SERVICE DESCRIPTION

THIS DOCUMENT DESCRIBES SAP ARIBA ADVISORY SERVICES FOR THE FOLLOWING SAP CLOUD SERVICES:

SAP Ariba Spend Analysis

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"	If not otherwise defined in a governing master agreement, means any distinct, subscription-based, hosted, supported and operated on-demand solutions 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 the Deployment Description, "Solution" and/or "Cloud Service" refers specifically to the SAP Ariba Spend Analysis Cloud Service

II. SCOPE OF SERVICES

SAP Ariba Advisory Services for SAP Ariba Spend Analysis provide an approach to driving adoption, return on investment, and use of SAP Cloud Services. Post-Deployment Services for SAP Ariba Spend Analysis are delivered by the SAP Ariba Spend Analysis deployment services team 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 one (1) managed project, which must be used within the initial subscription term for the solution. Expert coaching can include technical and functional coaching on the use of the software and best practice recommendations.

III. SAP ARIBA POST-DEPLOYMENT SERVICES SCOPE

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	# of Managed Projects
SAP Ariba Spend Analysis	One managed project