



SAP Business Objects Support

SAP Business Objects Environment Support

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Background

This Agreement identifies the key requirements to facilitate product support of the SAP Business Objects environment deployed.

Inhouse Limited (“Inhouse”) is an SAP certified supplier of support for Business Objects. This entitles Licensee to support from Inhouse with the full capability of SAP support infrastructure.

This agreement details the services available as part of the maintenance and support fees.

Agreement

INHOUSE SUPPORT SCHEDULE (“Schedule”)

This Schedule governs the provision of support services by Inhouse as further defined herein (“Inhouse Support”) for all software licensed by Licensee under the Agreement (hereinafter collectively referred to as the “Support Solutions”), excluding software to which special support agreements apply exclusively.

1. Definitions:

1.1 “Production System” shall mean a live SAP Business Objects system used for running Licensee’s internal business operations and where Licensee’s data is recorded.

1.2 “SAP Software Solution(s)” shall mean a group of one or multiple Production Systems running Licensee Solutions and focusing on a specific functional aspect of Licensee’s business. Details and examples can be found on the SAP Service Marketplace (as specified in SAP Note 1324027 or any future SAP Note which replaces SAP Note 1324027).

1.3 “Service Session” shall mean a sequence of support activities and tasks carried out remotely to collect further information by interview or by analysis of a Production System resulting in a list of recommendations. A Service Session could run manually, as a self-service or fully automated.

1.4 “Local Office Time” shall mean regular working hours (8.30 a.m. to 5.00 p.m.) during regular working days, in accordance with the applicable public holidays observed by Inhouse’s registered office.

2. Scope of Inhouse Support includes:

Continuous Improvement and Innovation

- New software releases of the licensed Support Solutions, as provided by SAP, as well as tools and procedures for upgrades.
- Support packages - correction packages, as provided by SAP, to reduce the effort of implementing single corrections. Support packages may also contain corrections to adapt existing functionality to changed legal and regulatory requirements.
- Technology updates to support third-party operating systems and databases as supplied by SAP.

Global Support Backbone

- SAP Service Marketplace - SAP's knowledge database and SAP's extranet for knowledge transfer on which SAP makes available content and services to licensees and partners of SAP only.
- SAP Notes on the SAP Service Marketplace document software malfunctions and contain information on how to remedy, avoid and bypass errors. SAP Notes may contain coding corrections that licensees can implement into their SAP system. SAP Notes also document related issues, licensee questions, and recommended solutions (e.g. customizing settings).

Mission Critical Support

- Global message handling by Inhouse and SAP for problems related to Support Solutions, including Service Level Agreements for Initial Reaction.

Time and Corrective Action (for more information refer to Section 2.1.1).

- Global 24x7 root cause analysis and escalation procedures in accordance with section 2.1 below.
- Monitoring components and agents for systems to monitor available resources and collect system status information of the Inhouse Support Solutions (e.g. SAP EarlyWatch Alert).
- Content and supplementary tools designed to help increase efficiency, which may include implementation methodologies and standard procedures, an Implementation Guide (IMG) and Business Configuration (BC) Sets.
- Access to guidelines via the SAP Service Marketplace, which may include implementation and operations processes and content designed to help reduce costs and risks.

2.1. Message Handling and Service Level Agreement (SLA). When Licensee reports malfunctions (calls), Inhouse supports Licensee by providing information on how to remedy, avoid or bypass errors. The primary channel for such support will be the support infrastructure provided by Inhouse.

Licensee may send an error message to Inhouse at any time. All persons involved in the message solving process can access the status of the message at any time. For further details on definition of message priorities see SAP Note 67739.

Licensee may contact Inhouse by web access direct to our support tracking software, email or telephone. Details are provided in the document "Inhouse BI Customer Instructions".

The call priority must be chosen according to the following definitions (SAP Note 67739):

- Very high – The Incident may only be assigned priority Very high if an important business process of End User cannot be carried out. It could be a production shutdown or the stoppage of a core business process in the SAP Business Objects system. This category may only be used for End User Production Systems.

Please Note – Calls logged with this priority should also include a call to the support desk for notification. This allows for faster resolution.

- High – The Incident may only be assigned priority High if an important business process of End User is seriously affected. That means, necessary key activities cannot be carried out. It could be an urgently required function that is not available from time to time or that does not work as it should. This category may only be used for End User Production Systems.

Please Note – Calls logged with this priority should also include a call to the support desk for notification. This allows for faster resolution.

- Medium – If another business process of End User is affected, the Incident may be assigned priority Medium. That means, necessary activities cannot be carried out. For example, it could be a function that is not available from time to time or that does not work as it should.
- Low – If a business process of End User is not affected, the Incident must be assigned priority Low. For example, it could be a function that is not available from time to time or that does not work as it should but that is not necessary for daily business.

A call may be escalated to a higher priority by request. Please note that this escalated call will need to meet the requirements of the increased level (such as 24x7 availability of Licensee availability), see section 2.1.3.1 for any pre-requisites.

The following Service Level Agreements (“SLA” or “SLA’s”) shall apply to all Licensee support messages that Inhouse accepts as being Priority 1 or 2 and which fulfil the prerequisites specified herein.

2.1.1 SLA for Initial Response Times:

a. Priority 1 Support Messages (“Very High”). Inhouse shall respond to Priority 1 support messages within one (1) hour of Inhouse’s receipt (twenty-four hours a day, seven days a week) of such Priority 1 support messages.

Note: Please ensure a phone call is also made to the support desk.

b. Priority 2 Support Messages (“High”). Inhouse shall respond to Priority 2 support messages within four (4) hours of Inhouse’s receipt during Inhouse’s Local Office Time of such Priority 2 support messages.

Note: Please ensure a phone call is also made to the support desk.

c. Priority 3 and 4 messages will be responded to within 1 working day.

2.1.2 SLA for Corrective Action Response Time for Priority 1 Support Messages: Inhouse shall provide a solution, work around or action plan for resolution (“Corrective Action”) of Licensee’s Priority 1 support message within four (4) hours of Inhouse’s receipt (twenty-four hours a day, seven days a week) of such Priority 1 support message (“SLA for Corrective Action”). In the event an action plan is submitted to Licensee as a Corrective Action, such action plan shall include:

- status of the resolution process;
- planned next steps, including identifying responsible Inhouse resources;
- required Licensee actions to support the resolution process;
- to the extent possible, planned dates for Inhouse’s actions; and
- date and time for next status update from Inhouse.

Subsequent status updates shall include a summary of the actions undertaken so far; planned next steps; and date and time for next status update. The SLA for Corrective Action only refers to that part of the processing time when the message is being processed at Inhouse (“Processing Time”). Processing Time

does not include the time when the message is on status “Author Action” or “Proposed Solution”, whereas (a) the status Author Action means the support message was handed over to Licensee; and (b) the status Proposed Solution means Inhouse has provided a Corrective Action as outlined herein. The SLA for Corrective Action shall be deemed met if within four (4) hours of processing time: Inhouse proposes a solution, a workaround or an action plan; or if Licensee agrees to reduce the priority level of the message.

Priority of Incident	Agreed Initial Response Time (to End User)	Agreed Maximum Corrective Action Time
1 = very high	1 hour	4 hours
2 = high	4 working hours	2 working days
3 = medium	8 working hours	4 working days
4 = low	16 working hours	8 working days

2.1.3 Prerequisites and Exclusions.

2.1.3.1 Prerequisites. The SLA’s shall only apply when the following prerequisites are met for support messages:

- (i) support messages are submitted by Licensee in English via the Support tracking solution in accordance with Inhouse’s current support message processing procedure which contain the relevant details necessary, plus a call to the support desk to confirm the issue;
- (ii) support messages are related to a product release of Enterprise Support Solutions which falls into Mainstream Maintenance or Extended Maintenance.

For Priority 1 support messages, the following additional prerequisites must be fulfilled by Licensee: (a) the issue and its business impact are described in detail sufficient to allow Inhouse to assess the issue; (b) Licensee makes available for communications with Inhouse, twenty four (24) hours a day, seven (7) days a week, an English speaking contact person with training and knowledge sufficient to aid in the resolution of the Priority 1 message consistent with Licensee’s obligations hereunder; and (c) a Licensee contact person is provided for opening a remote connection to the system and to provide necessary log-on data to Inhouse.

2.1.3.2 Exclusions. The following types of Priority 1 messages are excluded from the SLAs: the root cause behind the support message is not a malfunction, but a missing functionality (“development request”) or the support message is ascribed to a consulting request

3. Licensee’s Responsibilities.

3.1 Other Requirements. In order to receive Inhouse Support hereunder, Licensee must further satisfy the following requirements:

- (i) Continue to pay all Inhouse Support Service Fees in accordance with the Agreement and this Schedule.
- (ii) Otherwise fulfil its obligations under the Agreement and this Schedule.

(iii) Provide and maintain remote access via a technical standard procedure as defined by Inhouse and grant Inhouse all necessary authorizations, in particular for remote analysis of issue as part of message handling. Such remote access shall be granted without restriction. Licensee acknowledges that failure to grant access may lead to delays in message handling and the provision of corrections, or may render Inhouse unable to provide help in an efficient manner. The necessary software components must also be installed for support services.

(iv) Licensee agrees to maintain adequate and current records of all modifications and, if needed, promptly provide such records to Inhouse.

(v) Inform Inhouse without undue delay of any changes to Licensee's installations and Named Users and all other information relevant to the Inhouse Support Solutions.

4. Inhouse Support Fees.

Inhouse Support Fees shall be paid annually in advance and shall be specified in Appendices or order documents to the Agreement.

5. Termination

5.1 Inhouse Support may be terminated by either party with 3 months written notice

(i) prior to the end of the Initial Term and

(ii) thereafter, prior to the start of the following renewal period.

Any termination provided in accordance with above will be effective at the end of the then-current Inhouse Support period during which the termination notice is received by the respective party.

Notwithstanding the forgoing, Inhouse may terminate Inhouse Support after one month written notice of Licensee's failure to pay Inhouse Support Fees.

5.2 For the avoidance of any doubt, termination of Inhouse Support or selection to enrol in another type of SAP Support Service by Licensee pursuant to Support Services selection provisions under the Agreement shall strictly apply to all licenses under the Agreement and any partial termination of Inhouse Support or partial selection of Inhouse Support by Licensee shall not be permitted.

6. Verification.

To check the compliance with the terms of this Schedule, Inhouse shall be entitled to periodically monitor (at least once annually and in accordance with Inhouse's standard procedures) the correctness of the information Licensee provided.

7. Reinstatement.

In the event Licensee elects not to commence Inhouse Support upon the first day of the month following initial delivery of the Inhouse Support Solutions, or Inhouse Support is otherwise terminated pursuant to Section 5 above or declined by Licensee for some period of time, and is subsequently requested or reinstated, Inhouse will invoice Licensee the accrued Inhouse Support Fees associated with such time period plus a reinstatement fee.

8. Other Terms and Conditions.

8.1 The scope of Inhouse Support offered by Inhouse may be changed annually by Inhouse at any time upon three months' prior written notice.

8.2 Licensee hereby confirms that Licensee has obtained all licenses for the Licensee Solutions.

8.3 Inhouse Support is provided according to the “current” maintenance phases of SAP software releases as stated in <http://service.sap.com/releasestrategy>.