

Exhibit 1
Scope Document for quick-start service for SAP Signavio Process Insights

This Scope Document is part of the Order Form.

1. DEFINITIONS

- 1.1. **“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. SAP shall provide the “Quick-start service for SAP Signavio Process Insights” (“Service/s”) to assist Customer with the deployment of the Cloud Service SAP Signavio Process Insights and facilitate the analysis for the optimization of one business process. This Cloud Service enables Customers in the identification of focus areas, potential root causes, and recommendations for process improvements.

- 2.2. The following scope of Services will be confirmed in a kick-off call, which will last a maximum of 2 hours.

- a) Support the deployment of SAP Signavio Process Insights and connection of the SAP ECC or SAP S/4HANA system of choice
- b) Execute workshop with Customer to review autogenerated insights, root cause analysis of bottlenecks, recommendations, and corrective actions for one business process chosen by the Customer
- c) Validate feasibility, business validity, and desirability of recommendations and corrective actions with Customer team
- d) Execute SAP Signavio Process Insights walkthrough to enable Customer end users

2.2.2. Integration Scope

The following SAP standard integration points between SAP systems are part of the scope of the Services.

SAP Standard Integration Point	Source System	Direction	Target System	Description
Process data upload	SAP ECC or SAP S/4HANA	>	SAP Signavio Process Insights	Transfer of process data from SAP ECC or SAP S/4HANA to SAP Signavio Process Insights

2.3. Scope Conditions and Boundaries

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

- a) Only one business process will be covered using SAP Signavio Process Insights
- b) All business data in the system will be in English language only
- c) These Services are based on a single instance of SAP Signavio Process Insights
- d) These Services are based on the integration between a single instance of SAP Signavio Process Insights and the SAP ERP or SAP S/4HANA Customer Production System
- e) No more than 8 hours of workshops will be undertaken during the delivery of the Services.
- f) SAP will provide up to 2 hours of solution walkthrough and end-user enablement to the Customer end users
- g) SAP will provide up to 8 hours of technical support during the deployment of SAP Signavio Process Insights performed by the Customer
- h) SAP will use the standard authorization content provided with the Cloud Services

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 Signavio Process Insights
- 2.4.2. Cloud Service is provisioned and fully functional.
- 2.4.3. Customer grants authorized access to the SAP team, in particular to the Customer SAP Signavio Process Insights and any other resources as may be required for timely execution of the Services.
- 2.4.4. The Customer Production System is SAP ERP 6.0 with Enhancement Package 7 or 8. Alternatively, the Customer Production System is SAP S/4HANA On-Premise and Private Cloud, any version in maintenance.
- 2.4.5. Customer confirms installation of the following SAP ERP system plugin: ST-PI plug-in - ST-PI 7.40 SP15 or latest version and ST-A/PI plug-in - ST-A/PI 01U 731 SP3 (The latest technical prerequisites shall be found in the SAP Help portal "[Technical Prerequisites | SAP Help Portal](#)")
- 2.4.6. Customer provides information regarding the business process to be analyzed.

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) Analysis of additional as-is business processes not part of the one agreed during the kick-off
- e) Programs or content to migrate data from legacy systems
- f) Data cleansing or data cleanup
- g) Verification and validation testing processes that may be required by regulatory, industry, or governmental requirements
- h) Implementation of any solution or integration scope not explicitly mentioned in this Scope Document
- i) Customer-specific authorization roles and security concepts.
- j) Any changes required because of pre-existing Customer specific enhancements or developments
- k) Any changes required because of quality or values of Customer's master and transactional data
- l) Unit testing in any other environment besides the environment where the initial configuration was completed
- m) Training services, such as formalized training on the Cloud Service for project team members, training for users, or end-user documentation

3. RACI

SAP and Customer agree on 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):** The Customer has overall accountability for its project 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
Prepare Phase		
Initiate Service		
Onboard the Services' team	R	I

Activity	SAP	Customer
Perform kick-off meeting		
Perform Customer Service kick-off meeting	R	C
Deploy the SAP Signavio Process Insights solution		
Check deployment technical prerequisites	C	R
Execute technical deployment of SAP Signavio Process Insights solution in Customer landscape	C	R
Confirm activation		
Confirm that process data has been retrieved by SAP Signavio Process Insights from the Customer production system	R	C
Explore Phase		
Prepare investigations based on SAP Signavio Process Insights solution		
Review output from SAP Signavio Process Insights solution for one process in scope	R	C
Document findings and formulate process improvement, recommendations for one process in scope, and prepare for remote workshop	R	C
Realize & Deploy Phase		
Execute Customer workshops		
Solution walkthrough: Demonstrate solution and insights to Customer, including end-user training	R	I
Conduct workshop with Customer and jointly define improvements prioritization based on insights/recommendations generated for the Customer	R	C
Services closure		
Handover of application and executive summary	R	C
Obtain sign-off for Services closure and results acceptance	R	C

4. SCHEDULE

- 4.1. SAP shall contact Customer within 10 business days after Order Confirmation in order to schedule the start of the Services.
- 4.2. The start date of the Services will be mutually agreed between parties within a reasonable time frame after the Order Confirmation.
- 4.3. SAP may require a lead time of up to 2 weeks to assemble a team. SAP reserves the right not to start the Services until SAP has assembled a team.
- 4.4. The estimated duration for the Services is 4 weeks

5. ORGANIZATION

- 5.1. SAP Team
- 5.2. SAP assigns a Services point of contact to the Customer after Order Confirmation.
- 5.2.1. The SAP team includes the following key roles:
 - a) Assessment Lead
 - b) Business Process Consultant

c) Technology Consultant

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

5.2.3. SAP team roles are, in general, staffed on a part-time basis.

5.2.4. Services are delivered remotely.

5.3. Customer Team

5.3.1. The Customer team includes the following roles:

a) Business Lead / Project Manager: Acts as a business lead from Customer side. Supports the Services with input around business objectives and scope. Plans and manages Services activities on the Customer side.

b) Business Subject Matter Expert: Understands business context and has in-depth knowledge of process. Is available for the workshop.

c) IT Functional Lead & Technology Consultant: Technology representative from Customer side. Implements the prerequisites, is responsible for the deployment of SAP Signavio Process Insights, and the setup of the integration between SAP Signavio Process Insights and the managed system.

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

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

5.4. Governance

5.4.1. The Services will have sponsorship from Customer's senior management, who will be available on a timely and regular basis to monitor the progress and to act as a decision maker for policy decisions.

5.4.2. To facilitate effective communication between SAP and Customer, an SAP and Customer status meeting to clarify open issues and questions will occur weekly unless a different periodic interval is mutually agreed to.

5.4.3. If and to the extent required to perform the Services, Customer and SAP will work cooperatively at the start of the Services to establish the governance model, including a documented issues management process to address any and all issues which arise on the project. It will address the prioritization of these issues as well as an effective means for issue escalation and resolution.

6. SAP DELIVERABLES AND PROCEDURE

Deliverable	Deliverable Description	Completion Criteria	Deliverable Procedure
Process Assessment Workshop with Customer Team	Workshop with Customer to review insights, bottlenecks, root cause analysis, recommendations, and corrective actions of one process relevant for Customer	Workshop with Customer is conducted	Approval upon completion when completion criteria are met
Key user enablement	Walkthrough/demo of the SAP Signavio Process Insights solution	Key users enablement is conducted	Approval upon completion when completion criteria are met
Executive summary	Conduct workshop with Customer and jointly define improvements prioritization based on insights/recommendations generated for the Customer	Delivery of executive summary to Customer	Approval upon completion when completion criteria are met

7. CUSTOMER RESPONSIBILITIES

- 7.1. Customer shall cooperate with SAP in good faith so that SAP can deliver the Services. Customer's failure to meet or fulfill 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.
- 7.2. In addition to the Customer responsibilities in the GTC, Customer shall fulfill, in particular, the following responsibilities:
 - 7.2.1. Services-specific Customer Responsibilities
 - a) Customer performs the technical prerequisites for the deployment of SAP Signavio Process Insights in one week from the kick-off. (The latest technical prerequisites shall be found in the SAP Help portal "[Technical Prerequisites | SAP Help Portal](#)")
 - 7.2.2. General Customer Responsibilities
 - a) Customer is responsible for the overall management of Customer's project and controls the project realization, process, scope, costs, Customer resources, and targeted solutions
 - b) Customer shall staff the listed Customer team roles with the required skills and knowledge to complete Customer activities
 - c) Customer shall use reasonable efforts to minimize the change in personnel throughout the duration of the Services
 - d) If Customer involves third parties, Customer shall manage any third-party resources and be responsible for their acts and omissions
 - e) Customer shall supply SAP with the names and contact information of key Customer and third-party resources
 - f) Customer shall be fully responsible for organizational change management of all affected departments
 - g) Customer shall fulfill and provide listed prerequisites required to perform the Services
 - h) 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
 - i) If 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
 - j) Customer shall provide technical advice regarding any third-party systems accessible to the SAP team
 - k) If required to perform the Services, Customer shall review applicable SAP Cloud Service learning materials
 - l) 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 Service that is 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. If not otherwise agreed, the project language and corresponding documentation is English. SAP documentation will be delivered in English only.
- 8.3. If not otherwise agreed, Services are provided from Monday through Friday on normal business hours (between 8:00 a.m. – 6:00 p.m.) in accordance with SAP-recognized holidays, observed by SAP's registered office.
- 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 thereof 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 such Tools for any other remaining purpose. Tools are provided 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.