

Scope Document

SAP Preferred Success for SAP Business Technology Platform, expanded edition

This Scope Document ("Scope") forms part of the Agreement if the Order Form lists SAP Preferred Success, for SAP Business Technology Platform expanded edition, for eligible Cloud Services. Services stated herein are in addition to the Support Schedule for Cloud Services incorporated into the Agreement.

1. DEFINITIONS

- 1.1. All capitalized terms used and not otherwise defined herein shall have the meaning assigned to them in the Agreement.
- 1.2. **"Local Business Hours"** means 8 a.m. (08:00) to 6 p.m. (18:00) Monday to Friday excluding local holidays, in accordance with local time zone applicable to the Customer's address.

2. SCOPE

Subject to payment of applicable fees set out in the Order Form, SAP shall provide the following additional services. All services must be mapped to the customer success plan. Customer should request these services by contacting their Customer Success Partner or Product Specialist. All the services are delivered remotely.

2.1. Product Specialist

SAP shall provide a product specialist, available during Local Business Hours. The resource will support the Customer in driving adoption of the Cloud Service, by providing guidance and support of the services outlined herein.

2.2. New Feature or Platform Activation

SAP shall assist Customer with enabling new features, and configuring the SAP Business Technology Platform capabilities to meet Customer requirements. Services may include simple configurations, connectivity setup, modeling, visualizations, enablement, etc. to activate SAP Business Technology Platform product tenants but exclude any changes to standard SAP Business Technology Platform features and capabilities. These must be mapped to the customer success plan and shall not exceed 32 hours of effort per activation.

2.3. Use Case or Business Process Design and Realization

SAP shall evaluate Customer standard or custom use case and provide standard architecture recommendation based on SAP Business Technology Platform. SAP shall design and develop a proof of concept or a pilot for greenfield or extension use case inside a sandbox tenant by applying SAP Business Technology Platform principles. The scope of the proof of concept or a pilot is limited, and therefore production readiness and production deployment is not covered. These shall not exceed 128 hours of effort on an annual basis during the validity of the Scope.

2.4. Migration or Re-platforming recommendation

SAP shall help assist Customer to discover and develop individualized migration paths. SAP shall deliver enablement and analysis to provide solution architecture for re-platforming from On-premises to SAP Business Technology Platform Service. These shall not exceed 80 hours of effort on an annual basis during the validity of the Scope.

2.5. Solution Stabilization Assessment

SAP shall identify patterns that may be causing system stability issues and propose potential solutions to resolve those issues, e.g., troubleshooting issues relating to data, integration, configuration, and overall setup of the SAP Business Technology Platform. SAP shall validate if deployed SAP Business Technology Platform Service leverages SAP best practices.

2.6. Language

Service and documentation will be delivered in English.

3. EXCLUSIONS

- 3.1. This Scope excludes implementation services, testing and test management, release/change control and organizational change management or training, and assuming responsibility or management of customer's existing implementations.
- 3.2. Product Specialist performing troubleshooting for application and integration issues is excluded.