

SAP Business Technology Platform

Service Description Guide

1. DEFINITIONS

Unless otherwise defined in the product-specific sections below, capitalized terms shall have the following meaning.

- 1.1. **“Active Users”** mean the number of unique individuals that access the Cloud Service at any time during a calendar month.
- 1.2. **“API Calls”** mean a single call made to a Cloud Service API from a Customer application. The API Call is used to send any user action or system action from the Customer application to the Cloud Service. API Calls are measured monthly.
- 1.3. **“Characters”** mean the number of characters processed by the Cloud Service each month, including whitespace characters. Characters with multiple bytes are counted as a single character.
- 1.4. **“Compute Hours”** mean 1 hour, or portion thereof, consumed by the Cloud Service to process 1 or several documents with a custom model.
- 1.5. **“Concurrent Sessions”** mean 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, bot or platform accesses the Cloud Service either directly, or indirectly via a custom application. Under the Concurrent Sessions Usage Metric fees are based on type of bot used. Bot executions may be of type attended, unattended, or development (trigger type = “blank”). Bot execution of the type development will not be counted as Concurrent Session.
- 1.6. **“Connections”** are unique linkages between the Cloud Service and external systems, or sessions accessing the Cloud Service.
- 1.7. **“Custom Domains”** mean a domain requested and configured by Customer for Platform Applications, instead of the default SAP subdomain.
- 1.8. **“Documents”** mean unique records processed by the Cloud Service each month.
- 1.9. **“Entitlements Package”** means a defined set of entitlements for the Cloud Service.
- 1.10. **“Form Requests”** mean documents processed by the Cloud Service each month. A Form Request is counted for each document with up to five pages. The number of Form Requests for a document created with more than 5 pages is calculated by dividing the total pages of the document by 5. If the result of calculation is not a whole number, the remainder shall be counted as a single Form Request. Form Requests for which a number of pages cannot be determined (e.g., digital signature request) are counted as a single Form Request.
- 1.11. **“GB of bandwidth”** means the amount of data traffic transmitted and received by the Cloud Service each month.
- 1.12. **“GB of memory”** means an amount of memory.
- 1.13. **“GB of storage”** means the amount of cloud storage.
- 1.14. **“Job Executions”** mean the number of jobs executed by the Cloud Service each month.
- 1.15. **“Logon Request”** means a single authentication request managed by the Cloud Service. Multiple authentication requests by the same user in a single day are counted as a single logon request. Logon Requests are measured monthly.
- 1.16. **“Message”** means an electronic communication exchanged via the capabilities of the Cloud Service. If a message is larger than 250 kilobytes, any amount in excess of 250 kilobytes will be charged as one additional message for each 250 kilobytes or portion thereof. Messages are measured monthly.
- 1.17. **“Models”** mean trained machine learning models that are available as an engine for prediction and classification via the corresponding API endpoint. Models are measured hourly.
- 1.18. **“Monthly Flat Fee”** means fixed monthly subscription fees.
- 1.19. **“Records”** mean unique objects processed by the Cloud Service each month.
- 1.20. **“Resource”** means unique individual or non-human asset accessing or being managed by the Cloud Service. Resources are measured monthly.
- 1.21. **“Site Visit”** means an individual visit (user session) to Customer’s SAP Portal service, by a User. Within a single Site Visit the User can browse an unlimited number of pages belonging to that site. Site Visits are measured monthly.
- 1.22. **“Tasks”** means objects stored by the Cloud Service. Tasks are measured by the peak quantity in storage monthly.
- 1.23. **“Tenant”** means a Customer-specific instance of the Cloud Service.
- 1.24. **“Transactions”** mean messages, jobs, or tasks processed by the Cloud Service each month.
- 1.25. **“Users”** are individuals authorized to access the Cloud Service.

2. EU ACCESS

- 2.1. The Cloud Services described in this Service Description Guide are not all eligible for EU Access. If the Order Form expressly confirms that the Cloud Service is eligible and has been selected for EU Access the global account is marked with EU Access in the the SAP Business Technology Platform administrative cockpit.
- 2.2. Some Cloud Services are EU Access eligible only on some landscapes. Where EU Access is available for eligible Cloud Services, Customer may deploy the Cloud Services covered under this Service Description Guide with EU Access using the SAP Business Technology Platform administrative cockpit. The actual EU Access compliance status of subaccounts will be displayed during the creation of subaccounts and may differ from the global setting.
- 2.3. The list of eligible Cloud Services for EU Access is subject to change and maintained in the administrative cockpit.

3. BUSINESS ENTITY RECOGNITION

- 3.1. The Cloud Service uses machine learning techniques for the recognition of named entities in unstructured text.
- 3.2. Usage Metric: Characters and Models.
- 3.3. SLA: 99.7%.

4. DATA ATTRIBUTE RECOMMENDATION

- 4.1. The Cloud Service leverages machine learning models to help match and classify data records automatically.
- 4.2. Usage Metric: Records and/or Models.
- 4.3. SLA: 99.7%.

5. DOCUMENT CLASSIFICATION

- 5.1. The Cloud Service leverages machine learning models to help automatically classify documents based on Customer-specific requirements.
- 5.2. The Usage Metric for the Cloud Service is Documents and Models. For PDF and TIFF documents one document can consist of a maximum three pages. If a PDF or TIFF document consists of more than 3 pages, each additional 3 pages will be charged as an additional Document.
- 5.3. SLA: 99.7%.

6. DOCUMENT INFORMATION EXTRACTION

- 6.1. The Cloud Service leverages machine learning models to extract structured semantical information from unstructured documents and match this information with relevant business data.
- 6.2. The Usage Metric for the Cloud Service is Documents. For PDF and TIFF documents one document can consist of a maximum three pages. If a PDF or TIFF document consists of more than 3 pages, each additional 3 pages will be charged as an additional Document.
- 6.3. SLA: 99.7%.

7. DOCUMENT INFORMATION EXTRACTION, EXTENSION CAPABILITIES

- 7.1. The Cloud Service provides additional functionalities for Document Information Extraction.
- 7.2. Usage Metric: Compute Hours.
- 7.3. SLA: 99.7%.

8. IDENTITY AUTHENTICATION

- 8.1. The Cloud Service provides secure authentication and single sign-on for end user accessing an application with a web browser.
- 8.2. The Cloud Service is free of charge to logon to
 - a) SAP solutions (on-premise and cloud) that are offered on an official SAP pricelist and are licensed under an agreement between Customer and SAP; and
 - b) Platform Applications provisioned on the SAP Business Technology Platform. A logon to third-party solutions requires a separate subscription to Identity Authentication for third-party applications.
- 8.3. 1 tenant is provided for productive usage. Customers can request a second non-productive tenant which will be provided upon request at for no additional cost. Additional tenants beyond this must be purchased separately.
- 8.4. SLA: 99.95%.
- 8.5. The Cloud Service is previously referred to as SAP Cloud Identity, SAP HANA Cloud Platform, identity management or SAP Cloud Platform Identity Authentication.

9. IDENTITY AUTHENTICATION FOR THIRD-PARTY APPLICATIONS

- 9.1. The Cloud Service provides secure authentication and single sign-on to web-based applications for end users. SAP Identity Authentication for third-party applications covers the usage related to third party services not deployed on SAP Cloud Platform.

- 9.2. Usage Metric: Logon Requests.
 - 9.3. 1 tenant is provided for productive usage. Customers can request a second non-productive tenant which will be provided upon request at for no additional cost. Additional tenants beyond this must be purchased separately.
 - 9.4. SLA: 99.95%.
- 10. IDENTITY AUTHENTICATION AND IDENTITY PROVISIONING, ADDITIONAL TENANT**
- 10.1. The Cloud Service provides an additional tenant beside the default productive and non-productive tenant for Identity Authentication and Identity Provisioning.
 - 10.2. Usage Metric: Tenants.
 - 10.3. SLA: 99.95%.
- 11. IDENTITY PROVISIONING**
- 11.1. The Cloud Service provides functionality to provision user information to SAP applications.
 - 11.2. The Cloud Service is free of charge for provisioning users to
 - a) SAP solutions (on-premise and cloud) that are offered on an official SAP pricelist and are licensed under an agreement between Customer and SAP, and
 - b) Platform Applications provisioned on the SAP Business Technology Platform. This includes the integration to synchronize data from user stores.
 - 11.3. 1 tenant is provided for productive usage. Customers can request a second non-productive tenant which will be provided upon request at for no additional cost. Additional tenants beyond this must be purchased separately.
 - 11.4. SLA: 99.95%.
 - 11.5. The Cloud Service is previously referred to as SAP Cloud Platform Identity Provisioning.
- 12. INTELLIGENT SITUATION AUTOMATION**
- 12.1.1. The Cloud Service is an extension of Situation Handling in SAP S/4HANA Cloud. It processes situations raised there and resolves them automatically using business rules, thus reducing the time users spend on routine manual and repetitive tasks.
 - 12.1.2. Usage Metric: Transactions.
- 13. INVOICE OBJECT RECOMMENDATION**
- 13.1. The Cloud Service uses machine learning techniques for the recommendation of invoice objects, such as general ledger accounts and cost centers.
 - 13.2. Usage Metric: Records. A machine learning inference call can contain multiple unique objects that are individually processed by the Cloud Service. Each object is counted as an individual Record.
 - 13.3. SLA: 99.7%.
- 14. OBJECT STORE ON SAP BTP**
- 14.1. The Cloud Service provides an unstructured cloud data store to build and deliver cloud applications.
 - 14.2. Usage Metric: Gigabyte (GB) of memory.
 - 14.3. Usage of the Cloud Service is restricted to 100,000 requests of types PUT, COPY, POST, or LIST and 1,000,000 requests of type GET per block of 100 GB.
 - 14.4. SLA: 99.95%.
 - 14.5. The Cloud Service is previously referred to as Object Store on SAP Cloud Platform.
- 15. PERSONALIZED RECOMMENDATION**
- 15.1. The Cloud Service leverages machine learning models to deliver highly personalized recommendations for each user.
 - 15.2. Usage Metric: Records and Models.
 - 15.3. SLA: 99.7%
- 16. POSTGRESQL ON SAP BTP, HYPERSCALER OPTION**
- 16.1. The Cloud Service is an object-relational database management service based on hyper-scaler native PostgreSQL offerings. The Cloud Service offers a popular, open-source, relational database for developers to build applications.
 - 16.2. Usage Metric: GB of memory and GB of storage.
 - 16.3. A precondition toSLA for Amazon Web Services data centers is that PostgreSQL instances need to run in High-Availability [HA] configuration (viz Multi-AZ) with 2x Compute (Standard/Premium) and HA Storage.
 - 16.4. SLA: 99.95%.
 - 16.5. The Cloud Service is previously referred to as PostgreSQL on SAP Cloud Platform, hyperscaler option.

17. REDIS ON SAP BTP, HYPERSCALER OPTION

- 17.1. The Cloud Service is a service based on native hyper-scaler Redis offerings and offers an in-memory data store that can be used as a cache for developers to build applications.
- 17.2. Usage Metric: GB of memory.
- 17.3. The Cloud Service is previously referred to as Redis on SAP Cloud Platform, hyperscaler option.

18. SAP AI CORE

- 18.1. The Cloud Service provides Artificial Intelligence (AI) applications and services an engine for AI runtime capabilities.
- 18.2. Usage Metric: Capacity Unit per month. Each service specified below has a corresponding Unit of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of Units of Measure used during the hour is multiplied by the Capacity Unit Value to arrive at the number of Capacity Units consumed by that service.
- 18.3. SLA: 99.7%.
 - 18.3.1. Starter Instance (Node Hours): One hour of a Starter Instance equates to 0.1952 Capacity Units.
 - 18.3.2. Basic Instance (Node Hours): One hour of a Basic Instance equates to 0.39 Capacity Units.
 - 18.3.3. Basic.8x Instance (Node Hours): One hour of a Basic.8x Instance equates to 3.0627 Capacity Units.
 - 18.3.4. Infer-S Instance (Node Hours): One hour of a Infer-S Instance equates to 1.0268 Capacity Units.
 - 18.3.5. Infer-M Instance (Node Hours): One hour of a Infer-M Instance equates to 1.552 Capacity Units.
 - 18.3.6. Infer-L Instance (Node Hours): One hour of a Infer-L Instance equates to 2.4582 Capacity Units.
 - 18.3.7. Train-L Instance (Node Hours): One hour of a Train-L Instance equates to 5.5508 Capacity Units.
 - 18.3.8. Storage (GB Hours): One hour of one GB of Storage equates to 0.0003 Capacity Units.
 - 18.3.9. Baseline (Tenant Hours): One Baseline Tenant Hour equates to 1.2241 Capacity Units
- 18.4. For each active tenant hour where one of the compute or storage services is being utilized within a tenant, one Baseline Tenant Hour is automatically charged. If multiple services are used within the same hour, only one Baseline Tenant Hour will be charged.
- 18.5. Technical specifications for SAP AI Core instances can be found at https://help.sap.com/viewer/product/AI_CORE/CLOUD/en-US

19. SAP AI LAUNCHPAD

- 19.1. The Cloud Service is an entry point that acts as a central place to manage operations and the life cycle of Artificial Intelligence content.
- 19.2. Usage Metric: Tenants.
- 19.3. SAL: 99.7%.

20. SAP ALERT NOTIFICATION FOR SAP BUSINESS TECHNOLOGY PLATFORM

- 20.1. The Cloud Service enables Customers to configure SAP Business Technology Platform to send notifications for different services or Customer apps via different channels (like SAP Solution Manager or an alert management system of choice).
- 20.2. Usage Metric: API Calls.
- 20.3. SLA: 99.95%.
- 20.4. The Cloud Service is previously referred to as SAP Cloud Platform Alert Notification.

21. SAP ANALYTICS CLOUD, EMBEDDED EDITION

The Cloud Service is subject to the Supplemental Terms “SAP Analytics Cloud, SAP Analytics Cloud, embedded edition, and SAP Digital Boardroom” published on the SAP Agreements website referenced in the Order Form and are not subject to the SAP Cloud Platform Supplemental Terms.

22. SAP APPGYVER

- 22.1. The Cloud Service provides a No-Code IDE (Integrated Development Environment), tailored for professional and occasional developers to build mobile and desktop applications.
- 22.2. Usage Metric: Active Users. For purposes of the Cloud Service, users will be considered active if they have at least one project stored.
- 22.3. SLA: 99.5%.

23. SAP APPLICATION LOGGING

- 23.1. The Cloud Service enables Cloud Foundry developers to create, access, and analyze application logs and container metrics in the Cloud Foundry environment.
- 23.2. Usage Metric: Tenants. For purposes of the Cloud Service, Tenants are metered for hourly usage.

- 23.3. The usage of Cloud Service “standard” is limited to an ingestion rate of 250 megabyte per hour; maximum burst rate is 1000 kilobyte per second; data retention is for 7 days.
- 23.4. The usage of Cloud Service “large” is limited to an ingestion rate of 1000 megabyte per hour; maximum burst rate is 2000 kilobyte per second; data retention is for 7 days.
- 23.5. The Cloud Service is previously referred to as SAP Cloud Platform Application Logging.

24. SAP ASE SERVICE

- 24.1. The Cloud Service allows Customer to develop, test and run Platform Applications with a fully provisioned ASE database environment including subscription-based SAP ASE instances.
- 24.2. Usage Metric: Entitlements Package.
- 24.3. The Cloud Service includes use of the SAP ASE Platform Edition and includes the required infrastructure for the relevant Entitlements Package size.
- 24.4. The SAP ASE database may only be used as a runtime database with the Cloud Service and Platform Applications. Customer may not use the SAP ASE database as a persistence data layer for any other solution.
- 24.5. Use of the Cloud Service instance must conform to sizing information in the Documentation.
- 24.6. Available Entitlement Package Sizes

Size	X-Small	Small	Medium	Large	X-Large
Cores	1 cores	2 cores	4 cores	8 cores	16 cores
Memory	4 GB	8 GB	16 GB	32 GB	64 GB
Disk Space	40 GB	80 GB	160 GB	320 GB	640 GB
bandwidth(out)	512 GB/month			1 TB / month	

- 24.7. The Cloud Service is previously referred to as
 - a) SAP HANA Cloud Platform, SAP ASE service, or
 - b) SAP Cloud Platform, SAP ASE service.

25. SAP AUTOMATION PILOT

- 25.1. The Cloud Service allows Customers to automate common DevOps tasks, including restarts and reconfigurations, alerts recommendations and remediations.
- 25.2. Usage Metric: API Calls.
- 25.3. SLA: 99.95%.
- 25.4. The Cloud Service is previously referred to as SAP Cloud Platform Automation Pilot.

26. SAP BUSINESS APPLICATION STUDIO

- 26.1. The Cloud Service is a modular development environment available on SAP’s Multi-Cloud environment (Cloud Foundry), tailored for developing business applications for the SAP Intelligent Enterprise.
- 26.2. Usage Metric: Users.
- 26.3. The Cloud Service includes 10 Development Spaces per User and a maximum of 2 Active Development Spaces per User at one time.

27. SAP BUSINESS TECHNOLOGY PLATFORM ABAP ENVIRONMENT

- 27.1. The Cloud Service enables Customers to develop and run ABAP cloud apps, including custom extensions, on a separate Platform-as-a-Service.
- 27.2. Usage Metric: GB of memory.
- 27.3. The Cloud Service is previously referred to as SAP Cloud Platform ABAP Environment.

28. SAP BUSINESS TECHNOLOGY PLATFORM BANDWIDTH

- 28.1. The Cloud Service provides access to bandwidth for use in Customer-built applications and application extensions.
- 28.2. Usage Metric: GB of bandwidth.
- 28.3. The Cloud Service is previously referred to as SAP Cloud Platform bandwidth.

29. SAP BUSINESS TECHNOLOGY PLATFORM, CLOUD FOUNDRY RUNTIME

- 29.1. The Cloud Service provides reserved runtime capacity (Quota) in the Cloud Foundry environment-based SAP Business Technology Platform.
- 29.2. Usage Metric: GB of memory.
- 29.3. Customer may use all open-source, Cloud Foundry-compatible Buildpacks, as well as Customer-supplied Buildpacks, with SAP Cloud Platform, Cloud Foundry runtime. SAP Enterprise Support, cloud editions is limited to those Buildpacks listed in the Documentation.

- 29.4. The System Availability Service Level for external connectivity to running applications, for outgoing connectivity from running applications is 99.95%. Prerequisite for the validity of this Service Level is that applications are deployed with more than one application instance.
- 29.5. The Cloud Service is previously referred to as
- a) SAP Cloud Platform Extension Factory, application runtime, or
 - b) SAP Cloud Platform, Cloud Foundry runtime.

30. SAP BUSINESS TECHNOLOGY PLATFORM JAVA SERVER

- 30.1. Java server means a virtualized hardware resource used by Java-based Platform Applications.
- 30.2. Usage Metric: Tenants.
- 30.3. Available Tenant Sizes

Size	x-small	Small	medium	Large
Cores	1	2	4	8
Memory (MB)	2,048	4,096	8,192	16,384

- 30.4. Preconditions to the SLA are
- a) Java Platform Applications need to run with minimum 2 application processes/nodes
 - b) Java Platform Applications need to have an availability check configured
- 30.5. The Cloud Service is previously referred to as
- a) SAP HANA Cloud Platform, Java server (x-small) = SAP HANA Cloud Platform, compute unit lite
 - b) SAP HANA Cloud Platform, Java server (small) = SAP HANA Cloud Platform, compute professional
 - c) SAP HANA Cloud Platform, Java server (medium) = SAP HANA Cloud Platform, compute premium
 - d) SAP HANA Cloud Platform, Java server (large) = SAP HANA Cloud Platform, compute premium plus
 - e) SAP Cloud Platform Java server.

31. SAP BUSINESS TECHNOLOGY PLATFORM, KYMA RUNTIME

- 31.1. The Cloud Service enables developers to develop extensions to existing services on the SAP Business Technology Platform by providing a Kubernetes-based runtime and by providing functionality to combine serverless- and microservice-based extensions. The runtime includes a service catalog, an editor for serverless functions, a service mesh, an API gateway, and an event hub.
- 31.2. Usage Metric: Capacity Unit per month. Each service specified below has a corresponding Unit of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of Units of Measure used during the hour is multiplied by the Capacity Unit Value to arrive at the number of Capacity Units consumed by that service.
- 31.2.1. Node: Means the number of nodes the Kyma runtime is using depending on Customer's workload. One node is sized with 2vCPUs, 8GB RAM. One node hour equates to 0.24 Capacity Units.
- 31.2.2. Storage (GB): Storage is charged in 32GB steps, or disks. One disk hour equates to 0.02 Capacity Units.
- 31.3. Auto-scaled Nodes is restricted to up to 40 Nodes.
- 31.4. 2 Storage Disks are required for Persistent Volume Claim from 33GB to 64GB.
- 31.5. SLA: 99.95%.
- 31.6. The Cloud Service is previously referred to as
- a) SAP Cloud Platform Extension Factory, Kyma runtime
 - b) SAP Cloud Platform, Kyma runtime.

32. SAP BUSINESS TECHNOLOGY PLATFORM, SUPPLEMENTAL SERVICES

- 32.1. The Cloud Service provides essential microservices for building and extending applications.
- 32.2. Usage Metric: Entitlements Package.
- 32.3. Set of Entitlements
- a) 40,000 API Calls / month of SAP Alert Notification
 - b) 40,000 Job Executions / month of SAP Job Scheduler
 - c) 3 GB bandwidth of SAP Transport Management
 - d) 1 Instance of SAP Application Logging, standard
 - e) 6 Capacity Units of SAP Serverless Runtime service

33. SAP CLOUD ALM, MEMORY EXTENSION

- 33.1. The Cloud Service provides additional memory for customers to expand extensions.
- 33.2. Usage Metric: GB of memory.

34. SAP CLOUD PORTAL SERVICE

- 34.1. The Cloud Service is a flexible environment that allows Customer to create and extend business websites.
- 34.2. Usage Metric: Users. For purposes of the Cloud Service, Users include individuals authorized to access a Platform Application.
- 34.3. SLA: 99.95%.
- 34.4. As a pre-requisite, Customer shall have at least 1 SAP Portal administrator.
- 34.5. The Cloud Service is limited to access by individuals within the Customer's organization, including employees and contractors.
- 34.6. Each Cloud Service subscription also includes: 30 logons of SAP Identity Authentication per User, per month.
- 34.7. The Cloud Service is previously referred to as
 - a) SAP HANA Cloud Platform, portal service
 - b) SAP HANA Cloud Portal
 - c) SAP Cloud Platform Portal.

35. SAP CLOUD PORTAL SERVICE, CONSUMER EDITION

- 35.1. The Cloud Service is a flexible environment that allows Customer to create and extend business websites.
- 35.2. Usage Metric: Site Visits.
- 35.3. SLA: 99.95%.
- 35.4. As a pre-requisite, Customer shall have at least 1 SAP Portal administrator.
- 35.5. The Cloud Service is limited to access by individuals other than employees and contractors within the Customer's organization.
- 35.6. The Cloud Service is previously referred to as
 - a) SAP HANA Cloud Platform, portal service
 - b) SAP HANA Cloud Portal
 - c) SAP Cloud Platform Portal, consumer edition.

36. SAP CLOUD PORTAL SERVICE ADMINISTRATOR

- 36.1. The Cloud Service is an administrator user that manages the SAP Portal service instance ranging from content and access rights to the content deployed on the portal.
- 36.2. Usage Metric: Users.
- 36.3. SLA: 99.95%.
- 36.4. The Cloud Service is previously referred to as
 - a) SAP HANA Cloud Platform, portal administrator
 - b) SAP HANA Cloud Portal, administrator
 - c) SAP Cloud Platform, portal administrator.

37. SAP CLOUD TRANSPORT MANAGEMENT

- 37.1. The Cloud Service enables Customers to manage the transports between SAP Cloud Platform sub-accounts.
- 37.2. Usage Metric: GB of bandwidth.
- 37.3. SLA: 99.95%.
- 37.4. The Cloud Service is previously referred to as SAP Cloud Platform Transport Management.

38. SAP CONTINUOUS INTEGRATION AND DELIVERY

- 38.1. The Cloud Service enables developers to create and run CI/CD pipelines that automatically test, build and deploy code changes.
- 38.2. Usage Metric: Compute Hours. For purposes of the Cloud Service, Compute Hours are defined as one hour, or portion thereof, consumed by a build running on a virtual machine with minimum 1.4 cores and 4GB RAM.
- 38.3. The Cloud Service is previously referred to as SAP Cloud Platform Continuous Integration and Delivery.

39. SAP CONVERSATIONAL AI

The Cloud Service is subject to the Supplemental Terms "SAP Conversational AI" published on the SAP Agreements website referenced in the Order Form and are not subject to the SAP Cloud Platform Supplemental Terms.

40. SAP CREDENTIAL STORE

- 40.1. The Cloud Service provides a secure repository for passwords, tokens, keys or files to the applications running on the SAP Business Technology Platform.
- 40.2. Usage Metric: Records. For purposes of the Cloud Service, objects mean credentials.

- 40.3. SLA: 99.95%.
- 40.4. The Cloud Service is previously referred to as SAP Cloud Platform Credential Store.
- 41. SAP CUSTOM DOMAIN**
- 41.1. The Cloud Service allows Customers to expose an application publicly, using a domain specific to their company.
- 41.2. Usage Metric: Custom Domains.
- 41.3. The Cloud Service is previously referred to as SAP Cloud Platform custom domain.
- 42. SAP DATA INTELLIGENCE**
- The Cloud Service is subject to the Supplemental Terms “SAP Data Intelligence, cloud edition” published on the SAP Agreements website referenced in the Order Form and are not subject to the SAP Cloud Platform Supplemental Terms.
- 43. SAP DATA PRIVACY INTEGRATION**
- 43.1. The Cloud Service allows Customers to integrate and manage data privacy purposes between Customer's applications.
- 43.2. Usage Metric: Tenants and GB of storage.
- 43.3. The Cloud Service is previously referred to as SAP Cloud Platform Data Privacy Integration.
- 44. SAP DATA QUALITY MANAGEMENT**
- The Cloud Service is subject to the Supplemental Terms “SAP Data Quality Management” published on the SAP Agreements website referenced in the Order Form and are not subject to the SAP Cloud Platform Supplemental Terms.
- 45. SAP DATA RETENTION MANAGER**
- 45.1. The Cloud Service helps the application manage the blocking and deletion of data based on the residence and retention rules of the data.
- 45.2. Usage Metric: Monthly Flat Fee.
- 45.3. The Cloud Service is previously referred to as SAP Cloud Platform Data Retention Manager.
- 46. SAP DOCUMENT MANAGEMENT**
- 46.1. The Cloud Service is a central abstraction layer to help Customers manage documents and attachments across the enterprise. There are two editions available, application edition and integration edition.
- 46.2. Usage Metric: API Calls and/or GB of storage.
- 46.3. SLA: 99.95%.
- 46.4. The Cloud Service is previously referred to as SAP Cloud Platform Document Management.
- 47. SAP DOCUMENT SERVICE**
- 47.1. The Cloud Service provides an on-demand repository for the storage of unstructured or semi-structured data; a Git Service to store and version source code of Platform Applications; and private workspaces to Users of the Cloud Service.
- 47.2. Usage Metric: GB of storage.
- 47.3. The Cloud Service is previously referred to as
- a) SAP HANA Cloud Platform, unstructured storage
 - b) SAP Cloud Platform Document service.
- 48. SAP EVENT MESH**
- 48.1. The Cloud Service helps enable high-volume, asynchronous communication between systems.
- 48.2. Usage Metric: GB of bandwidth. For purposes of the Cloud Service, GB is a measure of the total inbound and outbound data processed in the Cloud Service in a month.
- 48.3. The Cloud Service does not persist data but is only processing messages. Message data is stored in messages and is deleted after consumption. Configuration data is backed-up.
- 48.4. SLA: 99.95%.
- 48.5. The Cloud Service is previously referred to as SAP Enterprise Messaging.
- 49. SAP FIORI CLOUD FOUNDATION**
- 49.1. SAP Fiori Cloud Foundation provides access to and support for Fiori content.
- 49.2. Usage Metric: Monthly Flat Fee.
- 50. SAP FORMS BY ADOBE**
- 50.1. The Cloud Service allows Customer to create print forms and interactive forms based on form templates and actual business data.

50.2. Usage Metric: Form Requests.

50.3. No Customer data may be entered into the Cloud Service except to the extent included on a form created using the Cloud Service.

51. SAP HANA CLOUD

The Cloud Service is subject to the Supplemental Terms “SAP HANA Cloud” published on the SAP Agreements website referenced in the Order Form and are not subject to the SAP Cloud Platform Supplemental Terms.

52. SAP HANA SERVICE (SAP DC), ENTERPRISE EDITION

52.1. The Cloud Service allows Customer to develop, test and run Platform Applications– with a fully provisioned HANA environment including subscription-based SAP HANA database platform edition instance.

52.2. Usage Metric: Entitlements Package.

52.3. Available Entitlement Packagesizes in Neo environment

Size	64 GB	128 GB	256 GB	512 GB	1 TB
Cores	12 Cores	24 Cores	32 Cores	40 Cores	80 Cores
HANA Memory	64 GB	128 GB	256 GB	512 GB	1 TB
Disk Space	640 GB	1280 GB	2560 GB	5120 GB	10 TB
Bandwidth	512 GB/Month		1 TB/Month		

52.4. Available Entitlement Package sizes in Microsoft Azure environment

Size	256 GB	512 GB	1 TB	2 TB
Cores	32	64	64	128
HANA Memory	256 GB	512 GB	1 TB	2 TB
Disk Space	2.05 TB	2.56 TB	4.5 TB	8 TB
Bandwidth	512GB /Month	1TB /Month		

52.5. The Cloud Service is previously referred to as SAP Cloud Platform SAP HANA service (SAP DC), enterprise edition.

53. SAP HANA SERVICE (SAP DC), STANDARD EDITION

53.1. The Cloud Service allows Customer to develop, test and run Platform Applications– with a fully provisioned HANA environment including subscription-based SAP HANA database base edition instance.

53.2. Usage Metric: Entitlements Package.

53.3. Available Entitlement Packagesizes in Neo environment

Size	64 GB	128 GB	256 GB	512 GB	1 TB
Cores	12 Cores	24 Cores	32 Cores	40 Cores	80 Cores
HANA Memory	64 GB	128 GB	256 GB	512 GB	1 TB
Disk Space	640 GB	1280 GB	2560 GB	5120 GB	10 TB
Bandwidth	512 GB/Month		1 TB/Month		

53.4. Available Entitlement Package sizes in Microsoft Azure environment

Size	256 GB	512 GB	1 TB	2 TB
Cores	32	64	64	128
HANA Memory	256 GB	512 GB	1 TB	2 TB
Disk Space	2.05 TB	2.56 TB	4.5 TB	8 TB
Bandwidth	512GB /Month	1TB /Month		

53.5. The Cloud Service is previously referred to as SAP Cloud Platform SAP HANA service (SAP DC), standard edition.

54. SAP HANA SPATIAL SERVICES

- 54.1. The Cloud Service support business processes which require spatial data processing and analysis from multiple sources, such as Earth observation images, weather information, and business data.
- 54.2. Usage Metric: Transactions.
- 54.3. The Cloud Service should not be used to process or store personal data.
- 54.4. Publicly available geo reference data accessible through the Cloud Service may only be used in the context of the Cloud Service, and Customer is responsible for ensuring the accuracy and completeness of such data. SAP is not responsible for any harm caused by such data.
- 54.5. Caching or storing any location data for the purpose of building a repository of location assets or scaling one request to serve multiple end users is prohibited. However, storing or caching for no more than 30 days only to the extent necessary for enabling or improving an end user's use of SAP HANA spatial services is allowed.

55. SAP INTEGRATION, DI EDITION

- 55.1. The Cloud Service integrates data between SAP cloud applications, third party applications and on-premise solutions. SAP Integration is an open, flexible, on-demand integration system running as a core service on SAP Business Technology Platform.
- 55.2. Usage Metric: Tenants.
- 55.3. Each Tenant includes 3 Connections and 10 GB of bandwidth (outgoing) per month.
- 55.4. Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.
- 55.5. SAP shall make available for download by Customer the SAP Integration- Data Services Agent (the "**Integration Component**") which is the prerequisite for integration of SAP cloud solutions with SAP on-premise solutions. The use of the Integration Component is limited to use with the Cloud Service. The Integration Component may not be modified or altered in any way except by SAP. Customer shall utilize the most current version of the Integration Component made available by SAP.
- 55.6. The Cloud Service is previously referred to as
 - a) SAP HANA Cloud Platform, integration service, DI edition
 - b) SAP Cloud Platform Integration, DI edition

56. SAP INTEGRATION, PI EDITION

- 56.1. The Cloud Service integrates processes between SAP cloud applications, third party applications and on-premise solutions. SAP Integration is an open, flexible, on-demand integration system running as a core service on SAP Business Technology Platform.
- 56.2. Usage Metric: Tenants.
- 56.3. Each Tenant includes 3 Connections and 10 GB of bandwidth (outgoing) per month
- 56.4. The Cloud Service is previously referred to as SAP HANA Cloud Platform, integration service, PI edition.

57. SAP INTEGRATION, ADDITIONAL CONNECTIONS

- 57.1. SAP Integration, additional connections may be added to an existing subscription of SAP Integration.
- 57.2. Usage Metric: Connections. For purposes of the Service, a connection is an association between two unique end points via the SAP Integration. A unique end point is a combination of the IP address and the port. Non-production connections shall not be counted for purposes of determining the number of connections.
- 57.3. The Cloud Service is previously referred to as
 - a) SAP HANA Cloud Platform, integration service, additional connections
 - b) SAP Cloud Platform Integration, additional connections

58. SAP INTEGRATION SUITE, BASIC EDITION

- 58.1. The Cloud Service is a dynamic, flexible and enterprise-grade platform that can help simplify integrations for SAP and non-SAP applications - on cloud and on-premise.
- 58.2. Usage Metric: Tenants and Messages. Each Tenant includes 10,000 Messages per month. Additional Messages are available for an additional fee in blocks of 10,000.
- 58.3. SAP may use Customer-created integration content only ("**Customer Integration Content**") to train machine learning algorithms included in the Cloud Service for purposes of improving the user experience and for making suggestions for integration tooling Customer may create in the Cloud Service. All Customer Integration Content will be used in a manner that does not allow for the identification of Customer as the provider of such content. Customer is responsible for ensuring the correctness and quality of the suggestions made by the Cloud Service. In case of termination of the Agreement, all anonymized Customer Integration Content will remain on the SAP server of the Cloud Service and SAP may continue to use such Customer Integration Content for further training of machine learning algorithms.
- 58.4. The Cloud Service is previously referred to as SAP Cloud Platform Integration Suite, basic edition.

59. SAP INTEGRATION SUITE, STANDARD EDITION

- 59.1. The Cloud Service is a dynamic, flexible and enterprise-grade platform that can help simplify integrations for SAP and non-SAP applications - on cloud and on-premise.
- 59.2. Usage Metric: Tenants and Messages. Each Tenant includes 10,000 Messages per month. Additional Messages are available for an additional fee in blocks of 10,000.
- 59.3. Applicable for Integration Advisor capability of the Cloud Service: SAP will use the Integration Advisor specific integration content developed by Customer in whole or in part to build an index that will be used to make suggestions to other Customers of the Cloud Service to help accelerate their integration content development process. Any information that could be used to identify Customer as the supplier of this content will be removed before being shared with other Customers as part of the index. Customer may use indexed integration content solely for the purpose of accelerating Customer's integration content development. In addition, SAP may perform technical quality assurance and consistency checks on the content Customer provides. SAP may choose not to add or remove Customer's content from the database. Customer is responsible for ensuring the correctness and quality of the suggestions and created integration content by other Customers. In case of termination of the Agreement, all anonymized and indexed integration content will remain on the index server of the Integration Advisor and SAP may continue to make such integration content available to other Customers.
- 59.4. Applicable for Integration Assessment capability of the Cloud Service: This tool is designed to help organizations identify the integration technology for an integration scenario with the best fit to the specified requirements. The recommendations provided are for informational purposes only and are based upon the information Customer provides and SAP's experience in assisting organizations regarding SAP integration technologies. SAP does not represent or endorse the accuracy or reliability of any information provided by the SAP Integration Assessment service. Customer is entirely responsible for any content that Customer customizes and/or creates using the integration assessment service and Customer is solely responsible for making Customer's own independent assessment of the recommendations and results and for any use of SAP's and non-SAP integration products or services.
- 59.5. SAP may use Customer-created integration content only ("**Customer Integration Content**") to train machine learning algorithms included in the Cloud Service for purposes of improving the user experience and for making suggestions for integration tooling Customer may create in the Cloud Service. All Customer Integration Content will be used in a manner that does not allow for the identification of Customer as the provider of such content. Customer is responsible for ensuring the correctness and quality of the suggestions made by the Cloud Service. In case of termination of the Agreement, all anonymized Customer Integration Content will remain on the SAP server of the Cloud Service and SAP may continue to use such Customer Integration Content for further training of machine learning algorithms.
- 59.6. SLA: 99.95%.
- 59.7. The Cloud Service is previously referred to as SAP Cloud Platform Integration Suite, standard edition.

60. SAP INTEGRATION SUITE, PREMIUM EDITION

- 60.1. The Cloud Service is a dynamic, flexible and enterprise-grade platform that can help simplify integrations for SAP and non-SAP applications - on cloud and on-premise.
- 60.2. Usage Metric: Entitlements Package.
- 60.3. Set of Entitlements
 - a) 4 Tenants
 - b) 10,000,000 Messages per month
 - c) SAP Transport Management
 - d) SAP Alert Notification
- 60.4. Additional Tenants are available for an additional fee. Additional Messages are available for an additional fee in blocks of 10,000.
- 60.5. Applicable for Integration Advisor capability of the Cloud Service: SAP will use the Integration Advisor specific integration content developed by Customer in whole or in part to build an index that will be used to make suggestions to other Customers of the Cloud Service to help accelerate their integration content development process. Any information that could be used to identify Customer as the supplier of this content will be removed before being shared with other Customers as part of the index. Customer may use indexed integration content solely for the purpose of accelerating Customer's integration content development. In addition, SAP may perform technical quality assurance and consistency checks on the content Customer provides. SAP may choose not to add or remove Customer's content from the database. Customer is responsible for ensuring the correctness and quality of the suggestions and created integration content by other Customers. In case of termination of the Agreement, all anonymized and indexed integration content will remain on the index server of the Integration Advisor and SAP may continue to make such integration content available to other Customers.
- 60.6. Applicable for Integration Assessment capability of the Cloud Service: This tool is designed to help organizations identify the integration technology for an integration scenario with the best fit to the specified requirements. The recommendations provided are for informational purposes only and are based upon the information Customer provides and SAP's experience in assisting organizations regarding SAP integration technologies. SAP does not represent or endorse the accuracy or reliability of any information provided by the

SAP Integration Assessment service. Customer is entirely responsible for any content that Customer customizes and/or creates using the integration assessment service and Customer is solely responsible for making Customer's own independent assessment of the recommendations and results and for any use of SAP's and non-SAP integration products or services.

- 60.7. SAP may use Customer-created integration content only ("**Customer Integration Content**") to train machine learning algorithms included in the Cloud Service for purposes of improving the user experience and for making suggestions for integration tooling Customer may create in the Cloud Service. All Customer Integration Content will be used in a manner that does not allow for the identification of Customer as the provider of such content. Customer is responsible for ensuring the correctness and quality of the suggestions made by the Cloud Service. In case of termination of the Agreement, all anonymized Customer Integration Content will remain on the SAP server of the Cloud Service and SAP may continue to use such Customer Integration Content for further training of machine learning algorithms.
- 60.8. SAP Cloud Platform Transport Management Service and SAP Cloud Platform Alert Notification Service may only be used in conjunction with Cloud Service use cases and not for any stand-alone uses.
- 60.9. SLA: 99.95%.
- 60.10. The Cloud Service is previously referred to as SAP Cloud Platform Integration Suite, enterprise edition.

61. SAP INTEGRATION SUITE, PREMIUM EDITION, ADDITIONAL INSTANCE

- 61.1. The Cloud Service may be added to an existing subscription of SAP Integration Suite, Premium edition if additional instances are needed.
- 61.2. Usage Metric: Tenants.
- 61.3. The Cloud Service is previously referred to as SAP Cloud Platform Integration Suite, premium edition, additional instance.

62. SAP INTEGRATION SUITE, ADDITIONAL MESSAGES

- 62.1. The Cloud Service may be added to an existing subscription of SAP Integration Suite if additional messages are needed.
- 62.2. Usage Metric: Messages.
- 62.3. The Cloud Service is previously referred to as SAP Cloud Platform Integration Suite, additional messages.

63. SAP INTEGRATION SUITE, ADVANCED EVENT MESH

- 63.1. The Cloud Service helps enterprises design, deploy, and manage event-driven architectures (EDAs) across hybrid cloud, multi-cloud, and IoT environments, so they can be more integrated and event-driven.
- 63.2. Usage Metric: Tenants.

64. SAP INTELLIGENT ROBOTIC PROCESS AUTOMATION

- 64.1. The Cloud Service supports customers to build intelligent bots which emulate human users and automate manual processes. The Cloud Service is a hybrid solution comprised of three components:
 - a) Design the automation processes with Cloud Studio and Desktop Studio;
 - b) Orchestrate the automation processes with Cloud Factory; and
 - c) Execute the automation processes with the on-premise desktop agent(s).
- 64.2. Usage Metric: Concurrent Sessions.
- 64.3. To the extent SAP provides support services for the on-premise components of the Cloud Service, the Personal Data Processing Agreement for SAP Support and Professional Service available on the SAP Agreements website or upon request applies to such support service.
- 64.4. Customer must read and understand the license rights for all third-party products that Customer may use as the basis for creating a skill or process using the Cloud Service. SAP is not responsible for any violations of third-party license rights by Customer in its use of the Cloud Service.
- 64.5. Bots created and stored in the Cloud Service will be deleted if they are inactive for 12 months.

65. SAP INTERNET OF THINGS

The Cloud Service is subject to the Supplemental Terms "SAP Internet of Things" published on the SAP Agreements website referenced in the Order Form and are not subject to the SAP Cloud Platform Supplemental Terms.

66. SAP JOB SCHEDULING SERVICE

- 66.1. The Cloud Service supports Customers to define and manage jobs that run once, or on recurring schedules.
- 66.2. Usage Metric: Job Executions.
- 66.3. SLA: 99.95%.
- 66.4. The Cloud Service is previously referred to as SAP Cloud Platform Job Scheduler.

67. SAP LAUNCHPAD SERVICE

- 67.1. The Cloud Service enables Customers to build launchpad sites following the SAP Fiori user experience, integrating SAP, custom-build and third-party applications.
- 67.2. Usage Metric: Active Users.
- 67.3. SLA: 99.95%.
- 67.4. The Cloud Service is previously referred to as SAP Cloud Platform Launchpad.

68. SAP MARKET RATES MANAGEMENT

The Cloud Service is subject to the Supplemental Terms "SAP Market Rates Management" published on the SAP Agreements website referenced in the Order Form and are not subject to the SAP Cloud Platform Supplemental Terms.

69. SAP MASTER DATA INTEGRATION

- 69.1. The Cloud Service serves as a central integration point for master data integration, ensuring a consistent view on master data across the customer's SAP landscape.
- 69.2. Usage Metric: GB of bandwidth and GB of storage.
- 69.3. SLA: 99.95%.
- 69.4. The Cloud Service is free for usage from SAP-branded cloud applications.
- 69.5. The Cloud Service is previously referred to as SAP Cloud Platform Master Data Integration.

70. SAP MOBILE SERVICES

- 70.1. The Cloud Service is a mobile app platform delivered as a service that enables Customers to create and operate mobile applications with offline support, notification services, back-end integration and enterprise-grade security.
- 70.2. Usage Metric: Users or Resources. For purposes of the Cloud Service, Users include individuals authorized to access a Platform Application.
- 70.3. Users must be employees of Customer or Customer's Affiliates, or of business partners of Customer accessing the Customer mobile applications solely in support of Customer's internal business operations. Except for Platform Applications, Customer may not upload any other SAP, Customer or third party applications or databases to the Cloud Service. Customer may not otherwise make Platform Applications available to third parties, including, without limitation, as part of a software license or subscription, software-as-a-service, outsourcing or similar commercial arrangement with the User. Customer is responsible for providing access to Users and ensuring Users comply with the terms of this Agreement. For purposes of the Supplement, "Customer Data" shall include all Platform Applications, Content, materials, data and information provided by Customer and its Users.
- 70.4. In order to support the connection between Customer solutions with the Cloud Service ("**Customer Solutions**"), Customer may use supported third party technologies to connect the Cloud Service to Customer solutions via APIs provided with the Cloud Service. Any such connections are subject to the following conditions:
 - a) APIs are subject to ongoing changes. It is Customer's responsibility to adapt the Customer Solution to such changes to APIs.
 - b) SAP is not responsible for any issue or malfunction in the Cloud Service caused by use of the APIs except as permitted in this Agreement.
- 70.5. Use of Google Cloud Messaging ("GCM") and Apple Push Notifications ("APN"). The Cloud Service is enabled to allow Customers to utilize GCM and APN to send messages from the Cloud Service to Mobile Users using a mobile device. When using GCM or APN, (a) Customer is responsible for all registrations required to place its mobile apps on the Apple/Google store and use APN/GCM in association with their mobile apps, (b) APN/GCM is subject to the iOS Developer Program License Agreement (including Attachment 1 thereto) and the Android Cloud to Device Messaging Terms of Cloud Service, respectively, and in particular, the advertising/marketing restrictions of the iOS Developer Program License Agreement, and Customer agrees to comply with such terms and (c) APN/GCM are not provided as part of the Cloud Services and thus excluded from all representations, warranties, indemnifications and support obligations under this Agreement.
- 70.6. The Personal Data Processing Agreement for SAP Cloud Services referenced in or attached to the Order Form is modified as follows: Back up of Customer Data and network access to allow Customer Data transfer are not included in the processing operations of the Cloud Service. In all other respects, the Personal Data Processing Agreement for SAP Cloud Services applies to the Cloud Service unchanged.
- 70.7. SLA: 99.9% on SAP BTP, Neo environment and 99.95% on SAP BTP, Cloud Foundry environment.
- 70.8. The Cloud Service is previously referred to as
 - a) SAP HANA Cloud Platform, mobile services
 - b) SAP Cloud Platform mobile service for development and operations
 - c) SAP Cloud Platform Mobile services

71. SAP MOBILE SERVICES, CONSUMER EDITION

- 71.1. The Cloud Service is a mobile app platform delivered as a service that enables Customers to create and operate mobile applications with offline support, notification services, back-end integration and enterprise-grade security.
- 71.2. Usage Metric: Resources.
- 71.3. Resources include only individual consumers of Customer's products or services.
- 71.4. In order to support the connection between Customer solutions with the Cloud Service ("**Customer Solutions**"), Customer may use supported third party technologies to connect the Cloud Service to Customer solutions via APIs provided with the Cloud Service. Any such connections are subject to the following conditions:
- a) APIs are subject to ongoing changes. It is Customer's responsibility to adapt the Customer Solution to such changes to APIs.
 - b) SAP is not responsible for any issue or malfunction in the Cloud Service caused by use of the APIs except as permitted in this Agreement.
- 71.5. Use of Google Cloud Messaging ("GCM") and Apple Push Notifications ("APN"). The Cloud Service is enabled to allow Customers to utilize GCM and APN to send messages from the Cloud Service to Active Users using a mobile device. When using GCM or APN, (a) Customer is responsible for all registrations required to place its mobile apps on the Apple/Google store and use APN/GCM in association with their mobile apps, (b) APN/GCM is subject to the iOS Developer Program License Agreement (including Attachment 1 thereto) and the Android Cloud to Device Messaging Terms of Cloud Service, respectively, and in particular, the advertising/marketing restrictions of the iOS Developer Program License Agreement, and Customer agrees to comply with such terms and (c) APN/GCM are not provided as part of the Cloud Services and thus excluded from all representations, warranties, indemnifications and support obligations under this Agreement.
- 71.6. The Tools included in the subscription for the Cloud Service may include certain third party open source and/or other free download components (collectively, the "**Free Download Components**"), see: <http://www.sybase.com/thirdpartylegal> for certain notices relating to the Free Download Components.
- 71.7. The Personal Data Processing Agreement for SAP Cloud Services referenced in or attached to the Order Form is modified as follows: Back up of Customer Data and network access to allow Customer Data transfer are not included in the Processing Operations of the Cloud Service. In all other respects, the Personal Data Processing Agreement for SAP Cloud Services applies to the Cloud Service unchanged.
- 71.8. SLA: 99.9% on SAP BTP, Neo environment and 99.95% on SAP BTP, Cloud Foundry environment.
- 71.9. The Cloud Service is previously referred to as
- a) SAP HANA Cloud Platform, mobile services, consumer edition
 - b) SAP Cloud Platform mobile service for development and operations, consumer edition
 - c) SAP Cloud Platform, Mobile Services, consumer edition.

72. SAP PERSONAL DATA MANAGER

- 72.1. The Cloud Service provides Customers access to information on how personal data is stored and used by Customer's applications.
- 72.2. Usage Metric: Tenants.
- 72.3. The Cloud Service is previously referred to as SAP Cloud Platform Personal Data Manager.

73. SAP PRINT SERVICE

- 73.1. The Cloud Service allows Customer to send documents for printing on a physical printer, and monitor print status.
- 73.2. Usage Metric: Documents. For purposes of the Cloud Service, 1 document can consist of a maximum 250KB. If a document consists of more than 250KB, each additional 250KB will be charged as an additional Document.

74. SAP PRIVATE LINK SERVICE

- 74.1. The Cloud Service provides Customers a secure connector between resources provisioned in an SAP-managed landscape and resources provisioned in customer-managed landscape.
- 74.2. Usage Metric: Tenants and GB of bandwidth.

75. SAP PROCESS AUTOMATION

- 75.1. The Cloud Service supports customers to build, run and manage workflows and intelligent bots.
- 75.2. Usage Metric: Connections, Active User, GB of storage and API Calls. For this Cloud Service the maximum number of sessions accessing the Cloud Service at any one time is counted; a session refers to the time between logon and logoff or time out where a unique user, application, bot or platform accesses the Cloud Service either directly or indirectly via a custom application.
- 75.3. For Active User counting, an individual user who is defined as both a Standard and Advanced user during a single month will be charged for usage under both categories.

75.4. For Connections counting, fees are based on type of bot used. Bot executions may be of type attended, unattended, or development (trigger type = “blank”). Bot execution of the type development will not be counted as a Connection.

75.5. For API Calls counting, fees are based on both inbound and outbound API Calls.

75.6. Entitlements:

License	SAP Process Automation, standard	SAP Process Automation, advanced
API Calls*	1,000 per active user per month	5,000 per active user per month
GB of storage*	.1 per active user per month	.5 per active user per month

*Additional API Calls are available for an additional fee in blocks of 10,000. Additional GB of storage are available for an additional fee.

76. SAP RAPID APPLICATION DEVELOPMENT BY MENDIX

76.1. The Cloud Service is a high productivity, low code development tool and Cloud Foundry-based runtime offering. Customers can design, build, deploy and manage Platform Applications.

76.2. Usage Metric: Users. For purposes of the Cloud Service, Users are individuals authorized to access a Platform Application created using SAP Rapid Application Development by Mendix. For purposes of counting Users, every ten External Users is equivalent to one User. “External User” means a User who logs on to access a Platform Application no more than once a week for a maximum of 30 minutes per week, excluding individuals accessing solely for development activities.

76.3. Individual Users are required to register and accept the Terms of Use and Privacy Policy of Mendix. The terms of the Agreement supersede the Mendix Terms of Use for any User.

76.4. Customer may download the Mendix Modeler from the Mendix App Store (see: <https://appstore.home.mendix.com/index3.html>).

76.5. The Mendix Modeler is a Tool, and may only be used to develop Platform Applications by Authorized Users. The Mendix Modeler is part of the Cloud Service. Customer shall be responsible for the physical security of the Mendix Modler. The System Availability Service Level Agreement does not apply to the Mendix Modeler. Customer is responsible for the installation and operation of the Mendix Modeler, including any updates made available by Mendix or SAP.

76.6. The Cloud Service is previously referred to as SAP Cloud Platform Rapid Application Development by Mendix.

77. SAP RESPONSIBILITY MANAGEMENT SERVICE

77.1. The Cloud Service provides capabilities to determine agents who are responsible for business processes and objects, automatically notify them, and log determined responsibilities.

77.2. Usage Metric: API Calls.

78. SAP S/4HANA CLOUD FOR INTELLIGENT INTERCOMPANY RECONCILIATION

78.1. The Cloud Service allows the Customer to improve intercompany reconciliation from company close to corporate close, leveraging Artificial Intelligence capabilities.

78.2. Usage Metric: Records. For purposes of the Cloud Service, an object is a line-item in the input to the reconciliation process.

79. SAP TASK CENTER

79.1. The Cloud Service allows Customers to see and filter tasks from different applications and workflows in a unified inbox.

79.2. Usage Metric: Tasks.

79.3. The Cloud Service is free of charge to store Tasks from:

- a) SAP-branded cloud applications that are offered on an official SAP pricelist and are licensed under an agreement between Customer and SAP; and
- b) Platform Applications provisioned on the SAP Business Technology Platform.

79.4. The Cloud Service may not be used to store or processTasks from third party services.

80. SAP TRANSLATION HUB

The Cloud Service is subject to the Supplemental Terms “SAP Translation Hub” published on the SAP Agreements website referenced in the Order Form and are not subject to the SAP Cloud Platform Supplemental Terms.

81. SAP WEB ANALYTICS

81.1. The Cloud Service is a tool to enable Customer in the collection, reporting, and analysis of website data for understanding and optimizing web usage to measure organizational goals, drive strategy and help improve the user's experience.

81.2. Usage Metric: Records. For purposes of the Cloud Service, Records are records in the Cloud Service generated by a user interaction with a web application. Each action on a web application generates a separate record.

82. SAP WEB IDE

82.1. The Cloud Service is an extensible, web-based tool that helps simplify end-to-end SAP Fiori, SAPUI5, and full-stack SAP business application lifecycle: prototyping, development, packaging, deployment, and Customer extensions.

82.2. Usage Metric: Users.

82.3. The Cloud Service includes the following:

- a) SAP Cloud Platform Document service : 5 GB per block of 5 Users
- b) SAP Cloud Platform, bandwidth : 5 GB/month per block of 5 Users

83. SAP WORKFLOW MANAGEMENT

83.1. The Cloud Service offers tools and features to help build, run and manage workflows, from simple approvals to end-to-end processes that span across different organizations and applications. The Cloud Service includes web-based tools for workflow modeling, APIs for consumption in custom applications, monitoring tools and a set of Fiori-based applications for end user access.

83.2. Usage Metric: Users. For purposes of the Cloud Service, Users include individuals authorized to access a Platform Application.

83.3. The Cloud Service includes 30 MB per User of storage and 100 MB per User, per month of outbound bandwidth.

83.4. The Cloud Service includes specific integration points to peer systems which are described in the Documentation. These integration points may be changed or deprecated by SAP upon reasonable notice to Customer, and it is Customer's responsibility to ensure that it maintains the integration with connected peer systems upon SAP's change to or deprecation of any integration point.

83.5. The Cloud Service is previously referred to as

- a) SAP Cloud Platform Workflow
- b) SAP Cloud Platform Workflow Management.

84. SAP WORK ZONE

84.1. The Cloud Service provides capabilities for creating orchestrating and extending experience-based interactions across the enterprise.

84.2. Usage Metric: Users. For purposes of the Cloud Service, Users include individuals authorized to access a Platform Application.

85. SERVICE TICKET INTELLIGENCE

85.1. The Cloud Service includes features for automating service ticket classification and providing recommended solutions to the service agent based on the unstructured text in service tickets.

85.2. Usage Metric: Transactions.

85.3. The quality of the match provided by the Cloud Service is dependent, in part, on the quality of the ticket information provided by Customer.

85.4. Customer Data only persists in the Cloud Service for as long as required to perform the Customer-requested analysis per Record processed. Therefore, Customer Data cannot be retrieved by Customer from the Cloud Service during the Subscription Term or thereafter.

85.5. SLA: 99.7%.

86. UI5 FLEXIBILITY FOR KEY USERS

86.1. The Cloud Service provides UI adaptation capabilities for Customer's UI5 applications on Cloud Foundry.

86.2. Usage Metric: Users. For purposes of the Cloud Service, Users include individuals authorized to access a Platform Application.