

SAP Cloud Platform– Service Description Guide

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Service Level Agreement and Support

The **Service Level Agreement for SAP Cloud Services** applies to the Cloud Services described in this Service Description Guide, provided, however, the System Availability SLA for all Cloud Services is 99.9% per month. Any deviations from the 99.9% System Availability SLA or any aspect of the standard **Service Level Agreement for SAP Cloud Services** are noted in the applicable Cloud Service terms in this Service Description Guide. The **Service Level Agreement for SAP Cloud Services** can be found at: <http://go.sap.com/about/agreements/cloud-services.html?search=Service Level Agreement> (also available from SAP upon request).

Maintenance Windows for all Cloud Services are set forth in the **Service Level Agreement for SAP Cloud Services**.

Disaster Recovery

Disaster

A disaster is only declared by SAP when there is a loss of utilities and services and uncertainty on whether utilities and services can be restored within a reasonable period of time. As long as the production site has power and is connected to the Internet, it will not be considered a disaster. Emergency incidents are assessed by SAP Cloud Platform and SAP Corporate Infrastructure Services. An SAP management member with proper authorization must officially declare a disaster in order to initiate a Disaster Recovery plan. Operations from the "Disaster Recovery site" could last anywhere from a few weeks to many months. Initiation of the failback plan is at SAP's sole discretion.

Standard Disaster Recovery

SAP Cloud Platform standard subscription fees (for services provisioned on the Neo environment) include standard disaster recovery service with the following capabilities (i) offsite database backups to disk (i.e. full data backup once per day/ log backup every 30 min/ replication of backups and log files to offsite storage array several times per day); and (ii) commercially reasonable efforts to restore productive tenants from backups as soon as practicable in case of a disaster resulting in loss of the production data center.

Enhanced Disaster Recovery (EDR) Service

For certain SAP Cloud Platform services specified in the Documentation, SAP shall provide EDR service in the following production data centers: EU1 (St. Leon-Rot, Germany), US1 (Ashburn, Virginia, USA), US2 (Phoenix, Arizona, USA), US3 (Sterling, Virginia, USA), and AP1 (Sydney, Australia).

EDR service includes (i) Recovery Point Objective (RPO): target age of data is no more than 30 minutes and (ii) Recovery Time Objective (RTO): full restoration of SAP Cloud Platform EDR enabled services within 4 hours (time required for declaration of a disaster is included). SAP will perform annual EDR testing with select customers once per year. EDR enabled SAP Cloud Platform services along with corresponding Customer Data and configurations are mirrored to a disaster recovery site. In case of disaster, the EDR-enabled SAP Cloud Platform services in the disaster recovery site replace those in the primary data center.

Customer will receive SAP Cloud Platform EDR service for a Platform Application(s) when Customer has allocated to EDR via SAP Cloud Platform provisioning self-service a duplicate set of all SAP Cloud Platform services utilized by the Platform Application. The duplicate SAP Cloud Platform services allocated to EDR require separate subscriptions (and associated fees).

High Availability

High Availability option for HANA and ASE Service in SAP's data centers

SAP shall provide High Availability for SAP Cloud Platform, HANA service or SAP Cloud Platform ASE service with an availability SLA of 99.95% per month if Customer has allocated to High Availability via SAP Cloud Platform provisioning self-service a duplicate of SAP Cloud Platform, HANA service or SAP Cloud Platform ASE service, as applicable. The duplicate SAP Cloud Platform services allocated to High Availability require separate subscriptions (and associated fees). In all other respects, the Service Level Agreement for SAP Cloud Services referenced in the Order Form applies to the applicable SAP Cloud Platform services.

Support Services

SAP Enterprise Support, cloud edition applies to the Cloud Services, with any deviations noted in the applicable Cloud Service terms in this Service Description Guide. The terms of SAP Enterprise Support, cloud edition can be found at: <http://go.sap.com/about/agreements/cloud-services.html?search=Support%20cloud> (also available from SAP upon request).

Cloud Services

SAP Cloud Platform Java server																
Cloud Service Description	Java server means a virtualized hardware resource used by Java-based Platform Applications.															
Usage Metric	Monthly Flat Fee per Piece															
Explanation of Usage Metric	Flat Fee means fixed monthly subscription fees															
Piece Size	1 Java server = 1 Piece															
Available T-Shirt Sizes																
	<table border="1"> <thead> <tr> <th>Size</th> <th>x-small</th> <th>small</th> <th>medium</th> <th>large</th> </tr> </thead> <tbody> <tr> <td>Cores</td> <td>1</td> <td>2</td> <td>4</td> <td>8</td> </tr> <tr> <td>Memory (MB)</td> <td>2,048</td> <td>4,096</td> <td>8,192</td> <td>16,384</td> </tr> </tbody> </table>	Size	x-small	small	medium	large	Cores	1	2	4	8	Memory (MB)	2,048	4,096	8,192	16,384
Size	x-small	small	medium	large												
Cores	1	2	4	8												
Memory (MB)	2,048	4,096	8,192	16,384												
Service Availability "SLA"	Precondition to System Availability SLA: <ul style="list-style-type: none"> • Java Platform Applications need to run with minimum 2 application processes/nodes • Java Platform Applications need to have an availability check configured 															
Previously referred to as	SAP HANA Cloud Platform, Java server (x-small) = SAP HANA Cloud Platform, compute unit lite SAP HANA Cloud Platform, Java server (small) = SAP HANA Cloud Platform, compute professional SAP HANA Cloud Platform, Java server (medium) = SAP HANA Cloud Platform, compute premium SAP HANA Cloud Platform, Java server (large) = SAP HANA Cloud Platform, compute premium plus															

SAP Cloud Platform Virtual Machine					
Cloud Service Description	SAP Cloud Platform Virtual Machine is a virtualized infrastructure-as-a-service hardware resource used to host and run SAP or third-party applications.				
Usage Metric	Monthly Flat Fee per Piece				
Explanation of Usage Metric	Flat Fee means fixed monthly subscription fees				
Piece Size	1 virtual machine server = 1 Piece				
Available T-Shirt Sizes					
Size	x-small	small	medium	large	x-large
Cores	1	2	4	8	16
Storage (GB)	20	40	80	160	320
Memory (MB)	2,048	4,096	8,192	16,384	32,768
Additional Terms	<ul style="list-style-type: none"> • Customer may use the Cloud Service to host and run separately licensed SAP or third-party applications. • Customer is solely responsible for the security, maintenance, management and support of the applications installed by Customer on the Cloud Service. • Customer is responsible for back up of Customer Data – no back up services are included in the Cloud Service. • The Cloud Service is provided through a single data center. As such, no redundant data center is included for disaster recovery services. • Customer is solely responsible for managing and updating the OS layer of the Cloud Service, including patching the OS with the most recent security patches made available by the OS vendor. • Customer shall fully compensate SAP (without effect of any limitations on liability in the GTCs) for any damages or expenses incurred by SAP as a result of a claim by a third party that any Customer or third party software or other technology hosted or run on the Customer’s Cloud Service virtual machine infringes or otherwise violates the rights of the third party. 				

SAP Cloud Platform bandwidth	
Cloud Service Description	Bandwidth means the amount of data traffic that leaves SAP data centers from Cloud Services to which Customer has subscribed.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat Fee means fixed monthly subscription fees .
Piece Size	1 Piece = 10 GB of Bandwidth

SAP Cloud Platform Document service

Cloud Service Description	Unstructured storage means: <ul style="list-style-type: none"> • an on-demand repository for the storage of unstructured or semi-structured data; • a Git Service to store and version source code of Platform Applications; and • private workspaces to users of SAP Document service.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 10 GB of unstructured storage
Previously referred to as	SAP HANA Cloud Platform, unstructured storage

SAP Cloud Platform custom domain	
Cloud Service Description	Custom Domain means a domain requested and configured by Customer for Platform Applications, instead of the default hana.ondemand.com subdomain.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 1 Custom Domain

SAP Cloud Platform Identity Authentication	
Cloud Service Description	SAP Cloud Platform Identity Authentication provides secure authentication and single sign-on for users in the cloud.
Usage Metric	Logon Requests per Month
Explanation of Usage Metric	A Logon Request is a single authentication request managed via SAP Cloud Platform identity Authentication. Multiple authentication requests by the same user in a single day are counted as a single logon request.
Piece Size	1 Piece = 100 Logon Requests
Additional Terms & Conditions	<ul style="list-style-type: none"> SAP Cloud Platform, Identity Authentication provides one tenant. If Customer has a subscription for a productive instance of SAP Cloud Platform, Identity Authentication, then Customer can request a second tenant (for testing purposes) which will be provided upon request for no additional cost. Additional production or test tenants beyond this must be purchased separately.
Previously referred to as	SAP Cloud Identity SAP HANA Cloud Platform, identity management

SAP Cloud Platform Identity Provisioning	
Cloud Service Description	SAP Cloud Platform Identity Provisioning offers identity management functionality such as user and role assignment provisioning from a cloud based repository to cloud and on-premise business systems.
Usage Metric	Monitored Users
Explanation of Usage Metric	Monitored Users are individuals whose information or credentials are monitored by the Cloud Service or who use the reporting console of the Cloud Service.
Additional Terms & Conditions	<ul style="list-style-type: none"> ▪ SAP Cloud Platform Identity Authentication is included in the subscription to the Cloud Service. ▪ Unless otherwise noted, use of SAP Cloud Platform Identity Authentication is limited to use in connection with the Cloud Service. ○ Customer must download and deploy the SAP Cloud Platform, cloud connector to connect on-premise SAP systems to the Cloud Service. The cloud connector is part of the Cloud Service, but the System Availability SLA does not apply to the Cloud Connector. ○ The Cloud Service includes specific integration points to peer systems which are described in the Documentation. These integration points may be changed or deprecated by SAP upon reasonable notice to Customer, and it is Customer's responsibility to ensure that it maintains the integration with connected peer systems upon SAP's change to or deprecation of any integration point.

SAP Cloud Platform Portal	
Cloud Service Description	SAP Cloud Platform Portal is a flexible environment that allows Customer to create and extend business websites.
Usage Metric	Per User per month
Explanation of Usage Metric	A User is an individual authorized to access Customer's SAP Cloud Platform Portal.
Pre-requisite	At least one (1) SAP Cloud Platform portal administrator
Additional Terms	<ul style="list-style-type: none"> • SAP Cloud Platform Portal is limited to access by individuals within the Customer's organization, including employees and contractors. • Each SAP Cloud Platform Portal subscription also includes: <ul style="list-style-type: none"> ◦ 30 logons of SAP Cloud Platform Identity Authentication per User, per month
Previously referred as	SAP HANA Cloud Platform, portal service SAP HANA Cloud Portal

SAP Cloud Platform Portal, consumer edition	
Cloud Service Description	SAP Cloud Platform Portal is a flexible environment that allows Customer to create and extend business websites.
Usage Metric	Site Visits per month
Explanation of Usage Metric	A Site Visit is an individual visit (user session) to Customer's SAP Cloud Platform Portal, by a User. Within a single Site Visit the User can browse an unlimited number of pages belonging to that site.
Piece Size	1 Piece = 1000 Site Visits per month
Pre-requisite	At least one (1) SAP Cloud Platform portal administrator
Additional Terms	<ul style="list-style-type: none"> • SAP Cloud Platform Portal, consumer edition is limited to access by individuals other than employees and contractors within the Customer's organization, except as included in the following packages: <ul style="list-style-type: none"> ○ SAP Cloud Platform, app services package, standard edition ○ SAP Cloud Platform, app services package, professional edition ○ SAP Cloud Platform, app services package, premium edition
Previously referred as	SAP HANA Cloud Platform, portal service SAP HANA Cloud Portal

SAP Cloud Platform, portal administrator	
Cloud Service Description	SAP Cloud Platform, portal administrator is an administrator user that manages the SAP Cloud Platform, portal service instance ranging from content and access rights to the content deployed on the portal.
Usage Metric	Per User per month
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service to perform administrative functions.
Previously referred to as	SAP HANA Cloud Platform, portal administrator SAP HANA Cloud Portal, administrator

SAP Cloud Platform SAP HANA service (SAP DC), standard edition

Cloud Service Description	SAP Cloud Platform SAP HANA service (SAP DC), standard edition allows Customer to develop, test and run Platform Applications- with a fully provisioned HANA environment including subscription-based SAP HANA database base edition instance.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 1 instance of a particular T-Shirt size

Available T-Shirt sizes in Neo environment:

Size	64 GB	128 GB	256 GB	512 GB	1 TB
Cores	12 Cores	24 Cores	32 Cores	40 Cores	80 Cores
HANA Memory	64 GB	128 GB	256 GB	512 GB	1 TB
Disk Space	640 GB	1280 GB	2560 GB	5120 GB	10 TB
Bandwidth	512 GB/Month		1 TB/Month		

Available T-Shirts in Microsoft Azure environment:

Size	256 GB	512 GB	1 TB	2 TB
Cores	32	64	64	128
HANA Memory	256 GB	512 GB	1 TB	2 TB
Disk Space	2.05 TB	2.56 TB	4.5 TB	8 TB
Bandwidth	512GB /Month	1TB /Month		

SAP Cloud Platform SAP HANA service (SAP DC), enterprise edition

Cloud Service Description	SAP Cloud Platform SAP HANA service (SAP DC), enterprise edition allows Customer to develop, test and run Platform Applications- with a fully provisioned HANA environment including subscription-based SAP HANA database platform edition instance.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 1 instance of a particular T-Shirt size

Available T-Shirt sizes in Neo environment:

Size	64 GB	128 GB	256 GB	512 GB	1 TB
Cores	12 Cores	24 Cores	32 Cores	40 Cores	80 Cores
HANA Memory	64 GB	128 GB	256 GB	512 GB	1 TB
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Size	256 GB	512 GB	1 TB	2 TB
Cores	32	64	64	128
HANA Memory	256 GB	512 GB	1 TB	2 TB
Disk Space	2.05 TB	2.56 TB	4.5 TB	8 TB
Bandwidth	512GB /Month	1TB /Month		

SAP Cloud Platform SAP HANA service, standard edition	
Cloud Service Description	SAP Cloud Platform SAP HANA service, standard edition allows Customer to develop, test and run Platform Applications- with a fully provisioned SAP HANA environment including subscription-based SAP HANA database standard edition instance.
Usage Metric	GB
Explanation of Usage Metric	<p>Subscription: 1 Piece = approximately 16 Gigabyte of Memory, 264 Gigabyte of storage and 128 Gigabyte of Bandwidth per Month</p> <p>Consumption: 1 Piece = approximately 16 Gigabyte of Memory per hour 1 Piece = 1 Gigabyte of Storage per hour</p>

SAP Cloud Platform SAP HANA service, enterprise edition	
Cloud Service Description	SAP Cloud Platform SAP HANA service, enterprise edition allows Customer to develop, test and run Platform Applications- with a fully provisioned SAP HANA environment including subscription-based SAP HANA database standard edition instance.
Usage Metric	GB
Explanation of Usage Metric	Subscription: 1 Piece = approximately 16 Gigabyte of Memory, 264 Gigabyte of storage and 128 Gigabyte of Bandwidth per Month Consumption: 1 Piece = approximately 16 Gigabyte Memory per hour 1 Piece = 1 Gigabyte Storage per hour

SAP HANA spatial service	
Cloud Service Description	SAP HANA spatial services support business processes which require spatial data processing and analysis from multiple sources, such as Earth observation images, weather information, and business data.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	<p>Flat Fee means fixed monthly subscription fees per Piece</p> <p>1 Piece = 1 block of Starter Package or 1 block of Professional Package</p> <p>Starter Package block includes 8,500 Transactions and 25GB of disk space storage Professional Package block includes 67,000 Transactions and 150GB of disk space storage</p> <p>1 Transaction = 100 Basic API calls or 1 Advanced API call Basic and Advanced API calls are specified in the Documentation.</p>
Additional Terms	<ul style="list-style-type: none"> • The Cloud Service should not be used to process or store personal data. • Publicly available geo reference data accessible through the Cloud Service may only be used in the context of the Cloud Service, and Customer is responsible for ensuring the accuracy and completeness of such data. SAP is not responsible for any harm caused by such data. • The EU Access option is not available for the Cloud Service.

SAP Cloud Platform SAP ASE service

Cloud Service Description Allows Customer to develop, test and run Platform Applications– with a fully provisioned ASE database environment including subscription-based SAP ASE instances.

Usage Metric Monthly Flat Fee per Piece

Explanation of Usage Metric Flat fee means fixed monthly subscription fees

Piece Size 1 Piece = 1 instance of a particular T-shirt size

Available T-Shirt Sizes

Size	X-Small	Small	Medium	Large	X-Large
Cores	1 cores	2 cores	4 cores	8 cores	16 cores
Memory	4 GB	8 GB	16 GB	32 GB	64 GB
Disk Space	40 GB	80 GB	160 GB	320 GB	640 GB
bandwidth(out)	512 GB/month			1 TB / month	

- Additional Terms & Conditions**
- SAP ASE service includes use of the SAP ASE Platform Edition and includes the required infrastructure for the relevant T-shirt size.
 - The SAP ASE database may only be used as a runtime database with SAP ASE service and Platform Applications. Customer may not use the SAP ASE database as a persistence data layer for any other solution-
 - Use of the SAP ASE service instance must conform to sizing information in the Documentation.
 - —

Previously referred to as SAP HANA Cloud Platform, SAP ASE service

SAP Cloud Platform Integration for SAP cloud applications									
Cloud Service Description	SAP Cloud Platform Integration for SAP cloud applications integrates processes and data between associated SAP cloud applications on one end and third party, cloud applications and on-premise solutions on the other end. SAP Cloud Platform Integration is an open, flexible, on-demand integration system running as a core service on SAP Cloud Platform.								
Usage Metric	Percentage of SAP cloud application service subscription fee								
Explanation of Usage Metric	Fees for SAP Cloud Platform Integration for SAP cloud applications are based on a percentage of the SAP cloud service subscription fee for the SAP cloud service integrated using SAP Cloud Platform Integration for SAP cloud applications. Fees may increase as fees for the integrated SAP cloud service increase. A separate fee is due for each SAP cloud service integrated using SAP Cloud Platform Integration for SAP cloud applications and each such SAP cloud service may be connected to an unlimited number of systems using SAP Cloud Platform Integration for SAP cloud applications.								
Included Components	<table border="1"> <tbody> <tr> <td>Data Integration</td> <td>Included</td> </tr> <tr> <td>Process Integration</td> <td>Included</td> </tr> <tr> <td>connections</td> <td>Unlimited</td> </tr> <tr> <td>bandwidth(out)</td> <td>Unlimited</td> </tr> </tbody> </table>	Data Integration	Included	Process Integration	Included	connections	Unlimited	bandwidth(out)	Unlimited
Data Integration	Included								
Process Integration	Included								
connections	Unlimited								
bandwidth(out)	Unlimited								
Additional Terms & Conditions	<ul style="list-style-type: none"> • Each Piece includes one tenant for production usage and one tenant for non-production use of the data integration and process integration capabilities. • • Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service. • SAP shall make available for download by Customer the SAP Cloud Platform Integration- Data Services Agent (the "Integration Component") which is the prerequisite for integration of SAP cloud solutions with SAP on-premise solutions. The use of the Integration Component is limited to use with the Cloud Service and Customer may not use the Integration Component for any other purpose. The Integration Component is part of the Cloud Service and Customer's use is limited to use by Authorized Users and only for the term of the Agreement. The Integration Component may not be modified or altered in any way except by SAP. Customer shall utilize the most current version of the Integration Component made available by SAP. 								
Previously referred to as	SAP HANA Cloud Platform, integration service for SAP cloud applications SAP HANA Cloud Integration, application edition								

SAP Cloud Platform Integration, DI edition											
Cloud Service Description	SAP Cloud Platform Integration, DI edition integrates data between SAP cloud applications, third party applications and on-premise solutions. SAP Cloud Platform Integration is an open, flexible, on-demand integration system running as a core service on SAP Cloud Platform.										
Usage Metric	Monthly Flat Fee per Piece										
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees										
Piece Size	1 Piece = 1 instance of SAP Cloud Platform Integration, DI edition										
Included Resources	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;"></th> <th style="width: 20%;">DI edition</th> </tr> </thead> <tbody> <tr> <td>Data Integration</td> <td>Included</td> </tr> <tr> <td>Process Integration</td> <td>Not Included</td> </tr> <tr> <td>connections</td> <td>3</td> </tr> <tr> <td>bandwidth (out)</td> <td>10 GB / month</td> </tr> </tbody> </table>		DI edition	Data Integration	Included	Process Integration	Not Included	connections	3	bandwidth (out)	10 GB / month
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Additional Terms & Conditions	<ul style="list-style-type: none"> Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service. SAP shall make available for download by Customer the SAP Cloud Platform Integration- Data Services Agent (the "Integration Component") which is the prerequisite for integration of SAP cloud solutions with SAP on-premise solutions. The use of the Integration Component is limited to use with the Cloud Service. The Integration Component may not be modified or altered in any way except by SAP. Customer shall utilize the most current version of the Integration Component made available by SAP. 										
Previously referred to as	SAP HANA Cloud Platform, integration service, DI edition										

SAP Cloud Platform Integration, PI edition

Cloud Service Description	SAP Cloud Platform Integration, PI edition integrates processes between SAP cloud applications, third party applications and on-premise solutions. SAP Cloud Platform Integration is an open, flexible, on-demand integration system running as a core service on SAP Cloud Platform.											
Usage Metric	Monthly Flat Fee per Piece											
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Additional Terms & Conditions	<ul style="list-style-type: none"> Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service. 											
Previously referred to as	SAP HANA Cloud Platform, integration service, PI edition											

SAP Cloud Platform Integration, enterprise edition

Cloud Service Description	SAP Cloud Platform, integration service, enterprise edition integrates processes and data between SAP cloud applications, third party applications and on-premise solutions. SAP Cloud Platform Integration is an open, flexible, on-demand integration system running as a core service on SAP Cloud Platform.																
Usage Metric	Monthly Flat Fee per Piece																
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees																
Piece Size	1 Piece = 1 instance of SAP Cloud Platform Integration, enterprise edition																
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Previously referred to as	SAP HANA Cloud Platform, integration service, enterprise edition																

SAP Cloud Platform Integration, additional connections	
Cloud Service Description	SAP Cloud Platform Integration, additional connections may be added to an existing subscription of SAP Cloud Platform, integration service.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees. A connection is an association between two unique end points via the SAP Cloud Platform Integration. A unique end point is a combination of the IP address and the port. Non-production connections shall not be counted for purposes of determining the number of connections.
Piece Size	1 connection = 1 Piece
Additional Terms & Conditions	<ul style="list-style-type: none"> Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions connected using the Cloud Service
Previously referred to as	SAP HANA Cloud Platform, integration service, additional connections

SAP Cloud Platform API Management	
Cloud Service Description	Customer may use the Cloud Service to manage Application Programming Interfaces (APIs), allow consumption of APIs by developers, and permit access to APIs from applications (apps) provided by Customer to end users of such apps.
Usage Metric	API Calls per month
Explanation of Usage Metric	An API Call means a single call made from an API managed with the Cloud Service to Customer's back-end data source.
Piece Size	1 Piece = 1 Million API Calls
Additional Terms & Conditions	<ul style="list-style-type: none"> • Each end user requires a key provided by Customer to access an API via an end user app. Any end user accessing or sending data via an API managed with the Cloud Service is deemed an Authorized User. • The Cloud Service includes a developer portal. The developer portal can be accessed by developers granted access by Customer's administrative users. Customer is responsible for issuing access credentials (or certificates) to developers and for any for the actions of any individual using such credentials to access Customer's APIs managed with the Cloud Service. • Analytics Data is data generated by the Cloud Service based on developer and application access to APIs managed with the Cloud Service. Analytics Data provides metrics on API usage. The time period for retention of Analytics Data varies depending on how quickly Analytics Data is created and the volume created. It is stored in the Cloud Service for a minimum of six (6) months and not more than twelve (12) months, at which point the Analytics Data is purged from the SAP systems as new Analytics Data is created and stored. Analytics Data can be accessed by Customer at any time while such data is stored in the Cloud Service. ▪ App Data is data called by an app from a Customer data source using an API managed with the Cloud Service. App Data is not stored in the Cloud Service, and is merely passed through the API between the app and the back-end data source. SAP does not provide for encryption of App Data, which is the responsibility of Customer. Further, App Data cannot be accessed by Customer from the Cloud Service during the term of the subscription except to the extent such data is retrieved by an app through an API, or as such data is updated in Customer's back-end data source through the API. Customer is responsible for user authentication for end users of apps that make API requests to Customer's back-end data source.
Previously referred to as	SAP HANA Cloud Platform, API management

SAP Document Center, cloud edition																						
Cloud Service Description	SAP Document Center cloud edition allows end users to securely access and share business content.																					
Usage Metric	User per month and Cloud Storage																					
Piece Size	1 Piece of Cloud Storage = 2GB of Cloud Storage per month																					
Pre-requisite	Customer must purchase Cloud Storage in an initial minimum storage block of 100 GB that may be shared among Users.																					
Support	<p>The following Support terms apply to SAP Document Center, cloud edition.</p> <p><u>Support for Malfunctions</u></p> <p>SAP will offer support for all malfunctions related to the Cloud Service (each an “Incident”). Incidents must be reported by Customer via the help functionality made available by SAP (or any other support channel introduced by SAP). In the event that SAP must access any of Customer’s systems remotely, e.g., via application sharing, Customer hereby grants to SAP the permission for such remote access. The following Incident priorities shall apply:</p> <table border="1"> <thead> <tr> <th>Incident Priorities</th> <th>Definition</th> <th>Support Availability</th> <th>Support Language</th> <th>Initial Response Time</th> </tr> </thead> <tbody> <tr> <td>Very High</td> <td>The problem has very serious consequences for major business transactions and urgent work cannot be performed. The Incident requires immediate attention because the malfunction can cause serious losses.</td> <td>24 hours, 6:00 am Monday to 6:00 pm Friday Central European Time</td> <td>English</td> <td>SAP initial response within 1 day of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.</td> </tr> <tr> <td>High</td> <td>A business transaction does not work and necessary tasks cannot be performed. The Incident requires prompt attention because the malfunction can disrupt the entire productive business flow.</td> <td rowspan="3">Monday to Friday from 9:00 am – 5:00 pm Central European Time</td> <td rowspan="3">English</td> <td>SAP initial response within 3 days of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.</td> </tr> <tr> <td>Medium</td> <td>A business transaction does not work as expected with minor consequences for the productive operation.</td> <td>Reasonable response time based on the incident (usually within 4 days).* SAP will attempt to contact customer to clarify business impact and evaluate incident.</td> </tr> <tr> <td>Low</td> <td>The malfunction has only few or no effects on business transactions.</td> <td>Reasonable response time based on the incident.*</td> </tr> </tbody> </table> <p>*Incident receipt at SAP will be confirmed via SAP incident management system for all online submitted incidents.</p> <p><u>Software Changes</u></p> <p>SAP will proactively apply software updates and patches during the defined maintenance windows. In case a patch needs to be applied outside a maintenance window, SAP will notify Customer in advance.</p> <p><u>Customer Obligations/Preconditions</u></p> <p>As a precondition to receive the support services as described in Section 2 above, Customer shall fulfill the following obligations:</p> <p><u>Key Users</u></p>	Incident Priorities	Definition	Support Availability	Support Language	Initial Response Time	Very High	The problem has very serious consequences for major business transactions and urgent work cannot be performed. The Incident requires immediate attention because the malfunction can cause serious losses.	24 hours, 6:00 am Monday to 6:00 pm Friday Central European Time	English	SAP initial response within 1 day of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.	High	A business transaction does not work and necessary tasks cannot be performed. The Incident requires prompt attention because the malfunction can disrupt the entire productive business flow.	Monday to Friday from 9:00 am – 5:00 pm Central European Time	English	SAP initial response within 3 days of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.	Medium	A business transaction does not work as expected with minor consequences for the productive operation.	Reasonable response time based on the incident (usually within 4 days).* SAP will attempt to contact customer to clarify business impact and evaluate incident.	Low	The malfunction has only few or no effects on business transactions.	Reasonable response time based on the incident.*
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Low	The malfunction has only few or no effects on business transactions.			Reasonable response time based on the incident.*																		

	<p>Customer shall identify at least one English-speaking Authorized user as a "Key User". The Key User is responsible for managing all business related tasks of the Service related to Customer's business, such as:</p> <ul style="list-style-type: none"> (i) Support end users and manage their Incidents. This includes searching for known solutions in available documentation and liaising with SAP support in the event of new problems (ii) Manage background jobs and the distribution of business tasks across users; (iii) Manage and monitor connections to Customer's third party systems (if available), such as e-mail, fax, printers; (iv) Support the potential adaptation of the Service. <p><u>Exploration of self-help tools</u></p> <p>In case of Incidents, Customer shall make reasonable effort to explore self-help tools to find already documented solutions.</p>
<p>System Availability "SLA"</p>	<p>System Availability is 99.5% per month.</p>
<p>Additional Terms & Conditions</p>	<ul style="list-style-type: none"> • The Cloud Service supports some libraries of the Content Management Interoperability Services (CMIS) standard implementation. SAP does not guarantee that the Cloud Service supports the CMIS standards in their entirety. Customer optionally may use CMIS compliant APIs (not included with the Service) to access the Cloud Service in accordance with the Agreement and to the extent supported by SAP. • The use of the SAP Document Center, cloud edition KM Connector component is limited to allowing a connection to an existing SAP Portal Knowledge Management instance to the Cloud Service. If Customer wishes to connect to other non-CMIS enabled content management systems, Customer must implement the APIs.
<p>Previously Referred To As</p>	<p>SAP Mobile Documents</p>

Multichain on SAP Cloud Platform

Cloud Service Description	Multichain on SAP Cloud Platform enables customers to establish or connect to distributed ledger networks utilizing SAP Cloud Platform.			
Usage Metric	Monthly Flat Fee per Piece			
Explanation of Usage Metric	Flat Fee means fixed monthly subscription fees per Piece 1 Piece = 1 instance of a particular T-Shirt size of MultiChain on SAP Cloud Platform			
Piece Size	MultiChain on SAP Cloud Platform Available T-Shirt Sizes			
	Size	small	medium	large
	Cores per Node	1	2	6
	Memory (GB)	2	3.7	15
	Storage (GB)	50	500	1000
Additional Terms & Conditions	<ul style="list-style-type: none"> • The Cloud Service should not be used to process or store personal data. • Customer Data is only backed up in Customer's wallet of the Cloud Service. If Customer deletes Customer Data in its wallet, the data will not be retrievable from the Cloud Service. • EU Access is not available for the Cloud Service. 			

Hyperledger Fabric on SAP Cloud Platform

Cloud Service Description	Hyperledger Fabric on SAP Cloud Platform enables customers to establish or connect to distributed ledger networks utilizing SAP Cloud Platform.	
Usage Metric	Monthly Flat Fee per Piece	
Explanation of Usage Metric	Flat Fee means fixed monthly subscription fees per Piece 1 Piece = 1 Plan of Hyperledger Fabric on SAP Cloud Platform	
Piece Size	Hyperledger Fabric on SAP Cloud Platform Available Plans	
	Plan	Description
	dev	A sandbox environment with all relevant APIs for developing and testing Hyperledger Fabric Chaincode only.
	testnet	1 Peer A Hyperledger Fabric node which is part of a cross company testnet network and available for developing and testing distributed applications only.
	backbone	1 Peer, 1 Orderer, 4 Kafkas, 3 Zookeeper servers Full Hyperledger Fabric node. Each Hyperledger Fabric network requires exactly one backbone node. This node provisions all relevant infrastructure to run a Hyperledger Fabric network.
	node	1 Peer, 1 Orderer Hyperledger Fabric node that must be joined to a Hyperledger Fabric network for active participation.
Additional Terms & Conditions	<ul style="list-style-type: none"> • The Cloud Service should not be used to process or store personal data. • Customer Data is only backed up in Customer's wallet of the Cloud Service. If Customer deletes Customer Data in its wallet, the data will not be retrievable from the Cloud Service. • EU Access is not available for the Cloud Service. 	

SAP Cloud Platform mobile service for development and operations

Cloud Service Description	SAP Cloud Platform mobile service for development and operations is a mobile app platform delivered as a service that enables customers to create and operate mobile applications with offline support, notification services, back-end integration and enterprise-grade security.
Usage Metric	Users per month.
Additional Terms & Conditions	<ul style="list-style-type: none"> <p>• Users must be employees of Customer or Customer’s Affiliates, or of business partners of Customer accessing the Customer mobile applications solely in support of Customer’s internal business operations. Except for Platform Applications, Customer may not upload any other SAP, Customer or third party applications or databases to the Cloud Service. Customer may not otherwise make Platform Applications available to third parties, including, without limitation, as part of a software license or subscription, software-as-a-service, outsourcing or similar commercial arrangement with the User . Customer is responsible for providing access to Users and ensuring Users comply with the terms of this Agreement. For purposes of the Supplement, “Customer Data” shall include all Platform Applications, Content, materials, data and information provided by Customer and its Users.</p> <p>In order to support the connection between Customer solutions with the Cloud Service (“Customer Solutions”), Customer may use supported third party technologies to connect the Cloud Service to Customer solutions via APIs provided with the Cloud Service. Any such connections are subject to the following conditions:</p> <ul style="list-style-type: none"> i. APIs are subject to ongoing changes. It is Customer’s responsibility to adapt the Customer Solution to such changes to APIs. ii. SAP is not responsible for any issue or malfunction in the Cloud Service caused by use of the APIs except as permitted in this Agreement. <p>• Use of Google Cloud Messaging (“GCM”) and Apple Push Notifications (“APN”). The Cloud Service is enabled to allow Customers to utilize GCM and APN to send messages from the Cloud Service to Mobile Users using a mobile device. When using GCM or APN, (a) Customer is responsible for all registrations required to place its mobile apps on the Apple/Google store and use APN/GCM in association with their mobile apps, (b) APN/GCM is subject to the iOS Developer Program License Agreement (including Attachment 1 thereto) and the Android Cloud to Device Messaging Terms of Cloud Service, respectively, and in particular, the advertising/marketing restrictions of the <u>iOS Developer Program License Agreement</u>, and Customer agrees to comply with such terms and (c) APN/GCM are not provided as part of the Cloud Services and thus excluded from all representations, warranties, indemnifications and support obligations under this Agreement.</p> <p>• The Personal Data Processing Agreement for SAP Cloud Services referenced in or attached to the Order Form is modified as follows: Back up of Customer Data and network access to allow Customer Data transfer are not included in the processing operations of the Cloud Service. In all other respects, the Personal Data Processing Agreement for SAP Cloud Services applies to the Cloud Service unchanged.</p>
Previously referred to as	SAP HANA Cloud Platform, mobile services

SAP Cloud Platform mobile service for development and operations, consumer edition	
Cloud Service Description	SAP Cloud Platform mobile service for development and operations is a mobile app platform delivered as a service that enables customers to create and operate mobile applications with offline support, notification services, back-end integration and enterprise-grade security.
Usage Metric	Active Users per Month
Explanation of Usage Metric	An Active User is an individual user of a Platform Application that connects to the Cloud Service at least once during any rolling three-month period. Each Active User may only access the Cloud Service via a single Platform Application. An individual accessing the Cloud Service via more than one Platform Application will be counted as a separate Active User for each Platform Application.
Piece Size	1 Piece of Consumer Edition = 50,000 Active Users
Additional Terms & Conditions	<ul style="list-style-type: none"> • Active Users include only individual consumers of Customer’s products or services. • In order to support the connection between Customer solutions with the Cloud Service (“Customer Solutions”), Customer may use supported third party technologies to connect the Cloud Service to Customer solutions via APIs provided with the Cloud Service. Any such connections are subject to the following conditions: <ul style="list-style-type: none"> i. APIs are subject to ongoing changes. It is Customer’s responsibility to adapt the Customer Solution to such changes to APIs. ii. SAP is not responsible for any issue or malfunction in the Cloud Service caused by use of the APIs except as permitted in this Agreement. • Use of Google Cloud Messaging (“GCM”) and Apple Push Notifications (“APN”). The Cloud Service is enabled to allow Customers to utilize GCM and APN to send messages from the Cloud Service to Active Users using a mobile device. When using GCM or APN, (a) Customer is responsible for all registrations required to place its mobile apps on the Apple/Google store and use APN/GCM in association with their mobile apps, (b) APN/GCM is subject to the iOS Developer Program License Agreement (including Attachment 1 thereto) and the Android Cloud to Device Messaging Terms of Cloud Service, respectively, and in particular, the advertising/marketing restrictions of the iOS Developer Program License Agreement, and Customer agrees to comply with such terms and (c) APN/GCM are not provided as part of the Cloud Services and thus excluded from all representations, warranties, indemnifications and support obligations under this Agreement. • The Tools included in the subscription for the Cloud Service may include certain third party open source and/or other free download components (collectively, the “Free Download Components”). Please refer to http://www.sybase.com/thirdpartylegal for certain notices relating to the Free Download Components. • The Personal Data Processing Agreement for SAP Cloud Services referenced in or attached to the Order Form is modified as follows: Back up of Customer Data and network access to allow Customer Data transfer are not included in the Processing Operations of the Cloud Service. In all other respects, the Personal Data Processing Agreement for SAP Cloud Services applies to the Cloud Service unchanged. • Use of the SAP Cloud Platform, identity service, even if technically possible, is prohibited under this Agreement with respect to the Cloud Service.
Previously referred to as	SAP HANA Cloud Platform, mobile services, consumer edition

SAP Cloud Platform Internet of Things service

Cloud Service Description	<p>SAP Cloud Platform Internet of Things service provides different features which enable the ability to:</p> <ol style="list-style-type: none"> 1. Integrate and manage any connected device at scale with extended lifecycle management; 2. Capture and manage device data and events at the Edge or cloud; 3. Administer the resources and users in a secure, scalable manner; <p>Interface the processed and normalized data with backing services and applications (not included in subscription).</p>
Usage Metric	Devices per month
Explanation of Usage Metric	Device means a uniquely identifiable object and its virtual representation in the IoT-Core which has a device ID allocated.
Piece Size	1 Piece = 100 Devices
Additional Terms & Conditions	<ul style="list-style-type: none"> •In addition to the hosted portion of the Cloud Service, SAP makes available for download by Customer the Edge add-on application for the Cloud Service (the "Edge Application"). The Edge Application may only be used to integrate the Cloud Service with the on premise Customer environment and may only be used by Authorized Users. The Edge Application may not be modified or altered in any way except by SAP. The Edge Application is part of the Cloud Service. Customer shall be responsible for the physical security of the Edge Application and the System Availability SLA does not apply. Customer is responsible for the installation and operation of the Edge Application, including any updates made available by SAP. SAP support and maintenance policies apply to the Edge Application in addition to the support policy referenced in the Order Form, and can be found at https://launchpad.support.sap.com/-/notes/2387440. •The EU Access option is not available for the Cloud Service. •Data storage is not included in the Cloud Service and must be acquired under a separate subscription, if required by Customer. As such, Customer Data is not saved nor stored in the Cloud Service and cannot be retrieved from the Cloud Service by the Customer during the Subscription Term. •Google Maps Service ("GM Service"). If the Cloud Service accesses the GM Service through a Google Maps API, Customer's use of the GM Service is subject to Google's Terms of Service, which are set forth at http://www.google.com/intl/en/policies/terms/. If Customer does not accept the Google Terms of Service, including, but not limited to, all limitations and restrictions therein, Customer may not use the GM Service in the Cloud Service. Use of the GM Service in or through the Cloud Service will constitute Customer's acceptance of Google's Terms of Service. Customer's usage of the GM Service in or through the Cloud Service can be terminated by SAP without reason at any time and SAP will not be required to provide an equivalent service via another provider.

SAP Web IDE

Cloud Service Description	SAP Web IDE (Integrated Development Environment) is an extensible, web-based tool that helps simplify end-to-end SAP Fiori, SAPUI5, and full-stack SAP business application lifecycle: prototyping, development, packaging, deployment, and customer extensions.						
Usage Metric	Monthly Flat Fee per Piece						
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees.						
Piece Size	1 Piece = 1 block of five Users of the SAP Web IDE development tools Each Piece of SAP WebIDE includes the following:						
	<table border="1"> <thead> <tr> <th></th> <th>Per Block of 5 Users</th> </tr> </thead> <tbody> <tr> <td>SAP Cloud Platform Document service</td> <td>5 GB</td> </tr> <tr> <td>SAP Cloud Platform, bandwidth</td> <td>5 GB/month</td> </tr> </tbody> </table>		Per Block of 5 Users	SAP Cloud Platform Document service	5 GB	SAP Cloud Platform, bandwidth	5 GB/month
	Per Block of 5 Users						
SAP Cloud Platform Document service	5 GB						
SAP Cloud Platform, bandwidth	5 GB/month						

SAP Cloud Platform Gamification	
Cloud Service Description	SAP Cloud Platform Gamification allows customers to quickly incorporate gamification concepts into new and existing applications. This Cloud Service includes an online development and administration environment for implementation and analytics of gamification concepts, including underlying gamification rule management for sophisticated gamification concepts, time constraints, complex nested missions and collaborative games. The built-in analytics module allows customers to perform advanced analytics on player behavior to enable a continuous improvement of game concepts.
Usage Metric	API Calls per month
Explanation of Usage Metric	An API Call means a single call made to a Cloud Service API from a Customer application. The API Call is used to send any user action or system action from the Customer application to the Cloud Service.
Piece Size	1 Piece = 50,000 API calls per month
Additional Terms & Conditions	<ul style="list-style-type: none"> Customer may (i) utilize Application Programming Interfaces (APIs) or widgets made available as part of the Cloud Service to integrate the Cloud Service with Customer or third-party applications provided by Customer to Customer's end users (herein "Customer application"), (ii) use the Cloud Service user interface (workbench) for designing game mechanics, and (iii) use the included runtime service for processing incoming events (from Customer applications) as per the designed game mechanics to provide a view of an end user's game achievements. Customer Data includes event data, including user identifier, event name, event properties and time stamps. In order to access Customer Data during the term of the Agreement, Customer must submit a ticket via SAP support channels requesting access to the event data logs maintained in the Cloud Service, and SAP shall make such event logs available to Customer. SAP shall retain event logs for a period of 90 days after termination or expiration of the Agreement and Customer may submit a ticket requesting a copy of the event logs during such period and/or deletion of the tenant on which Customer event logs are stored. Any end user accessing or sending data via a Cloud Service API, directly or through a Customer application, is deemed an Authorized User as defined in the GTC.
Previously referred to as	SAP HANA Cloud Platform, gamification service

SAP Cloud Platform Predictive service

Cloud Service Description	SAP Cloud Platform Predictive service includes a set of developer-level services running within SAP Cloud Platform SAP HANA service, platform edition (formerly SAP HANA Cloud Platform Database Services) that allows an application on SAP Cloud Platform to embed functionality from an underlying Automated Predictive Library (APL) that executes directly on a Customer's SAP Cloud Platform SAP HANA, platform edition instance.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees, based on the size of Customer's SAP Cloud Platform SAP HANA service, platform edition instance.
Piece Size	1 Piece = 1 instance of a particular T-Shirt size of SAP Cloud Platform SAP HANA service, platform edition
Additional Terms & Conditions	<ul style="list-style-type: none"> • In order to utilize the Cloud Service, Customer must have a current subscription to SAP Cloud Platform SAP HANA service, platform edition, which is subject to a separate agreement and fee. • Customer Data is not stored in the Cloud Service, but within the SAP Cloud Platform SAP HANA service, platform edition to which Customer must separately subscribe. As such, Customer can access Customer Data stored in SAP Cloud Platform SAP HANA service, platform edition through the Cloud Service during the term of the subscription but SAP does not provide storage or back-up services for Customer Data as part of the Cloud Service. • Because the Cloud Service is a set of Web services deployed within Customer's SAP Cloud Platform SAP HANA service, platform edition instance, the Cloud Service does not have independent maintenance windows, but is subject to the maintenance windows of SAP Cloud Platform SAP HANA service, platform edition.
Previously referred to as	SAP HANA Cloud Platform, predictive service

SAP Cloud Platform Streaming Analytics

Cloud Service Description	SAP Cloud Platform Streaming Analytics provides streaming analytics and event stream processing as an extension to SAP Cloud Platform SAP HANA service, platform edition. It can be used to receive and process messages from systems and devices outside of SAP Cloud Platform SAP HANA service, platform edition in-real-time, to transform raw message streams into actionable insight providing for both event stream capture and event detection and response.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fee, based on the size of Customer's SAP Cloud Platform SAP HANA service, platform edition instance.
Piece Size	1 Piece = 1 instance of a particular T-Shirt size of SAP Cloud Platform SAP HANA service, platform edition
Additional Terms & Conditions	<ul style="list-style-type: none"> • In order to utilize the Cloud Service, Customer must have a current subscription to SAP Cloud Platform SAP HANA service, platform edition, which is subject to a separate agreement and fee. • Customer Data is not stored in the Cloud Service, but within the SAP Cloud Platform SAP HANA service, platform edition to which Customer must separately subscribe. As such, Customer can access Customer Data stored in SAP Cloud Platform SAP HANA service, platform edition through the Cloud Service during the term of the subscription but SAP does not provide storage or back-up services for Customer Data as part of the Cloud Service. • Because the Cloud Service is a set of Web services deployed within Customer's SAP Cloud Platform SAP HANA service, platform edition instance, the Cloud Service does not have independent maintenance windows, but is subject to the maintenance windows of SAP Cloud Platform SAP HANA service, platform edition. • • The Cloud Service includes a runtime license of the streaming plugin for SAP HANA Studio. Such runtime components shall be limited solely to use with the Cloud Service.
Previously referred to as	SAP HANA Cloud Platform, streaming service

SAP Cloud Platform Build	
Cloud Service Description	SAP Cloud Platform Build is a collaborative design tool that enables SAP project teams to design enterprise applications. Beginning with a blank canvas, imported mockups or starting with a prototype from SAP Cloud Platform Build's gallery, users can overlay UI controls and add their own sample data to create an interactive prototype without writing code. Integrated research and analytic tools help to gather effective user feedback. When the design process is finalized SAP Cloud Platform Build generates UI 5 starter code to jumpstart the development process.
Usage Metric	Users
Additional Terms & Conditions	<ul style="list-style-type: none"> SAP may collect data about individual users' use of the Cloud Service, which is subject to SAP's Build Privacy Policy which the user must accept when logging in to the Cloud Service.
Previously referred to as	BUILD

SAP Cloud Platform Big Data Services

Cloud Service Description	SAP Cloud Platform Big Data Services provides enterprises a fully managed Big Data platform based on Apache Hadoop and Spark. The Cloud Service can be used to ingest and process unstructured data, implement data lakes, support IoT use cases, and/or perform analytics.
Usage Metric	Monthly Flat Fee per Piece
Piece Size	1 Piece = 1 instance of a particular edition
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Each instance contains the following resources:	
Storage	40TB
Compute Hours (Thousands)	20
Workbenches	3
Network Connectivity	VPN (max 1 Gbps)
HDFS File Count (million)	2
SAP Cloud Platform Big Data Services integration for SAP HANA	Included
SAP Cloud Platform Big Data Services advanced security	Included
System Availability "SLA"	<p>SAP provides 100% availability on a "guaranteed delivery" basis for the Cloud Service, which means that in the case of lower than 100% availability (excluding scheduled maintenance windows, and emergency service updates, of which SAP will notify Customer in advance and which will not exceed a commercially reasonable amount of downtime unless otherwise mutually agreed upon in writing), SAP will provide the following:</p> <p>For any unplanned outage of infrastructure, batch processing services, or movement of output data from different phases of end to end processing, SAP will credit Customer at a rate of 1.5 times the pro-rated Compute Hours lost during an outage, and 3 times the number of Compute Hours of jobs terminated by an outage (a "Credit"). For example, if Customer purchases 20,000 Compute Hours per month and the system has a one-hour unplanned outage, SAP will credit Customer for 45 Compute Hours. If the same outage terminated a job that had consumed 500 Compute Hours before being terminated, SAP would additionally credit Customer for 1500 Compute Hours. The total credits given to Customer within any calendar month, from any unplanned outages, cannot exceed the Customer's monthly contractual subscription amount. The Customer must consume the Credits within the next 30 calendar days starting immediately following the notification to the Customer of the applied Credits, regardless of when the unplanned outage occurred.</p> <p>Notwithstanding anything to the contrary in the Agreement to which this SLA is attached, and any related links or terms incorporated therein, to the extent any downtime causes a data crash and/or loss such that data available at the time of downtime is not restored to 100% operability, SAP agrees to prioritize such event immediately as a Priority 1 support incident. This obligation assumes Customer has backed up its data in accordance with Customer's obligations hereunder and the restoration referenced herein is to such last Customer backup scope and status.</p> <p>Notwithstanding anything to the contrary in this SLA or the Agreement the following provisions apply to the Cloud Service:</p> <p>All periods of unavailability must be reasonably verified by SAP. The period of unavailability is measured from the time SAP becomes aware of the unavailability until it has been remedied, as reasonably confirmed by SAP according to its technical records. SAP represents that it keeps records sufficient to verify any inquiry regarding outages during the subscription term. Customer shall not be entitled to a Credit if the event or condition that would have otherwise given rise to the Credit was caused by any event outside of SAP's reasonable control, including Customer's equipment, actions or inactions of Customer or its representatives; or if Customer does not request a Credit from SAP in writing within seven (7) days after the incident entitling Customer to a Credit has been remedied. SAP will not be responsible for Credits for the inability of Customer to access the Cloud Service due to Customer's equipment or actions or inactions of Customer in violation of the Agreement or that render it impossible or commercially impractical for SAP to deliver the Cloud Service to the Customer, or such action by its representatives.</p>
Additional Terms & Conditions	<ul style="list-style-type: none"> SAP shall provide Customer a list of those portions of the Cloud Service for which Amazon Web Services is acting as a Subprocessor (as defined in the Personal Data Processing Agreement for SAP Cloud Services) upon request.

	<ul style="list-style-type: none"> • One Compute Hour is calculated as 2.5GB of YARN container memory and one vCore consumed for a single task (e.g. mapper or reducer container, Spark executor, Tez container) that is held for an hour. Additional Compute Hours are available in blocks of 5,000. • Hadoop Distributed File System (HDFS) Storage is represented as the maximum storage consumed during the month, replicated three times on the cluster. Additional replicas are measured as separate storage space consumed. HDFS storage is available in blocks of 10TB. • HDFS number of files is calculated as the maximum number of files consumed during the month. Each block of 10TB of HDFS storage includes 500,000 files. Additional files are available in blocks of 1 million. • Workbench is defined as an instance of general purpose compute container with 16GB memory, 4 vCPUs, and 150GB local use storage. Additional workbench capacity can be obtained as a multiple of the base instance. • Managed SAP HANA Integration means that SAP shall manage the SAP HANA Data Provisioning Agent and Spark Controller in the SAP Cloud Platform Big Data Services environment to enable the use of SAP HANA Smart Data Integration and Smart Data Access to move and query data across both SAP HANA and SAP Cloud Platform Big Data Services. • Advanced Authentication, Encryption, and Governance means the SAP Cloud Platform Big Data Services environment uses Kerberos for authentication, has encryption enabled for data at rest, and provides row- and column-level role-based access control. • The Usage Metric for the following add-on services is Flat Fee per month: SAP Cloud Platform Big Data Services (dedicated data transfer server); SAP Cloud Platform Big Data Services (VPN connectivity); SAP Cloud Platform Big Data Services (workbench); SAP Cloud Platform Big Data Services (integration for SAP HANA); SAP Cloud Platform Big Data Services (advanced security). The Usage Metric for SAP Cloud Platform Big Data Services (storage) is Terabytes (TB) in blocks of 10TB. <ul style="list-style-type: none"> • In some instances, SAP, SAP SE and/or their Affiliates may use information, including personal data, collected from Customer's users with their consent under the relevant Privacy Statement at https://portal.altiscale.com/legal/privacy-policy to prepare analyses described in the GTC. • EU Only access is not available for the Cloud Service. • The Enterprise Edition of the Cloud Service includes up to one hour per calendar month of technical assistance, which includes: <ul style="list-style-type: none"> -design, optimization and data transfer expertise; -high level architectural and design expertise; -performance analysis and optimization suggestions; -application deployment tips; -data ingestion advice; and -collaborative account management. Requests for such technical assistance can be made by submitting a support ticket. Technical assistance hours are not accumulated if not used within the calendar month. • SAP and Customer shall be free to use for any purpose the Residuals resulting from access to or work with Confidential Information disclosed in the performance of technical assistance services. The term "Residuals" shall mean information in non-tangible form, which may be retained by persons who have had access to the confidential information, including ideas, concepts, know-how or techniques contained herein. Neither SAP nor Customer shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of Residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyright or patents. • Customer may use the workbench included with the Cloud Service to host and run separately-licensed SAP or third-party applications. Customer is solely responsible for the security, maintenance, management and support of the applications installed by Customer on the Cloud Service. • Customer is responsible for back up of Customer Data – no back up services are included in the Cloud Service. • Customer shall fully compensate SAP (without effect of any limitations on liability in the GTCs) for any damages or expenses incurred by SAP as a result of a claim by a third party that any Customer or third party software or other technology hosted or run on the Customer's Cloud Service workbench infringes or otherwise violates the rights of the third party.
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SAP Cloud Platform Workflow	
Cloud Service Description	SAP Cloud Platform Workflow offers tools and features to build, run and manage workflows, from simple approvals to end-to-end processes that span across different organizations and applications. The Cloud Service includes web-based tools for workflow modeling, APIs for consumption in custom applications, monitoring tools and a set of Fiori-based applications for end user access.
Usage Metric	Users
Additional Terms & Conditions	<ul style="list-style-type: none"> • The Cloud Service includes 30 MB per User of storage and 100 MB per User, per month of outbound bandwidth. • The Cloud Service includes specific integration points to peer systems which are described in the Documentation. These integration points may be changed or deprecated by SAP upon reasonable notice to Customer, and it is Customer's responsibility to ensure that it maintains the integration with connected peer systems upon SAP's change to or deprecation of any integration point.

SAP Cloud Platform, application runtime	
Cloud Service Description	SAP Cloud Platform, application runtime provides reserved runtime capacity (Quota) in the Cloud Foundry environment based SAP Cloud Platform.
Usage Metric	Gigabyte
Explanation of Usage Metric	1 Piece = 1 Gigabyte Memory per Month
Additional Terms	<ul style="list-style-type: none"> • Customer may use all open-source, Cloud Foundry-compatible Buildpacks, as well as Customer supplied Buildpacks, with SAP Cloud Platform, application runtime. SAP Enterprise Support, cloud editions is limited to those Buildpacks listed in the Documentation. • Feature Flag: Usage is limited to 600 feature flags per 1 Gigabyte of reserved runtime capacity • Usage of SAP Cloud Platform Application Logging is limited to an ingestion rate of 10 Megabyte per hour; Maximum burst rate is 100 Kilobyte per second; Data retention is for 7 days.

PostgreSQL on SAP Cloud Platform					
Cloud Service Description		PostgreSQL on SAP Cloud Platform offers an object-relational database management system.			
Usage Metric		Monthly Flat Fee per Piece			
Explanation of Usage Metric		Flat fee means fixed monthly subscription fees			
Piece Size		1 Piece = 1 instance of a particular T-Shirt size			
Available T-Shirt sizes					
Size	xx-small	x-small	small	medium	large
Nodes	1 master / 1 slave				
Cores per Node	1 Core	2 Cores	2 Cores	4 Cores	16 Cores
Memory per Node	2 GB	4 GB	8 GB	16 GB	64 GB
Disk Space	20 GB	200 GB	600 GB	1024 GB	1024 GB

RabbitMQ on SAP Cloud Platform				
Cloud Service Description		RabbitMQ on SAP Cloud Platform provides access to the open source message broker RabbitMQ which is used for asynchronous communication between applications.		
Usage Metric		Monthly Flat Fee per Piece		
Explanation of Usage Metric		Flat fee means fixed monthly subscription fees		
Piece Size		1 Piece = 1 instance of a particular T-Shirt size		
Available T-Shirt sizes				
Size	x-small	small	medium	large
Nodes	1 master / 2 slave			
Cores per Node	1 Cores	1 Cores	2 Cores	4 Cores
Memory per Node	1 GB	2 GB	4 GB	16 GB
Disk Space	10 GB	20 GB	40 GB	80 GB

Redis on SAP Cloud Platform				
Cloud Service Description	Redis on SAP Cloud Platform is an in-memory data structure store that can be used as a cache, database or message broker.			
Usage Metric	Monthly Flat Fee per Piece			
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees			
Piece Size	1 Piece = 1 instance of a particular T-Shirt size			
Available T-Shirt sizes				
Size	x-small	small	medium	large
Nodes	3 nodes			
Cores per Node	1 Cores	2 Cores	4 Cores	8 Cores
Memory per Node	2 GB	4 GB	16 GB	32 GB
Disk Space	4 GB	10 GB	60 GB	100 GB

Object Store on SAP Cloud Platform	
Cloud Service Description	Object Storage on SAP Cloud Platform provides an unstructured cloud data store to build and deliver cloud applications.
Usage Metric	Gigabyte
Explanation of Usage Metric	1 Piece = 1 block of 100 Gigabyte Memory per Month.
Additional Terms	<ul style="list-style-type: none"> Usage of the Cloud Service is restricted to 100,000 requests of types PUT, COPY, POST, or LIST and 1,000,000 requests of type GET per block of 100 GB.

MongoDB on SAP Cloud Platform				
Cloud Service Description		MongoDB on SAP Cloud Platform offers a NoSQL database that uses a document-oriented data model for JSON-like documents.		
Usage Metric		Monthly Flat Fee per Piece		
Explanation of Usage Metric		Flat fee means fixed monthly subscription fees		
Piece Size		1 Piece = 1 instance of a particular T-Shirt size		
Available T-Shirt sizes				
Size	x-small	small	Medium	large
Nodes	1 master / 2 slaves			
Cores per Node	2 Cores	4 Cores	8 Cores	16 Cores
Memory per Node	4 GB	16 GB	32 GB	64 GB
Disk Space	40 GB	100 GB	400 GB	800 GB
Additional terms		<ul style="list-style-type: none"> Customer must connect to MongoDB exclusively through MongoDB drivers made available at mongodb.org. Customer may not connect to MongoDB through any other drivers or means. 		

SAP Cloud Platform Rapid Application Development by Mendix	
Cloud Service Description	SAP Cloud Platform Rapid Application Development by Mendix is a high productivity, low code development tool and Cloud Foundry-based runtime offering. Customers can design, build, deploy and manage Platform Applications.
Usage Metric	Users per Month
Explanation of Usage Metric	Users are individuals authorized to access a Platform Application created using SAP Cloud Platform Rapid Application Development by Mendix. For purposes of counting Users, every ten External Users is equivalent to one User. "External User" means a User who logs on to access a Platform Application no more than once a week for a maximum of thirty (30) minutes per week, excluding individuals accessing solely for development activities.
Additional Terms	<ul style="list-style-type: none"> • Deployed Platform Applications require a separate subscription to PostgreSQL on SAP Cloud Platform, Object Store on SAP Cloud Platform and Application Run-Time on SAP Cloud Platform resources. • Individual Users are required to register and accept the Terms of Use and Privacy Policy of Mendix. The terms of the Agreement supersede the Mendix Terms of Use for any User. • Customer may download the Mendix Modeler from the Mendix App Store here: https://appstore.home.mendix.com/index3.html. • The Mendix Modler is a Tool, and may only be used to develop Platform Applications by Authorized Users. The Mendix Modeler is part of the Cloud Service. Customer shall be responsible for the physical security of the Mendix Modler. The System Availability Service Level Agreement does not apply to the Mendix Modeler. Customer is responsible for the installation and operation of the Mendix Modeler, including any updates made available by Mendix or SAP.

SAP Fiori Cloud

Terms governing SAP Fiori Cloud and SAP Fiori Cloud premium are contained in the Supplemental Terms located at https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?tag=language:english&search=fiori&sort=title_asc, and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.

SAP Cloud Platform ABAP Environment	
Cloud Service Description	SAP Cloud Platform ABAP Environment enables customers to develop and run ABAP cloud apps, including custom extensions, on a separate Platform-as-a-Service.
Usage Metric	Memory (GB)
Piece Size	1 Piece = 1 instance of SAP Cloud Platform Personal Data Manager
Additional Terms & Conditions	<ul style="list-style-type: none"> • The Cloud Service includes the use of SAP Web IDE, which may only be used in conjunction with the Cloud Service and not as a stand-alone service. Use of SAP Web IDE is subject to the SAP Web IDE terms set forth in this Service Description Guide. • EU Access is not available for the Cloud Service.

SAP Cloud Platform Open Connectors	
Cloud Service Description	SAP Cloud Platform Open Connectors enables customers to use normalized APIs to access a variety of third-party applications organized by business categories such as ERP and Finance.
Usage Metric	API Calls
Explanation of Usage Metric	API Call means a single call made from an API managed with the Cloud Service to Customer's back-end data source.
Piece Size	1 Piece = 100,000 API Calls
Additional Terms & Conditions	<ul style="list-style-type: none"> • The Cloud Service subscription does not include any right to access other SAP cloud services, which are subject to separate subscription fees. • Customer Data is transmitted to the Cloud Service via the Cloud Service API. Customer Data only persists in the Cloud Service for as long as required to pass data to the connected application. Therefore, Customer Data cannot be accessed by Customer from the Cloud Service during the Subscription Term or thereafter. • In addition to the hosted portion of the Cloud Service, SAP may make available for download by Customer certain on-premise components ("On-Premise Components"). The On-Premise Components may only be used for integration with to or connect to the Cloud Service. The On-Premise Components may not be modified or altered in any way except by SAP. The On-Premise Components are part of the Cloud Service with SAP on-premise solutions. Customer is responsible for the physical security of the On-Premise Components and the System Availability SLA does not apply. Customer is responsible for the installation and operation of the On-Premise Components, including any updates made available by SAP. In addition to the support policy referenced in the Order Form, specific SAP support and maintenance policies apply to the On-Premise Components and can be found at https://launchpad.support.sap.com/#/notes/2658835. • EU Access is not available for the Cloud Service. • The use of SAP Cloud Platform Identity Service is included with the Cloud Service. SAP Cloud Platform Identity Service may only be used to authenticate Authorized Users of the Cloud Service.

SAP Enterprise Messaging	
Cloud Service Description	SAP Enterprise Messaging helps enable high-volume, asynchronous communication between systems.
Usage Metric	GB per Month
Explanation of Usage Metric	A GB is a measure of the total inbound and outbound data processed in the Cloud Service in a month.
Piece Size	1 Piece = 1 gigabyte of data
Additional Terms & Conditions	<ul style="list-style-type: none"> • The Cloud Service does not persist data but is only processing messages. Message data is stored in messages and is deleted after consumption. Configuration data is backed-up. • EU Access is not available for the Cloud Service.

SAP Cloud Platform Master Data Management	
Cloud Service Description	SAP Cloud Platform Master Data Management is a re-usable master data service on SAP Cloud Platform which allow consumption of master data by SAP and non-SAP applications from a single platform. This helps enable multiple cloud or on-premise applications to utilize single source of master data.
Usage Metric	API Calls
Explanation of Usage Metric	An API Call means a single call made to the Cloud Service API from an application. The API Call is used to send any user action or system action from the application to the Cloud Service.
Piece Size	1 Piece = 1000 API Calls
Additional Terms & Conditions	<ul style="list-style-type: none"> • Each subscription to the Cloud Service includes 16GB of SAP HANA service storage. Additional storage is available for an additional fee in blocks of 16GB. • EU Access is not available for the Cloud Service.

Cloud Packages

SAP Cloud Platform, starter edition

Cloud Service Description	SAP Cloud Platform, starter edition is a Platform Cloud Service and includes access to SAP Cloud Platform SAP HANA service.
Usage Metric	Monthly Flat Fee
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 1 instance of a T-shirt size of the Cloud Service
	The starter edition is comprised of the following resources and packaged SAP products:
	SAP Cloud Platform, starter edition (64 GB)
SAP Cloud Platform Java server	3 x-small
SAP Cloud Platform SAP HANA service, platform edition	64 GB of Memory
SAP Cloud Platform Document service	10 GB
SAP Cloud Platform bandwidth	10GB/month
SAP Cloud Platform custom domain	1
SAP Cloud Platform Portal (site visits)	80 site visits per month
SAP Cloud Platform Portal portal administrator	1
SAP Cloud Platform Identity Authentication (logons)	3,000 logon requests per month
SAP Web IDE	Included for unlimited Users
Service Availability "SLA"	SAP provides no System Availability service level agreement for SAP Cloud Platform, starter edition.
Support Terms & Conditions	SAP does not provide support for SAP Cloud Platform, starter edition. Customer may access SAP on-line communities to seek resolution to support incidents and product questions, however SAP does not offer any response time service levels.
Additional Terms & Conditions	<p>SAP Cloud Platform, starter edition may only be used for non-productive testing and development of Platform Applications.</p> <p>No productive use of a Platform Application running on the Platform is permitted under this subscription.</p>

SAP Cloud Platform, app services package, standard edition

Cloud Service Description	SAP Cloud Platform, app services package, standard edition is a Platform Cloud Service designed for creating light weight applications and extensions to SAP and non-SAP applications. Additional resources for any of the Cloud Services can be added to the subscription for an additional fee.
Usage Metric	Monthly Flat Fee
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 1 instance of standard edition
Available T-Shirt Sizes	The standard edition is comprised of the following resources and packaged SAP products:

	standard edition
Number of Platform Applications Permitted	Unlimited Number of Platform Applications
SAP Cloud Platform Java server	1 medium
SAP HANA, SAP ASE Service	1 x-small
SAP Cloud Platform SAP HANA Service, base edition	64 GB
SAP Cloud Platform Document service	100 GB
SAP Cloud Platform custom domain	Not included
SAP Cloud Platform Portal (site visits)	30,000 site visits per month
SAP Cloud Platform Portal administrator	1
SAP Cloud Platform Identity Authentication (logons)	1,500 logon requests per month
SAP Web IDE	5 users
SAP Cloud Platform Integration, DI edition	Not Included
SAP Cloud Platform Integration, PI edition	Not Included
SAP Cloud Platform API Management	Not Included
SAP Cloud Platform Gamification	Not Included
SAP Cloud Platform Build	2 Users

SAP Cloud Platform, app services package, professional edition

Cloud Service Description	SAP Cloud Platform, app services package, professional edition is a Platform Cloud Service designed for creating light weight applications and extensions to SAP and non-SAP applications. Additional resources for any of the Cloud Services can be added to the subscription for an additional fee.
Usage Metric	Monthly Flat Fee
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 1 instance of professional edition
Available T-Shirt Sizes	The professional edition is comprised of the following resources and packaged SAP products:

	professional edition
Number of Platform Applications Permitted	Unlimited Number of Platform Applications
SAP Cloud Platform Java server	2 medium
SAP HANA SAP ASE Service	1 small
SAP Cloud Platform SAP HANA Service, base edition	64 GB
SAP Cloud Platform Document service	200 GB
SAP Cloud Platform custom domain	1
SAP Cloud Platform Portal (site visits)	60,000 site visits per month
SAP Cloud Platform Portal administrator	1
SAP Cloud Platform Identity Authentication (logons)	3,000 logon requests per month
SAP Web IDE	10 Users
SAP Cloud Platform Integration, DI edition	Included
SAP Cloud Platform Integration, PI edition	Included
SAP Cloud Platform OData provisioning	Included
SAP Cloud Platform API Management	Not Included
SAP Cloud Platform Gamification	Not Included
SAP Cloud Platform Build	5 Users

SAP Cloud Platform, app services package, premium edition

Cloud Service Description	SAP Cloud Platform, app services package, premium edition is a Platform Cloud Service designed for creating light weight applications and extensions to SAP and non-SAP applications. Additional resources for any of the Cloud Services can be added to the subscription for an additional fee.
Usage Metric	Monthly Flat Fee
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 1 instance of premium edition
Available T-Shirt Sizes	The premium edition is comprised of the following resources and packaged SAP products:

	premium edition
Number of Platform Applications Permitted	Unlimited Number of Platform Applications
SAP Cloud Platform Java server	4 medium
SAP HANA SAP ASE Service	1 medium
SAP Cloud Platform SAP HANA Service, platform edition	128 GB
SAP Cloud Platform Document Service	400 GB
SAP Cloud Platform bandwidth	512 GB/month
SAP Cloud Platform custom domain	1
SAP Cloud Platform Portal (site visits)	120,000 site visits / month
SAP Cloud Platform Portal administrator	1
SAP Cloud Platform Identity Authentication (logons)	6,000 logon requests / month
SAP Web IDE	10 Users
SAP Cloud Platform Integration, DI edition	Included
SAP Cloud Platform Integration, PI edition	Included
SAP Cloud Platform OData provisioning	Included
SAP Cloud Platform API Management	1 Million API Calls / month
SAP Cloud Platform Gamification	50,000 API Calls / month
SAP Cloud Platform Build	10 Users

SAP Cloud Platform, free edition

Cloud Service Description SAP Cloud Platform, free edition provides the resources required to get started with SAP Cloud Platform and deploy a Platform Application in production.

Usage Metric [No subscription fee- limitations specified below](#)

Included Cloud Services The Cloud Package is comprised of the following Cloud Services:

	SAP Cloud Platform, free edition
Number of Platform Applications Permitted	1
SAP Cloud Platform Java server	1 small
SAP Cloud Platform SAP ASE service	120 MB
SAP Cloud Platform Document service	10 GB
SAP Cloud Platform bandwidth	10 GB / month
SAP Cloud Platform custom domain	1
SAP Cloud Platform Integration	Not included
SAP Cloud Platform Portakl (site visits)	300 site visits / month
SAP Cloud Platform Portal administrator	1
SAP Cloud Platform Identity Authentication (logons)	30 logon requests per User / month
SAP Cloud Platform, mobile service for development and operations	subscription per User
SAP Document Center	subscription per User
SAP Jam Enterprise Edition	subscription per User
SAP Web IDE	Unlimited Users

Service Availability "SLA" SAP provides no System Availability service level agreement for SAP Cloud Platform, free edition.

Support Terms & Conditions SAP does not provide support for SAP Cloud Platform, free edition. Customer may access SAP on-line communities to seek resolution to support incidents and product questions, however SAP does not offer any response time service levels.

Additional Terms & Conditions

- Productive use of one (1) Platform Application running on the Platform is permitted for up to a maximum of 10 Users under this subscription.

Cloud Credits Model Services

The services listed here are available under Cloud Credits Model only.

SAP Fiori Cloud Foundation

Cloud Service Description	SAP Fiori Cloud Foundation provides access to and support for Fiori content.
Usage Metric	Monthly flat fee per piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees

SAP Cloud Platform Job Scheduler

Cloud Service Description	SAP Cloud Platform Job Scheduler service supports customers to define and manage jobs that run once, or on recurring schedules.
Usage Metric	Job Executions
Explanation of Usage Metric	Job Executions are the number of jobs executed by the Cloud Service.
Piece Size	1 Piece = 10,000 Job Executions
Additional Terms & Conditions	<ul style="list-style-type: none"> EU Access is not available for the Cloud Service.

SAP Cloud Platform Transport Management

Cloud Service Description	SAP Transport Management enables customers to manage the transports between SAP Cloud Platform sub-accounts.
Usage Metric	GB
Explanation of Usage Metric	Gigabyte bandwidth of data uploaded to the Cloud Service per month
Piece Size	1 Piece = 1GB bandwidth
Additional Terms & Conditions	<ul style="list-style-type: none"> EU Access is not available for the Cloud Service.

SAP Cloud Platform Data Retention Manager

Cloud Service Description	SAP Cloud Platform Data Retention Manager helps the application manage the blocking and deletion of data based on the residence and retention rules of the data.
Usage Metric	Monthly flat fee
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees

Quorum on SAP Cloud Platform

Cloud Service Description	Quorum on SAP Cloud Platform enables customers to establish or connect to distributed ledger networks utilizing SAP Cloud Platform.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat Fee means fixed monthly subscription fees per Piece
Piece Size	1 Piece = 1 instance of a particular T-Shirt size of MultiChain on SAP Cloud Platform or 1 Plan of Hyperledger Fabric or Quorum on SAP Cloud Platform

	<p>Available Plans</p> <table border="1"> <thead> <tr> <th>Plan</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>dev</td> <td>A sandbox environment with all relevant APIs for developing and testing Quorum.</td> </tr> <tr> <td>testnet</td> <td>A Quorum node which is part of a cross company testnet network and available for developing and testing distributed applications only.</td> </tr> <tr> <td>connect your own network</td> <td>Connect SAP business processes to a blockchain network that is provisioned and operated externally.</td> </tr> </tbody> </table>	Plan	Description	dev	A sandbox environment with all relevant APIs for developing and testing Quorum.	testnet	A Quorum node which is part of a cross company testnet network and available for developing and testing distributed applications only.	connect your own network	Connect SAP business processes to a blockchain network that is provisioned and operated externally.
Plan	Description								
dev	A sandbox environment with all relevant APIs for developing and testing Quorum.								
testnet	A Quorum node which is part of a cross company testnet network and available for developing and testing distributed applications only.								
connect your own network	Connect SAP business processes to a blockchain network that is provisioned and operated externally.								
Additional Terms & Conditions	<ul style="list-style-type: none"> The Cloud Service should not be used to process or store personal data. Customer Data is only backed up in Customer's wallet of the Cloud Service. If Customer deletes Customer Data in its wallet, the data will not be retrievable from the Cloud Service. EU Access is not available for the Cloud Service. 								

SAP Cloud Platform Credential Store	
Cloud Service Description	SAP Cloud Platform Credential Store provides a secure repository for passwords, tokens, keys or files to the applications running on the SAP Cloud Platform.
Usage Metric	Records
Explanation of Usage Metric	Records are the number of objects processed by the Cloud Service each month. For purposes of the Cloud Service, objects mean credentials.
Piece Size	1 Piece = 10 Records

SAP Web Analytics	
Cloud Service Description	SAP Web Analytics is tool to enable Customer in the collection, reporting, and analysis of website data for understanding and optimizing web usage to measure organizational goals, drive strategy and help improve the user's experience.
Usage Metric	Records
Explanation of Usage Metric	Records are records in the Cloud Service generated by a user interaction with a web application. Each action on a web application generates a separate record.
Piece Size	1 Piece = 10,000,000 Records
Additional Terms & Conditions	<ul style="list-style-type: none"> EU Access is not available for the Cloud Service.

SAP Cloud Platform Application Logging	
Cloud Service Description	The Cloud Service enables Cloud Foundry developers to create, access, and analyze application logs and container metrics in the Cloud Foundry environment.
Usage Metric	Instances per Month
Piece Size	1 Piece = 1 Instance, metered for hourly usage
Additional Terms & Conditions	<ul style="list-style-type: none"> SAP Cloud Platform Application Logging, standard - Usage is limited to an ingestion rate of 250 Megabyte per hour; Maximum burst rate is 1000 Kilobyte per second; Data retention is for 7 days SAP Cloud Platform Application Logging, large - Usage is limited to an ingestion rate of 1000 Megabyte per hour; Maximum burst rate is 2000 Kilobyte per second; Data retention is for 7 days. EU Access is not available for the Cloud Service.

SAP Cloud Platform Integration Advisor	
Cloud Service Description	SAP Cloud Platform Integration Advisor defines application interfaces for B2B integration, using machine learning algorithms, B2B standards and crowdsourced data from implementation projects.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 1 instance
Additional Terms and Conditions	SAP will use the Integration Advisor specific integration content developed by Customer in whole or in part to build an index that will be used to make suggestions to other customers of the Cloud Service to help accelerate their integration content development process. Any information that could be used to identify Customer as the supplier of this content will be removed before being shared with other customers as part of the index. Customer may use indexed integration content solely for the purpose of accelerating Customer's integration content development. In addition, SAP may perform technical quality assurance and consistency checks on the content Customer provides. SAP may choose not add or remove Customer's content from the database. Customer is responsible for ensuring the correctness and quality of the suggestions and created integration content by other customers. In case of termination of the Agreement, all anonymized and indexed integration content will remain on the index server of the Integration Advisor and SAP may continue to make such integration content available to other customers.

SAP Cloud Platform Alert Notification	
Cloud Service Description	SAP Cloud Platform Alert Notification enables customers to configure SAP Cloud Platform to send notifications for different services or customer apps via different channels (like SAP Solution Manager or an alert management system of choice).
Usage Metric	API Calls
Explanation of Usage Metric	An API Call means a single call made to a Cloud Service API in a contract year. A contract year is a 12-month period beginning on the first day of the Subscription Term or its annual anniversary.
Piece Size	1 Piece = 1000 API Calls/month
Additional Terms & Conditions	<ul style="list-style-type: none"> EU Access is not available for the Cloud Service.

Service Ticket Intelligence	
Cloud Service Description	Service Ticket Intelligence includes features for automating service ticket classification and providing recommended solutions to the service agent based on the unstructured text in service tickets.
Usage Metric	Records
Explanation of Usage Metric	Records are the number of objects processed by the Cloud Service each month.
Piece Size	1 Piece = 1000 Records/month
Additional Terms & Conditions	<ul style="list-style-type: none"> The quality of the match provided by the Cloud Service is dependent, in part, on the quality of the ticket information provided by Customer. Customer Data only persists in the Cloud Service for as long as required to perform the Customer-requested analysis per Record processed. Therefore, Customer Data cannot be retrieved by Customer from the Cloud Service during the Subscription Term or thereafter. EU Access is not available for the Cloud Service.

SAP Process Visibility	
Cloud Service Description	SAP Process Visibility Provides an embeddable, real-time, event-driven view on processes and process instances.
Usage Metric	GB
Explanation of Usage Metric	Gigabyte of cloud storage

Piece Size	1 Piece = 1GB cloud storage
Additional Terms & Conditions	<ul style="list-style-type: none">• EU Access is not available for the Cloud Service.