

## **SERVICE LEVEL AGREEMENT FOR SAP CLOUD SERVICES**

### **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:

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

<b>System Availability 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 System Availability 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 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.
<b>Scheduled Downtime</b>	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.

<b><u>CLOUD SERVICE</u></b>	<b>Regular Maintenance</b> Start Time in UTC per region	Duration	<b>Major Upgrades</b> Timeframe in UTC per region
<b>Concur</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 1 am UTC	4 hours	- Note: Concur utilizes one Saturday per month for releases following the communicated times listed above.
<b>Fieldglass</b>	Europe: Winter FRI 9 pm UTC Summer FRI 8 pm UTC Americas: Winter SAT 5 am UTC Summer SAT 4 am UTC	3 hours	<b>Up to 5 times per year</b> (requires 5 days advance customer 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
<b>S/4HANA Cloud Edition</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
<b>S/4HANA Finance Cloud for credit integration</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	<b>Up to 4 times per year:</b> APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
<b>S/4HANA Finance Cloud for customer payments</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	<b>Up to 4 times per year:</b> APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 pm – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
<b>SAP Agile Data Preparation</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	<b>Up to 4 times per year:</b> SAT 12 am – SAT 7 am UTC Summer SAT 1 am – SAT 8 am UTC Winter
<b>SAP Anywhere</b>	Americas: WED 6 am - 10 am UTC APJ/China: THU 2 pm – 6 pm UTC	2 hours	<b>Up to 12 times per year</b> Americas: WED 6 am - 10 am UTC APJ/China: THU 2pm - 6 pm UTC
<b>SAP Ariba Cloud Offerings</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 12 am UTC	4 hours	-
<b>SAP Asset Intelligence Network</b>	<b>Monthly</b> (first window 6 weeks post Major Upgrade):  APJ, Europe, Americas: Winter: TUE 3:30 am – 3:30 pm UTC Summer: TUE 2:30 am – 2:30 pm UTC	6 hours	<b>Up to 4 times per year:</b> Europe: FRI 3:30 am – FRI 3:30 pm UTC
<b>SAP Browse Manager and Conversion Manager</b>	<b>No downtime required for maintenance</b>	-	-
<b>SAP BusinessByDesign</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: FRI 10 pm - SAT 10 pm UTC Europe: SAT 5 am - SUN 5 am UTC Americas: SAT 11 am - SUN 11 am UTC
<b>SAP BusinessObjects Cloud (formerly Cloud for Analytics and SAP Cloud for EPM (includes Cloud for Planning))</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year*:</b> 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 the Maintenance Windows of the underlying SAP Cloud Platform.

<b><u>CLOUD SERVICE</u></b>	<b>Regular Maintenance</b> Start Time in UTC per region	Duration	<b>Major Upgrades</b> Timeframe in UTC per region
<b>SAP BusinessObjects Roambi</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	<b>Up to 4 times per year:</b> APJ: SAT 3 pm – 9 pm UTC Europe: SAT 10 pm – SUN 4 am UTC Americas: SUN 4 am – 10 am UTC
<b>SAP BusinessOne Cloud Deployment Services</b>	Europe: MON 2 am UTC Americas: MON 8 am UTC	4 hours	<b>Up to 4 times per year:</b> Europe: SAT 7 am – SAT 1 pm UTC
<b>SAP Clea for Cash Application</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	<b>Up to 4 times per year:</b> Europe: SAT 7 am – SAT 1 pm UTC
<b>SAP Cloud Appliance Library</b>	<b>Bi-weekly</b> (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.*
<b>SAP Cloud for Real Estate</b>	Europe: SAT 10 pm UTC	2 hours	-
<b>SAP Cloud for Travel and Expense</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: FRI 10 pm – SAT 10 pm UTC Europe: SAT 5 am – SUN 5 am UTC Americas: SAT 11 am – SUN 11 am UTC
<b>SAP Cloud Platform</b>	<b>No downtime required for maintenance</b>	-	<b>Up to 4 times per year:</b> APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
<b>SAP Cloud Platform API Management</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	<b>Up to 4 times per year:</b> APJ: FRI 2 pm – SUN 7 pm UTC Europe: FRI 9 pm – MON 2 am UTC Americas: SAT 3 am – MON 8 am UTC
<b>SAP Cloud Platform Forms by Adobe</b>	<b>No downtime required for maintenance</b>	-	<b>Up to 4 times per year:</b> APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am. – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
<b>SAP Cloud Platform Gamification</b>	<b>Bi-weekly:</b> APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	<b>Up to 4 times per year:</b> APJ: SAT 12 am – SAT 6 am. UTC Europe: SAT 7 am. – SAT 1 pm. UTC Americas: SAT 1 pm – SAT 7 pm UTC
<b>SAP Cloud Platform Identity Authentication</b>	<b>No downtime required for maintenance</b>	-	<b>Up to 4 times per year:</b> APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am. – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
<b>SAP Cloud Platform Integration</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	<b>Up to 4 times per year:</b> APJ: FRI 2 pm – SUN 7 pm UTC Europe: FRI 9 pm – MON 2 am UTC Americas: SAT 3 am – MON 8 am UTC
<b>SAP Cloud Platform Mobile Service for app and device management</b>	<b>Bi-weekly</b> (odd calendar weeks): APJ, Europe, Americas: SAT 10 pm UTC	4 hours	<b>Up to 4 times per year:</b> APJ, Europe, Americas: FRI 9 pm – MON 2 am UTC
<b>SAP Cloud Platform Mobile Service for SAP Fiori</b>			

\* These Maintenance Windows are separate from and in addition to the Maintenance Windows of the underlying SAP Cloud Platform.

<b><u>CLOUD SERVICE</u></b>	<b>Regular Maintenance</b> Start Time in UTC per region	Duration	<b>Major Upgrades</b> Timeframe in UTC per region
<b>SAP Cloud Platform Virtual Machine</b>	<b>Up to once every month:</b> APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
<b>SAP Connected Goods</b>	APJ, Europe, Americas: Winter: SUN 3:30 am UTC Summer: SUN 2:30 am UTC	2 hours	<b>Up to 4 times per year:</b> 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
<b>SAP Contact Center, Cloud Edition</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: FRI 2 pm - SUN 7 pm UTC Europe: FRI 9 pm - MON 2 am UTC Americas: SAT 3 am - MON 8 am UTC
<b>SAP Data Quality Management</b>	Europe: SAT 10 pm UTC	1 hour	-
<b>SAP Distributed Manufacturing</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: FRI 2 pm - SUN 7 pm UTC Europe: FRI 9 pm - MON 2 am UTC Americas: SAT 3 am - MON 8 am UTC
<b>SAP Event Ticketing, Event Ticketing Pro</b>	APJ: SUN 4 pm & TUE 4 pm UTC Europe: SUN 11 pm & TUE 11 pm UTC Americas: MON 5 am & WED 5 am UTC	6 hours	<b>Up to 2 times per year:</b> APJ: FRI 2 pm - SUN 8 pm UTC Europe: FRI 9 pm - MON 3 am UTC Americas: SAT 3 am – MON 9 am UTC
<b>SAP Financial Services Network</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	<b>Up to 4 times per year:</b> APJ: FRI 2 pm - SUN 7 pm UTC Europe: FRI 9 pm - MON 2 am UTC Americas: SAT 3 am - MON 8 am UTC
<b>SAP Financial Statements Insights</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	3 hours	<b>Up to 4 times per year:</b> APJ: SAT 7 am – SAT 1 pm UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 7 am – SAT 1 pm UTC
<b>SAP Fiori, cloud service</b>	<b>No downtime required for maintenance</b>	-	<b>Up to 4 times per year:</b> APJ: SAT 7 am – SAT 1 pm UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 7 am – SAT 1 pm UTC
<b>SAP Health Engagement</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	<b>Up to 4 times per year:</b> Europe: FRI 4 am – FRI 10 am UTC Americas: SAT 5 am – SAT 11 am UTC
<b>SAP Hybris Cloud for Customer</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: FRI 10 pm - SAT 10 pm UTC Europe: SAT 5 am - SUN 5 am UTC Americas: SAT 11 am - SUN 11 am UTC
<b>SAP Hybris Commerce Cloud</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: SAT 3 pm – SAT 11 pm UTC Europe: SAT 10 pm – SUN 6 am UTC Americas: SUN 4 am – SUN 12 pm UTC

<b><u>CLOUD SERVICE</u></b>	<b>Regular Maintenance</b> Start Time in UTC per region	Duration	<b>Major Upgrades</b> Timeframe in UTC per region
<b>SAP Hybris Marketing Cloud</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
<b>SAP Hybris Merchandising</b>	<b>No downtime required for maintenance</b>	-	-
<b>SAP Hybris Revenue Cloud</b>	Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year</b> Americas: SUN 4 am - SUN 12 pm
<b>SAP Hybris Sales and SAP Hybris Service</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: FRI 10 pm - SAT 10 pm UTC Europe: SAT 5 am - SUN 5 am UTC Americas: SAT 11 am - SUN 11 am UTC
<b>SAP Hybris Service Engagement Center</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: FRI 3 pm - SUN 7 pm UTC Europe: FRI 10 pm - MON 2 am UTC Americas: SAT 4 am - MON 8 am UTC
<b>SAP Innovation Management</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	<b>Up to 4 times per year:</b> APJ: FRI 2 pm - MON 6 am UTC Europe: FRI 9 pm - MON 2 pm UTC Americas: SAT 3 am - MON 8 pm UTC
<b>SAP Integrated Business Planning</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: FRI 2 pm - SUN 7 pm UTC Europe: FRI 9 pm - MON 2 am UTC Americas: SAT 3 am - MON 8 am UTC
<b>SAP Intelligent Notification 365</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	-
<b>SAP IoT Application Enablement</b>	<b>Bi-Weekly</b> (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	<b>Up to 4 times per year:</b> 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
<b>SAP Jam Collaboration, SAP Jam Communities</b>	Aligned with the SAP SuccessFactors Business Execution Suite	7 hours (2 times)	-
<b>SAP Network Logistics Hub (formerly SAP Connected Logistics)</b>	APJ, Europe, Americas: Winter: MON 3:30 am & THU 5:30 am UTC Summer: MON 2:30 am & THU 4:30 am UTC	2 hours	<b>Up to 4 times per year:</b> APJ, Europe, Americas: Winter (any weekday): 3:30 am – 7:30 am UTC Summer (any weekday): 2:30 am – 6:30 am UTC
<b>SAP Predictive Maintenance and Service, Cloud Edition</b>	APJ, Europe, Americas: Winter: FRI 3 pm UTC Summer: FRI 2 pm UTC	2 hours	<b>Up to 8 times per year:</b> APJ, Europe, Americas: Winter: FRI 3 pm – MON 7 am UTC Summer: FRI 2 pm – MON 6 am UTC
<b>SAP Product Stewardship Network</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: TUE 4 am – TUE 11 am UTC Europe: TUE 4 am – TUE 11 am UTC Americas: TUE 4 am – TUE 11 am UTC
<b>SAP RealSpend</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	3 hours	<b>Up to 4 times per year:</b> APJ: SAT 7 am – SAT 1 pm UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 7 am – SAT 1 pm UTC

<b><u>CLOUD SERVICE</u></b>	<b>Regular Maintenance</b> Start Time in UTC per region	Duration	<b>Major Upgrades</b> Timeframe in UTC per region
<b>SAP Resolve</b>	<b>Every third week:</b> APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	<b>Up to 4 times per year:</b> APJ: SAT 3 am – MON 8 am UTC Europe: SAT 3 am – MON 8 am UTC Americas: SAT 3 am – MON 8 am UTC
<b>SAP SportsOne</b>	<b>Bi-Weekly:</b> 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	<b>Once per year, 8 hours</b>
<b>SAP SuccessFactors Business Execution Suite (except Employee Central Payroll)</b>  <b>SAP Learning Hub</b>  <b>SAP SuccessFactors Email Encryption</b>  <b>Recruiting Marketing</b>	Australia: Winter: FRI 2 pm & SAT 2 pm UTC Summer: FRI 1 pm & SAT 1 pm UTC China: FRI 4 pm & SAT 4 pm UTC Russia: FRI 9 pm & SAT 9 pm UTC Europe: SAT 12 am & SUN 12 am UTC Brazil: Winter: SAT 3 am & SUN 3 am UTC Summer: SAT 2 am & SUN 2 am UTC US and Canada: Winter: SAT 5 am & SUN 5 am UTC Summer: SAT 4 am & SUN 4 am UTC	7 hours (2 times)	-
<b>SAP SuccessFactors Employee Central Payroll</b>	Australia: Winter: FRI 2 pm UTC Summer: FRI 1 pm UTC Europe: SAT 12 am UTC US and Canada: Winter: SAT 5 am UTC Summer: SAT 4 am UTC	4 hours	-
<b>SAP TwoGo</b>	<b>No downtime required for maintenance</b>	-	<b>Up to 12 times per year:</b> Europe: Winter: FRI 9 pm to MON 2 am UTC Summer: FRI 8 pm to MON 1 am UTC
<b>SAP Vehicle Insights</b>	Europe: Winter: TUE 5 pm UTC Summer: TUE 4pm UTC Americas: Winter: TUE 7 am UTC Summer: TUE 6 am UTC	4 hours	<b>Up to 12 times per year on first SAT per month:</b> 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
<b>SAP Vehicles Network</b>	APJ: SUN 12 am UTC Europe: Winter: SUN 7 pm UTC Summer: SUN 6 am UTC Americas: Winter: SUN 1 pm UTC Summer: SUN 12 pm UTC	2 hours	<b>Up to 4 times per year:</b> 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

<b><u>CLOUD SERVICE</u></b>	<b>Regular Maintenance</b> Start Time in UTC per region	Duration	<b>Major Upgrades</b> Timeframe in UTC per region
<b>SAP Work Manager, Cloud Edition</b>	<b>No downtime required for maintenance</b>	-	<b>Up to 12 times per year:</b> Europe: THU 6 pm – THU 8 pm UTC
<b>SAP Workforce Performance Builder</b>	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	<b>Up to 4 times per year:</b> APJ: THU 8 am - THU 10 pm UTC Europe: THU 3 pm - FRI 5 am UTC Americas: THU 9 pm – FRI 11 am UTC

## **VENDOR BRANDED CLOUD SERVICES**

	<b>Regular Maintenance</b> Start Time in UTC per region	Duration	<b>Comments &amp; Major Upgrades</b> Timeframe in UTC per region
<b>SAP Assessment Management by Questionmark</b>	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
<b>SAP Communication Center by Ancile</b>	(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 hours	Customer may select from any one of the maintenance window options (1) or (2)
	(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	4 hours	
<b>SAP Knowledge Central by Mindtouch</b>	(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 hours	Customer may select from any one of the maintenance window options (1) or (2)  <b>Up to 4 times per year:</b> 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
	(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	4 hours	



	<b>Regular Maintenance</b> Start Time in UTC per region	Duration	<b>Comments &amp; Major Upgrades</b> Timeframe in UTC per region
<b>SAP Productivity Pak by Ancile</b>	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	<b>Up to 4 times per year:</b> 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
<b>SAP Signature Management by DocuSign</b>			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 Cloud Service.
<b>SAP Time and Attendance Management by Workforce Software, SAP Workforce Forecasting and Scheduling by WorkForceSoftware</b>	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	-
<b>SAP Trade Repository Reporting by Virtusa</b>	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
<b>SAP U.S. Benefits Management by Benefitfocus</b>	Americas: Winter: SAT 4 am UTC Summer: SAT 3 am UTC	8 hours	-
<b>SAP User Experience Management by Knoa</b>	Europe: WED 9 pm UTC  Americas: SAT 10 am UTC THU 3 am UTC	2 hours  12 hours 2 hours	-