

Scope Document for Accelerated Implementation Service for SAP SuccessFactors Employee Central Global Benefits

This Scope Document is part of the Agreement between SAP and Customer.

1. DEFINITIONS

- 1.1. **"Configuration Transport Center"** means a tool/functionality that helps to transport configurations and configuration bundles from the source tenant to the target tenant.
- 1.2. **"Deployment Date"** means the date on which initial configuration of scope items is performed on the Development System.
- 1.3. **"Development System"** means an SAP system environment in which initial configuration and build activities are completed in a non-productive environment.
- 1.4. **"Hire to Retire"** refers to the HCM Processes that start with hiring an employee, through the employee lifecycle to retirement or termination.
- 1.5. **"Intelligent Services"** means a tool in SAP SuccessFactors that enables (i) the publication of events from any SAP SuccessFactors application and (ii) the subscription to such events through SAP SuccessFactors or third party applications.
- 1.6. **"Production System"** means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.
- 1.7. **"SAP Best Practices"** means SAP's predefined business processes, configuration content and documentation for SAP solutions.
- 1.8. **"Service Start Date"** means the earliest date when Customer is entitled to call off the Service to plan the delivery start of the Services together with SAP.
- 1.9. **"Services"** means the service(s) to be provided by SAP as described in this Scope Document.
- 1.10. **"Test System"** means an SAP system environment is used for configuration or testing content prior to moving it to the Production System.

2. SCOPE OF SERVICES

SAP shall provide the Services as described herein to assist Customer with the implementation of the Cloud Service SAP SuccessFactors Employee Global Benefits.

- 2.1. The following items form the scope of Services and will be confirmed in the kick-off meeting.

Scope Item	Scope Details
Kick-off meeting	Introduction of the Services including the presentation of the predefined scope, roles and responsibilities, expectations, and timelines
Workshop sessions	<p>SAP provides 9 knowledge transfer sessions during Services delivery for the following topics, which enable the Customer to implement SAP SuccessFactors Employee Central Global Benefits for the following benefit types with their requirements:</p> <ul style="list-style-type: none"> • Session 1: Process walkthrough and system demonstration • Session 2: Insurance • Session 3: Pensions savings • Session 4: Allowances • Session 5: Reimbursements • Session 6: Role-based permissions (RBP) workshop • Session 7: Data migration • Session 8: Administrative tasks overview

	<ul style="list-style-type: none"> Session 9: Reporting overview to access and adapt template stories in SAP SuccessFactors People Analytics
Solution configuration	<ul style="list-style-type: none"> SAP will activate the SAP Best Practices configuration of SAP SuccessFactors Employee Central Global Benefits for 1 of the countries from the following list: India, United States or Canada in the non-productive instances Support Customer configuring Employee Central Benefits types following workshop sessions in the non-productive instance
Testing and go-live support	<ul style="list-style-type: none"> Support Customer with 1 round of unit testing, and user acceptance testing in a non-production environment Move SAP SuccessFactors Employee Central Global Benefits Best Practices and one Employee Central Benefit type per workshop session into Production and then provide support to Customer moving the Employee Central Benefits types they configured in the non-productive environment into Production System. Go-live support after the move to the Production System based on the cutover plan
Reporting	<ul style="list-style-type: none"> Delivery of sample benefits enrollment report (populated with live Customer data)
Additional possible adjustments	<ul style="list-style-type: none"> The following changes to SAP Best Practices content for SAP SuccessFactors Employee Central are possible: SAP will support the design and configuration of Customer-specific benefits requirements for 4 Employee Central Benefits types as per the scope items mentioned in chapter 2.1.1. using standard SAP SuccessFactors Employee Central Benefits functionality. Any other additional benefits requirements need to be implemented by Customer resources. <ul style="list-style-type: none"> Configure 1 Allowances benefit, 1 low to medium complexity eligibility rule for allowance, 1 enrollment workflow Configure 1 Reimbursements benefit, 1 benefit claim workflow, 1 low to medium complexity Reimbursements eligibility rule Configure 1 Pension savings benefit, 1 enrollment workflow, 1 retirement plan type, 1 pension fund Configure 1 Insurance benefit, 1 Insurance plan, 1 low to medium complexity eligibility rule, 1 enrollment workflow

2.1.1. Functional Scope

The following SAP Best Practices scope items form the functional scope of the Services.

Line of Business/ Process	SAP Best Practice Scope Item
Manage Workforce Process - Employee Central Benefits	Manage employee benefits for: Canada, India or United States

2.1.2. Data Migration Scope

2.2. The Services include the following: SAP will provide advisory data migration support for 40 hours. Customer is responsible for data cleansing, data mapping, transformation and importing data.

2.3. Scope Boundaries and Conditions

The following boundaries and conditions apply to the scope of Services.

2.3.1. Functional Scope Boundaries

- Number of SAP Best Practices scope items: 1 (Manage Employee Central Benefits)
- Manage Employee Central Benefits process as part of SAP Best Practices scope limited to Canada, India or the United States
- Maximum number of Employee Central Benefits that are allowed: 8

- (d) Country/countries in scope: 1 (Customer to choose from the following 3 available SAP Best Practices locations: United States, Canada or India)
- (e) System language/s: English only
- (f) Language/s for all business data in the system: English only

2.3.2. Services Scope Conditions

- (a) Services are delivered remotely.
- (b) The project language is English, and all Services documentation and Deliverables will be provided in English only, unless otherwise agreed in the kick-off meeting.
- (c) All meetings and sessions are set up as a phone call or online-meeting with standard applications such as Zoom or MS Teams.
- (d) SAP will assist with the activation of SAP Best Practices configuration in the Development and Test Systems for up to 2 business days.
- (e) No more than 5 Customer team members will attend the workshop sessions as well as the kick-off meeting and Services closing session. Customer resources with good knowledge of benefits and SAP SuccessFactors Employee Central should attend the workshops sessions.
- (f) The kick-off meeting will last a maximum of 2 hours.
- (g) The duration of the workshop session/s is predefined. The concrete schedule will be confirmed in the kick-off meeting within the Services duration in accordance with section `Schedule`.
- (h) SAP will conduct 4 knowledge transfer session on SAP SuccessFactors Employee Central Global Benefits for up to a maximum of 16 hours (4 hours per Employee Central Benefit type). Employee Central Benefit types that will be covered during the knowledge transfer sessions are Allowances, Reimbursement, Insurance and Pension savings.
- (i) SAP will conduct 4 knowledge transfer session for up to a maximum of 4 hours each covering the topics of process walkthrough, data migration, RBP and administrative tasks.
- (j) SAP will conduct 1 knowledge transfer session for up to a maximum of 2 hours (for up to 5 users) covering the topic of Reporting overview to access and adapt template stories in SAP SuccessFactors People Analytics
- (k) For Customer owned Employee Central Benefits scope items, SAP will provide advisory support only. It is Customer's responsibility to configure and fix the issues during iteration testing, user acceptance testing (UAT) and hypercare.
- (l) SAP will provide up to a maximum of 40 hours of testing support during iteration 1 and up to a maximum of 40 hours of testing support during UAT.
- (m) SAP will provide up to a maximum of 20 hours of support during Post Go Live hypercare. This includes the support for both SAP owned Employee Central Benefit scope items and Customer owned Employee Central Benefit scope items.
- (n) Number of Employee Central Benefit scope items that are allowed for these Services is 8. Out of these 8 Employee Central Benefit scope items, SAP will implement 4 Employee Central Benefit scope items as per the scope outlined in the scope section. Customer team is responsible for implementing the rest of the Employee Central Benefit scope items. If the number of Employee Central Benefit scope items exceeds 8, Customer is not eligible for these Services.
- (o) Benefits from the following Employee Central Benefit types – Allowances, Reimbursements, Pension savings and Insurances will be reviewed during the kick-off meeting. SAP and Customer will finalize the Employee Central Benefit types that need to be owned by SAP and the Employee Central Benefit types that need to be owned by Customer during the kick-off meeting.
- (p) All workshop sessions are limited to Customer benefits functional leads that are responsible for benefits configuration.
- (q) Data migration is Customer's responsibility. SAP will provide up to a maximum of 40 hours of data migration advisory support.
- (r) SAP will conduct unit testing for SAP owned scope items only.

- (s) SAP will assist cutover planning on SAP owned tasks for maximum 1 business day.
- (t) SAP will provide go live and post go live advisory support up to a maximum of 20 hours for maximum 7 continuous business days within the Services delivery which begins after the execution of the cutover.

2.4. Prerequisites

Customer shall fulfill the following prerequisites before the start of the Services:

2.4.1. Customer has a valid cloud subscription that is provisioned for the following:

- (a) SAP SuccessFactors Employee Central
- (b) SAP Business Technology Platform

2.4.2. Customer provides access to the following tiered system landscape: SAP SuccessFactors Employee Central Development System, Test System, Production System.

2.4.3. Customer systems are fully functional.

2.5. Out of Scope

Any services not expressly listed in this Scope Document are out of scope, including without limitation:

- (a) analysis of as-is business processes;
- (b) programs or content to migrate data from legacy systems;
- (c) data cleansing or data clean up;
- (d) data transformation and migration;
- (e) employee data file loads;
- (f) Customer specific authorization roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service;
- (g) any changes required because of pre-existing Customer specific enhancements or developments;
- (h) any changes required because of quality or values of Customer's master and transactional data;
- (i) unit testing in any other environment besides the environment where the initial configuration was completed;
- (j) any configuration for a country not in the supported list;
- (k) implementation of the configuration elements identified in the backlog;
- (l) Employee Central Benefit types design, configuration and testing in all SAP SuccessFactors instances for Customer owned Employee Central Benefit types;
- (m) pay component automation;
- (n) any changes to SAP SuccessFactors Employee Central or any other SAP SuccessFactors module that are required for implementing the Employee Central Benefit types in scope;
- (o) SAP performing changes to Employee Central Benefit types configuration any other configuration changes for Customer owned scope items;
- (p) fixing the defects related to Customer owned Employee Central Benefit types scope items during iteration testing, UAT, and hypercare;
- (q) deploying Customer owned Employee Central Benefit types scope items into Production System;
- (r) workbooks creation/ update and documentation of Customer owned Employee Central Benefit types scope items;
- (s) custom reports;
- (t) integration with any SAP or third party solutions;
- (u) SAP SuccessFactors cross-module integrations;
- (v) translations;
- (w) SAP performing data migration for the Customer;
- (x) Identity Authentication service set up and configuration;
- (y) support for Joule activation;

- (z) SAP moving to Production System any changes or configuration items Customer configured;
- (aa) any processes not mentioned in above scope: implementation of SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Time Management (Time Off, Time Sheet) and/or SAP SuccessFactors Time Tracking;
- (bb) implementation of SAP SuccessFactors Employee Central Payroll;
- (cc) document generation;
- (dd) SAP SuccessFactors Employee Central Service Center (HR service delivery solution);
- (ee) integration items;
- (ff) Intelligent Services;
- (gg) subscription to any Cloud Services or purchase of SAP Software;
- (hh) any development of custom code, updates or upgrades to SAP products;
- (ii) training services, such as SAP standard training on SAP solutions for project team members, training for users or end user documentation.

3. APPROACH AND RACI

The Customer has overall accountability for the project. SAP and Customer agree on the following responsibility matrix for the key activities. Details may be defined during Services delivery.

- (a) **Responsible (R):** Charged with performing the activities.
- (b) **Consulted (C):** Provides input on how to perform the activity and supports the execution of the activity.
- (c) **Informed (I):** Provided with information.

Activity	SAP	Customer
Services Preparation		
Confirm completion of prerequisites	C	R
Confirm availability of Customer team members	I	R
Conduct kick-off meeting	R	C
Review of provided documents	R	C
Schedule workshop session/s	R	C
Activate SAP Best Practices content in the Test System	R	I
Sign-off phase completion in written form	I	R
Services Exploration		
Conduct the workshop sessions as per the scope	R	C
Test planning: Create and document the test strategy, schedule the test plan and define the test scope	C	R
Sign-off phase completion in written form	I	R
Services Realization		

Activity	SAP	Customer
Set up Customer Test System	R	C
Conduct role-based permission workshop, to explain standard roles	R	C
Prepare Customer foundation and test users data	C	R
Validate Test System is working as expected	C	R
Execute test cases and test scripts for iteration 1	C	R
Prepare and test full Customer data	C	R
Prepare and execute user acceptance testing	C	R
Conduct knowledge transfer session focused on administrative tasks	R	C
Create cutover plan	R	C
Sign-off phase completion in written form	I	R
Services Deployment		
Prepare the Production System	R	C
Execute the cutover plan to production	R	C
Test and validate the systems after the cutover has finished	C	R
Obtain the production approval sign-off from applicable Customer's stakeholders	I	R
Provide go live and post go live support (advisory)	R	C
Sign-off phase completion in written form	I	R

4. SCHEDULE

- 4.1. Services are provided on a one-time basis and will be delivered in an estimated duration of 10 consecutive weeks following the kick-off meeting.
- 4.2. SAP reserves the right not to start the Services until SAP has assembled a team, which may require a lead time of up to 2 weeks.
- 4.3. If not otherwise specified in the Agreement the following applies: Within 12 months of the Service Start Date as set forth in the Agreement, parties will mutually agree upon the start of the delivery of the Services within the subscription term of the underlying Cloud Service. There is no discount, refund or credit if the Services are not called off within 12 months after the Service Start Date.

5. ORGANIZATION

- 5.1. SAP Team
 - 5.1.1. SAP provides the Services through a team that typically includes technical or functional Consultants or both. A designated Service Lead will serve as SAP's primary point of contact for the Customer. If multiple resources are

assigned to deliver the Services, SAP may allocate a single Consultant to fulfill multiple roles or assign multiple Consultants to a single role. In general, SAP team roles are staffed on a part-time basis.

5.2. Customer Team

- 5.2.1. Customer must appoint a project manager or equivalent role to serve as the sole point of contact for SAP. The Customer's team must include relevant business process owners or subject matter experts. If multiple resources are assigned to a single role, the Customer must clearly delineate each resource's responsibilities.
- 5.2.2. Customer team is available for the duration of the Services delivery per the time allocations as required for the Services or as recommended by SAP.

5.3. Governance

- 5.3.1. The Services will have sponsorship from Customer's senior management, who will be available on a timely and regular basis to monitor the progress and to act as a decision maker for policy decisions.
- 5.3.2. To facilitate effective communication between SAP and Customer, an SAP and Customer status meeting to clarify open issues and questions will occur weekly unless a different periodic interval is mutually agreed to.
- 5.3.3. To the extent required, Customer and SAP will work cooperatively at the start of the Services to establish a project governance model and a solution governance forum, including a documented issues management process to address any issues which arise on the Services. It will address the prioritization of these issues as well as an effective means for issue escalation and resolution.

6. SAP DELIVERABLES

- 6.1. The following Deliverables shall be deemed completed and approved by Customer when the below completion criteria have been met.
- 6.2. Deliverables

Deliverable	Deliverable Description	Completion Criteria
Solution configuration	Configuration of Test System for Customer to complete testing	Handover of configuration for testing to Customer
Technical documentation	Technical documentation covering the configuration of the SAP Solution in scope of these Services	Handover of technical documentation to Customer

7. CUSTOMER RESPONSIBILITIES

- 7.1. Customer shall cooperate with SAP in good faith so that SAP can deliver the Services. Customer's failure to meet or fulfill any of the specified responsibilities or requirements in this Agreement, can result in a delay of the provision of the Services or an increase of fees due.
- 7.2. In addition to the Customer responsibilities in the applicable terms and conditions, Customer shall fulfill, in particular, the following responsibilities:
 - 7.2.1. Services-specific Customer Responsibilities
 - (a) Customer is responsible for building out any reports following knowledge transfer.
 - (b) Customer is responsible for building out any benefits types, testing and moving to another instance following workshop sessions.
 - (c) Customer is responsible for data cleansing, mapping and transformation and for operating any imports and exports.
 - (d) Customer is responsible for user acceptance testing.
 - (e) Customer shall submit a request to copy Production System back into Development System.
 - 7.2.2. General Customer Responsibilities

- (a) Customer is responsible for the overall management of Customer's project and controls the project realization, process, scope, costs, Customer resources and targeted solutions.
- (b) Customer shall staff the listed Customer team roles with the requisite skills and knowledge and assign all necessary IT and business resources to complete Customer activities.
- (c) Customer shall use reasonable efforts to minimize the change in personnel throughout the duration of the Services.
- (d) If Customer involves third-parties, Customer shall manage any third-party resources and be responsible for their acts and omissions.
- (e) Customer shall supply SAP with the names and contact information of key Customer and third-party resources.
- (f) Customer shall be fully responsible for organizational change management of all affected departments.
- (g) Customer shall fulfill and provide listed prerequisites required to perform the Services.
- (h) Customer shall be fully responsible for technology infrastructure that is on premise or hosted by a third party. This includes but is not limited to SAP infrastructure, network and system administration, security, periodic backup and restore activities as required, and server and storage hardware. Required systems shall be available throughout the Services.
- (i) If required to perform the Services, Customer shall enable the use of SAP laptops and mobile devices on Customer's network to access SAP's network via SAP's Virtual Private Network (VPN) protocols.
- (j) Customer shall provide technical advice regarding any third-party systems accessible to the SAP team.
- (k) If required to perform the Services, Customer shall complete the relevant SAP standard trainings.
- (l) Customer shall comply with any relevant governmental and regulatory requirements.
- (m) Customer shall sign off the completion of the Services in written form upon request.

8. ASSUMPTIONS

- 8.1. The Services are provided based on the current release version of the Cloud Service that is generally-available at the start of the Services delivery. SAP provides general updates of the Cloud Service for general availability regularly. If an update is made generally available during the performance of the Services, any additional planning or configuration required to support the updated release is not included in the Services.
- 8.2. Unless otherwise specified, the Services are provided within normal business hours, Monday through Friday, excluding SAP recognized holidays.
- 8.3. Services are based on a predefined scope and delivery model. In performing the Services, SAP:
 - (a) will follow applicable parts of the SAP Activate standard methodology for the implementation of and transition to SAP solutions;
 - (b) may utilize project accelerators; and
 - (c) may use software and tools ("**Tools**") for which all rights of authorship remain with SAP or SAP SE. In case Tools are copied to Customer's system, Tools and all permitted copies thereof must be deleted at the end of the Services. If at SAP's sole discretion Tools are left on the system for documentation purposes, Customer is not permitted to use such Tools for any other remaining purpose. Tools are provided on an as-is basis with no warranty. SAP will not support or enhance the Tools beyond what is provided during the term of the Services.
- 8.4. Knowledge transfer does not replace the necessity for standard SAP training on SAP solution(s) which may be available through separate SAP agreements.
- 8.5. The estimated timelines are based on continuous availability of systems (if required) as well as Customer fulfilling their prerequisites and responsibilities as set forth herein.
- 8.6. Any changes to the scope of Services, whether requested during or after the Services term shall be subject to a separate Services agreement in consideration of additional fees.