Scope Document for SAP Upgrade Weekend Support 60 Hours

Click or tap here to enter text.

This Scope Document is part of the Agreement between SAP and Customer.

Important precondition: Do not purchase this Service without a successful pre-alignment and **confirmation from SAP by email to purchase this service**. SAP will not grant any refund, credit, or discount if Customer purchases this service without having received the email confirming the Time Frame, solutions, and systems in scope of this service (see section 4.2). To arrange, align, and ask for confirmation, contact the SAP Upgrade Weekend Support team under email address **sap_uws@sap.com** as early as possible (and at least three weeks before the envisaged start date of the Time Frame).

1. DEFINITIONS

1.1. "**Time Frame**" means the date and time when SAP provides this Service. This Time Frame needs to be pre-agreed with SAP and confirmed by SAP before Customer purchases this service. The Time Frame will then cover a period of consecutive 60 hours from the pre-agreed start date and start time.

1.2. "**Services**" means the service(s) to be provided by SAP as described in this Scope Document.

2. SCOPE OF SERVICES

2.1. SAP will assign up to two support consultants to assist Customer with SAP Upgrade Weekend Support for a maximum of 60 hours during the pre-agreed Time Frame and for the pre-agreed system ID and installation number to ensure that the message processing cycle gets started after an issue has been raised with SAP. The SAP support consultants do not work technically on the issues themselves but rather track the case and communicate internally with support colleagues in an effort to speed up the case solving process. They can liaise with processors and duty managers within SAP, help co-ordinate if there is a cross-over in time zones and keep Customer updated.

2.2. SAP will contact the Customer in the week before the agreed and confirmed services start date. Contact details (phone and mobile phone numbers, email addresses) for the Time Frame covered by this service are exchanged. Customer can provide the current status of the project and any additional concerns at this time.

2.3. Scope Boundaries and Conditions

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

2.3.1. Functional Scope Boundaries

(a) Services will only be provided in the pre-agreed and confirmed Time Frame and for the pre-agreed system and solution.

(b) Service is to support one system only.

(c) Cover starts at the pre-agreed date and time (Time Frame).

(d) If a problem is encountered during this Time Frame, Customer creates a case with Very High priority in SAP's support system; Customer then immediately calls the named SAP support consultant(s) and informs about the issue including the case number.

2.3.2. Services Scope Conditions

(a) Customer has to examine, if Customer is required to license further or other licenses, resulting from the completion of this Service. SAP expressly informs Customer that SAP did not examine the requirement of further or other licenses and that this is not within the scope of the Services.

(b) Services are delivered remotely.

(c) The Service language is English, and all communication and Services documentation, if applicable, will be provided in English only.

(d) SAP will not create or provide Deliverables that are subject to acceptance procedure or warranty.

2.4. Prerequisites

2.4.1. With purchasing of this Service, Customer confirms that details around this service have been arranged with SAP team available under email address sap_uws@sap.com and that SAP confirmed the Time Frame and systems in scope (confirmation by email).

2.4.2. Customer provides all relevant information regarding the project in scope of this service and core business processes prior to the Time Frame of these Services.

2.4.3. Customer ensures that international calls are allowed to be made, because the SAP support consultant team has to be called on their mobile phones.

2.5. Click or tap here to enter text.Out of Scope

Any services not expressly listed in this Scope Document are out of scope, including without limitation:

(a) any technical or functional support;

(b) any activities in Customer´s SAP systems:

(c) any support or coverage outside the pre-agreed and from SAP confirmed Time Frame or for systems not pre-agreed and confirmed by SAP.

3. APPROACH AND RACI

The Customer has overall accountability for the project. SAP and Customer agree on the following responsibility matrix for the key activities. Details may be defined during Services delivery.

(a) **Responsible (R):** Charged with performing the activities.

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

(c) **Informed (I):** Provided with information.

Activity	SAP	Customer
Before purchasing these Services, arrange and align with SAP (email contact: sap_uws@sap.com) about the Time Frame when these Services should be delivered, including project scope and systems in scope.	C	R
Confirm Time Frame and systems in scope for the delivery of Services.	R	I
Provide contact details of the SAP support consultants.	R	I
Provide contact details of the Customer's contact applicable to the agreed Time Frame.	I	R
Confirm completion of pre-requisites.	C	R
If applicable during confirmed Time Frame: Submit the support request by creating a case with Very High priority in SAP's support system and immediately call the named SAP support consultant(s) and informs about the issue including the case number.	I	R
Track the support case and liaise with processors and duty managers.	R	C
SAP provides a closing report listing a summary of the issues raised during the Time Frame.	R	I

4. SCHEDULE

4.1. Services are provided on a one-time basis and will be delivered during the pre-agreed Time Frame for a maximum of 60 consecutive hours from the start point of the Time Frame.

Scope Document for SAP Upgrade Weekend Support 60 Hours - enGLOBAL v.5-2025

4.2. If the Customer has not pre-agreed and did not receive confirmation from SAP for the Time Frame before the purchase of these Services, Customer may align with SAP and ask for confirmation of a Time Frame within 12 months from the purchasing date of these Services. SAP will try to accommodate the Customer's request, but it cannot be ensured. There is no discount, refund, or credit if SAP cannot confirm a Time Frame within 12 months after purchasing these Services. Hence, the strong recommendation to align and get conformation for a Time Frame, before Customer purchases these Services.

5. ORGANIZATION

5.1. SAP Team

SAP provides the Services through a SAP support consultants. In general, SAP team roles are staffed on a part-time basis.

5.1.1. Customer Team

Customer must appoint a named contact to serve as the sole point of contact for SAP for the agreed Time Frame for the delivery of the Services.

6. CUSTOMER RESPONSIBILITIES

6.1. 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.

6.2. In addition to the Customer responsibilities in the applicable terms and conditions, Customer shall fulfill, in particular, the following responsibilities:

6.2.1. 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 requisite skills and knowledge and assign all necessary IT and business resources 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 fulfill and provide listed prerequisites required to perform the Services.

(g) 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.

(h) 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.

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

(j) Customer shall comply with any relevant governmental and regulatory requirements.

7. ASSUMPTIONS

7.1. Click or tap here to enter text.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.