Exhibit 1

Scope Document for Enablement Service for SAP Customer Data Cloud

This Scope Document is part of the Order Form.

1. SCOPE OF SERVICES

1.1. SAP shall provide enablement service for SAP Customer Data Cloud ("**Service/s**") to assist Customer with the advisory of the Cloud Service SAP Customer Data Cloud.

With Enablement Service for SAP Customer Data Cloud, customers will receive knowledge transfer on key product capabilities and implementation topics including high level architecture and roadmap recommendations for integrating SAP Customer Data Cloud into the system landscape.

SAP professional services to deliver a series of workshops focused on Customer Data Cloud solution onboarding and enablement for customers interested in quick time to value in their SAP Customer Data Cloud implementation.

Expert Guidance:

- Project coordination & scheduling
- SAP Customer Data Cloud demonstration
- Property walkthrough & assessment workshop
- Technical architecture workshop
- SAP Customer Data Cloud Customer story review
- SAP Customer Data Cloud Q&A session

1.2. 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 Customer Data Cloud

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

1.3. Prerequisites

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

1.3.1. Customer has a valid cloud subscription for SAP Customer Data Cloud

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

1.4. 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.

2.   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
Coordination & scheduling for the Service	R	C
Conducting demo of the SAP Customer Data Cloud	R	I
Conducting property walkthrough & assessment workshop	R	C
Conducting technical architecture review	R	C
Conducting SAP Customer Data Cloud Customer story review with industry relevance	R	C
Finalizing documentation: SAP Customer Data Cloud recommendations outline & roadmap.	R	C
Reviewing recommendations outline & roadmap.	R	C
Conducting Q&A session	R	C
Handing over deliverables and closing Service	R	C

3.   SCHEDULE

3.1.   SAP shall contact Customer within 5 business days after the order confirmation in order to schedule the start of the Services.

3.2.   The start date of the Services will be mutually agreed between parties within a reasonable time frame after the Order Confirmation.

3.3.   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.

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

4.   ORGANIZATION

4.1.   SAP Team

4.2.   SAP assigns a Services point of contact to the Customer after Order Confirmation.

4.2.1.   The SAP team includes the following key roles:

a) Business Process / Functional Consultant

b) Technology Consultant

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

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

4.2.4. Services are delivered remotely.

4.3. Customer Team

4.3.1. 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.

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

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

4.4. Governance

4.4.1. 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.

4.4.2. 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.

4.4.3. 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.

5. SAP Deliverables and Procedure

Deliverable	Deliverable Description	Completion Criteria	Deliverable Procedure
SAP Recommendations Outline & Roadmap	PowerPoint document outlining recommendations related to implementing SAP Customer Data Cloud	Handover of the workshop materials	Approval upon completion

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 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.

6.2. In addition to the Customer responsibilities in the GTC, Customer shall fulfill, in particular, the following responsibilities:

6.2.1. Services-specific Customer Responsibilities

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

b) Review provided materials and ask questions during workshop.

c) Guide SAP Team through high priority web properties

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

e) Customer to guide, support and collaborate with SAP Team through business objectives and value drivers.

f) Customer shall 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.

6.2.2. 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.

7. ASSUMPTIONS

7.1. 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.

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

7.3. 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.

7.4. 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.

7.5. 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.

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