2 times per year.** Determined together with customer.

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
S/4HANA Finance Cloud for credit integration	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	**Up to 4 times per year:** APJ: SAT 12 am - SAT 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
S/4HANA Finance Cloud for customer payments	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	**Up to 4 times per year:** APJ: SAT 12 am - SAT 6 am UTC Europe: SAT 7 pm – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
SAP Sales and SAP Service	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 10 pm - SAT 10 pm UTC Europe: SAT 5 am - SUN 5 am UTC Americas: SAT 11 am - SUN 11 am UTC
SAP Search and Discovery	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 8 times per year** Europe: FRI 3:30 am - FRI 3:30 pm UTC
SAP Service Ticket Intelligence	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hours	**Up to 4 times per year:** Europe – WED 2 am-4 am UTC Americas: WED 6 am – 8 am UTC
SAP SMS 365, enterprise service	Up to Once every month: All regions: SAT: 6 pm to 10 pm UTC	4 hours	
SAP SportsOne	Bi-Weekly: APJ: MON 10 pm UTC Europe: TUE 5 am UTC Americas: TUE 11 am UTC & APJ: WED 10 pm UTC Europe: THU 5 am UTC Americas: THU 11 am UTC	2 hours 1 hour	**Once per year, 8 hours**
SAP Subscription Billing	Americas: SUN 4 am UTC Europe: 10 pm UTC	4 hours	**Up to 4 times per year** Americas: SUN 4 am - SUN 12 pm UTC Europe: SAT 10 pm – SUN 6 am UTC
SAP SuccessFactors HCM Suite (except Employee Central Payroll)	APJ: FRI and SAT 3 pm UTC Europe: FRI and SAT 10 pm UTC (DCs hosted out of Amsterdam DC2 & St Leon Rot DC12 utilize FRI only to accommodate MENA customers) Americas: SAT and SUN 4 am UTC MENA: FRI 7 pm UTC	7 hours	
SAP SuccessFactors Employee Central Payroll	APJ: SAT 3 pm UTC Europe: FRI 10 pm UTC Americas: SUN 4 am UTC MENA: FRI 7 pm UTC	4 hours	
SAP Supply Base Optimization	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: SAT 12 am - SAT 6 am UTC Europe: SAT 7 pm – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
SAP Translation Hub	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 12 times per year:** During a 4 hour window made known by SAP at least 1 week in advance.* * These Maintenance Windows are separate from and in addition to Maintenance Windows of underlying SAP Cloud Platform

SAP TwoGo	**No downtime required for maintenance**		**Up to 12 times per year:**
			Europe:
			  Winter: FRI 9 pm to MON 2 am UTC
			  Summer: FRI 8 pm to MON 1 am UTC

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Vehicle Insights	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	**4 hours**	**Up to 4 times per year:** APJ: Winter: SAT 11 am- 11 pm UTC Summer: SAT 10 am- 10 pm UTC Europe: Winter: SAT 7 am– 7 pm UTC Summer: SAT 6 am– 6 pm UTC Americas: Winter: SAT 1 pm– SUN 1 am UTC Summer: SAT 12 pm– SUN 12 am UTC
SAP Vehicles Network	**No downtime required for maintenance**		**Up to 4 times per year:** APJ: SAT 2 pm– SUN 10 pm UTC Europe: Winter: SAT 9 pm– MON 5 am UTC Summer: SAT 8 pm– MON 4 am UTC Americas: Winter: SUN 3 am– MON 11 am UTC Summer: SUN 2 am– MON 10 am UTC
SAP Watch List Screening	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** FRI 7 am to 10 pm
SAP Work Life	Europe: 10 pm UTC	1 hour	**Up to 8 times per year**
SAP Work Manager, Cloud Edition	**No downtime required for maintenance**		**Up to 12 times per year:** Europe: THU 6 pm – THU 8 pm UTC

VENDOR BRANDED CLOUD SERVICES	Regular Maintenance Start Time in UTC per region	Duration	Comments & Major Upgrades Timeframe in UTC per region
Ruum by SAP	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 Hour	**Up to 3 times per year**
SAP Account Reconciliation & Automation by Blackline **SAP Account Reconciliation & Automation by BlackLine, premier edition** **SAP Intercompany Financial Hub by Blackline**	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC There is no scheduled standard downtime for the BlackLine solution, per the VBR: "Scheduled Downtime" means a timeslot not to exceed 1 hour per month to run maintenance and update services on the Provider Service. Provider shall have the option to file a written request to SAP for Scheduled Downtime and both Parties shall jointly agree on such at 10 days prior the requested Scheduled Downtime date. SAP shall not unreasonably withhold agreement to Provider's request for Scheduled Downtime."	1 hour	**Up to 12 times per year:** On request to SAP
SAP Archiving and Document Access by OpenText, cloud edition	**APJ**: SAT 7 am – 12 pm & WED 10 am - 1 pm UTC **Europe**: Frankfurt FRI 7 pm to 12 pm UTC & WED 10 pm to THU 1 am UTC Amstelveen FRI 7 pm to 12 pm UTC & WED 10 pm to THU 1 am UTC & SUN 3 pm to 5 pm UTC **Americas**: Toronto SAT 1 am to 6 am UTC & TUE 8 pm to 11 pm UTC Ashburn SAT 2 am to 6 am UTC Austin SAT 1 am to 6 am & TUE 8 pm to 11 pm UTC Lithia Springs SAT 1 am to 6 am UTC & TUE 8 pm to 11 pm UTC & SUN 2 am to 6 am UTC		

SAP Assessment Management by Questionmark	Europe: SAT 9 am UTC
	Americas:
	  Winter: SAT 10 am UTC
	  Summer: SAT 9 am UTC
		12 hours	Regular Maintenance windows on a third Saturday of each month

SAP Commerce Marketplace Management by Mirakl	0:00 am to 8:00 am UTC upon written request from the partner and mutual agreement.	4 hours	Upon written request from partner and agreement.

VENDOR BRANDED CLOUD SERVICES	Regular Maintenance Start Time in UTC per region	Duration	Comments & Major Upgrades Timeframe in UTC per region

SAP Communication Center by Ancile	(1) APJ: MON 6 pm & WED 6 pm UTC
	    Europe:
	      Winter: TUE 1 am & THU 1 am UTC;
	      Summer: TUE 12 am & THU 12 am UTC
	    Americas:
	      Winter: TUE 7 am & THU 7 am UTC;
	      Summer: TUE 6 am & THU 6 am UTC
	(2) APJ: FRI 6 pm UTC
	    Europe:
	      Winter: SAT 1 am UTC
	      Summer: SAT 12 am UTC
	    Americas:
	      Winter: SAT 7 am UTC;
	      Summer: SAT 6 am UTC
		2 hours
		
		4 hours
			Customer may select from any one of the maintenance window options (1) or (2)

SAP Data Visualization by Zoomdata	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 4 times per year:** 11 pm Monday -3 am Tuesday Region Local Time

SAP Digital Asset Management Cloud by OpenText	**Europe:** SAT 7:00 pm UTC
	         SUN 3:00 pm UTC
	
	Americas: SAT 1:00 am UTC
	            SUN 2:00 am UTC
		5 hours
		2 hours
		
		5 hours
		4 hours
			Up to 52 times per year

SAP Energy Self-Service Accelerator for Utilities by SEW, cloud edition Supplement	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	None listed in Solex agreement
SAP Extended Enterprise Content Management by OpenText, cloud edition	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 12 times per year:** Europe: FRI 9:00 a.m. to 1:00 p.m. UTC+1 Americas: FRI 3:00 a.m. to 7:00 a.m. UTC−5 APJ: FRI 4:00 p.m. to 8:00 p.m. UTC+8
SAP Extended Enterprise Content Management by OpenText, add-on for Microsoft Office 365	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 1 time per year:**

VENDOR BRANDED CLOUD SERVICES	Regular Maintenance Start Time in UTC per region	Duration	Comments & Major Upgrades Timeframe in UTC per region

SAP Knowledge Central by Mindtouch	(1) APJ: MON 6 pm & WED 6 pm UTC
	Europe:
	   Winter: TUE 1 am & THU 1 am UTC
	   Summer: TUE 12 am & THU 12 am UTC
	Americas:
	   Winter: TUE 7 am & THU 7 am UTC
	   Summer: TUE 6 am & THU 6 am UTC
	(2) APJ: FRI 6 pm UTC
	Europe:
	   Winter: SAT 1 am UTC
	   Summer: SAT 12 am UTC
	Americas:
	   Winter: SAT 7 am UTC
	   Summer: SAT 6 am UTC
		2 hours
		
		4 hours
			Customer may select from any one of the maintenance window options (1) or (2)
			
			Up to 4 times per year:
			APJ: FRI 2 pm - SAT 2 pm UTC
			Europe:
			   Winter: FRI 9 pm - SAT 9 pm UTC
			   Summer: FRI 8 pm - SAT 8 pm UTC
			Americas:
			   Winter: SAT 3 am - SUN 3 am UTC
			   Summer: SAT 2 am - SUN 2 am UTC

SAP Productivity Pak by Ancile	APJ: SAT 1 pm UTC
	Europe:
	   Winter: SAT 8 pm UTC
	   Summer: SAT 7 pm UTC
	Americas:
	   Winter: SUN 2 am UTC
	   Summer: SUN 1 am UTC
		6 hours	**Up to 4 times per year:**
			APJ: SAT 1 pm – SAT 7 pm UTC
			Europe:
			   Winter: SAT 8 pm – SUN 2 am UTC
			   Summer: SAT 7 pm – SUN 1 am UTC
			Americas:
			   Winter: SUN 2 am – SUN 8 am UTC
			   Summer: SUN 1 am – SUN 7 am UTC

SAP S/4HANA Cloud Invoice Processing by OpenText	Europe:
	   8 pm Friday to 1 am Saturday UTC,
	   4 pm Sunday to 6 pm Sunday UTC
	   (this window may be used a maximum of 4 times per year)
	Americas:
	   3 pm Friday to 8 pm Saturday UTC
	   4 pm Saturday to 8 pm Sunday UTC
		2 hours	

SAP Scheduling and Resource Management by ClickSoftware	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 2 times per year** 30 June, 31 December
SAP Signature Management by DocuSign			To the extent maintenance must be performed on the SAP Cloud Service, SAP shall use maintenance windows for planned downtimes applicable to the SAP cloud solution associated with use of the SAP CloudService.

SAP SuccessFactors Document Management by OpenText	Europe: SAT 19:00 UTC
	          SUN 15:00 UTC
	
	Americas: SAT 1:00 UTC
	           SUN 2:00 UTC
		5 hours
		2 hours
		
		5 hours
		4 hours
			Up to 52 times per year

SAP Time and Attendance Management by Workforce Software
SAP Workforce Forecasting and Scheduling by WorkForce Software
	APJ: SAT 1 pm UTC
	Europe:
	   Winter: SAT 8 pm UTC
	   Summer: SAT 7 pm UTC
	Americas:
	   Winter: SUN 2 am UTC
	   Summer: SAT 1 am UTC
		4 hours	

VENDOR BRANDED CLOUD SERVICES	Regular Maintenance Start Time in UTC per region	Duration	Comments & Major Upgrades Timeframe in UTC per region
SAP Time Management by Kronos	APJ: FRI 2 pm – 4 pm UTC Europe: FRI 11 pm – SAT 3 am UTC Americas: FRI 7 pm – 11 pm UTC	4 hours	**Up to 4 times per year.**

SAP Trade Repository Reporting by Virtusa	APJ, Europe, Americas:
	  Winter: weekdays 7 pm UTC
	  Summer: weekday 6 pm UTC &
	Every fourth MON of every month
	APJ, Europe, Americas:
	  Winter: 11 pm UTC
	  Summer: 10 pm UTC
		2 hours
		
		4 hours
			APJ, Europe, Americas:
			  Winter: SAT 5 am – SUN 8 pm UTC
			  Summer: SAT 4 am – SUN 7 pm UTC

SAP U.S. Benefits Management by Benefitfocus	Americas:
	  Winter: SAT 4 am UTC
	  Summer: SAT 3 am UTC
		8 hours	

SAP User Experience Management by Knoa	Europe: WED 9 pm UTC
	Americas:
	  SAT 10 am UTC
	  THU 3 am UTC
		2 hours
		
		12 hours
		2 hours	