

**SAP Service and Asset Manager and SAP Maintenance Assistant**  
**SAP Service and Asset Manager [服务与资产管理器]和 SAP Maintenance Assistant [维护助手]**  
**Supplemental Terms and Conditions**  
**补充条款和条件**

This Supplement is part of an Agreement for SAP Cloud Services between SAP and Customer and applies only to SAP Service and Asset Manager and SAP Maintenance Assistant. Any documents referenced in this Supplement are available upon request.

本补充是 SAP 与客户就 SAP 云服务达成的协议的一部分，仅适用于 SAP Service and Asset Manager [服务与资产管理器]和 SAP Maintenance Assistant [维护助手]。本补充中引用的任何文档均根据请求予以提供。

**1. CLOUD SERVICE**

**云服务**

The Cloud Service enables customers by providing online and offline access to visualizations and actionable insights to enable mobile execution of end-to-end field service (FSM) and enterprise asset management (EAM) processes. The Cloud Service is available for standard and professional use, as defined in the Documentation.

云服务通过提供对可视化内容和可操作洞察的在线和离线访问，支持客户执行端到端现场服务（FSM）和企业资产管理（EAM）流程。云服务适用于标准使用和专业使用，详情参见文档。

**2. FEES**

**费用**

Usage Metric for the Cloud Service is Full Use Equivalent (“FUE”).

云服务的使用指标为完全使用当量（以下简称“FUE”）。

FUE users corresponds to the number of individuals authorized to access specified solution capabilities of the Cloud Service. For this Cloud Service, FUE users are authorized to access the solutions capabilities as follows:

FUE 用户对应多个经授权可访问云服务特定解决方案功能的个人。对本云服务而言，FUE 用户有权按如下方式访问解决方案功能：

- a) 1 FUE = professional use by one individual; or  
1 FUE = 一人的专业使用；或
- b) 1 FUE = standard use by two individuals.  
1 FUE = 两人的标准使用。

Customer may allocate each FUE user to any one of the use types, and may change the allocation during the subscription term.

客户可将每个 FUE 用户分配给其中任何一种使用类型，并且在租用期限内可更改分配。

**3. ADDITIONAL TERMS**

**附加条款**

- 3.1. **Included Products.** The Cloud Service includes a subscription to SAP Business Technology Platform Mobile Services for development and operations, which is governed by the SAP Business Technology Platform Supplemental Terms and Conditions located at [https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?tag=language:english&search=platform&sort=title\\_asc](https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?tag=language:english&search=platform&sort=title_asc) and the SAP Business Technology Platform Service Description Guide located at <https://cloudplatform.sap.com/capabilities/service-description.html> (each made available upon request).

包含的产品。云服务包括 SAP Business Technology Platform [业务技术云平台]移动开发和运维服务的租用，且受位于 [https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?tag=language:english&search=platform&sort=title\\_asc](https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?tag=language:english&search=platform&sort=title_asc) 的 SAP Business Technology Platform [业务技术云平台]补充条款和条件以及位于 <https://cloudplatform.sap.com/capabilities/service-description.html> 的 SAP Business Technology Platform [业务技术云平台]服务说明指南的约束（均可应请求提供）。

- 3.2. **Customer Data.** Customer Data is persisted in the Customer's on-premise back end and not within the server portion of the Cloud Service, with the exception of log files and metadata. SAP does not provide back up of Customer Data. Log files and metadata can be exported by SAP upon request of Customer.

**客户数据。**客户数据保存在客户本地部署的后端系统中，而不在云服务的服务器中，但日志文件和元数据除外。SAP 不提供客户数据的备份。SAP 可以应客户的请求导出日志文件和元数据。

- 3.3. **Software Installation.** Customer is required to download SAP software from the SAP Download Center and install the software on the SAP Business Technology Platform Mobile Services for development and operations platform. Customer is responsible for installing the software in accordance with the Documentation and applying all updates and patches to the software provided by SAP. Customer may not install or use the software or updates and patches on any other infrastructure. Customer may not install any other software or technology on SAP infrastructure, except as permitted by the Agreement. The System Availability Service Level Agreement of the Cloud Service only applies to the SAP Business Technology Platform Mobile Services for development and operations portion of the Cloud Service.

**软件安装。**客户需从 SAP 下载中心下载 SAP 软件，并在 SAP Business Technology Platform [业务技术云平台]移动开发和运维服务平台上安装软件。客户负责按照文档说明安装软件并应用 SAP 提供的所有软件更新和补丁。客户不得在任何其他基础架构上安装或使用软件或更新与补丁。除非协议许可，否则客户不得在 SAP 基础架构上安装任何其他软件或技术。云服务的系统可用性服务水平协议仅适用于云服务的 SAP Business Technology Platform [业务技术云平台]移动开发和运维服务。

- 3.4. **Downloads.** In addition to the hosted portion of the Cloud Service, SAP makes available for download by Customer an on-premise add-on to Customer's SAP ERP on-premise software which may be used solely to link the Cloud Service with the Customer's SAP ERP system ("Add-On"). The Add-On may only be used to integrate the Cloud Service with the on-premise Customer environment and may only be used by Authorized Users. The Add-On is part of the Cloud Service. Customer shall be responsible for the physical security of the Add-On. The System Availability Service Level Agreement does not apply to the Add-On. Customer is responsible for the installation and operation of the Add-On, including any updates made available by SAP. In addition to the Support Policy for SAP Cloud Services, additional cloud support and maintenance policies apply to the Add-On as detailed in an SAP Note found at <https://i7p.wdf.sap.corp/sap/support/notes/2501914> (and made available upon request).

**下载。**除云服务的托管部分外，SAP 还提供可供客户下载的客户 SAP ERP 本地部署软件的本地部署扩展组件，该扩展组件仅可用于连接云服务与客户的 SAP ERP 系统（以下简称“扩展组件”）。扩展组件仅可用于集成云服务和企业预置型客户环境，并且只能由授权用户使用。扩展组件属于云服务的一部分。客户应负责扩展组件的物理安全。系统可用性服务水平协议不适用于扩展组件。客户负责安装和运行扩展组件，包括 SAP 提供的任何更新。除 SAP 云服务的支持政策外，其他云支持和维护政策也适用于扩展组件，详情请参见位于以下地址的 SAP 注释：<https://i7p.wdf.sap.corp/sap/support/notes/2501914>（可应请求提供）。

- 3.5. **Mobile SDK.** The Cloud Service also includes the use of the SAP Service and Asset Manager Metadata, App Mod Extension SDK, Service and Asset Manager SDK for Android and Asset Manager SDK for iOS, all available for download on the SAP Download Center (collectively "SDKs"). The use of the SDKs is subject to the terms of Attachment 1 to this Supplement.

**移动 SDK。**云服务还包括对 SAP Service and Asset Manager [服务与资产管理器]元数据、应用模块扩展 SDK、安卓版 SAP Service and Asset Manager [服务与资产管理器] SDK 和 iOS 版 SAP Service and Asset Manager [服务与资产管理器] SDK 的使用，所有这些均可从 SAP 下载中心下载（以下统称“SDK”）。SDK 的使用须遵循本补充附件 1 中的相关条款。

- 3.6. **Data Processing Agreement.** The Data Processing Agreement for SAP Cloud Services does not apply to any on-premise elements of the Cloud Service, except to the extent applicable to SAP's access to Personal Data (as defined in the Data Processing Agreement for SAP Cloud Services) in the course of providing support under the Support Policy for SAP Cloud Services.

**数据处理协议。** SAP 云服务的数据处理协议不适用于云服务的任何本地部署元素，但 SAP 在根据 SAP 云服务支持政策提供支持的过程中对个人数据的访问（定义见 SAP 云服务的数据处理协议）除外。

**Attachment 1**  
**附件 1**  
**SAP Service and Asset Manager**  
**SAP Service and Asset Manager [服务与资产管理器]**  
**Supplemental Terms and Conditions**  
**补充条款和条件**  
**SDK license terms**  
**SDK 许可条款**

**1. SDK**

Service and Asset Manager SDK for Android, SAP Service and Asset Manager SDK iOS, SAP App Mod Extension SDK and SAP Service and Asset Manager Metadata (“SDK”).

安卓版 SAP Service and Asset Manager [服务与资产管理器] SDK、iOS 版 SAP Service and Asset Manager [服务与资产管理器] SDK 和 SAP Service and Asset Manager [服务与资产管理器]元数据（以下简称“SDK”）。

**2. LICENSE**

许可

- 2.1. SAP grants a non-exclusive license for the Subscription Term to the SDK for the sole purpose of Customer's Use in modifying and customizing the following mobile app SAP Service and Asset Manager (“Applicable Software”)in accordance with the Agreement. Any such modification or customization of the Applicable Software, as well as any modification or customization of the SDK in furtherance of the foregoing, is limited to use in support of Customer's internal business operations. Customer is expressly prohibited from using the SDK to modify or customize any other software from SAP, Customer or any third party.

SAP 授予客户租用期限内 SDK 的非独占许可权，允许客户出于依据协议修改和定制以下移动应用程序 SAP Service and Asset Manager [服务与资产管理器]（以下简称“适用软件”）的唯一目的使用这些 SDK。适用软件的任何此类修改或定制，以及上述提及的 SDK 的任何修改或定制，仅限用于支持客户的内部业务运营。明令禁止客户使用 SDK 修改或定制由 SAP、客户或任何第三方提供的任何其他软件。

With respect to the iOS SDK, SAP grants to Customer the non-exclusive, worldwide, non- transferable, revocable right to use the SDK provided by SAP exclusively for use within its ownapplications created by Customer only for specific use with IOS Products pursuant to an IOS Developer Program License Agreement or an IOS Developer Program Enterprise LicenseAgreement (“Program Agreement”). Customer guarantees, that it has entered into a Program Agreement with Apple and that it will maintain such Program Agreement throughout the term of this Subscription Term. Customer is prohibited from redistributing the SDK or any part thereof provided by SAP hereunder.

对于 iOS SDK，SAP 向客户授予在全球范围内使用 SAP 提供的 SDK 的非独占、不可转让、可撤销的权利，且客户仅可在遵循 IOS 开发人员计划许可协议或 IOS 开发人员计划企业许可协议（以下简称“计划协议”）的前提下，在其自行创建的应用程序内与 IOS 产品一起使用此类 SDK。客户谨此保证：客户已与 Apple 公司签署计划协议，并将在此租用期限的有效期内维护此类计划协议。客户不得再分销 SAP 依据本协议条款所提供的 SDK 或其任何部分。

- 2.2. Any other use of the SDK is subject to a separate written agreement with SAP and may requirethe payment of additional fees.

对 SDK 的任何其他使用均需与 SAP 另行签订书面协议，且可能需要额外付费。

- 2.3. The SDK is provided at no additional license or support fee due to SAP, “AS-IS” without warrantyor support obligation of any kind. SAP does not offer and is not obligated to provide SAP Support for the SDK. This Amendment does not amend support obligations for the Applicable Software that may exist under separate

agreement for the Applicable Software. SAP Support does not apply to Customer modifications to the Applicable Software made using the SDK.

此 SDK 按“原样”提供，无需另行向 SAP 支付任何许可费用或支持费用，亦不附带任何形式的担保或支持义务。SAP 不提供且没有义务为 SDK 提供 SAP 支持。此修订不涉及适用软件单独协议项下可能存在的针对适用软件的支持义务。SAP 支持不适用于客户使用 SDK 对适用软件所做的修改。

- 2.4. The SDK and any modifications and/or enhancements to the SDK and/or Applicable Software, and all intellectual property rights embodied in the foregoing, shall be the sole and exclusive property of SAP, SAP SE (the parent company of SAP) or its or their licensors. No further rights are granted to Customer under this Agreement regarding the SDK.

SDK 和对 SDK 和/或适用软件的任何修改和/或增强，以及其中包含的所有知识产权，均应为 SAP、SAP SE（SAP 的母公司）或其许可方的唯一专有财产。本协议未向客户授予与 SDK 相关的其他任何权利。

### **3. ACCESS**

#### **访问权限**

Customer confirms that it has access to SAP Download Center as required to download the SDK licensed under this Agreement.

客户确认其对 SAP 下载中心拥有访问权限，能够下载本协议项下许可的 SDK。