

SUPPORT POLICY FOR SAP CLOUD SERVICES

This Support Policy for SAP Cloud Services is part of an Agreement for certain SAP Cloud Services ("Agreement") between SAP and Customer.

SUPPORT OFFERINGS

As part of SAP's ONE Support approach, which provides a consistent support experience for Cloud Services and on-premise solutions, SAP offers two support levels, SAP Enterprise Support, cloud editions and SAP Preferred Care. SAP Enterprise Support, cloud editions is included in the subscription fees for SAP Cloud Services stated in the Order Form unless alternative support terms are specified in the Supplemental Terms for the Cloud Service. For an additional fee, customers can obtain SAP Preferred Care as an add-on to SAP Enterprise Support, cloud editions, if and when available.

1. Support Service Scope.

The following table describes the services included in SAP Enterprise Support, cloud editions and SAP Preferred Care. Further clarification of terms in the following table is provided in the Capitalized Terms table below.

	SAP Enterprise Support, cloud editions	SAP Preferred Care
Description	Foundational engagement support with focus on customer interaction and issue resolution.	An add-on to SAP Enterprise Support, cloud editions that includes strategic guidance and customer-specific best practices to help drive user adoption and value realization (Representation below includes SAP Enterprise Support, cloud editions).
Mission Critical Support		
24x7 Mission Critical Support for P1 and P2 issues (English only)	✓	24x7 prioritized issue handling
Non-Mission Critical Support for P3 and P4 issues during business hours (English only)	Monday to Friday 8 am to 6 pm (Local Time Zone), excluding local holidays	Monday to Friday 8 am to 6 pm (Local Time Zone), excluding local holidays
Customer Interaction Center 24x7	✓ (as stated below)	✓ (as stated below)
Global Support Backbone	✓	✓
End-to-end Supportability	✓	✓
Empowerment		
Access to remote SAP support content and services, e.g., Meet-the-Expert Sessions	✓	✓
Release Update Information	Self-service through web and community	Customer-specific Release Update Information
Collaboration		
SAP Support Advisory Services	✓	✓
SAP Cloud Service and process-related guidance		Access to Support Expert for technical and product usage advice, best practices and operational excellence (within customer's region)
Regular checkpoint		Meeting with Support Expert to review critical issues, reporting and best practices

Support via web and platform for social business collaboration	✓	✓
Support via chat during business hours in English language for non-Mission Critical Support issues	Currently available for SAP SuccessFactors, Concur and Ariba Cloud Services	Currently available for SAP SuccessFactors, Concur and Ariba Cloud Services
SAP Enterprise Support Reporting	✓	✓
Innovation and Value Realization		
Proactive Checks proposed by SAP	✓	✓ Incl. customer-specific Proactive Checks
Product Roadmap Update Information	Self-service through web	Customer-specific Product Roadmap Update Information
Periodic Cloud Service Review And Planning		Meeting with Support Expert to discuss checkpoint, cycle planning, challenges and adoption plan
Refresh of test instance	Self-service or request through web for initiating the refresh as offered and required by respective solution	Access to SAP assistance with managing the refreshing of test instances up to two times per year, where applicable

Empowerment content and session schedules are stated at the SAP Support Portal in the [SAP Enterprise Support Academy](#) section. Scheduling, availability and delivery methodology is at SAP's discretion.

Support services related to Empowerment and Innovation and Value Realization as stated above, require a customer request and are provided remotely. For example, remote support services may include assisting customers in evaluating the innovation capabilities of the latest updates and technology innovation and how they may be deployed for a customer's business process requirements, or giving customer guidance in the form of knowledge transfer sessions. Scheduling, availability and delivery methodology are at SAP's discretion.

The support services are available in English language, unless stated otherwise.

2. CUSTOMER INTERACTION CENTER LANGUAGES

SAP Support provides initial telephone contact for Customer Contacts, defined below, through the SAP one support phone number "CALL-1-SAP" (as stated at the CALL-1-SAP page: <https://support.sap.com/contactus>) and/or via other solution specific hotlines in the following languages: English (available 24 hours all weekdays) and, depending on local office hours and availability, in German, French, Italian, Spanish, Polish, Russian (during European office hours); Japanese, Chinese, Korean, Bahasa (during Asia/Pacific office hours); Portuguese and Spanish (during Latin America office hours). Issues which lead to a support case which is processed by specialized technical support engineers around the world or any support by a third party are in English only.

3. CONTACTING SUPPORT

Beginning on the effective date of a customer's agreement for Cloud Services, that customer may contact SAP's support organization as primary point of contact for support services. For contacting SAP's support organization, the current preferred contact channel for SAP Enterprise Support, cloud editions is the SAP Support Portal at <https://support.sap.com>, unless otherwise set forth in the table below.

SAP Cloud Service	Contact Channels
SAP Concur SAP Ariba SAP Fieldglass	https://concurolutions.com https://connect.ariba.com http://fieldglass.com/solutions/support or embedded in the application help menu
SAP Business ByDesign SAP Hybris Sales and SAP Hybris Service SAP Sports One SAP Learning Hub	Embedded in the applicable SAP Cloud Service: <ul style="list-style-type: none"> For end-users: The "Help Center", accessible from every screen, For Key Users: The "Application & User Management Work Center".

Customers that have subscribed to the SAP Preferred Care services may contact their assigned Support Expert directly for solution expertise support.

4. CUSTOMER RESPONSE LEVELS

SAP responds to submitted support cases (also referred to as "case", "incident", or "issue") as described in the table below.

Priority	Definition	Response Level
P1	<p>Very High: An incident should be categorized with the priority "very high" if the problem has very serious consequences for normal business processes or IT processes related to core business processes. Urgent work cannot be performed.</p> <p>This is generally caused by the following circumstances:</p> <ul style="list-style-type: none"> - A productive service is completely down. - The imminent system Go-Live or upgrade of a production system cannot be completed. - The customer's core business processes are seriously affected. <p>A workaround is not available for each circumstance. The incident requires immediate processing because the malfunction may cause serious losses.</p>	<p>Initial Response: Within one hour of case submission.</p> <p>Ongoing Communication: Unless otherwise communicated by SAP Support, once every hour.</p> <p>Resolution Target: SAP to provide for issues either a (i) resolution, or (ii) workaround or (iii) action plan within four hours.</p>
P2	<p>High: An incident should be categorized with the priority "high" if normal business processes are seriously affected. Necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the SAP service that are required immediately.</p>	<p>Initial Response: Within four hours of case submission for SAP Enterprise Support, cloud edition customers and within two hours of case submission for SAP Preferred Care customers.</p> <p>Ongoing Communication: Unless otherwise communicated by SAP Support, once every six hours.</p>

The incident is to be processed as quickly as possible because a continuing malfunction can seriously disrupt the entire productive business flow.

Resolution Target: SAP to provide for issues either a (i) resolution, or (ii) workaround or (iii) action plan within three business days for SAP Preferred Care customers only.

P3 **Medium:** An incident should be categorized with the priority "medium" if normal business processes are affected. The problem is caused by incorrect or inoperable functions in the SAP service.

Initial Response: Within one business day of case submission for SAP Enterprise Support, cloud edition customers, and within four business hours of case being received for SAP Preferred Care customers.

Ongoing Communication: Unless otherwise communicated by SAP Support, once every three business days for Non-Defect Issues and ten business days for product defect issues.

P4 **Low:** An incident should be categorized with the priority "low" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the SAP service that are not required daily, or are rarely used.

Initial Response: Within two business days of case submission for SAP Enterprise Support, cloud editions customers and within one business day of case submission for SAP Preferred Care customers.

Ongoing Communication: Unless otherwise communicated by SAP Support, once every week.

The following types of incidents are excluded from customer response levels as described above: (i) incidents regarding a release, version and/or functionalities of SAP Cloud Services developed specifically for customer (including those developed by SAP Custom Development and/or by SAP subsidiaries); (ii) the root cause behind the incident is not a malfunction, but missing functionality ("development request") or the incident is ascribed to a consulting request ("how-to").

5. CUSTOMER'S RESPONSIBILITIES

5.1 Customer Contact. In order to receive support hereunder, Customer will designate at least two and up to five qualified English speaking contact persons (each a "Customer Contact", "Designated Support Contact", "Authorized Support Contact", "Key User" or "Application Administrator" – system administrator roles within specific Cloud Services) who are authorized to contact or access the Customer Interaction Center, SAP Support Advisory Services and Mission Critical Support services. The Customer Contact is responsible for managing all business related tasks of the Cloud Service related to Customer's business, such as:

- (i) Support end users and manage their incidents. This includes searching for known solutions in available documentation and liaising with SAP support in the event of new problems;
- (ii) Manage background jobs and the distribution of business tasks across users (if available);
- (iii) Manage and monitor connections to Customer's third party systems (if available);
- (iv) Support the adoption of the Cloud Service.

5.2 Contact Details. Customer will provide contact details (in particular e-mail address and telephone number) through which the Customer Contact or the authorized representative of the Customer Contact can be contacted at any time. Customer will update its Customer Contacts for an SAP Cloud Service through the SAP Support Portal at <https://support.sap.com> or the respective contact channel mentioned in section "Contacting Support" above. Only authorized Customer Contacts may contact SAP's support organization.

5.3 Cooperation. To receive support services, Customer will reasonably cooperate with SAP to resolve support incidents, and will have adequate technical expertise and knowledge of their configuration of the SAP Cloud Services to provide relevant information to enable SAP to reproduce, troubleshoot and resolve the experienced error such as e.g. reference ID, issue examples, screenshots.

6. CAPITALIZED TERMS

Below are further explanations of the capitalized terms used above:

Customer Interaction Center 24x7	Units within SAP's support organization that customers may contact for general support related inquiries through the described contact channels.
End-to-end Supportability	Support for incidents that occur in integrated business scenarios consisting of SAP Cloud Services and / or both SAP Cloud Services and other SAP products with a valid support agreement.
Global Support Backbone	SAP's knowledge database and SAP's extranet for knowledge transfer on which SAP makes available content and services to customers and partners of SAP only. The Global Support Backbone also includes the SAP Support Portal at https://support.sap.com .
Go-Live	Go-Live marks the point in time from when, after set-up of the SAP Cloud Services for the a customer, the SAP Cloud Services can be used by that customer for processing real data in live operation mode and for running that customer's internal business operations in accordance with its agreement for such SAP Cloud Services.
Local Time Zone	A customer's local time zone, depending on where the customer is headquartered.
Meet-the-Expert Sessions (MTE)	Live webinars focusing on SAP Enterprise Support services and the support aspects of the latest SAP technologies. Recorded sessions are available in the replay library in the SAP Enterprise Support Academy for self-paced consumption.
Mission Critical Support	Global incident handling by SAP for issues related to support hereunder with P1 and P2, including Service Level Agreements for Initial Response, Ongoing Communications and Resolution Targets (as set forth in the above table for Response Levels).
Non-Defect Issue	A reported support case that does not involve a defect in the applicable SAP Cloud Service and does not require engineering / development or operations personnel to resolve.
Periodic Cloud Service Review and Planning	Periodic meetings with named customer contact to review key business objectives captured in a scorecard for their solutions covered under Preferred Care.
Proactive Checks	Self-services, providing recommendations for the specific customer situation.
Product Roadmap Update Information	Product roadmaps SAP makes generally available to customers as part of customer support. Product Roadmap Update Information is provided for informational purposes only, and SAP does not commit to providing any future products, features or functionality as described in the Product Roadmap Update Information.
Release Update Information	Generally available documented summaries, webinars and videos provided by SAP to inform and instruct customers on new product release changes.
SAP Cloud Service	Any SAP Cloud Service set forth in an applicable Order Form.
SAP Enterprise Support Academy	Content and services in several formats, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition.
SAP Enterprise Support Reporting	A report or dashboard analyzing and documenting the status of support services and achievements hereunder (e.g., based on solution monitoring capabilities and support case status).

SAP Support Advisory Services	Access to support experts who help customers on support-related requests and advice on the right support deliverables and assets.
Support Expert	A specific SAP customer representative (often referred to as Customer Success Manager) that is assigned to Customers with SAP Preferred Care as the primary contact for ongoing management, to provide support case oversight, technical guidance and mentorship, customer-specific information on release updates and guidance on adoption and usage.