

SAP User Experience Management by Knoa, cloud edition Supplemental Terms and Conditions

These supplemental terms and conditions (“the Supplement”) are part of an agreement for certain SAP cloud services (“Agreement”) between SAP and Customer and apply solely to SAP User Experience Management by Knoa, cloud edition (the “Cloud Service”) and not any other SAP product or service.

1. CLOUD SERVICE

- 1.1.** The Cloud Service measures end user experience and performance for SAP on-premise and cloud solutions. The Cloud Service continuously measures the performance of all end users for SAP transactions. The Cloud Service tracks:
- (a)** Response Time as experienced by the end user, including Transaction Response and Navigation Response;
 - (b)** Quality of User Experience, including infrastructure errors from operating systems, servers, networks, and databases;
 - (c)** Application Errors such as ABAP errors and “Method Not Allowed” messages;
 - (d)** Adoption and Usage Information, including user behavior issues like user utilization, user errors, and active/idle time; and
 - (e)** Workflow issues such as process proficiency and compliance.
- 1.2.** The Cloud Service includes access to pre-configured reports, dashboards, and alerts that show user activity and engagement with the monitored solutions. Customer administrators can access the Management Console where product configuration options can be managed.
- 1.3.** In order to utilize the Cloud Service to monitor use by end users, Customer must download an agent from the Cloud Service and install the agent onto the desktop of each end user to be monitored. Customer is responsible for properly installing the agent and must provide reasonable security measures to protect the security and confidentiality of the agent, and will cease use of and destroy the agent upon termination or expiration of the Agreement.

2. FEES

- 2.1.** The Usage Metric for the Cloud Service is Monitored Users. Monitored Users are individuals whose information is monitored by the Cloud Service and/or who are authorized to use the reporting console of the Cloud Service.
- 2.2.** Each subscription to the Cloud Service must include a base package of 500 Monitored Users. Additional Monitored Users may be obtained on a per Monitored User basis.

3. ADDITIONAL TERMS

- 3.1. Customer Data.** The Cloud Service agent placed on end user desktops generates track messages, which are sent to the Cloud Service servers via a standard HTTP/S protocol, using a designated communication port. Once received by the Cloud Service servers, the messages are stored in the Cloud Service database. Periodically, the older data is purged from the database, based on a customer configurable timeframe. As such, Customer Data is only available to Customer in the Cloud Service prior to any such purge date. Customer is responsible for obtaining consents as legally required under the applicable local jurisdiction before monitoring the end user experience.
- 3.2. SAP Business Objects Software.** As a prerequisite to use the Cloud Service, Customer must have a SAP BusinessObjects BI Suite user license or SAP BusinessObjects BI Suite, Edge edition user license (obtained under a separate on-premise software license) for each individual accessing the Cloud Service to create or view reports.