

**SAP Analytics Cloud, SAP Analytics Cloud, embedded edition, and SAP Digital Boardroom  
SAP Analytics Cloud、SAP Analytics Cloud (內嵌版) 及 SAP Digital Boardroom**

**Supplemental Terms and Conditions**

**補充條款與條件**

This Supplement is part of an Agreement for SAP Cloud Services between SAP and Customer and applies only to SAP Analytics Cloud, SAP Analytics Cloud, embedded edition, and SAP Digital Boardroom (“**Cloud Service**”). Any documents referenced in this Supplement are available upon request.

本補充條款係 SAP 與客戶間 SAP 雲端服務協議之一部分，僅適用於 SAP Analytics Cloud、SAP Analytics Cloud (內嵌版) 及 SAP Digital Boardroom (以下簡稱「**雲端服務**」)。客戶可向 SAP 索取本補充條款所引用之任何文件。

**1. CLOUD SERVICE**

**雲端服務**

- 1.1. SAP Analytics Cloud is available in the following editions: SAP Analytics Cloud for planning, professional edition; SAP Analytics Cloud for planning, standard edition; and SAP Analytics Cloud for business intelligence. The functions included in each of these editions and for specific data center locations are described in the feature scope description found in the Documentation. Each edition must be ordered separately on an Order Form. For purposes of this Supplement, the Cloud Service shall mean those editions specified in an Order Form.

SAP 提供 SAP Analytics Cloud 的下列版本：SAP Analytics Cloud (適用於規劃，專業版)；SAP Analytics Cloud (適用於規劃，標準版) 以及 SAP Analytics Cloud (適用於商務智慧)。上述每個版本所包含的功能與特定資料中心位置，皆詳述於紀錄文件中的功能範圍說明。各版本均應於訂購單分別訂購。就本補充條款而言，雲端服務應指訂購單中所指定者。

- 1.2. Customer may subscribe to private and public test tenants (each a “**Test Tenant**”) for SAP Analytics Cloud. Test Tenants may only be used for non-productive testing purposes and may not be used with personal data. 客戶得訂閱 SAP Analytics Cloud 的私人及公開測試承租人 (以下各稱為「**測試承租人**」)。測試承租人僅得用於非正式運作之測試目的，且不得用於處理個人資料。

- 1.3. SAP Analytics Cloud, embedded edition is made available to Customer under the Cloud Enterprise Agreement model, subject to a separate agreement and fee, and is an Eligible Cloud Service. References to Cloud Service(s) or SAP Analytics Cloud in this Supplement do not include SAP Analytics Cloud, embedded edition unless expressly mentioned.

提供客戶的 SAP Analytics Cloud (內嵌版)，應依據由個別協議及費用所規範之雲端企業合約模式，並為符合資格的雲端服務。除本補充條款中明定外，其所提及之雲端服務或 SAP Analytics Cloud 不包括 SAP Analytics Cloud (內嵌版)。

**2. FEES**

**費用**

- 2.1. The Usage Metric for SAP Analytics Cloud is Users. “Users” are individuals authorized to access the Cloud Service. In addition, for SAP Analytics Cloud for business intelligence, an additional Usage Metric of Concurrent Sessions is available, in blocks of 10 Concurrent Sessions per month. “Concurrent Sessions” are the aggregated number of sessions accessing the Cloud Service at any one time. A “session” refers to the time between logon and logoff or time out where a unique User, application or platform accesses the Cloud Service either directly, or indirectly via a custom application.

SAP Analytics Cloud 的使用度量為使用者數量。「使用者」是指獲得授權而可存取雲端服務的個人。此外，SAP Analytics Cloud (適用於商務智慧) 亦適用同時工作階段之額外使用度量，並以每月 10 個同時工作階段為單位計算。「同時執行階段」係指在任何同一時點存取雲端服務的執行階段總數。「工作階段」係指登入與登出或逾時之間的時間，在這段時間中，特定使用者、應用程式或平台皆會直接或透過客戶應用程式間存取雲端服務。

2.2. The Usage Metric for SAP Digital Boardroom is Installations per Tenant. "Installations" are sets of one or more multi-touch screens designed for multiple viewers and installed at a Customer site, facilitating interaction with the Cloud Service. Unlimited Installations are available for a flat fee per month.

SAP Digital Boardroom 之使用度量為每個承租人的安裝數。「安裝」是指針對多重檢視器設計的一個或多個多點觸控螢幕組合，該觸控螢幕安裝在客戶站點，可協助使用者與雲端服務進行互動。每月給付固定費率即可不限次數安裝。

2.3. The Usage Metric for an SAP Analytics Cloud Test Tenant is Users or Tenant. A "Tenant" means a customer-specific instance of the Cloud Service. Under the Tenant metric, no more than fifty (50) Users may access each Test Tenant. Test Tenants can only be used for non-production testing and evaluation activities.

SAP Analytics Cloud 測試承租人之使用度量係指使用者或承租人。「承租人」係指雲端服務之特定客戶執行個體。依照承租人度量，可存取每位測試承租人的使用者不超過五十 (50) 位使用者。測試承租人僅得用於非正式運作的測試及評估活動。

2.4. The Usage Metric for SAP Analytics Cloud, embedded edition is Tenant with a limit of one hundred and fifty (150) Concurrent Sessions per Tenant.

SAP Analytics Cloud (內嵌版) 的使用度量為承租人，每一承租人限一百五十 (150) 個同時執行階段。

### 3. ADDITIONAL TERMS

#### 其他條款

3.1. If Customer subscribes to a private option of the Cloud Service, the default instance of SAP Analytics Cloud includes 128 GB HANA memory, 1280 GB disk space and 512 GB outbound bandwidth.

若客戶訂閱雲端服務的私用選項，則 SAP Analytics Cloud 的預設執行個體包括 128 GB HANA 記憶體、1280 GB 磁碟空間以及 512 GB 傳出頻寬。

3.2. Customer may upgrade the default private instance by subscribing to HANA upgrades for additional CPU, HANA memory, disk space, and bandwidth. The Usage Metric of the HANA upgrades is GB of Memory, in blocks of Memory per month (e.g., 128 GB, 256 GB, 512GB, etc.) indicated in the tables below for the respective deployment environments.

客戶若要取得額外的 HANA 記憶體、磁碟空間以及頻寬，得訂閱 HANA 升級版，以升級預設私用的執行個體。HANA 升級版的使用度量單位為記憶體 GB 位元數，並以下表中針對個別部署環境所載每月記憶體為單位 (例如 128 GB、256 GB、512GB 等)。

**SAP Cloud Platform, Neo environment**  
**SAP Cloud Platform : Neo 環境**

Size 硬體容量規劃	128GB	256GB	512GB	1TB
Cores 核心	24	32	40	80
HANA Memory HANA 記憶體	128GB	256GB	512GB	1TB
Disk Space 磁碟空間	1280GB	2560GB	5120GB	10240GB
Bandwidth 頻寬	512GB	1TB	1TB	1TB

**AWS**  
**AWS**

Size 硬體容量規劃	128GB	256GB	512GB	1TB	2TB
Cores 核心	16	32	64	64	128
HANA Memory HANA 記憶體	122GB	244GB	488GB	976GB	1952GB
Disk Space 磁碟空間	1425 GB	1425 GB	1425 GB	1425 GB	1425 GB
Bandwidth 頻寬	512GB	1TB	1TB	1TB	1TB

**AliCloud**  
**AliCloud**

Size 硬體容量規劃	128GB	256GB	512GB	1TB	2TB
Cores 核心	16	32	64	80	160
HANA Memory HANA 記憶體	128GB	256GB	512GB	960GB	1920GB
Disk Space 磁碟空間	1032 GB	1032 GB	1032 GB	1032 GB	1032 GB
Bandwidth 頻寬	512GB	1TB	1TB	1TB	1TB

3.3. In addition to the hosted portion of the Cloud Service, SAP makes available for download by Customer certain on-premise components (the “**On-Premise Components**”). The On-Premise Components may only be used to work with or connect to the Cloud Service. The On-Premise Components may not be modified or altered in any way except by SAP. The On-Premise Components are part of the Cloud Service. Customer is responsible for the physical security of the On-Premise Components and the System Availability SLA does

not apply. Customer is responsible for the installation and operation of the On-Premise Components, including any updates made available by SAP. In addition to the support policy referenced in the Order Form, specific SAP support and maintenance policies apply to the On-Premise Components and can be found at <https://launchpad.support.sap.com/#/notes/2658835>.

除本雲端服務之託管部分外，SAP 會提供特定內部部署元件供客戶下載 (以下稱「內部部署元件」)。內部部署元件僅得搭配雲端服務使用，或連線至雲端服務。內部部署元件不得以任何方式修改或變更，然由 SAP 所為者，不在此限。內部部署元件為雲端服務之一部分。客戶須負責內部部署元件的實體安全性，且不適用系統可用性 SLA。客戶應負責安裝和操作內部部署元件，包括 SAP 提供的任何更新。除訂購單引用之支援政策外，內部部署元件也適用特定的 SAP 支援和維護政策，請參閱：<https://launchpad.support.sap.com/#/notes/2658835>。

### 3.4. Preview Features

預覽功能

a) If Customer has a current subscription to a private Test Tenant as part of its Cloud Service subscription, Customer may elect to enable the Test Tenant to be provisioned with preview, beta or other pre-release features of the Cloud Service (“**Preview Features**”). Preview Features are provided under the Agreement free of charge and not as part of the Test Tenant subscription. In order to enable Preview Features, Customer must submit a support ticket via SAP’s support interface requesting that its Test Tenant be provisioned with Preview Features. Any features enabled in the Test Tenant and not listed in the Cloud Service Documentation are Preview Features.

若客戶目前的雲端服務訂閱內容包含私人測試承租人的訂閱，客戶得選擇對測試承租人啟用雲端服務的預覽、Beta 或其他預先發佈功能 (以下稱「預覽功能」)。根據本合約，預覽功能係免費提供，且不屬測試承租人訂閱內容。客戶若要啟用預覽功能，必須透過 SAP 支援介面提交支援請求單，要求對測試承租人提供預覽功能。測試承租人啟用之任何功能，若未列於雲端服務紀錄文件，皆屬預覽功能。

b) Customer may use the Preview Features solely for testing and evaluation within the Test Tenant. Customer may not use the Preview Features for productive business purposes or development activities.

客戶僅得將預覽功能用於測試承租人的測試與評估。客戶不得將預覽功能用於正式運作業務用途或開發活動。

c) SAP does not warrant or guarantee the correctness and completeness of the Preview Features, and Customer uses Preview Features at its own risk. SAP may discontinue providing the Preview Features at any time and is not obligated to include Preview Features in any generally available version of its products or services. Service level agreements and support obligations do not apply to Preview Features. No personal data may be transmitted, processed or stored using Preview Features and Preview Features are not made available subject to the Personal Data Processing Agreement for SAP Cloud Service.

SAP 不對預覽功能的準確性和完整性提供任何保固或保證，客戶應自負使用預覽功能之風險。SAP 得隨時停止提供預覽功能，且無義務將預覽功能納入任何產品或服務之普遍供應版本。服務層級協議和支援義務均不適用於預覽功能。不得使用預覽功能傳輸、處理或儲存任何個人資料，預覽功能亦非根據 SAP 雲端服務的個人資料處理合約提供。

d) If Customer submits input, suggestions or other feedback respecting the Preview Features, (collectively, “**Feedback**”), such Feedback is considered SAP Materials and Customer grants to SAP a perpetual, irrevocable, nonexclusive, worldwide, fully paid up and royalty free license to use such Feedback without restrictions of any kind and without any payment or other consideration of any kind, or permission or notification to Customer or any third party.

若客戶提交輸入、建議或其他關於預覽功能之回饋 (合稱「回饋」)，該回饋視為 SAP 資料，且客戶授權 SAP 以永久、不可撤回、非專屬、全球性、已付訖且免權利金之授權，不受限制、不付款項、不提供任何對價使用該回饋，且毋須獲得允許或通知客戶或第三方。

3.5. **User Data.** The Cloud Service (including SAP Analytics Cloud, embedded edition) has features which collect certain usage information directly from users only for purposes of personalized search results and recommendations, and to help SAP to plan and prioritize features, improve product design, and improve documentation and resources. By default, these features are disabled but will be offered to each user, who upon initial sign-on can choose to opt-in to these features. These features can be turned off at any time by the user, or by the Tenant administrator. The Tenant administrator settings will affect all users.

**使用者資料。**本雲端服務 (包括 SAP Analytics Cloud，內嵌版) 具有直接從使用者收集特定使用資訊的功能，這些功能僅用於提供個人化的搜尋結果和推薦，以及協助 SAP 規劃功能及排定其優先順序、改善產品設計、改善說明文件和資源。系統依預設會停用這些功能，但會對使用者提供這些功能，使用者在初次登入時可以選擇啟用這些功能。使用者或承租人管理員皆可隨時關閉這些功能。承租人管理員的設定會對所有使用者生效。

- 3.6. If Customer has an active subscription to SAP Data Warehouse Cloud (separate from the Cloud Service subscription), Customer Data created or uploaded to the Cloud Service under the Agreement by the five SAP Analytics for Cloud for business intelligence Users included in the SAP Data Warehouse Cloud subscription will be co-mingled in a single Tenant with data created or uploaded by Customer's Cloud Service users. Upon termination of the Agreement, such data will remain in the SAP Data Warehouse Cloud Tenant and will not be deleted until the expiration or termination of the SAP Data Warehouse Cloud subscription agreement.

若客戶擁有 SAP Data Warehouse Cloud 的有效訂閱 (不屬本雲端服務訂閱範圍)，由五位 SAP Analytics Cloud (適用於商務智慧) 使用者依據協議建立或上傳至雲端服務，且納入 SAP Data Warehouse Cloud 訂閱中之客戶資料，將會與客戶雲端服務使用者建立或上傳之資料混合併入單一承租人中。協議終止後，前開資料將持續留存於 SAP Data Warehouse Cloud 承租人中，且在 SAP Data Warehouse Cloud 訂閱協議屆滿或終止前，不得加以刪除。