Scope Document

Max Success Plan Enterprise

This Scope Document forms part of the Agreement only if the Order Form includes the Max Success Plan Enterprise for eligible Cloud Services. The entitlements described in this Scope Document apply to all eligible Cloud Service(s) purchased by Customer and active during such term, provided such Cloud Services are included in the Eligible Cloud Services List for Max Success Plan Enterprise. These entitlements are provided 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**") shall have the meanings 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 to SAP, and SAP provides assistance that drives the request forward. The Session does not guarantee the achievement of a specific outcome or resolution.

1.3. "**Eligible Cloud Services List**" means the list of Cloud Services eligible for the Max Success Plan, as published by SAP at https://www.sap.com/about/trust-center/agreements.html, as amended by SAP from time to time.

2. SCOPE

2.1. Success Expert

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

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

(b) Advise on technical and functional best practices.

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

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

2.2. Customer Response Levels

SAP shall respond to submitted support cases for Cloud Services covered under Max Success Plan Enterprise 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.

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

Priority	**Response Level**
P1	Initial Response: Within 15 minutes of case submission for Max Success Plan Enterprise.
P2	Initial Response: Within 2 hours of case submission for Max Success Plan Enterprise. Corrective Action Target: SAP shall provide for such cases, either a resolution; or a workaround; or an action plan within 3 business days.
P3	Initial Response: Within 4 business hours of case submission for Max Success Plan Enterprise.

P4	Initial Response: Within 1 business day of case submission for Max Success Plan Enterprise.

2.3. Support Case Management Assistance

2.3.1. SAP shall provide an English-speaking Designated Case Manager ("**DCM**") for the eligible Cloud Services covered by the Max Success Plan Enterprise. SAP shall assign the DCM no later than six (6) weeks after execution of the Order Form.

2.3.2. The DCM shall:

(a) Be remotely available to be contacted for up to eight (8) hours within Local Business Hours.

(b) Be contacted via a designated mailbox for all case management-related communication, by a designated Customer Contact described in Section 2.3.3.

2.3.3. 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 and 2.3.4 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 conduct one (1) initial remote setup meeting.

2.3.4. DCM shall provide:

(a) Onboarding of Customer Contact(s)

(b) Quarterly trend analysis meetings

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

(d) Enablement on use of SAP support resources and tools

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

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

2.3.5.2. Once engaged by the Customer, DCM shall provide case management services only for Priority 1 (P1) and Priority 2 (P2) cases within the defined DCM availability time described in 2.3.2(a). This includes periodic review of the cases, regular follow-ups, and issuing regular updates, and the DCM remaining engaged until case resolution. The DCM reserves the right to redirect requests into existing SAP support channels.

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 that are covered by comparable services, such as SAP S/4HANA Cloud Safekeeper or SAP ERP, private edition, transition option.

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

2.3.8. DCM-delivered services shall only cover those eligible Cloud Services that are active during the term and included in the Eligible Cloud Services list for Max Success Plan Enterprise.

2.4. Product and adoption guidance

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

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

2.5. Quality and performance monitoring platform

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

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.

2.6. Activation and optimization services

2.6.1. SAP shall provide activation and optimization services. The following applies for these services:

(a) Only features included in the SAP approved element roster, shall qualify for activation and optimization services.

(b) Each activation and optimization services shall not exceed sixteen (16) hours. Concurrent usage is not permitted within a solution group as defined in the Eligible Cloud Services List.

(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.

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

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

3. APPLICABLE CLOUD SERVICES

3.1. The scope of the services described herein applies exclusively to Cloud Services that are expressly identified and described in the then-current Eligible Cloud Services List associated with the Max Success Plan Enterprise.

4. LANGUAGE

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

5. EXCLUSIONS

5.1. 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.

6. CUSTOMER RESPONSIBILITIES

6.1. 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.

6.2. Customers shall cooperate with SAP in good faith.

7. SERVICE LOCATION

7.1. Services shall be delivered remotely.

8. CHANGES TO SERVICES:

8.1. 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.