

SERVICE DESCRIPTION DOCUMENTATION

Enhanced operations service for SAP Pioneer Solutions

1. SCOPE DEFINITION

SAP will provide Enhanced Operations Service for SAP Pioneer Solutions with SAP Cloud ERP Private as described herein for the SAP private cloud environment systems and related in-scope system landscape(s), subject to the usage metric volume purchased by Customer.

Solution Scope

SAP will perform operations tasks for software logistics as part of installations and upgrades for S/4HANA Add on software products owned and provided by SAP Pioneer for BYOL engagements.

SAP will perform fulfillment service requests and incident resolution for these tasks and activities as detailed in the Roles and Responsibilities (R&R) document for the corresponding items.

Approach and Activities

SAP will conduct this service as follows:

- SAP will provide incident resolution and troubleshooting for technical incidents as detailed in the R&R.
- SAP will perform service request fulfillment for technical operations tasks as detailed in the R&R.
- The customer will raise service requests according to the agreed solution scope.
- Application, integration, acceptance as well as regression testing remain the customer's responsibility as owner of the respective Pioneer Add-on's.

2. USAGE METRIC

<u>Service Scope item</u>	<u>Usage Metric</u>
Enhanced Operations Service for SAP Pioneer Solutions	Entitlements Package /per system landscape