

SAP Support Services

Overview of services available as a component part of a Premium Engagement

This area provides descriptions of the Services which are available as a component of the Premium Engagement, SAP MaxAttention / SAP ActiveEmbedded Services. The selection of Service(s) is determined between the technical quality manager (TQM) and Licensee and documented in the support plan.

Implementation Support

Planning the Digital Transformation

This service supports an end-to-end plan of the customer's digitization strategy based on SAP solutions. The service can start with the creation of a strategic road map and can end with the concrete transformation planning of an SAP implementation project. This service combines the applicable portions of best practices, solutions, and trends, along with business needs, to derive a customer-specific transformation road map driven by customer-specific values, risks, and efforts risks, and efforts which are all focused on the customer's SAP landscape.

Platform Design Support

This service provides a detailed conceptual view of the technical on-premise architecture and infrastructure (hardware platform, HA/DR solution or review of existing solution, and if required data scaling solution) for the SAP solution based on the initial design defined in the pre-requisite technical architecture workshop and additional input from the licensee.

Data Migration Design Support

This service provides guidance on defining the data migration requirements for SAP solution consolidations, transformations and implementations.

Custom Code Management

This service helps promote more efficient and effective custom code management. This service provides an analysis of all phases of the customer's custom code lifecycle, followed by the creation of customer-tailored custom code management optimization road map proposal and may include implementation support. It covers classical custom code analysis, the custom code impact analysis and a comprehensive custom code remediation execution support.

Build Design Support

This service covers relevant functional design activities during the implementation of SAP solutions. Guidance is provided to design and document customer's SAP target solution based on the functional scope identified in the planning phase of the project.

Analytics Design Support

This service provides guidance on how to utilize and implement SAP products for analytics and enterprise data warehousing and the integration with the customer IT infrastructure.

Landscape Transformation Based Execution Support

The landscape transformation based execution support service assists the licensee in the setup and execution of a landscape transformation project. SAP transformation experts support the licensee with the installation and support the setup of the landscape transformation. They also support the test conversions and provide expert support for the resolution of issues (if any). In addition, they assist the licensee to build up

transformation expertise. During go-live, SAP transformation experts are available as standby support.

Architecture Transformation

This service supports the customer developing a multi-year digital transformation roadmap including specific technical architectures, sizing efforts, required IT infrastructure, mapped SAP software components and best practices for implementation, deployment and technical risk mitigation.

SAP Architecture Point of View

This service will provide an architecture point of view of Licensee's current enterprise architecture identifying potential architecture transformation of specific solution and/or technology focus areas. The service will: (i) review/document Licensee's requirements, (ii) present an SAP perspective which may include an SAP industry reference architecture, and (iii) provide recommendations, templates and approaches, as appropriate, to support the refinement of Licensee's target architecture.

Safeguarding

Safeguarding the Digital Transformation

This service assists with functional and technical validation of core business processes with respect to business and IT requirements, as well as an identification of risks. For SAP solution upgrade/maintenance projects, the service provides an assessment, technical validation and advise for planned upgrades and/or maintenance (e.g. Support package, NetWeaver, SAP Kernel updates).

Transition to Operations

This service provides guidance on the IT support processes, tools and teams required for the customer to more safely and efficiently operate the implemented SAP solution in its environment following go-live.

SAP Upgrade Assessment

The SAP Upgrade Assessment performs a detailed technical analysis of core SAP system (ABAP stack only) to support the upgrade planning process. Indicators from analyzed focus areas highlighting potential risks, which can be covered by other premium engagement services will be highlighted, and a comprehensive overview of the required prerequisites for the upgrade, and the potential risks which can cause problems during the upgrade or enhancement package installation including the main effort drivers will be the outcomes of the service.

End-to-End Hybrid Operations

System and Solution Management

This service maps technical and functional aspects of core business processes, identifies potential issues, and provides recommendations and proposes additional optimization services were appropriate.

Enablement for Customer Center of Expertise

This service supports the planning, implementation, optimization and certification of the Customer Center of Expertise.

Application Lifecycle Management

This service incorporates the analysis of the customer's hybrid transport landscape, transport strategy and change processes as well as the setup of a change control management scenario. It also performs an analysis of customer's current incident management processes and provides recommendations for the configuration of SAP Solution Manager and other SAP platforms for Operations. Additional recommendations and knowledge transfer are provided for solution documentation in SAP Solution Manager. In addition the principles of agile development, Continuous Integration and Continuous Deployment (CI/CD) and DevOps can be applied to a specific customer scenario as part of a proof of concept.

Volume Test Optimization

This service helps to improve the reliability of volume testing results by assessing the volume test plan, supporting the volume test, and provide recommendations to resolve identified issues from the volume test.

System and Solution Management

This service maps technical and functional aspects of core business processes, identifies potential issues, and provides recommendations and proposes additional optimization services were appropriate.

Performance Optimization and Improvement

This service analyzes critical business process steps, parameter settings, customer programs and hardware set-up to provide optimization recommendations.

Business Downtime Optimization

This service helps minimize business downtimes by analyzing each business step and its dependencies within the affected system landscape supporting efficient downtime planning and reduction of business impact on production critical processes during cutover.

Data Volume Management

This service evaluates the customer's data volume management strategy and defines prioritized guidelines for implementation and improvement to help manage the dynamics of data volume through monitoring data growth, minimizing data volume and efficient data storage.

Business Process Improvement

This service provides recommendations to prepare a licensee's SAP Solution Manager system for business process improvement functionality. These recommendations will enable the configuration of the business process improvement methodology for selected key figures for up to three processes, applications or value areas.

SAP Operations Control Center

This service supports the definition, setup and customer implementation of an SAP Operations Control Center - including a benefits case, scoping and planning, configuration of monitors, definition of processes, integration of third-party tools and a framework for continuous improvement of IT support and business processes.

Processes and Integration for SAP Operations Control Center

This service performs an analysis of the customer IT support processes for incident management, problem management and monitoring, documenting scope, setup, operations, customer expectations and success KPIs in an OCC Charter.

High-End Hybrid Operations

This service supports a more optimized customer implementation and stabilization of operations after go-live.

Business Process Insights and Improvement

This service provides analysis to identify process inefficiencies and delivers recommendations to support the setup, configuration and enablement of the customers SAP Business Process Intelligence solution(s).

Prerequisite: SAP Business Process Intelligence.

Cybersecurity and Compliance

Transparency for security and compliance

This service provides security analysis of the customer SAP solution and procedures, identifying potential gaps, areas for potential optimization and improvements in key SAP security competencies. Customer is responsible to define their security and compliance requirement, as well as to validate their compliance.

Innovative Business Solutions Support

Conflict Check and Resolution for Innovative Business Solutions

To assess ongoing compatibility of Features, which have been developed and delivered by SAP Innovative Business Solutions with the Base Software, Licensee may request SAP to investigate possible conflicts between the Features and subsequent SAP updates (e.g. SAP Support Packages, SAP Feature Packages etc.) that are made available for the Base Software. SAP may provide options and/or recommendations on how to rectify or avoid conflicts, if any.

Knowledge Transfer for Innovative Business Solutions

As part of this service SAP provides hands-on knowledge transfer of how to use, operate, and optimize the Features, which have been developed and delivered by SAP Innovative Business Solutions.

Enhancement Evaluation for Innovative Business Solutions

Having implemented the Features, which have been developed and delivered by SAP Innovative Business Solutions, or using them productively, Licensee may desire to extend or enhance the Features. As part of this service SAP will conduct an evaluation for potential extensions or enhancements to the Features.

Analytics and Data Management

Expert Guidance on Target Architecture and Roadmap Preparation

This Service provides guidance to help Customer align business requirements with the target architecture and roadmap, supporting Customer's analytics and data management strategy.

Best Practices for Analytics and Data Management

This Service provides Customer with best practices and recommendations for project approach, configuration guidelines, project schedule, methodologies, and tools specific to the SAP analytics and data management solutions.

Analytics and Data Management Support for the Intelligent Enterprise

This Service supports Customer in the adoption and understanding of SAP's Intelligent Enterprise that leverages SAP Machine Learning technologies to analyze customer data, discovering patterns and trends to redefine and automate business processes.

PaaS and DevOps

Cloud onboarding support for SAP BTP

This Service provides guidance to develop and deploy user centric applications on the SAP Business Technology Platform through tool usage or cloud native coding. Customer is guided through the process of understanding the capabilities offered by the SAP Integration Suite and SAP Extension Suite and how they should be leveraged. Additionally, this service guides Customer in the landscape and lifecycle setup of SAP BTP.

SAP Extension suite support to keep the core clean

This Service supports extending the Customer's core business applications with the SAP BTP, including software architecture concepts, basic security concepts, systems integration, and considerations for productive usage of applications on the SAP BTP.

Replatforming support to make the core clean

This Service supports Customer through the process of identifying suitable custom applications to be replatformed to the SAP BTP.

Other Services

Prototyping

In order to properly plan and prepare your transition to the next level of digital business it is key to understand early the value of SAP S/4HANA innovations for your business solution. The prototyping approach enables you to evaluate the solution in a shorter time frame with your real business scenarios using your real data, thereby enabling you to more quickly validate the value addition, identify and mitigate risks, if any, at an early stage and more efficiently plan your IT investments.

Process intelligence and automation support

This Service guides Customer on the process of digitalizing and automating business processes based on SAP Business Technology Platform capabilities.

Enablement for Data and Analytics Solutions

This service presents the newest SAP solution capabilities and innovations in the area of business data analytics and enterprise data management; and provides guidance regarding the adoption of an enterprise wide analytics and data management platform.

Jump-Start new Analytics and Data Management Solutions

This service provides guidance to help the customer to initiate implementation of an end-to-end use case in the area of analytics and data management.

Digital Design Zone Services

Innovation Discovery Workshop

The Innovation Discovery Workshop is a design thinking workshop with customer business, IT and user representation to validate and refine the selected digital opportunity from an executive exploration workshop developing the initial to-be process value proposition and sketching a low-fidelity prototype. The workshop is held in a creative space determined with consideration of customer location and availability of appropriate facilities.

Digital Design Zone Proof-of-Concept

The Digital Design Zone proof-of-concept will transform the sketched low-fidelity prototype from the Innovation discovery workshop into a design prototype (mock-up) and develop initial sample non-productive coding in the SAP Business Technology Platform within the Digital Design Zone phase to support assessment of the feasibility of the digital opportunity.

Remote Services

SAP Remote Performance Optimization

SAP Remote Performance Optimization service helps eliminate performance problems that are already clearly located and identified.

SAP Security Optimization

The SAP Security Optimization service is designed to improve the security of the licensee's SAP systems by identifying potential security issues and giving recommendations on how to improve the security of the system.

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Exhibit A

Note: Any references to best practices, optimization or innovation are not intended to suggest identification or resolution of all such opportunities or maximum improvements or any specific outcomes.