

REVISION DATE: OCTOBER 2022



SERVICE DESCRIPTION

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

SAP Ariba Sourcing

SAP Ariba Contracts

SAP Ariba Supplier Information and Performance Management

SAP Ariba Supplier Lifecycle and Performance

SAP Ariba Supplier Risk

SAP Ariba Collaborative Sourcing

SAP Strategic Sourcing Suite

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"> ○ SAP Ariba Sourcing ○ SAP Ariba Contracts ○ SAP Ariba Supplier Information and Performance Management ○ SAP Ariba Supplier Lifecycle and Performance Management ○ SAP Ariba Supplier Risk ○ SAP Ariba Collaborative Sourcing ○ SAP Strategic Sourcing Suite

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 twenty (20) 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 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 Sourcing	20
SAP Ariba Contracts	20
SAP Ariba Supplier Information and Performance Management	20
SAP Ariba Supplier Lifecycle & Performance	20

SAP Ariba Supplier Risk	20
SAP Strategic Sourcing Suite	60
SAP Ariba Collaborative Sourcing	60