

## **Service Description**

### **SAP Consulting Assistance**

Customer is undertaking activities utilizing SAP Software. Customer is responsible for the process, scope, costs, resources and targeted solutions of Customer's project, program or other activities ("Customer's Project" or "Project").

SAP will provide Services to assist the Customer with Customer's Project as further defined in the Order Form or the Scope Document.

#### **1. Definitions**

1.1 Capitalized terms in this document that are not defined hereto have their meaning defined in the General Terms and Conditions (or alternatively the governing terms and conditions or agreement as set forth in the Order Form) or Scope Document.

1. SAP Best Practices: SAP's predefined business processes, configuration content and documentation for SAP Software. SAP Best Practices may be used as the basis for SAP implementation activities.
2. Developments: changes or extensions to standard SAP Software source code and development objects.
3. Workflow: sequence of connected steps triggered by an event to automate a process such as a document approval. Examples include SAP Business Workflow.
4. Reports: technical objects designed to deliver business figures or reports with no change to application data.
5. Interfaces: technical objects to transfer information from one system to another. Usually refers to objects that are not part of the SAP licensed Software. Examples of technology include SAP Process Orchestration and Intermediate Documents (IDocs).
6. Conversion: technical objects used to migrate data to SAP systems during the Service. Examples of technology include data migration programs, SAP Data Services and Legacy System Migration Workbench (LSMW).
7. Enhancements: changes and additions to SAP functionality using development objects specifically provided for Customer changes. Examples include the use of user exits and business add-ins (Exits).
8. Forms: printed or electronic forms containing formatted information from SAP applications. Examples of technology include SAPscripts, Smart Forms and SAP Interactive Forms by Adobe.

#### **2. SAP Services**

2.1 SAP will perform Services as further defined in the Scope Document to assist the Customer with Customer's Project. These Services may include:

1. Subject Matter Expertise (SME): SAP provides Customer with highly skilled consultants in a particular area or discipline. The consultants assist the Customer by providing information and/or performing activities that require relevant skills. The areas of skills and activities to be performed will be defined in the Scope Document.
2. Advice: SAP provides Customer with consultants to advise and guide the Customer regarding topics defined within the Scope Document. This may involve SAP consultants making recommendations based upon SAP Best Practices.
3. Project Resources: SAP provides Customer with resources to perform roles within Customer's Project team. The scope and details of activities to be performed by the SAP consultants will be defined in the Scope Document.
4. Design Assistance: SAP provides Customer with consultants, such as functional or technical architects, to perform activities to assist with the design for the Customer's project. The consultant will guide Customer regarding Customer's technical and/or functional architecture and perform agreed activities, such as design workshops and document reviews, to validate architecture and design decisions.

2.2 In performing the Services, SAP may utilize SAP Best Practices for delivery of the SAP scope.

### **3. Approach**

- 3.1 Customer is responsible for identifying the methodology to be used for the Project.
- 3.2 Activities to be undertaken by SAP will be further documented in the Scope Document.

### **4. Roles and Governance**

- 4.1 Customer is responsible for the governance of Customer's Project.

### **5. Customer Responsibilities**

- 5.1 The overall Customer responsibilities are listed below. Further Customer responsibilities and SAP responsibilities are detailed in the Scope Document.
  - 1. Ensure it has all necessary license rights, including third party license rights, required to allow SAP to perform the Services.
  - 2. Appoint a Project Manager and/or Program Manager to act as the Customer's single point of contact for SAP.
  - 3. Provide sponsorship from the Customer's senior management, who will be available on a timely and regular basis to monitor progress and to act as a decision maker for policy decisions and issue resolution.
  - 4. Manage the Customer's third party service providers.
  - 5. Provide knowledgeable, decision-empowered resources that are available to work on the Customer's Project as part of the team.
  - 6. Ensure that Customer team members are knowledgeable about the solution being implemented and define their training approach and schedule.
  - 7. Minimize the change in personnel throughout the duration of the Service.
  - 8. Provide SAP with adequate work space as necessary for the duration of the Services including meeting rooms for work on-site. The work space should include projectors, printers, scanners, copiers, file storage and miscellaneous office supplies as needed. Sufficient temporary desks, or "hot desks", will be made available to enable each SAP resource to have a desk for each day they are on-site. No SAP employees will have an office on the Customer's premises with keys that provide exclusive use of the office to SAP. It is recommended that the SAP team is situated in a secure location.
  - 9. Provide SAP with access to Customer's facilities as necessary for the performance of the Services including all necessary identification material (badges, passes, cards, etc.) for the duration of the Services. This includes necessary access to such buildings and systems during and after normal business hours, on weekends, and on holidays. Limitation of SAP access during these times may reduce SAP's ability to maintain the proposed schedule.
  - 10. Supply SAP with the names and contact information of key Customer and third party resources assigned to the Project.
  - 11. Ensure that any appropriate hardware required for the Service is secured before the start of the Project.
  - 12. Be fully responsible for technology infrastructure that is on premise or hosted by a third party. This includes but is not limited to SAP infrastructure, network administration, security, periodic backup and restore activities as required, and server and storage hardware. These systems will be available throughout the Service according to the Project schedule.
  - 13. Ensure that a consistent, stable, and fast SAP remote support/service connection is available between SAP and the Customer at the required times.
  - 14. Provide SAP with the necessary authorizations for onsite and remote access to Customer's systems.
  - 15. Allow the use of SAP laptops and mobile devices on Customer's network to SAP's network via SAP's Virtual Private Network (VPN) protocols or Customer will provide PCs and/or laptops with the Microsoft Office Suite and e-mail capability for the SAP team. Laptops and/or PCs provided by Customer must have the latest virus protection software.
  - 16. Provide technical advice regarding any third party systems to which SAP will have access.
  - 17. Ensure that the Customer's Project is compliant with any relevant governmental and regulatory requirements.

18. Cleanse migrated data from Customer systems.

**6. Assumption and Exclusions**

6.1 The Service Description assumptions are listed below. SAP may identify further assumptions in the Order Form and/or Scope Document.

1. All supporting documentation will be developed using industry standard personal computers/laptops using Microsoft Office applications (Word, Excel, MS Project, Visio and PowerPoint) or other mutually agreed documentation tools.

6.2 The Service Description exclusions are listed below. SAP may identify further exclusions in the Order Form and/or Scope Document:

1. Developments that change or extend the standard SAP Software source code.