

Exhibit 1 to Order Form for SAP Services

Scope Document for Enablement Service for SAP BW/4 HANA

This Scope Document is part of the Order Form.

CONTENTS

1	SCOPE OF SERVICES	2
1.1	Scope	2
1.2	Scope Details	2
1.3	Workflows, Reports, Interfaces, Conversions, Enhancements and Forms	3
1.4	Scope and Software Prerequisites	3
2	APPROACH AND RACI	4
2.1	RACI	4
3	SCHEDULE	4
4	ORGANIZATION	5
4.1	SAP Team	5
4.2	Customer Team	5
4.3	Governance	5
5	SAP DELIVERABLES AND PROCEDURE	6
5.1	SAP Deliverables	6
5.2	Deliverable Procedure	6
6	CUSTOMER RESPONSIBILITIES	6
7	ASSUMPTIONS	7
8	EXCLUSIONS	7
9	DEFINITIONS	7

1 SCOPE OF SERVICES

Customer is undertaking activities using SAP Software. Customer is the owner of the Customer’s project and has overall responsibility for the project and the process, scope, costs, resources and targeted solutions.

SAP will provide the following services to assist Customer prepare for a deployment of SAP BW4HANA as specified herein: Enablement Service for SAP BW/4HANA (Service(s)).

1.1 Scope

The following scope items form the scope of the Services to be provided by SAP.

Scope Item	Scope Details
One (1) day Remote Preparation	Workshop “Expectation Alignment and Onboarding”
Three (3) days Remote Enablement Workshop Delivery	Deliver enablement workshop – session 1 Deliver enablement workshop – session 2 Deliver enablement workshop – session 3
One (1) day Remote Assistance Delivery	Post-workshop feedback Q&A

1.2 Scope Details

The following items form the scope of the Services to be provided by SAP.

- Modelling for SAP BW/4HANA
- Query building (Eclipse-based)
- Data acquisition and distribution
- Transport management
- Mixed scenarios
- SAP data integration
- Data lifecycle management
- SAP Analytics
- Operations and administration
- Conversion preparation

1.2.1 Functional Scope Details

The following applies to the functional scope.

Geographic and Organizational Scope	In Scope
Language	English
Number of participants	Up to ten (10) participants per workshop

1.3 Workflows, Reports, Interfaces, Conversions, Enhancements and Forms

No Workflows, Reports, Interfaces, Conversions, Enhancements / Extensions, or Forms will be created or delivered within the scope of the Services. Standard SAP code will be neither modified nor extended.

1.4 Scope and Software Prerequisites

1.4.1 Functional and Technical Pre-requisites

To enable SAP and Customer to perform the enablement workshops, the Customer will activate the following functionality in the Customer's Sandbox System before the start of the Services:

- Transport routes (CTS) are setup for transport management scenarios.
- SAP HANA as SAP BW extension node configured for data lifecycle scenarios. SAP IQ NLS configured for cold data (optional).
- Reporting tool(s) installed and configured with access to the SAP BW/4HANA system plus availability of queries and data for demonstration purposes of reporting scenarios.
- SAP BW/4HANA conversion cockpit configured for administration scenarios
- SAP BW/4HANA conversion cockpit configured and all pre-requisites fulfilled for it on source and target BW systems for the conversion preparation scenario

Note

The precise pre-requisites need to be validated during the workshop "Expectation Alignment and Onboarding" – call and will depend on topics to be covered during the workshop.

1.4.2 Software Installation

Customer ensures that all listed software is licensed, installed and fully functional before the start of the Service or as indicated below. Authorized access is granted to the SAP Team.

1.4.2.1 SAP Software

Customer shall ensure that it has the following SAP software functional within all Customer's landscape systems before the start of the Service:

Product	Product Version / Support Package	Component
SAP HANA Platform Edition 1.00 / 2.00	Latest SPS	Client, Studio, Server, Hostagent
SAP BW/4HANA 1.0 /2.0	Latest SPS	-
SAP GUI, SAP HANA Studio, SAP BW Modeling Tools, SAP ABAP Development Tools	Latest releases according to the chosen version for SAP HANA Platform and SAP BW/4HANA	-
SAP BW4 HANA Content Addon	Latest releases according to the chosen version for SAP HANA platform and SAP BW/4HANA	BW4CONT
SAP BW4 HANA Content Basis Addon	Latest releases according to the chosen version for SAP HANA platform and SAP BW/4HANA	BW4CONTB

Product	Product Version / Support Package	Component
SAP HANA Smart Data Integration 1.0/2.0	Latest SPS	Corresponding driver is installed and configured

2 APPROACH AND RACI

2.1 RACI

SAP and Customer agree the following responsibility matrix of activities.

- Responsible (R): Charged with performing the activities. A mutually agreed project plan may define further details at the work unit level.
- Accountable (A): The Customer has overall accountability for its implementation and all the activities identified below. Hence, Accountable (A) does not appear for the activities below.
- Consulted (C): Provides input on how to perform the activity and supports the execution of the activity.
- Informed (I): Provided with information.

Activity	SAP	Customer
Phase: Remote Preparation		
Carry out preparatory steps as needed to perform the Services	C	R
Prepare SAP's schedule	R	I
Prepare the kick-off workshop including presentation, schedule and list of participants	R	C
Confirm, in writing, completion of pre-requisites (see section 0)	C	R
Synchronization with the Customer about what to expect as outcome of the upcoming remote workshop and case overview for appropriate preparation.	R	C
Phase: Remote Enablement Workshop Delivery		
Remote delivery of enablement workshop to cover items listed in section 1.1 Scope.	R	I
Phase: Remote Assistance Delivery		
Processing of post-workshop feedback to be presented during the Q&A session.	R	I
Handover of Deliverables in accordance with section 5.	R	I

3 SCHEDULE

SAP will contact the Customer within five (5) business days after Order Confirmation to schedule the start of Services.

The estimated duration for the Services is 5 person days and will be delivered within an eight (8)-week timeframe. The schedule provides definite durations per phase as follows.

SAP shall be entitled to terminate the delivery of the Service in case the Service delivery has not started within 2 months after the Order Confirmation date.

Phase	Estimated Duration (Days)	Estimated Start Date
Remote Preparation	One (1) day	As mutually agreed upon by the Customer and SAP
Remote Enablement Workshop Delivery	Three (3) days (Note: consecutive days only)	Up to four (4) weeks after completion of Remote Preparation
Remote Assistance Delivery	One (1) day	Up to two (2) weeks after completion of Remote Enablement Workshop Delivery

4 ORGANIZATION

4.1 SAP Team

The key SAP roles are as follows.

SAP Team	Level of Involvement
Technology Consultant	Single resource. Full-time. Remote.

4.2 Customer Team

The Customer team will include the following roles. Customer team is assumed to be available to complete Customer activities.

Customer Team	Description	Level of Involvement
Customer Program/Project Manager	Ultimate decision maker on scope, priorities, budget and changes issues. Actively advocate for the project towards internal stakeholders.	Single resource. Full-time or part-time. Onsite or remote.
IT Subject Matter Expert	IT Subject Matter Experts represent the IT department to obtain a good insight into the technical capabilities of BW4HANA and how it could support IT processes.	Multiple resources. Part-time. Onsite or remote.
Key User/Business Subject Matter Expert	The Key Users and Business Subject Matter Experts represent the business to obtain a good insight into the capabilities of BW4HANA and how it could support business processes.	Multiple resources. Part-time. Onsite or remote.

4.3 Governance

The following governance is included as part of the Services:

1. The Customer Project Manager will be the sole entity empowered to direct SAP Technology Consultant during performance of the Services.
2. The Customer Key Users, Business Subject Matter Expert and IT Subject Matter Expert will work through the Customer Project Manager.

5 SAP DELIVERABLES AND PROCEDURE

5.1 SAP Deliverables

The following table lists the SAP Deliverables.

Deliverable	Deliverable Description	Completion Criteria	Deliverable Procedure
Enablement Material	Presentations of the enablement workshop sessions.	Enablement workshop materials provided.	Approval upon completion

5.2 Deliverable Procedure

Approval upon completion: SAP Deliverables shall be deemed completed and approved by Customer when the above completion criteria have been met.

6 CUSTOMER RESPONSIBILITIES

Customer has, in particular, the following responsibilities. If Customer does not fully meet or fulfil any of the specified responsibilities or requirements in this Agreement, this might result in a delay of the provision of the Services or an increase of the fees.

- Ensure that Customer team members are knowledgeable about the scope as defined in section 1 and define their training approach and schedule. Ensure that key users are available for all workshops and activities as needed.
- Minimize the change in personnel throughout the duration of the Service.
- If third-parties on Customer side are involved: Manage any Customer's third-party contractors and be responsible for the acts, omissions and defects of such third-party that Customer contracts or instructs to perform Customer's duties.
- Supply SAP with the names and contact information of key Customer and third-party resources.
- Organizational change management activities, training and knowledge transition activities which include, but are not limited to the following: communication plan, organizational transition plan, business readiness for go live, design and roll-out of end-user training, coordination with remote sites, and project communication to the company.
- If the delivery takes place onsite: Provide SAP team members with adequate workspaces as necessary for the duration of the Services. The meeting rooms should include miscellaneous office supplies as needed. Sufficient temporary desks, or "hot desks", shall be available to enable SAP team members to have a desk for each onsite day. SAP team members shall have identification material and necessary access to the workspaces, buildings and systems during and after normal business hours, on weekends, and on holidays. Limitation of SAP team members access during these times may reduce SAP's ability to maintain the proposed schedule. Workspaces of the SAP team members must be physically separated from the workspaces of the Customer team members. None of the SAP resources shall have keys for these workspaces.
- Ensure that a consistent, stable, and fast SAP remote support connection/service connection is available between SAP and the Customer at the required times.
- Provide SAP with the necessary authorizations for onsite and remote access to Customer's systems.
- Allow the use of SAP laptops and mobile devices on Customer's network to SAP's network via SAP's Virtual Private Network (VPN) protocols; otherwise, Customer will provide PCs and/or laptops with the Microsoft Office Suite and e-mail capability for the SAP team. Laptops and/or PCs provided by Customer must have the latest virus protection software.

- Provide technical advice regarding any third-party systems to which the team will have access.
- Sign-off Deliverables in accordance with section 5.
- Ensure Customer compliance with any relevant governmental and regulatory requirements.

7 ASSUMPTIONS

The following assumptions apply:

- SAP may require up to 2 weeks to assemble a team. SAP reserves the right not to start the Services until SAP has assembled a team.
- Services are delivered remotely, unless otherwise stated herein.
- If not otherwise agreed, the project language and corresponding documentation is English.
- SAP may use certain software and tools (all referred to as Tools herein) for its work, for which the rights are not already regulated through a software license agreement. All title to and rights in Tools, including without limitation copyright and rights of authorship, remain with SAP or SAP SE. These Tools may be copied to Customer's system and Customer is granted non-exclusive rights to use Tools for the term of and solely for the purposes related to the Service. No other use, including the creation of further copies or use on another system, is permitted. Tools and all permitted copies of Tools must be deleted at the end of the Service. If at SAP's sole discretion Tools are left on the system for documentation purposes, Customer is not permitted to use Tools for any other remaining purpose except documentation. Such Tools are 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 Service.
- All supporting documentation will be developed using personal computers/laptops using Microsoft Office applications (Word, Excel, MS Project, PowerPoint) or other mutually agreed documentation tools.

8 EXCLUSIONS

Any items or services not defined as in scope for this Service are deemed out of scope, including, but not limited to the following exclusions:

- Deliverables not explicitly described in this Scope Document.
- Procurement of software licenses (SAP and non-SAP licenses).
- Developments that modify the standard SAP Software source code.
- WRICEF development objects (Workflows, Reports, Interfaces, Conversions, Enhancements and Forms).
- Programs or content to migrate data. Data cleansing of migrated data from Customer systems.
- Upgrade to the SAP solution components, operating systems or database systems.
- Any testing activities.
- Any work in quality assurance or production environments.

9 DEFINITIONS

1. **"SAP Best Practices"** means SAP's predefined business processes, configuration content and documentation for SAP Software. SAP Best Practices may be used as the basis for SAP implementation activities.
2. **"Sandbox System"** means a temporary SAP system environment is used to demonstrate processes and example prototypes. Implementation work undertaken in a Sandbox Environment is typically not transported to other environments.
3. **"WRICEF"** means
 - a. **Workflows:** a workflow is a sequence of connected steps triggered by an event to automate a process such as a document approval. Examples include SAP Business Workflows.
 - b. **Reports:** technical objects designed to deliver business figures or reports with no change to application data.

- c. **Interfaces:** technical objects to transfer information from one system to another, usually referring to objects that are not part of the SAP licensed Software. Examples of technology include SAP Process Orchestration and Intermediate Documents (IDocs).
- d. **Conversions:** technical objects used to migrate data to SAP systems during the Service. Examples of technology include data migration programs, SAP Data Services and Legacy System Migration Workbench (LSMW).
- e. **Enhancements:** changes and additions to SAP functionality using development objects specifically provided for Customer changes. Examples include the use of user exits and business add-ins.
- f. **Forms:** printed or electronic forms containing formatted information from SAP applications. Examples of technology include SAPscripts, Smart Forms and SAP Interactive Forms by Adobe.