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## SERVICE DESCRIPTION

THIS DOCUMENT DESCRIBES SAP ARIBA BEST PRACTICES CENTER POST DEPLOYMENT SERVICES FOR THE FOLLOWING SAP CLOUD SERVICES:

SAP Ariba Buying

SAP Ariba Buying, multi-ERP edition

SAP Ariba Buying, partner edition

SAP Ariba Buying, multi-ERP partner edition

SAP Ariba Buying and Invoicing SAP Ariba Buying and Invoicing, partner edition

SAP Ariba Buying and Invoicing, multi-ERP edition

SAP Ariba Buying and Invoicing, multi-ERP partner edition

SAP Ariba Invoice Management

## I. DEFINITIONS

Capitalized terms used in this Service Description that are not defined herein are defined in the SAP Subscription Agreement, GTC, applicable master agreement, or Order Form between SAP and Customer, or represent the name of Cloud Service features or SAP internal teams.

"SAP Ariba" or "Ariba" or "SAP"	Means the SAP entity identified in the applicable Order Form.
"Cloud Service"	<p>If not otherwise defined in a governing master agreement, means any distinct, subscription-based, hosted, supported, and operated on-demand solution provided by SAP under an Order Form. Cloud Services are sometimes also referred to as "Solutions" or the "Service" in SAP contracts and Documentation. As used in this Deployment Description, "Solution" and/or "Cloud Service" refers specifically to any one of the following SAP Cloud Services, subscribed to by Customer under an Order Form:</p> <ul style="list-style-type: none"> <li>○ SAP Ariba Buying</li> <li>○ SAP Ariba Buying, multi-ERP edition</li> <li>○ SAP Ariba Buying, partner edition</li> <li>○ SAP Ariba Buying, multi-ERP partner edition</li> <li>○ SAP Ariba Buying and Invoicing</li> <li>○ SAP Ariba Buying and Invoicing, partner edition</li> <li>○ SAP Ariba Buying and Invoicing, multi-ERP edition</li> <li>○ SAP Ariba Buying and Invoicing, multi-ERP partner edition</li> <li>○ SAP Ariba Invoice Management</li> </ul>

## II. SCOPE OF SERVICES

SAP Ariba Best Practices Center Post-Deployment Services provide an approach to driving adoption, return on investment, and use of SAP Cloud Services. Post-Deployment Services are delivered by the SAP Ariba Best Practices Center and give users access to a combination of process expertise, proven templates, and coached projects, all based on SAP's extensive experience with helping organizations get the most out of its commerce programs. These services are delivered remotely and may include meetings (preparation and follow-up as required), emails, and customer directed research.

Subscriptions for the Cloud Services outlined in Section III below, include a support program of thirty (30) hours of expert coaching (flexible hours) per acquired solution. Expert coaching can include technical and functional coaching on the use of the software as well as best practice recommendations and techniques. New customers will work with an SAP Ariba Best Practices Center Representative to engage within the first two (2) weeks after their go-live date and set out a program to use these services. A customized plan for Post-Deployment Services support based on an organization's unique needs can include:

- Topics delivered as webinars and workshops to a group of customers
- Customer specific flexible coaching and guidance
- Configuration techniques and approaches
- Reporting guidance

Two (2) master users, identified during deployment transition and wrap-up, coordinate the activities associated with the Services. Only master users can request Services directly, but all registered users in an organization might benefit indirectly from services and information from the master users. Hours can be used in meetings, emails, and customer-requested research.

Services hours must be used within the initial subscription term for the Cloud Service.

Additional SAP Ariba Best Practices Center support is available for purchase via an SOW for additional fees.

## III. SAP Ariba BEST PRACTICES CENTER HOURS

SAP will provide the Services based on the hours outlined below. Any change in the specific scope of Post-Deployment Services must be mutually agreed upon by the parties in writing and may be subject to additional fees.

Solution Name	Hours
SAP Ariba Buying	30
SAP Ariba Buying and Invoicing	30
SAP Ariba Buying, multi-ERP edition	30

SAP Ariba Buying and Invoicing	30
SAP Ariba Buying & Invoicing, partner edition	30
SAP Ariba Buying & Invoicing, multi-ERP partner edition	30
SAP Ariba Buying, partner edition	30
SAP Ariba Buying, multi-ERP partner edition	30
SAP Ariba Invoice Management	30