

Exhibit 1

Scope Document for Accelerated Implementation Service for SAP Service Cloud V2

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.
- 1.2. **“Test System”** means an SAP system environment is used for configuration or testing content prior to moving it to the Production System.

2. SCOPE OF SERVICES

- 2.1. SAP shall provide Accelerated Implementation Service for SAP Service Cloud V2(**“Service/s”**) to assist Customer with the implementation of the Cloud Service SAP Service Cloud V2.
- 2.2. The following scope of Services will be confirmed in a kick-off call, which will last a maximum of 2 hours.
- 2.2.1. Functional Scope

Scope Item / Business Process	Scope Details
Analytics	Configuration of SAP SSO (Single Sign-on) for SAP Analytics Cloud Configuration of up to 5 stories based on standard analytical models and standard data sources from SAP Service Cloud V2 only.
Organizational Structure and Employees	Creation of 1 company, up to 5 organizational units for Service functions. Create and assign up to 10 employees to the respective org. units and reporting managers.
Users & Business Roles	Creation of 10 users for the previously created employees and assignment of the required business roles. Creation and configuration of up to 5 Business Roles.
Account and Individual Customer Management	Configuration of the following: <ul style="list-style-type: none">- Highlights- Key Metrics- Timeline filters- ABC Classification- Industries
Case Management	Configuration of up to 3 different case types Configuration of up to 3 status schemas Configuration of up to 3 Service levels Configuration of up to 3 Service level determinations Configuration of 1 party schema Configuration of up to 3 case routing to teams/employees Configuration of up to 3 approvals
Agent Desktop	Configuration of the following: <ul style="list-style-type: none">- Agent Desktop general settings

Scope Item / Business Process	Scope Details
	<ul style="list-style-type: none"> - Timeline configuration for Agent Desktop - One Inbound Email Channel - Up to 2 Email Templates (Response and Signature)
Product	Provide Customer with guidance for the creation of up to 5 products
Registered Products	Configuration of up to 5 Categories of Registered Products and provide Customer with guidance for the creation of up to 5 Registered Products
Installed Base, Installation Points, Warranties	Provide Customer with guidance for the following items: <ul style="list-style-type: none"> - create and maintain installed base, installation points, warranties

2.2.2. Technical Scope

Scope Item / Business Process	Scope Details
Autoflows	Configuration of up to 3 Autoflows (Customer can choose for which entity between Case, PhoneCall, Registered Products, Survey)
In-App Extensibility	Creation of up to 5 Extension fields Creation of 1 Validation and 1 Determination rule
Mashup	Configuration of up to 3 Mashup (only HTML and JavaScript-based Web page, integration to external systems are not in scope)
Agent Desktop	Provide Customer with guidance for the set-up of the CTI communication Provider* (*assuming that the Customer can provide access to a compatible CTI provider). For compatibility constraints, see here .
Agent Desktop	Provide Customer with guidance for the set-up of the Knowledge Base integration* (*assuming that the Customer can provide access to a compatible Knowledge Base provider). For compatibility constraints, see here .
Migration of legacy data	Provision of the required migration templates and entering the necessary data into the Test System.
Migration of Customers	Loading of maximum 10.000 Customers into the Test System
Migration of Products	Loading of maximum 500 Products into the Test System
Migration of Employee	Loading of maximum 25 Employees into the Test System
Migration of Cases	Loading of maximum 1.000 Cases into the Test System

2.3. Scope Conditions and Boundaries

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

- a) Company code: 1
- b) Number of Customer legal entities: 1
- c) Country/countries in scope: 1
- d) System language: English only
- e) All business data in the system: English only
- f) All data migration in Production System will be carried out as per proposed Services timelines
- g) Only open transaction data will be migrated

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 Service Cloud V2.
- 2.4.2. Cloud Service is provisioned and fully functional.
- 2.4.3. Customer provides access to the following tiered system landscape: Test System, Production System.
- 2.4.4. Customer will ensure SAP's authorized access to the third-party software (Microsoft Teams, CTI provider, MindTouch KB)
- 2.4.5. Customer provides the following information:
 - a) Role, profile, and security requirements
 - b) Current State Detailed technical design documents
 - c) Current State Architecture documentation including application, logical, physical, and integration design documents
 - d) Customer to define Cases (or Service Tickets), Approvals and Autoflows process flows
 - e) Customer to advise SAP team on B2C and B2B
 - f) Customer to define Email channels requirements
 - g) Customer to provide report characteristics and possible key figures
 - h) Customer is to provide cleansed data records for all the objects in SAP template provided by SAP team

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 as-is business processes
- e) Programs or content to migrate data from legacy systems
- f) Any activities on integration points
- g) Data cleansing or data cleanup
- h) Customer-specific authorizations, roles, and security concepts. SAP will use the standard authorization content provided with the Cloud Service
- i) Any changes required because of pre-existing Customer specific enhancements or developments
- j) Any changes required because of quality or values of Customer's master and transactional data
- k) Unit testing in any other environment besides the environment where the initial configuration was completed

- l) 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
Services Preparation		
Send Services pre-packaged instructions, templates, and prerequisites list for download	R	C
Confirm Customer project team	I	R
Hold kick-off call: Communicate the Services, roles and responsibilities, expectations, and schedule	R	I
Conduct initial review of provided documents	R	I
Services Exploration		
Review of provided documents, if applicable	R	C
Schedule Q&A workshops with Customer to provide additional information or insight, if needed	R	C
Provide solution feature and functionality documentation	R	I
Share Data Migration Template	R	C
Services Realization		
Activation of solution	R	I
Execute steps to configure Services	R	I
Unit Testing	R	I
Preparing the Data in the Requisite Template	C	R
Upload of Sample Data into Service Cloud	R	C
Solution Walkthrough	R	C
Adjust test plans and test strategy	C	R
Define & Execute test cases and test scripts	C	R
Resolve test issues related to Services	R	C
Resolve test issues related to Customer responsibilities	C	R
Services Deployment		
Review the available standard SAP authorization roles and map them to Customer's user roles	C	R
Obtain change control approvals to move to Production System	I	R
Finalize and approve cutover plan	C	R
Perform cutover tasks	I	R

Activity	SAP	Customer
Upload of Data into Service Cloud Production System	C	R
Validation of uploaded data in Service Cloud System	C	R
Conduct solution walkthrough/knowledge transfer to Customer team	R	I
Communication, change management	I	R
Services completion sign-off (in written form)	I	R

4. SCHEDULE

- 4.1. The start date of the Services will be mutually agreed between parties within a reasonable time frame after the Order Confirmation.
- 4.2. SAP may require a lead time of up to 3 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 7 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) Project Manager
 - b) SAP Service Lead Consultant and SAP Service Consultant
 - c) SAP Analytics Cloud Consultant
 - d) 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) 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 and data migration
 - d) Functional Lead: Undertakes configuration alongside SAP consultants
 - e) Technical Lead: Leads execution of activities that affect Customer systems and data
 - f) End Users: Nominated system end users that join the project to undertake testing and training
 - 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
Cloud Service configuration	Configuration is completed for testing purposes	Handover of configuration for testing	Approval upon completion when completion criteria are met
Knowledge transfer materials	Knowledge transfer materials of the Services are made available for Customer team members	Handover to Customer of knowledge transfer materials	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) Review provided materials and ask questions during workshops.
 - b) Guide SAP Team through high-priority web properties.
 - c) Present current system landscape and architecture to SAP Team and be prepared to answer questions.
 - d) Documentation provided by Customer contains necessary information to conduct the Services
 - e) Data cleansing, extraction, and validation in all system
 - 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 requisite 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. Customer is responsible for CTI(Computer Telephony Integration) and Knowledge base Integration.
- 8.5. Customer will provide Clean data in file format provided by SAP team.
- 8.6. Customer is responsible for managing any 3rd party software including implementation and integration.
- 8.7. 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.
- 8.8. 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.