Scope Document
Max Success Plan
范围文档
Max Success Plan [全面成功计划]

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

仅当订购单包含针对适用云服务的 Max Success Plan [全面成功计划]时，本范围文档才构成协议的一部分。本范围文档中所述的权利仅适用于已购买 Max Success Plan [全面成功计划]的云服务。这些权利是对纳入协议的云服务支持协议的补充。

1. DEFINITIONS

定义

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

未在 SAP 云服务一般条款和条件（以下简称"**GTC**"）中另行定义的所有以粗体显示的术语，其含义与协议中对其赋予的含义相同。

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.

"**当地工作时间**"是指根据适用于客户地址的当地时区，周一至周五上午 8 点（08:00）至下午 6 点（18:00）（当地节假日除外）。

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

"会话"是指客户与 SAP 之间的互动期，在此期间客户提出向 SAP 寻求协助的请求，SAP 则提供协助，推动请求进展。会话并不保证取得具体成果或达成决议。

2. SCOPE

范围

2.1. Success Expert

成功专家

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

SAP 应提供一名成功专家，在当地工作时间内提供服务，协助客户采用云服务，主动为本范围文档中规定的服务提供指导和协调支持。此外，成功专家会：

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

就与技术支持无关的操作性问题提供指导。

(b) Advise on technical and functional best practices.

就技术和功能卓越实践提供建议。

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

就云服务功能和特性提供指导。

(d) Facilitate coordination and delivery of the services described herein.

促进协调和交付本文所述的服务。

2.2. Customer Response Levels

客户响应等级

SAP shall respond to submitted support cases for solutions covered under Max Success Plan in accordance with the response levels set out below. Priority classifications (P1, P2, P3, P4) are 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.

SAP 应根据下述响应等级，响应针对 Max Success Plan [全面成功计划]覆盖的解决方案所提交的支持工单。 优先级分类（P1、P2、P3、P4）详见云服务支持协议。除支持协议中规定的标准响应等级外，下述响应等级也适用。

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

本节中的响应等级不适用于 SAP 提供的第三方产品。

Priority **优先级**	**Response Level** **响应等级**
P1	Initial Response: Within 15 minutes of case submission for Max Success Plan 初始响应：针对 Max Success Plan [全面成功计划]，在工单提交后的 15 分钟内。
P2	Initial Response: Within 2 hours of case submission for Max Success Plan. 初始响应：针对 Max Success Plan [全面成功计划]，在工单提交后的 2 小时内。 Corrective Action Target: SAP shall provide for such cases, either a resolution; or a workaround; or an action plan within 3 business days. 纠正措施目标：SAP 应在 3 个工作日内为该等级的工单提供解决方案、应急方案或行动计划。
P3	Initial Response: Within 4 business hours of case submission for Max Success Plan. 初始响应：针对 Max Success Plan [全面成功计划]，在工单提交后的 4 个工作小时内。
P4	Initial Response: Within 1 business day of case submission for Max Success Plan. 初始响应：针对 Max Success Plan [全面成功计划]，在工单提交后的 1 个工作日内。

2.3. Support Case Management Assistance

支持工单管理协助

2.3.1. SAP shall provide an English -speaking Designated Case Manager (“DCM”) to the Customer. The DCM will be assigned no later than six (6) weeks after execution of the Order Form. The DCM shall:

SAP 应向客户提供精通英语的指定工单经理（以下简称“DCM”）。DCM 应在订购单签署后六（6）周内进行指派。DCM 应：

(a) Be remotely available for eight (8) hours within Local Business Hours.

在当地工作时间内，提供 8 小时远程支持。

(b) Be contacted via a designated mailbox for all case management-related communication, by a designated Customer Contact (see 2.3.2.).

通过指定邮箱，接受指定客户联系人（见第 2.3.2 节）发起的所有与工单管理相关的沟通。

2.3.2. Customer may designate up to three (3) qualified English-speaking contacts ("Customer Contacts") and shall provide contact details (including e-mail address and telephone number). The services described in Section 2.3.3 will be delivered in English and exclusively to the assigned Customer Contacts. As preparation for delivery of services, Customer Contacts and the assigned DCM will jointly perform one (1) initial remote setup meeting.

客户可以指定最多三（3）名精通英语的合格联系人（以下简称"客户联系人"），并应提供详细的联系信息（包括电子邮件地址和电话号码）。第 2.3.3 节所述的服务将以英语提供，且仅向指定客户联系人交付。作为交付服务的准备工作，客户联系人和指派的 DCM 应共同召开一（1）场初次远程准备会议。

2.3.3. DCM shall provide:

DCM 应提供：

(a) Onboarding of Customer Contact(s)

客户联系人启用服务

(b) Quarterly trend analysis meetings

季度趋势分析会议

(c) Advice on adoption of support channels and support best practices for case management

就支持渠道的采用提供建议，并支持工单管理卓越实践

(d) Enablement of usage of SAP support resources and tools

SAP 支持资源和工具使用赋能服务

2.3.4. DCM shall deliver case management services on demand by Customer Contact(s):

DCM 应根据客户联系人的需求提供工单管理服务：

2.3.4.1. Support in total up to four (4) concurrent cases at any given time ("Case Capacity Limit")

在任何给特定时间最多支持四（4）个并发工单（以下简称"工单容量限制"）

2.3.4.2. Once engaged by the Customer, DCM shall provide case management services only for Priority 1 (P1) and Priority 2 (P2) cases within defined DCM availability time (see 2.3.1 (a).). This includes periodic review of the cases, regular follow-ups, and issuing regular updates, remaining engaged until case resolution. The DCM reserves the right to redirect requests into existing SAP support channels.

在收到客户请求后，DCM 应在规定的 DCM 可用时间（参见第 2.3.1 (a)小节）内仅为第一优先级（P1）和第二优先级（P2）工单提供工单管理服务。这包括定期审核工单、定期跟进和发布定期更新，持续提供服务直到工单解决为止。DCM 保留将请求重新发送给现有 SAP 支持渠道的权利。

2.3.5. The DCM will deliver services with a capacity up to one-half (0.5) working day per week.

DCM 每周将提供最多半（0.5）个工作日的服务。

2.3.6. DCM services for private cloud subscriptions are only available for product releases/versions of SAP Software in Mainstream or Extended Maintenance or covered by comparable services, such as SAP S/4HANA Cloud Safekeeper or SAP ERP, private edition, transition option.

面向私有云订阅的 DCM 服务仅适用于处于主流维护或扩展维护的 SAP 软件产品发布/版本，或由 SAP S/4HANA Cloud Safekeeper [ERP 云安全守护]或 SAP ERP（私有云版本）迁移选项[企业资源规划私有云版本迁移选项]等类似服务涵盖的 SAP 软件产品发布/版本。

2.3.7. DCM-delivered services shall only cover those eligible Cloud Services for which a Max Success Plan has been contracted by the Customer.

DCM 交付的服务应仅涵盖客户已签署 Max Success Plan [全面成功计划]合同的适用云服务。

2.4. Product and Adoption Guidance

产品和采用指导

2.4.1. SAP shall provide access to Success Experts to provide guidance on onboarding, product adoption and usage, best practices and operational excellence.

SAP 应提供与成功专家交流的途径，就启用、产品采用和使用、卓越实践和卓越运营提供指导。

2.4.2. SAP shall provide expert-led sessions, providing recommendations based on SAP best practices or recommended configurations.

SAP 应提供由专家主导的会议，根据 SAP 卓越实践或推荐的配置提供建议。

2.5. Quality and performance monitoring platform

质量和性能监控平台

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

SAP 应为客户提供访问 SAP Cloud ALM [云应用生命周期管理]中附加质量和性能报告的权限。

2.5.2. 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 2.5.

设置和配置 SAP Cloud ALM [云应用生命周期管理]并将其连接到客户 SAP 云服务内的相关数据源，是客户的责任和使用第 2.5 节所述服务的前提条件。

2.6. Activation and Optimization Services

激活与优化服务

(a) SAP shall provide Activation and Optimization Services. The Activation and Optimization Services constitute Professional Services within the meaning of the GTC. The following applies for these services:

SAP 应提供激活与优化服务。该激活与优化服务构成 GTC 定义的专业服务。以下规定适用于这些服务：

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

仅 SAP 批准的要素清单中包含的功能才有资格获得激活和优化服务。

(c) The duration of the services shall not exceed sixteen (16) hours. Concurrent usage is not permitted.

服务持续时间不得超过十六（16）小时。不允许并发使用。

(d) 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.

激活与优化服务在任何给定时间仅限于一（1）个活动会话，并且仅适用于与客户适用范围一致的服务。不允许超过单个并发会话的同时使用或并行使用。

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

最新的服务列表在以下链接中发布和提供：https://www.sap.com/about/trust-center/agreements.html。

2.6.3. Coordination of services shall be conducted through the assigned Success Expert.

应通过指派的成功专家协调服务。

3. LANGUAGE

语言

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

SAP 仅以英语提供所有信息。

4. EXCLUSIONS

排除情况

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.

本范围文档不包括实施的执行和管理、测试和测试管理、版本/变更控制、组织变更管理和培训。本范围文档亦不包括承担客户现有实施项目或业务流程的责任，亦不对其进行管理。

5. CUSTOMER RESPONSIBILITIES

客户责任

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.

除云服务支持协议第 4 节所述的责任外，客户还应负责履行本文中规定的其他义务。这些是补充性的责任，并不限制或替代所引用文件中所述的任何义务。

5.2. Customers shall cooperate with SAP in good faith.

客户应与 SAP 真诚合作。

6. SERVICE LOCATION

服务地点

6.1. Services shall be delivered remotely.

服务应以远程方式交付。

7. CHANGES TO SERVICES

服务变更

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.

SAP 提供的服务范围可由 SAP 随时变更，并提前九十（90）天书面通知，以反映 SAP 云服务的持续开发和技术进步。