ENHANCED MANAGED SERVICES
FOR SAP HANA ENTERPRISE CLOUD

SERVICE DESCRIPTION DOCUMENTATION

1. SCOPE OF ENHANCED MANAGED SERVICES (EMS)
SAP will provide EMS based on the EMS tasks described in the applicable roles and responsibilities Documentation. Only Services marked as “HEC Enhanced Managed Services (“EMS”) that can be performed by customer,” “HEC Enhanced Managed Services (EMS) that can only be performed by SAP” and “Included in HyperCare service package” are performed by SAP under EMS. The delivery of EMS is based on the complete availability of the HEC systems for which EMS is provided.

2. PROACTIVE RECURRING SERVICES AND EMS REQUEST MANAGEMENT
Customer may request EMS by engaging SAP to deliver EMS via a proactive recurring service plan and/or via an EMS Request, as described herein.

a. Proactive Recurring Service Plan. For SAP to provide EMS as a proactive recurring service, Customer and SAP will agree on a pre-defined service plan defining tasks, efforts and frequency of execution. SAP will execute the agreed customer specific service plan and provision EMS to Customer without further triggering an EMS Request or otherwise, by Customer. EMS hours consumed for proactive services will be reported as set forth in Section 4 below.

Proactive Recurring Services may include but are not limited to repetitive monitoring activities not included in the HEC Standard Services (proactive Event Management: monitoring alerts, categorization of alerts according to criticality and creation of Incident Tickets for critical alerts, taking corrective actions by processing the Incident Tickets, proactive adjustment to relevant parameter to avoid further issues and, Ticket-based documentation and request involvement of Product Support when necessary).

b. EMS Requests. All other requests for EMS must be made by Customer (or on the Customer’s behalf by the SAP Service Team through an EMS Request. Customer will use the SAP Service Request Platform to submit EMS Requests to SAP for EMS. A Request can be classified as Incident, Request for Change or Service Request. All EMS Requests must be submitted (i) by a Key User, and (ii) with a priority level designation. Customer is responsible for setting up, operating and maintaining its ticketing infrastructure as described in “Customer’s additional responsibilities including “Collaboration and Cooperative Duties” section below. SAP does not take any responsibility for ensuring that the Ticket replication from Customer ticketing infrastructure to SAP is functioning properly.

b1. EMS Service Requests: For EMS Requests categorized as “Service Requests” and not included in HEC Standard Services, SAP will perform predefined Services as per HEC Roles and Responsibilities documentation (“HEC Enhanced Managed Services (EMS)”). All EMS Service Requests must be submitted with a Medium priority level designation only. SAP EMS will accept Tickets from Key Users according to defined service levels set forth in Section 3 below, implement Service Requests, Requests for Continuous Operations and agreed Standard Changes and provide Ticket-based documentation.

b2. EMS Incidents: For EMS Requests categorized as “Incident” and not included in HEC Standard Services set forth in the Documentation, SAP will provide troubleshooting of technical/non-functional incidents. SAP EMS will accept Tickets from Key Users according to defined service levels set forth in Section 3 below and, provide analysis and resolution of Incidents according to such service levels. Any trouble-shooting of the technical layer requested by the Customer that is not included as part of the HEC Standard Services will be handled as an EMS service.

b3. EMS Requests for Change: For EMS Requests categorized as “Request for Change”, SAP will provide changes of technical system configuration not included in the HEC Standard Services. All EMS Requests
for Change must be submitted with a Medium or Low priority level designation. SAP EMS will accept Tickets from Key Users according to defined service levels set forth in Section 3 below and provide analysis of Requests for Change according to such service levels. Scope validation is managed jointly in collaboration between SAP’s Engagement Manager and Customer’s Engagement Manager, including planning and deployment of Requests for Change after Customers approval either as part of the EMS service or under a Change Request to the Order Form.

All EMS Services are provided remotely by SAP.

3. SERVICE LEVELS: EMS - Service Hours; Initial Reaction Time for EMS Requests

3.1. EMS - Service Hours

<table>
<thead>
<tr>
<th>Service Desk</th>
<th>English: 24 x 7</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Japanese: Mon-Fri, 9.00 a.m. – 6.00 p.m. JST (UTC +9)</td>
</tr>
<tr>
<td>Service Delivery</td>
<td>Systems with PRD: English: 24 x 7</td>
</tr>
<tr>
<td></td>
<td>Systems with NON PRD: English: 8:00 a.m. – 6.00 p.m. Local Time each Business Day</td>
</tr>
</tbody>
</table>

3.2. EMS Initial Reaction Time ("EMS IRT")

<table>
<thead>
<tr>
<th>EMS Ticket Priority</th>
<th>Service Level – Initial Reaction Time (based on Service Delivery hours set forth in 3.1 above)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority Very High</td>
<td>20 min</td>
</tr>
<tr>
<td>(only applicable for PRD)</td>
<td></td>
</tr>
<tr>
<td>Priority High</td>
<td>2 hours</td>
</tr>
<tr>
<td>Priority Medium</td>
<td>4 hours</td>
</tr>
<tr>
<td>Priority Low</td>
<td>1 Business Day Local Time</td>
</tr>
</tbody>
</table>

EMS Ticket Priority Very High and High are reserved for EMS Incidents only.

EMS IRT for Service Requests is 4 hours during Service Hours for Service Delivery.

EMS IRT will only be measured for EMS Requests created through the SAP Service Request Platform or Tickets created by SAP in SAP’s support landscape on behalf of Customer. IRTs do not apply for EMS Requests or Tickets created otherwise.

4. SERVICE REPORTING FOR EMS

SAP will create a monthly report providing Customer with information about the EMS activities provided in the previous month. A PDF document for prior last twelve (12) reporting periods will be provided upon request. The EMS service report will include the following information for the respective reporting period:

- Total number of EMS hours consumed, EMS Rollover Hours
- List of Tickets received including break down per service category and per priority
- Total hours for Tickets processed per month

In addition, a real time Ticket reporting dashboard is available online providing detailed information on tickets for EMS.
5. CUSTOMER’S RESPONSIBILITIES INCLUDING COLLABORATIVE AND COOPERATIVE DUTIES

In addition to the Customer responsibilities set forth in the HEC Supplement, the following Customer responsibilities apply for the provision of EMS:

a) Except for EMS provided under a proactive recurring service plan, EMS will be provided only after an EMS Request has been issued to SAP detailing the request in the SAP Service Request Platform.

b) Customer is responsible to ensure that non-SAP product support parties reasonably cooperate in their timely receipt and handling of queries and Tickets forwarded from SAP.

c) Customer is responsible for all data stored in the systems.

d) Customer provides SAP, free of charge, for the semi-annual audits a user with all necessary authorizations. This is required for all systems in which SAP has responsibility for transportation management (managing the technical deployment of changes from DEV systems to PRD systems). Customer also confirms that its transportation management can checked for audit purposes and that information is also made available to the respective auditors. This is only applicable if during the set up phase it is agreed that SAP will be responsible for transports to PRD.

e) If Customer fails or partially fails to comply with these collaborative and cooperative duties or if Customer fails to comply with these collaborative and cooperative duties in the right quality or if Customer fails to comply, SAP can request adjustments of the schedule and/ or charge additional fees to address increased SAP costs resulting from the Customer’s non-compliance.

f) Customer is responsible for adaptations or extensions to the solution, for example, ones caused by Customer’s changing requirements or structures (Organizational Change Management).

g) SAP’s provision of the EMS is subject to Customer fulfilling its responsibilities described in the HEC R&R Documentation and Agreement. Customer agrees to execute prompt performance of such responsibilities and provide the employees and resources required for the project phases in sufficient measure.

6. DEFINITIONS

Business Day: any days from Monday to Friday with the exception of the public holidays observed at Customer’s Primary Access Location.

Change Management Process: A process that defines the procedure through which a change of technical system configuration is authorized, planned and deployed into the supported systems. All changes in the supported systems which are not caused by an Incident or Problem or agreed as a Standard Change are considered a Request for Change. Change Management does not only include the implementation procedure, but the holistic process from the requirement to the deployment. Changes are classified by their potential impact to the productive system (Regular Change and Emergency Change). Depending on the potential impact a certain Customer approval level is required.

Continuous Operations: The Request category Continuous Operations is intended for all Tickets that contain some kind of continuous support for a longer time period. As a rule these will be periodical / recurring Tickets. They can be used to record Proactive Recurring Services (except monitoring) based on the Customer contract or separate agreements, continued minor maintenance tasks on request of the Customer if the Customer does not want to create a separate Ticket for each task. Continuous Operations Requests are processed in compliance with the Request Fulfillment Process.

EMS Request: A request for Enhanced Managed Services as described in Section 2b above. All EMS requests are processed through the SAP Process Management control framework via the SAP Service Request Platform.
**Incident**: An unplanned interruption of a technical system function of the supported systems. Incident requests are processed in compliance with the Incident Management Process.

**Incident Management Process**: The procedure used to restore the business process. An Incident can be resolved by either providing a workaround or by finding and eliminating the root cause (Problem). Once the Incident is solved it may be required to find the root cause (Problem) of the Incident. If such is identified, an approach how to prevent the Problem from occurring again should be found and presented to the Customer.

**Initial Reaction Time**: The time between the receipt of an EMS Ticket (time stamp of Ticket status “open”) and the first action taken by SAP personnel (time stamp of Ticket status “in process”), to respond to an EMS Request.

**Key User**: A Customer’s designated contact person who has the responsibility for a special business process and knowledge of SAP products/services. A Key User is authorized to initiate EMS Requests and provide approvals according to SAP’s Process Management control framework.

**Local Time**: The time zone in Customer’s Primary Access Location.

**Request**: A question or a task that is submitted to EMS via a Ticket. A Request can be classified as Incident, Request for Change or Service Request.

**Request for Change**: A request for and description of a desired business process change within the supported systems. Requests for Change are processed in compliance with the Change Management process.

**Request Fulfillment Process**: Service Request process used if the Service Request does not match the prerequisites for any other of the predefined EMS processes (Event Management, Incident Management, or Change Management). These Service Requests will be further separated into one of the following categories: Standard Change, Request for Continuous Operations, or other Service Request.

**SAP Service Request Platform**: A portal provided by SAP where Customer can enter EMS Requests. This can be either the SAP Support Portal (https://support.sap.com/home.html) or a dedicated Portal for EMS Requests.

**Service Desk**: A centralized function servicing the single point-of-entry for all EMS Requests and Tickets. The Service Desk handles Tickets in accordance with the Service Desk process described below:
- Ticket acceptance / rejection (contract, SLA, Key User check),
- Ticket monitoring (see SLA),
- Ticket dispatching to the EMS core team consultants.

The Service Desk process describes the workflow and tasks of the Service Desk function, including:
- Request / Ticket reception,
- Ticket monitoring,
- Ticket dispatching and reporting.

**Service Hours**: Hours during which SAP provides Customer with the defined Enhanced Managed Services.

**Service Request**: A Service Request is any Request as described in section 2.b1 above which is not a Request for Change and not an Incident. Service Requests are processed in compliance with the Request Fulfillment Process.

**Standard Change**: Low-impact changes that are pre-defined and pre-authorized. Standard Changes are processed in compliance with the Request Fulfillment Process. See also Service Request, Continuous Operations
**Ticket:** The electronic documentation of any Request addressed by Customer to SAP. Each Ticket is given a number at the point of time it is created. The Ticket number will be the single reference to the Customer’s request.