Scope Document

Advanced Success Plan

This Scope Document forms part of the Agreement if the Order Form lists Advanced Success Plan for eligible Cloud Services. The entitlements stated in this Scope Document apply solely to the Cloud Service for which the Advanced Success Plan has been purchased. These entitlements are in addition to the Support Schedule for Cloud Services incorporated into the Agreement.

1. DEFINITIONS

All capitalized terms used but not otherwise defined in the SAP General Terms and Conditions for Cloud Services ("**GTC**") herein shall have the meaning assigned to them in the Agreement.

1.1. "**Local Business Hours**" means 8 a.m. (08:00) to 6 p.m. (18:00) Monday to Friday excluding local holidays, in accordance with the local time zone applicable to the Customer's address.

1.2. **"Session"** means the engagement period between Customer and SAP, where the Customer raises a request for assistance from SAP and SAP provides the assistance that drives the same to completion. The Session does not guarantee the achievement of a specific outcome or resolution.

2. SCOPE

2.1. Success Expert

2.1.1. SAP shall provide access to a success expert available during Local Business Hours, to support the Customer in adoption of Cloud Service(s), proactively providing guidance and coordination support for the services outlined herein. In addition, such resource may:

(a) Provide guidance on how-to questions not relevant for technical support.

(i) Provide advice on technical and functional best practices.

(ii) Provide guidance on Cloud Service functionality and features.

(b) Facilitate the coordination and delivery of the services described in this Scope Document.

2.2. Customer Response Levels

SAP responds to submitted support cases for solutions covered under the Advanced Success Plan in accordance with the response levels set out below. Priority classifications (P2, P3, P4) as defined in the Support Schedule for Cloud Services. The response levels below apply in addition to the standard response levels under the Support Schedule.

The response levels in this section do not apply to third-party products made available by SAP.

Priority	**Response Level**
P2	Initial Response: Within 2 hours of case submission for Advanced Success Plan. Corrective Action Target: SAP to provide for cases either a resolution; or workaround; or action plan within 3 business days for Advanced Success Plan.
P3	Initial Response: Within 4 business hours of case submission for Advanced Success Plan.
P4	Initial Response: Within 1 business day of case submission for Advanced Success Plan.

2.3. Product and Adoption Guidance

2.3.1. SAP shall provide access to success experts to provide guidance on onboarding, product adoption and usage, best practices and operational excellence.

2.3.2. SAP shall provide expert-led sessions that include recommendations based on SAP best practices or recommended configurations.

2.4. Quality and performance monitoring platform

2.4.1. SAP shall provide Customer with access to additional quality and performance reporting within SAP Cloud ALM.

2.4.2. The setup and configuration of SAP Cloud ALM and the connection to relevant data sources within the Customer's SAP Cloud Service are Customer's responsibility and are a prerequisite for the use of the services described in Section 2.4.

2.5. Activation and Optimization Services

2.5.1. SAP shall provide activation and optimization services. The Activation and Optimization Services constitute Professional Services within the meaning of the GTC. The following apply:

2.5.1.1. Only features included in the SAP approved element roster, shall qualify for Activation and Optimization Services.

2.5.1.2. The duration of each service shall not exceed sixteen (16) hours, and no concurrent usage permitted.

2.5.1.3. The Activation and Optimization services are limited to one (1) active session at any given time and applies only to services aligned with the Customer's applicable scope. Simultaneous or parallel usage beyond the single concurrent session is not permitted.

2.5.2. A current list of services is published and available at https://www.sap.com/about/trust-center/agreements.html.

2.5.3. Coordination of services shall be conducted through the success expert.

3. LANGUAGE

3.1. SAP will provide all information in English language only.

4. EXCLUSIONS

4.1. This Scope Document excludes the execution and management of implementation; testing and test management; release/change control; organizational change management and training. It further excludes assuming responsibility or managing the Customer's existing implementations or business processes.

5. CUSTOMER RESPONSIBILITIES

5.1. In addition to responsibilities outlined in Section 4 of the Support Schedule for Cloud Services, the Customer shall also be responsible for the additional obligations set forth in this document. These responsibilities are supplementary and do not limit or replace any obligations described in the referenced document.

5.2. Customer shall cooperate with SAP in good faith.

5.3. Customer shall designate a primary point of contact ("**POC**") to act as the liaison between the Customer and SAP.

6. SERVICE LOCATION

6.1. Services shall be delivered remotely.

7. CHANGES TO SERVICES

7.1. The scope of the services offered by SAP may be changed by SAP at any time upon 90 days prior written notice to reflect the continuing development of SAP Cloud Services and technical advances.