Scope Document
Max Success Plan
範圍文件
Max Success Plan

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.

僅當訂購單包括符合資格的雲端服務的 Max Success Plan 時，本範圍文件構成合約之一部分。本範圍文件所述權益僅適用於已購買 Max Success Plan 的雲端服務。該權益係附加在合約納入之雲端服務支援明細表。

1. DEFINITIONS

名詞定義

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.

所有使用之大寫詞彙未於 SAP 雲端服務一般條款與條件 (以下稱「**GTC**」)定義者，其含意應與合約中相同。

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.

「**當地營業時間**」係指依據客戶地址適用之當地時區，週一至週五上午 8 點 (08:00) 至下午 6 點 (18:00)，不包括當地假日。

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.

「**工作階段**」係指客戶與 SAP 的互動期間；在此期間，客戶向 SAP 提出協助請求，且 SAP 會提供協助以推動完成該請求。工作階段不保證達成特定結果或解決方案。

SCOPE

範圍

1.3. Success Expert

成功專家

1.3.1. 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 應提供於當地營業時間內可提供服務之成功專家，透過主動提供本文所概述的服務指導和協調，支援客戶採用雲端服務。此外，成功專家亦可：

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

回應與技術支援無關之諮詢問題。

(b) Advise on technical and functional best practices.

提供技術與功能之最佳實務建議。

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

提供雲端服務之功能特性指導。

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

推動本文所述服務之協調與交付。

1.4. Customer Response Levels

客戶回應級別

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 應根據以下所列回應級別，回應 Max Success Plan 涵蓋之提交支援案例的解決方案。優先順序分類 (P1、P2、P3、P4) 如雲端服務支援明細表所定義。以下回應級別適用於支援明細表所載標準回應級別。

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

本條所載回應級別不適用於 SAP 提供之第三方產品。

Priority **優先順序**	**Response Level** **回應級別**
P1	Initial Response: Within 15 minutes of case submission for Max Success Plan
P1	初步回應：Max Success Plan 案例提交後 15 分鐘內
P2	Initial Response: Within 2 hours of case submission for Max Success Plan. Corrective Action Target: SAP shall provide for such cases, either a resolution; or a workaround; or an action plan within 3 business days.
P2	初步回應：Max Success Plan 案例提交後 2 小時內。 改正行動目標：SAP 應在 3 個工作日內提供案例解決方案、暫時性解決方案或行動計劃。
P3	Initial Response: Within 4 business hours of case submission for Max Success Plan.
P3	初步回應：Max Success Plan 案例提交後營業時間 4 小時內。
P4	Initial Response: Within 1 business day of case submission for Max Success Plan.
P4	初步回應：Max Success Plan 案例提交後營業時間 1 個工作天內。

1.5. Support Case Management Assistance

支援案例管理協助

1.5.1. 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 應向客戶提供通曉英語的指定案例經理 (以下稱「DCM」)。DCM 應於簽署訂購單後六 (6) 週前指派完成。DCM 應：

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

在本地營業時間內，提供八 (8) 小時服務。

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

透過指定郵箱進行所有案例管理相關通訊，並由指定客戶聯絡人進行 (請參閱第 2.3.2. 條)。

1.5.2. 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.

客戶得指定最多三 (3) 名通曉英語的合格聯絡人 (以下稱「客戶聯絡人」)，並應提供聯絡人詳細資訊 (包括電子郵件地址和電話號碼)。第 2.3.3 條所述服務將以英文交付，並僅交付予指定客戶聯絡人。在準備交付服務時，客戶聯絡人及指派的 DCM 應共同召開一 (1) 場初始遠端設定會議。

1.5.3. DCM shall provide:

DCM 應提供：

(a) Onboarding of Customer Contact(s)

客戶聯絡人上線作業

(b) Quarterly trend analysis meetings

每季趨勢分析會議

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

建議支援管道採用，並支援案例管理的最佳實務

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

啟用 SAP 支援資源和工具使用

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

DCM 應由客戶聯絡人根據需求，交付案例管理服務：

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

在任何特定時間，最多同時支援四 (4) 個案例 (以下稱「案例產能限制」)

1.5.4.2. 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.

一旦客戶簽署合約，DCM 應僅在定義的 DCM 可用性時間內，針對優先順序 1 (P1) 和優先順序 2 (P2) 案例提供案例管理服務 (請參閱第 2.3.1 (a) 條)。這包含定期案例審查、定期後續追蹤，以及核發定期更新，在案例解決前持續參與。DCM 保留權利，得將請求導至現有 SAP 支援管道。

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

DCM 每週最多提供一半 (0.5) 工作日的服務。

1.5.6. 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.

私人雲端訂閱的 DCM 服務僅適用於主要或延伸維護或類似服務所涵蓋的 SAP 軟體產品版本，例如 SAP S/4HANA Cloud Safekeeper 或 SAP ERP (私人版，轉換選項)。

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

DCM 交付的服務應僅涵蓋經客戶簽訂 Max Success Plan 之符合資格的雲端服務。

1.6. Product and Adoption Guidance

產品和採用指南

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

SAP 應向成功專家提供存取權限，以提供上線、產品採用和使用、最佳實務及卓越營運。

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

SAP 應提供由專家帶領的工作階段，基於 SAP 最佳實務或建議設定提供建議。

1.7. Quality and performance monitoring platform

品質與績效監控平台

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

SAP 應向客戶提供 SAP Cloud ALM 中，額外品質及效能報告的存取權限。

1.7.2. 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.

SAP Cloud ALM 的設定，以及客戶 SAP 雲端服務內相關資料來源的連線均由客戶負責，且皆為使用第 2.5 條所述服務之先決條件。

1.8. Activation and Optimization Services

啟用和最佳化服務

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 應提供啟用和最佳化服務。此啟用和最佳化服務構成 GTC 所定義之專業服務。下列條件適用於此等服務：

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

僅 SAP 核准元素名冊所包含的功能應符合啟動和最佳化服務資格。

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

服務期間不得超過十六 (16) 小時。不得同時使用。

(c) 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.

啟動和最佳化服務在任何特定時間皆僅限於一 (1) 個啟用中的工作階段，且僅適用於與客戶適用範圍相符之服務。不得於單一工作階段同步或平行使用服務。

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

目前的服務清單業已發佈，請參閱：https://www.sap.com/about/trust-center/agreements.html。

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

服務之協調應透過特派成功專家進行。

2. LANGUAGE

語言

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

SAP 將僅使用英文提供所有資訊。

3. EXCLUSIONS

除外狀況

3.1. 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.

此範圍文件不包括實作執行和管理、測試和測試管理、發行/變更控制，以及培訓。此範圍文件亦進一步排除承擔客戶現有建置或業務流程之責任或管理。

4. CUSTOMER RESPONSIBILITIES

客戶責任

4.1. 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.

除雲端服務支援明細表第 4 條所述之責任外，客戶亦應承擔本文規定之額外義務。此等責任為補充責任，不會限制或取代參考文件所述之任何義務。

4.2. Customers shall cooperate with SAP in good faith.

客戶應秉持善意，與 SAP 合作。

5. SERVICE LOCATION

服務地點

5.1. Services shall be delivered remotely.

服務應遠端交付。

6. CHANGES TO SERVICES

服務變更

6.1. 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 得隨時提前 90 天發出書面通知，變更所提供之服務範圍，以反映持續開發且改進技術之 SAP 雲端服務。