Scope Document for Enablement Service for SAP Sales Cloud

This Scope Document is incorporated into the Cloud Order Form.

1.   DEFINITIONS

"**Production System**" means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.

2.   SCOPE OF SERVICES

2.1.   Customer is undertaking activities utilizing SAP Software. Customer is the owner of, and has overall responsibility for, the project and the process, scope, costs, resources, and targeted solutions. SAP will provide the following services to assist Customer with the evaluation of a future implementation of SAP Sales Cloud as specified herein: enablement service for SAP Sales Cloud ("Services").

2.2.   SAP shall provide the following Services:

As part of this Service, the Customer will receive a series of enablement sessions based on key uses cases on the sales force automation covering predominately SAP Sales Cloud. This includes sessions aligned to key product capabilities, explore feature functionality possibility, architecture overview as well as integrating SAP Sales Cloud into their system landscape.

The below sessions will be conducted during the execution of the Service. Only one session for each of the below topics will be delivered.

- Sales Force Automation Strategy
- Use case outline.
- SAP Sales Cloud demo
- Sales Cloud- Next Gen CRM
- Account & contact management
- Employee, sales organization & territory management
- Product management
- Leads management.
- Opportunity management
- Quotation management
- Sales order management
- Sales contract management
- Workflows
- Autoflows
- Intelligent Sales Add-on
- Guided Selling
- Relationship Intelligence
- Sales Campaign
- Pipeline Management & Forecasting
- Activity management (Email, Phone, SMS, Visit)
- Integration (SAP S/4HANA, CPQ & Teams Integration)
- Analytics
- Pricing & discounts
- Q/A session with Customer
- Report & findings
- SAP recommendation

2.3. Scope Conditions and Boundaries

The following conditions and boundaries apply to the scope of Services:

a) No more than 3 business days of workshops will be undertaken during the delivery of the Services.

b) No more than 10 Customer project team members will attend the service workshops.

c) All business data in the system will be in English language only.

d) This Service is based on single instance of SAP Sales Cloud

e) High level architecture and roadmap recommendations are based on one (1) workshop/meeting

2.4. Prerequisites

Customer shall fulfill the following prerequisites before the start of the Services:

2.4.1. Customer has a valid cloud subscription for SAP Sales Cloud.

2.4.2. Customer grants authorized access to the SAP team to any resources as may be required for timely execution of the Services.

2.5. Out of Scope

The following is out of scope, including without limitation:

a) Ancillary or other services not expressly listed in this Scope Document

b) Subscription to any Cloud Services or purchase of SAP Software

c) Any development of custom code, updates, or upgrades to SAP products

d) Upgrade to the SAP solution components, operating systems, or database systems

e) Analysis of as-is business processes.

f) Programs or content to migrate data from legacy systems.

g) Data cleansing or data clean up.

h) Verification and validation testing processes that may be required by regulatory, industry or governmental requirements.

i) Implementation of any solution or integration scope not explicitly mentioned in this document.

j) Customer specific authorizations roles and security concepts.

k) Any changes required because of pre-existing Customer specific enhancements or developments.

l) Any changes required because of quality or values of Customer's master and transactional data.

3. APPROACH AND RACI

Services are delivered as a series of remote enablement workshops conducted over the course of a 2-week period.

3.1. RACI

SAP and Customer agree the following responsibility matrix of activities.

a) Responsible (R): Charged with performing the activities. A mutually agreed project plan may define further details at the work unit level.

b) Accountable (A): Customer has overall accountability for its implementation and all the activities identified below. Hence, Accountable (A) does not appear for the activities below.

c) Consulted (C): Provides input on how to perform the activity and supports the execution of the activity.

d) Informed (I): Provided with information.

ACTIVITY	SAP	CUSTOMER
Coordination & scheduling for the Services	R	C
Conducting demo of the SAP Sales Cloud	R	I
Conducting property walkthrough & assessment workshop	R	C

ACTIVITY	SAP	CUSTOMER
Conducting high level technical architecture review	R	C
Conducting SAP Sales Cloud Customer user case session	R	C
Finalizing documentation: SAP Sales Cloud recommendations outline & roadmap.	R	C
Reviewing recommendations outline & roadmap.	R	C
Conducting Q&A session related to SAP Sales Cloud	R	C
Handing over deliverables and closing Service	R	C

4. SCHEDULE

4.1. The Start Date of the Services will be mutually agreed between parties within a reasonable time frame after the Order Form Effective Date.

4.2. SAP may require a lead time of up to 4 weeks to assemble a team. SAP reserves the right not to start the Services until SAP has assembled a team.

4.3. The estimated duration for the Services is 2 weeks.

4.4. Services are provided on a one-time basis and SAP's obligation to provide the Services ends with the Services closure, which shall occur no later than 12 months after the Effective Date of the Order Form. Thereafter, SAP has no further obligation to deliver the Services. There is no discount, refund, or credit if the Services are not utilized within 12 months.

5. ORGANIZATION

5.1. SAP Team

5.1.1. The SAP team includes the following key roles:

   a) Project Manager/Functional Consultant
   b) IT Strategy & Architect
   c) Technical Consultant

5.1.2. SAP may elect to staff a single resource to serve multiple roles, or multiple resources to serve a single role.

5.1.3. SAP team roles are in general staffed on a part time basis.

5.1.4. Services are delivered remotely.

5.2. Customer Team

5.2.1. The Customer team includes the following roles:

   a) Project Manager: Single point of contact for SAP. Manages Customer project including Customer team, project plan, project status and decision-making process.
   b) Business Lead: Decision maker. Take responsibility for the Cloud Service satisfying the business needs. Owns business processes, approves the solution and is the key liaison between the Services, the Customer project and the business.
   c) Business Subject Matter Experts: The subject matter expert represents the business and will be involved in issue resolution.
   d) Functional Lead: Undertakes configuration alongside SAP consultants.

e) Technical Lead: Leads execution of activities that affect Customer systems and data.

End Users: Nominated system end users that join the project to undertake enablement.

5.2.2. In cases where it's necessary to assign multiple resources to a single role, Customer shall clearly identify the responsibilities of each resource.

5.2.3. Customer is expected to staff the roles per the time allocations recommended by SAP.

6.   SAP DELIVERABLES

Deliverable	Deliverable Description	Completion Criteria	Deliverable Procedure
SAP Sales Cloud Presentations & Content	SAP Sales Cloud presentations used during sessions	Handover of the presentation and workshop materials delivered to Customer	Approval upon completion
SAP Sales Cloud Adoption & Roadmap plan	PowerPoint document outlining SAP Professional Services Recommendations for implementing SAP Sales Cloud	Handover of the recommendation document to Customer	Approval upon completion

7.   CUSTOMER RESPONSIBILITIES

7.1.   Ensure appropriate team members are involved and encourage participation in workshops.

7.2.   Review provided materials and ask questions during workshop.

7.3.   Guide SAP Team through high priority web properties.

7.4.   Present Current System Landscape and architecture to SAP Team and be prepared to field questions.

7.5.   Guide, support and collaborate with SAP Team through business objectives and value drivers.

7.6.   Cooperate with SAP in good faith so that SAP can deliver the Services. Customer's failure to meet or fulfil any of the specified responsibilities or requirements in this Agreement, can result in a delay of the provision of the Services or an increase of fees due.

7.7.   In addition to Customer responsibilities in the applicable GTCs, Customer shall fulfill, in particular, the following responsibilities:

7.7.1.   Customer is responsible for the overall management of Customer's project and controls the project realization, process, scope, costs, Customer resources and targeted solutions.

7.7.2.   Customer shall staff the listed Customer team roles with the requisite skills and knowledge to complete Customer activities.

7.7.3.   Customer shall use reasonable efforts to minimize the change in personnel throughout the duration of the Services.

7.7.4.   If Customer involves third-parties, Customer shall manage any third-party resources and be responsible for their acts and omissions.

7.7.5.   Customer shall supply SAP with the names and contact information of key Customer and third-party resources.

7.7.6.   Customer shall be fully responsible for organizational change management of all affected departments.

7.7.7.   Customer shall mandate appropriate change management across leadership of all affected departments.

7.7.8.   Customer shall fulfill and provide listed prerequisites required to perform the Services.

7.7.9.   Customer shall 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 and system administration, security, periodic backup and restore activities as required, and server and storage hardware. Required systems shall be available throughout the Services.

7.7.10.   If and to the extent required to perform the Services, Customer shall enable the use of SAP laptops and mobile devices on Customer's network to SAP's network via SAP's Virtual Private Network (VPN) protocols.

7.7.11. Customer shall provide technical advice regarding any third-party systems accessible to the SAP team.

7.7.12. Customer shall sign-off Deliverables in accordance with Section 6 above.

7.7.13. Customer shall comply with any relevant governmental and regulatory requirements.

8. ASSUMPTIONS

8.1. The Services are provided based on the current release version of the Cloud Services that are generally available at the start of the Services delivery. Unless SAP's release notes state otherwise, SAP provides at least 1 quarterly update for general availability. If an update is made generally available during the performance of the Services, any additional planning or configuration required to support the updated release is not included in the Services.

8.2. The workshops agenda is based upon Customer License for SAP Sales Cloud. Only 1 Solution type session will be delivered to the Customer.

8.3. If not otherwise agreed, the project language and corresponding documentation is English. Deliverables will be delivered in English only.

8.4. Services are based on a predefined scope and delivery model. In performing the Services, SAP

a) May utilize accelerators.

b) Will follow applicable parts of the SAP Activate standard implementation methodology.

c) May use software and tools (Tools) for which all rights of authorship remain with SAP or SAP SE. In case Tools are copied to Customer´s system, Tools and all permitted copies of Tools must be deleted at the end of the Services. If at SAP's sole discretion Tools are left on the system for documentation purposes, Customer is not permitted to use Tools for any other remaining purpose except documentation. Such Tools are on an as-is basis with no warranty. SAP will not support or enhance the Tools beyond what is provided during the term of the Services.

8.5. Any changes to the scope of Services, whether requested during or after the Services term shall be subject to a separate Services agreement in consideration of additional fees.