Scope Document
SAP Preferred Success for HXM solutions, expanded edition

This Scope Document ("**Scope**") forms part of the Agreement if the Order Form lists SAP Preferred Success, expanded edition, for eligible Cloud Services. Services stated here re in addition to the Support Schedule for Cloud Services incorporated into the Agreement.

1.   DEFINITIONS

All capitalized terms used and not otherwise defined herein shall have the meaning assigned to them in the Agreement.

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

2.   SCOPE

Subject to payment of applicable fees set out in the Order Form, SAP shall provide the following additional services:

2.1.   Product Specialist

SAP shall provide a product specialist, available during Local Business Hours. The product specialist will support the Customer in driving adoption of the Cloud Service by providing customized guidance and support of the services outlined herein.

2.2.   How-to Guidance and In-Depth Expertise

Provide training and support sessions on how-to guidance and in-depth expertise. Product support related issues, error messages, standard or customized product defects, and integration to non-SAP solutions are not eligible.

2.3.   Monitoring

Monitor a subset of Customer's managed jobs that currently run to support the SAP SuccessFactors environment. In the event of job failure, SAP and Customer will define the associated Customer actions.

2.4.   New Feature Activation

2.5.   Assist Customer with enabling new features. Requested features will need to be mapped to Customer's Success Plan and recommended as an outcome of a service provided through the Expanded Edition program. architecture and integrations are excluded from the recommendation. Only base level configuration will be included to enable feature. Features will require no more than 8 hours for configuration. Base level unit testing will be offered in non-productive environments. Customer is solely responsible for all testing in production environment

2.6.   Solution Stabilization Review

Review and validate Customer's usage of each live software module, compared to best practices to identify gaps or process improvements. Adoption recommendations will be made to help the Customer with continuous improvement activities and usage over time. This service will be delivered on an annual basis during the validity of the Scope.

2.7.   Language

SAP will provide all documentation in English only.

2.8.   Exclusions

Scope excludes implementation services, testing and test management, release/change control, organizational change management, training, and assuming responsibility or management of customer's existing implementations.

2.9.   Availability

Services will be provided during Local Business Hours.