

SUPPORT POLICY FOR SAP CLOUD SERVICES



This Support Policy for SAP Cloud Services is part of an Agreement for certain SAP Cloud Services (“Agreement”) between SAP and Customer.

SUPPORT AND SUCCESS PLAN SERVICES

As part of SAP’s ONE Support approach, which provides a consistent support experience for Cloud Services and on-premise solutions, SAP offers the following support levels; SAP Enterprise Support, cloud editions, SAP Preferred Success and SAP Preferred Care. SAP Enterprise Support, cloud editions is included in the subscription fees for SAP Cloud Services stated in the Order Form unless alternative support terms are specified in the Supplemental Terms for the Cloud Service. SAP Preferred Success and SAP Preferred Care is offered for an additional fee, as an add-on to SAP Enterprise Support, cloud editions, for certain SAP Cloud Solutions listed under <https://support.sap.com/preferredsuccessproductlist>. SAP Preferred Success and SAP Preferred Care are not available, and are not provided, for any third-party cloud services purchased through SAP.

1. SCOPE OF THE SUPPORT AND SUCCESS PLAN SERVICES

Capitalized Terms are further defined in the table below. The support services are available in English language, unless stated otherwise.

1.1 Enterprise Support, cloud editions: Foundational engagement support with focus on customer interaction and issue resolution.

SAP Enterprise Support, cloud editions	
Mission Critical Support	
24x7 Mission Critical Support for P1 and P2 issues (English only)	✓
Non-Mission Critical Support for P3 and P4 issues during business hours (English only)	Monday to Friday 8 am to 6 pm (Local Time Zone), excluding local holidays
Customer Interaction Center 24x7	✓ (as stated below)
Global Support Backbone	✓
End-to-end Supportability	✓
Learning and Empowerment	
Access to remote SAP support content and services, e.g., Meet-the-Expert Sessions	✓
Release Update Information	Self-service through web and community
Collaboration	
SAP Support Advisory Services	✓
Support via web and platform for social business collaboration	✓
Support via chat during business hours in English language for non-Mission Critical Support issues	Currently available for SAP SuccessFactors, SAP Concur, SAP Ariba, SAP Business by Design, SAP Cloud for Customer and SAP S/4HANA Cloud Services
SAP Enterprise Support Reporting	✓
Innovation and Value Realization	
Proactive Checks proposed by SAP	✓
Product Roadmap Update Information	Self-service through web
Refresh of test instance	Self-service or request through web for initiating the refresh as offered and required by respective solution

1.2 SAP Preferred Success: An add-on to SAP Enterprise Support, cloud editions that includes strategic guidance, solution-specific best practices and Success Programs to help drive consumption and value realization (Representation below includes SAP Enterprise Support, cloud editions).

Mission Critical Support	
24x7 Mission Critical Support for P1 and P2 issues (English only)	24x7 prioritized issue handling
Non-Mission Critical Support for P3 and P4 issues during business hours (English only)	Monday to Friday 8 am to 6 pm (Local Time Zone), excluding local holidays
Customer Interaction Center 24x7	✓ (as stated below)
Global Support Backbone	✓
End-to-end Supportability	✓
Learning and Empowerment	
Access to remote SAP support content and services, e.g., Meet-the-Expert Sessions	Access to SAP Preferred Success specific learning content. Customer can have up to 5 Key Users access SAP Learning Hub, solution edition specific to the cloud service
Release Update Information	Solution-specific Release Update Information
Collaboration	
SAP Support Advisory Services	✓
SAP Cloud Service and process-related guidance	Access to Success Resources for full customer lifecycle from onboarding to consumption, including technical and product usage advice, best practices and operational excellence, may include in-person delivery, at SAP's discretion
Regular checkpoint	Access to Success Resources to answer questions related to critical issues, reporting and best practices, may include in-person delivery, at SAP's discretion
Support via web and platform for social business collaboration	Exclusive access to SAP Preferred Success Community
Support via chat during business hours in English language for non-Mission Critical Support issues	Currently available for SAP SuccessFactors, SAP Cloud for Customer and SAP S/4HANA Cloud Services
SAP Enterprise Support Reporting	Enhanced Success Reporting
Innovation and Value Realization	
Access to Success Programs	✓
Proactive Checks proposed by SAP	Automated or self-service Proactive Checks for the specific solution in use
Product Roadmap Update Information	Solution-specific Product Roadmap Update Information
Periodic Cloud Service Review and Planning	Access to Success Resources for checkpoints, cycle planning, challenges and consumption planning, may include in-person delivery, at SAP's discretion
Refresh of test instance	Access to SAP assistance with managing the refreshing of test instances up to two times per year, where applicable

1.3 SAP Preferred Care: An add-on to SAP Enterprise Support, cloud editions that includes strategic guidance and customer-specific best practices to help drive user adoption and value realization (Representation below includes SAP Enterprise Support, cloud editions).

Mission Critical Support	
24x7 Mission Critical Support for P1 and P2 issues (English only)	24x7 prioritized issue handling
Non-Mission Critical Support for P3 and P4 issues during business hours (English only)	Monday to Friday 8 am to 6 pm (Local Time Zone), excluding local holidays
Customer Interaction Center 24x7	✓ (as stated below)
Global Support Backbone	✓
End-to-end Supportability	✓
Learning and Empowerment	
Access to remote SAP support content and services, e.g., Meet-the-Expert Sessions	✓
Release Update Information	Customer-specific Release Update Information
Collaboration	
SAP Support Advisory Services	✓
SAP Cloud Service and process-related guidance	Access to Support Expert for technical and product usage advice, best practices and operational excellence (within customer's region)
Regular Checkpoint	Meeting with Support Expert to review critical issues, reporting and best practices
Support via web and platform for social business collaboration	✓
Support via chat during business hours in English language for non-Mission Critical Support issues	Currently available for SAP SuccessFactors, SAP Concur, SAP Ariba, SAP Business by Design and SAP S/4HANA Cloud Services
SAP Enterprise Support Reporting	✓
Innovation and Value Realization	
Proactive Checks proposed by SAP	Customer-specific Proactive Checks
Product Roadmap Update Information	Customer-specific Product Roadmap Update Information
Periodic Cloud Service Review And Planning	Meeting with Support Expert to discuss checkpoint, cycle planning, challenges and adoption plan
Refresh of test instance	Access to SAP assistance with managing the refreshing of test instances up to two times per year, where applicable.

1.4 Access to Empowerment and Innovation and Value Realization Services.

Empowerment content and session schedules are stated at the SAP Support Portal in the [SAP Enterprise Support Academy](#) section. Scheduling, availability and delivery methodology is at SAP's discretion.

Support services related to Empowerment and Innovation and Value Realization as stated above require a customer request and are provided remotely. For example, remote support services may include assisting customers in evaluating the innovation capabilities of the latest updates and technology innovation and how they may be deployed for a customer's business process requirements, or giving a customer guidance in the form of knowledge transfer sessions. Scheduling, availability and delivery methodology are at SAP's discretion.

2. CUSTOMER INTERACTION CENTER LANGUAGES

SAP Support provides initial telephone contact for Customer Contacts through the SAP one support phone number "CALL-1-SAP" (as stated at the CALL-1-SAP page: <https://support.sap.com/contactus>) and/or via other solution specific hotlines in the following languages: English (available 24 hours all weekdays) and, depending on local office hours and availability, in German, French, Italian, Spanish, Polish, Russian (during European office hours); Japanese, Chinese, Korean, Bahasa (during Asia/Pacific office hours); Portuguese and Spanish (during Latin America office hours). Issues which lead to a support case which is processed by specialized technical support engineers around the world or any support by a third party are in English only.

3. CONTACTING SUPPORT

Beginning on the effective date of a customer's agreement for Cloud Services, that customer may contact SAP's support organization as the primary point of contact for support services.

For contacting SAP's support organization, the current preferred contact channel for SAP Enterprise Support, cloud editions is the SAP Support Portal at <https://support.sap.com>, unless otherwise set forth in the table below.

SAP Cloud Service	Contact Channels
SAP Concur SAP Ariba SAP Fieldglass	https://concur solutions.com https://connect.ariba.com https://www.fieldglass.com/customer-support or embedded in the application help menu https://community.sapmobileservices.com/support (integrated scenarios use SAP Support Portal)
SAP Digital Interconnect	
SAP Business ByDesign SAP Cloud for Customer SAP Learning Hub	Embedded in the applicable SAP Cloud Service: <ul style="list-style-type: none"> For end-users: The "Help Center", accessible from every screen, For Key Users: The "Application & User Management Work Center".

Customers that have an assigned Support Expert may contact them directly for solution expertise support.

4. CUSTOMER RESPONSE LEVELS

SAP responds to submitted support cases (also referred to as "case", "incident", or "issue") as described in the table below.

Priority	Definition	Response Level
P1	Very High: An incident should be categorized with the priority "very high" if the problem has very serious consequences for normal business processes or IT processes related to core business processes. Urgent work cannot be performed.	<p>Initial Response: Within one hour of case submission.</p> <p>Ongoing Communication: Unless otherwise communicated by SAP Support, once every hour.</p> <p>Resolution Target: SAP to provide for issues either a (i) resolution, or (ii) workaround or (iii) action plan within four hours.</p>

This is generally caused by the following circumstances:

- A productive service is completely down.
- The imminent system Go-Live or upgrade of a production system cannot be completed.
- The customer's core business processes are seriously affected.

A workaround is not available for each circumstance. The incident requires immediate processing because the malfunction may cause serious losses.

P2	High: An incident should be categorized with the priority "high" if normal business processes are seriously affected. Necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the SAP service that are required immediately. The incident is to be processed as quickly as possible because a continuing malfunction can seriously disrupt the entire productive business flow.	Initial Response: Within four hours of case submission for SAP Enterprise Support, cloud edition customers and within two hours of case submission for SAP Preferred Success and SAP Preferred Care customers. Ongoing Communication: Unless otherwise communicated by SAP Support, once every six hours. Resolution Target: SAP to provide for issues either a (i) resolution, or (ii) workaround or (iii) action plan within three business days for SAP Preferred Success and SAP Preferred Care customers only.
P3	Medium: An incident should be categorized with the priority "medium" if normal business processes are affected. The problem is caused by incorrect or inoperable functions in the SAP service.	Initial Response: Within one business day of case submission for SAP Enterprise Support, cloud edition customers, and within four business hours of case being received for SAP Preferred Success and SAP Preferred Care customers. Ongoing Communication: Unless otherwise communicated by SAP Support, once every three business days for Non-Defect Issues and ten business days for product defect issues.
P4	Low: An incident should be categorized with the priority "low" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the SAP service that are not required daily, or are rarely used.	Initial Response: Within two business days of case submission for SAP Enterprise Support, cloud editions customers and within one business day of case submission for SAP Preferred Success and SAP Preferred Care customers. Ongoing Communication: Unless otherwise communicated by SAP Support, once every week.

The following types of incidents are excluded from customer response levels as described above: (i) incidents regarding a release, version and/or functionalities of SAP Cloud Services developed specifically for customer (including those developed by SAP Custom Development and/or by SAP subsidiaries, or individual content services); (ii) the root cause behind the incident is not a malfunction, but missing functionality ("development request") or the incident is ascribed to a consulting request ("how-to").

5. CUSTOMER'S RESPONSIBILITIES

5.1 Customer Contact. In order to receive support hereunder, Customer will designate at least two and up to five qualified English speaking contact persons (each a "Customer Contact", "Designated Support Contact", "Authorized Support Contact", "Key User" or "Application Administrator" – system administrator roles within specific Cloud Services) who are authorized to contact or access the Customer Interaction Center, SAP Support Advisory Services and

Mission Critical Support services. The Customer Contact is responsible for managing all business-related tasks of the Cloud Service related to Customer's business, such as:

- (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 (if available);
- (iii) Manage and monitor connections to Customer's third-party systems (if available);
- (iv) Support the adoption of the Cloud Service.

5.2 Contact Details. Customer will provide contact details (in particular, e-mail address and telephone number) through which the Customer Contact or the authorized representative of the Customer Contact can be contacted at any time. Customer will update its Customer Contacts for an SAP Cloud Service through the SAP Support Portal at <https://support.sap.com> or the respective contact channel mentioned in section "Contacting Support" above. Only authorized Customer Contacts may contact SAP's support organization.

5.3 Cooperation. To receive support services, Customer will reasonably cooperate with SAP to resolve support incidents, and will have adequate technical expertise and knowledge of its configuration of the SAP Cloud Services to provide relevant information to enable SAP to reproduce, troubleshoot and resolve the experienced error such as e.g. reference ID, issue examples, screenshots.

6. CAPITALIZED TERMS

Below are further explanations of the capitalized terms used above:

Customer Interaction Center 24x7	Units within SAP's support organization that customers may contact for general support related inquiries through the described contact channels.
End-to-end Supportability	Support for incidents that occur in integrated business scenarios consisting of SAP Cloud Services and / or both SAP Cloud Services and other SAP products with a valid support agreement.
Enhanced Success Reporting	Enhanced Success Reporting means access to reports, dashboards, or other reporting components and capabilities regarding the overall engagement, full customer lifecycle, and productive use of the solution, including product consumption, technical and product usage, status of support services, and the achievements hereunder.
Global Support Backbone	SAP's knowledge database and SAP's extranet for knowledge transfer on which SAP makes available content and services to customers and partners of SAP only. The Global Support Backbone also includes the SAP Support Portal at https://support.sap.com .
Go-Live	Go-Live marks the point in time from when, after set-up of the SAP Cloud Services for a customer, the SAP Cloud Services can be used by that customer for processing real data in live operation mode and for running that customer's internal business operations in accordance with its agreement for such SAP Cloud Services.
Local Time Zone	A customer's local time zone, depending on where the customer is headquartered.
Meet-the-Expert Sessions (MTE)	Live webinars focusing on SAP Enterprise Support services and the support aspects of the latest SAP technologies. Recorded sessions are available in the replay library in the SAP Enterprise Support Academy for self-paced consumption.
Mission Critical Support	Global incident handling by SAP for issues related to support hereunder with P1 and P2, including Service Level Agreements for Initial Response, Ongoing

	Communications and Resolution Targets (as set forth in the above table for Response Levels).
Non-Defect Issue	A reported support case that does not involve a defect in the applicable SAP Cloud Service and does not require engineering / development or operations personnel to resolve.
Periodic Cloud Service Review and Planning	Periodic review of key business milestones and objectives for solutions covered under SAP Preferred Care and/or SAP Preferred Success.
SAP Preferred Success Communities	Social media-based empowerment and collaboration, aligning access to peers and SAP experts.
Proactive Checks	Support-services, providing recommendations for the specific customer situation.
Product Roadmap Update Information	Product roadmaps SAP makes generally available to customers as part of customer support. Product Roadmap Update Information is provided for informational purposes only, and SAP does not commit to providing any future products, features or functionality as described in the Product Roadmap Update Information.
Release Update Information	Generally available documented summaries, webinars and videos provided by SAP to inform and instruct customers on new product release changes.
SAP Cloud Service	Any SAP Cloud Service set forth in an applicable Order Form.
SAP Enterprise Support Academy	Content and services in several formats, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition.
SAP Enterprise Support Reporting	A report or dashboard analyzing and documenting the status of support services and achievements hereunder (e.g., based on solution monitoring capabilities and support case status).
SAP Support Advisory Services	Access to experts who help customers on support-related requests and advice on the right support deliverables and assets.
Support Expert	A specific SAP customer representative (often referred to as Customer Success Manager) that is assigned to Customers as the primary contact for ongoing management, to provide support case oversight, technical guidance and mentorship, customer-specific information on release updates and guidance on adoption and usage.
Success Resources	Access to automated, guided or direct analysis, reporting, expertise, and knowledge components to drive operational excellence throughout the full customer lifecycle including onboarding, consumption, utilization and operations, as well as technical and product usage. At SAP's discretion, this may include a Support Expert.
Success Programs	A combination or integration of various Success Resources, learning content and platforms (e.g. webinars, chat sessions, etc.), and social business collaboration channels (e.g. communities) delivered in a programmatic or prescriptive approach that support successful deployment, consumption and ongoing value realization.