



SAP SuccessFactors HCM Suite

G-Cloud 15

January 2026



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INTRODUCTION

SAP SuccessFactors HCM Overview

With SAP SuccessFactors, Public Sector organisations can move beyond facilitating transactions and supporting HR-driven processes, to focus on creating a human-centred approach. This means listening to businesses' people needs and providing the tools and information for people to be productive and generate real business impact. SAP HCM suite helps companies redefine employee experiences – making people feel connected, empowered, and supported throughout the employee journey. SAP SuccessFactors also supports organisations to develop an agile and future-ready workforce suitable for today's rapidly changing workplace. Transformations have evolved into increasingly complex and more urgent initiatives. Organisations must accelerate talent development at scale. The SAP SuccessFactors HCM suite helps businesses equip themselves to respond to workforce opportunities before they arise – a fundamental part of successfully becoming future-ready.

Analyst Feedback on SAP HCM Suite

For the seventh consecutive time in 2022, SAP is a **Leader** in the **Gartner Magic Quadrant for Cloud HCM Suites for 1,000+ Employee Enterprises**, highlighting strengths such as our wide-spread network, sales strategy, and geographic coverage. For more information, read the full report [here](#).

SAP SuccessFactors is a **Leader in IDC MarketScape: Worldwide Modern Talent Acquisition Suites 2022 Vendor Assessment** for flexibility of choice for recruitment and onboarding and our continuous improvements to give recruiters, hiring managers, and candidates the best possible experience while improving key metrics such as time to fill and quality of hire. Learn more [here](#).

SAP is named a **Differentiator in the Constellation Research report "How SAP SuccessFactors Makes Platform a Differentiator for People Success"**. Read more about the benefits of enhancing employee experiences and how SAP SuccessFactors solutions and SAP Business Technology Platform can help [here](#).

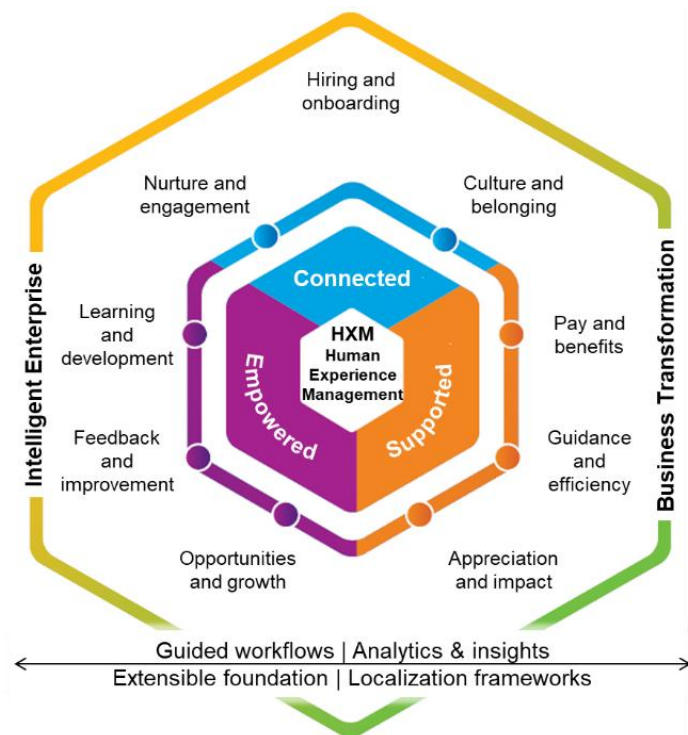
SAP HCM suite offers unique foundational elements to help businesses remain compliant and to fully support data privacy regulations. We deliver our solutions with legal local compliance and best practices for more than 100 countries, including payroll support for more than 50 countries. Companies can also extend their HR capabilities with more than 300 partner apps and build their own apps to connect HR to the broader organisation. Our solutions offer guided workflows and

robust integrations to other systems. Powerful analytics provide insight making it easy to identify opportunities, risks, and trends and turn intelligence into action.

SAP SuccessFactors HCM Suite

The SAP SuccessFactors HCM Suite provides

cloud-based solutions includes a human resources management system (HRMS) for core HR and payroll, talent management, employee experience management, and people analytics. This suite is designed around what people need, how they work, and what motivates them to do their best. It helps organisations make continuous improvements by embedding insights and action planning directly into HR systems and processes. In turn, this leads employees to deliver more, build a positive culture, and advocate for their company.



The SAP SuccessFactors HCM Suite Solutions

We provide a suite platform and innovative technology to meet businesses' specific needs.

Our extensible **solutions for core HR and payroll** help manage global benefits and payroll, improve employee self-service, automate HR processes, and strengthen compliance. They can also make it easier to define and execute successful people strategies and to provide information and services that improve the employee experience and add value to a business. Solutions include:

- SAP SuccessFactors Employee Central
- SAP SuccessFactors Employee Central Payroll
- SAP SuccessFactors Time Tracking
- SAP SuccessFactors Time Management
- SAP SuccessFactors Document Management Core by OpenText
- SAP SuccessFactors Work Zone
- SAP Enterprise Service Management for HR

Our **talent management software** helps companies develop a comprehensive and data-driven strategy that spans the entire employee lifecycle, from hiring the best candidates, engaging employees, developing their skills, and rewarding and valuing every employee. Solutions include:

- SAP SuccessFactors SmartRecruiters
- SAP SuccessFactors Onboarding
- SAP Signature Management by DocuSign

- SAP SuccessFactors Performance & Goals
- SAP SuccessFactors Compensation
- SAP SuccessFactors Learning
- SAP SuccessFactors Career and Talent Development

Our **sales performance management solutions** offer agile and connected incentive management processes to motivate sales teams, improve operational efficiency and maximise business results. Solutions include:

- SAP Sales Performance Management
- SAP Territory & Quota
- SAP Agent Performance Management

Our **HR Analytics and Workforce Planning solutions** deliver data-driven insight into all HR processes, helping to increase the effectiveness and visibility of HR while improving business decisions about hiring, diversity, turnover. Solutions include:

- SAP SuccessFactors Workforce Analytics
- SAP Digital Boardroom
- SAP Analytics Cloud

Our **employee experience management solutions** help managers and HR leaders capture employee feedback along the employee journey and take insight-based actions to improve employee experience and engagement. These capabilities seamlessly integrate with SAP SuccessFactors HCM Suite to automatically trigger feedback assessments and act within the flow of work. Solutions include:

- SAP Qualtrics Employee Engagement
- SAP Qualtrics Employee Technology Experience
- SAP Qualtrics Employee Lifecycle
- SAP Qualtrics 360 Development
- SAP Qualtrics Employee Benefits Optimiser
- SAP Qualtrics Candidate Experience

ONBOARDING AND OFFBOARDING

Getting Set Up

Customer Community for SAP SuccessFactors Solutions

The online customer community is your gateway to the SAP SuccessFactors ecosystem. Once you have access, you will find a wealth of information and resources related to your new solution. In addition, the community connects customers, implementation partners and SAP

SuccessFactors solutions product managers, support analysts, and subject-matter experts through interactive forums, where questions are answered, and knowledge is shared. To navigate the forums and information in the customer community, we recommend starting with the Centre.

System Access

Once we provision your solution, we will send you at least two e-mails containing access data. The first contains the URL (the link to your systems) with your usernames and system IDs. The second e-mail contains your passwords and will be sent only to the person named as “Contact Person IT” in your SAP SuccessFactors solution contract.

Your Digital Transformation to Optimise Business Value

The world is changing at an unprecedented pace, and many chief HR Officers are seeing a dramatic shift in HR from delivering transactional excellence to architecting digital transformation. With SAP SuccessFactors solutions, you are now better equipped to optimise value from your most important resource, your talent.

The Process Library for SAP SuccessFactors Solutions

An essential part of a digital transformation journey is evaluating and standardizing your current HR processes – or even introducing new HR processes into your company – based on the industry-leading SAP SuccessFactors solutions. To support you, SAP has developed leadingpractice recommendations in the form of process descriptions and process flows to define your HR processes and implement SAP SuccessFactors solutions. The material is regularly updated, enhanced, and published in the online customer community to help you achieve fast, standardized adoption of SAP SuccessFactors solutions. This will also help you get the most value out of your solutions.

Planning Your Implementation Journey

Clearly defining your organisational objectives and aligning your team will contribute to your implementation success and HR digital transformation. When you are ready to implement, a comprehensive range of resources and services are available to guide your implementation through to a successful launch.

Implementation Preparation

To help prepare for implementation we recommend reviewing our Plan for Success documentation in the Customer Community Empowerment Centre to learn how to optimise your implementation, find certified Partner Consultants and understand which SAP Consulting Services may be right for you.

Resource Planning

Effective resource planning is crucial to the success of your project. The right employees, consultants, and experts need to be in the right place at the right time. To make this task easier for our customers, we have provided system administration guidelines and considerations to help you plan resources for your project, ongoing system administration and support.

Roles and Responsibilities

As your organisation start its journey with SAP SuccessFactors solutions, key team roles and responsibilities are necessary for you to succeed with your new solution. They are described here:

SAP

- Provides the technological platform as specified in the contract
- Provides oversight and guidance to develop strategic road maps that accelerate business outcomes, help ensure business continuity, and assure value from the technology investment

Implementation Services Partner

- Supports the design, planning, and implementation of the functional and technical aspects of the project and recommends actions to mitigate risks
- Transfers technical, functional, and methodology knowledge
- Evaluates and recommends best practices that correspond to the business requirements of the Project

Customer

- Provides appropriate qualified resources to execute the relevant project tasks
- Understands and adopts technical and functional recommendations of the solution provider
- Builds an internal project team to keep the project on track with stakeholders from HR, finance, IT, administrators for the SAP SuccessFactors solutions, executive sponsors, plus other relevant lines of business
- Develops a well-conceived change management plan, including engaged change champions and communication schedules
- Gains commitment from all project team members to take advantage of free, 24x7, on-demand product training to increase knowledge and help ensure decisions are well informed

Selecting the Right Implementation Partner

Choosing the right implementation partner is crucial to the success of your project. Whether you select the SAP Digital Business Services organisation or one of our many partners worldwide, your partner will play a critical role. The partner will help you build, implement, extend, configure, and enrich our technology platform and software for innovative and tailored solutions that meet your exact needs.

SAP Digital Business Services and our partner ecosystem are committed to helping you succeed by providing guidance at every stage of your HR transformation journey.

Getting professional certification for SAP SuccessFactors solutions is the highest level of achievement in our cloud certification program. It testifies to practical and technical implementation expertise for an SAP SuccessFactors solution. Using consultants that hold and maintain a professional certification helps ensure projects are delivered with the highest quality.

Follow these tips for selecting and working with your partner:

- Look for a partner with specialized expertise in your selected products and industry
- Evaluate your corporate culture and align the delivery model accordingly
- Provide a clear understanding of deliverables, expectations, timelines and your HR transformation vision
- Agree to terms that are fair, including mutually fair pay structures based on key deliverables
- Build a true partnership based on honesty, transparency, and mutual respect
- For further considerations on how to select and work with your HR Transformation partner please
- use the online Partner Certification Search and review the Factors to Consider During your Partner Selection.

Tips for Project Success

When you are ready to implement, SAP offers a comprehensive range of resources and services to accelerate your efforts. Here are a few tips to help you get the best out of your implementation and operation of SAP SuccessFactors solutions.

Setting up a governance model

Will make it easier to establish a clear structure and define responsibilities.

Change Management

Must start early in the project to ensure collaboration of stakeholders and users and to mitigate fear of change.

Executive buy-in

Must be visible, or the project will not have the appropriate priority to meet deadlines.

Project management status and tracking

Must focus on timelines and ensure quality.

Lines of business and IT

(As applicable) should be represented on all teams, bringing their unique skills, expertise, and knowledge to foster synergy and collaboration on the project.

Industry-specific requirements,

such as regulatory reporting requirements or processes should be identified up front so that you can work together with SAP and your consultants to address them in your project.

Training

Is a critical component of a successful project. As part of your subscription to SAP SuccessFactors, you have prepaid access to the SAP SuccessFactors Admin Learning Center: on demand training resources for every role.

Ending Your Service

At the end of the contract customers are offered the opportunity to extend their commitment, should they decide not to continue with the service, they must ensure that all data is extracted before the access to the service is terminated on the contract end date. SAP support will be able to provide advice and guidance on this process.

You can export your data at any time during the subscription term. Data can be retrieved in a readily readable, structured and documented format, such as CSV. This is a self-service feature that allows you to download data from the system at any time, without any special request to us.

Customers may also request that our support services provide them with a full data extract.

IMPLEMENTATION PLAN

Clients have a choice of Implementation approaches which can be delivered by either SAP or via our extensive echo system of partners referred to later in this section. Each project will have unique characteristics but generally incorporate a set of common characteristics outlined below. Implementations are uniquely priced per project.

The SAP Digital Business Services

- Organisation helps our customers run at their best. We empower customer success with SAP solutions through business insights developed from 46 years of SAP delivery experience working across 25 industries. Earning the trust of more than 425,000 customers, our services, support, and tools guide, simplify, and accelerate our customer's journey with SAP's digital platform, intelligent suite, and intelligent technologies. We deliver our services under one organisation for simplicity and accountability, or we provide them complementary to the services of system integrators.
- Our commitment to success spans the full scope of innovation and transformation. This commitment is backed by a range of expert services, including:
 - Advisory and innovation services to discover, create, and achieve new possibilities
 - Project success services to realise solution benefits faster and safer
 - Continuous customer success and support delivery to drive enablement, adoption, and business
 - continuity
 - SAP MaxAttention for holistic strategic engagements personalised to our customers' needs with SAP board and executive management attention
- Intelligent tools that apply best practices to guide, simplify, and accelerate each customer's journey.

SAP Activate Methodology for Cloud Implementations

The SAP Activate methodology is our agile methodology for the implementation and/or upgrade of SAP solutions. Built on our experience from tens of thousands of projects, the SAP Activate methodology provides pre-built implementation content, accelerators, tools, and best practices that help consultants deliver consistent and successful results across industries and customer environments. The SAP Activate methodology can be run for distinct projects or as a component within an SAP Premium Engagement.

The SAP Activate methodology for cloud implementations provides an implementation framework to support subscription-based software where the system installation and management occur outside of the project ("Software-as-a-Service" or SaaS). It is less intensive than a traditional project methodology making it ideal for smaller project teams. This methodology is easily integrated with larger, on-premise projects to create a hybrid implementation approach with a single agile methodology.

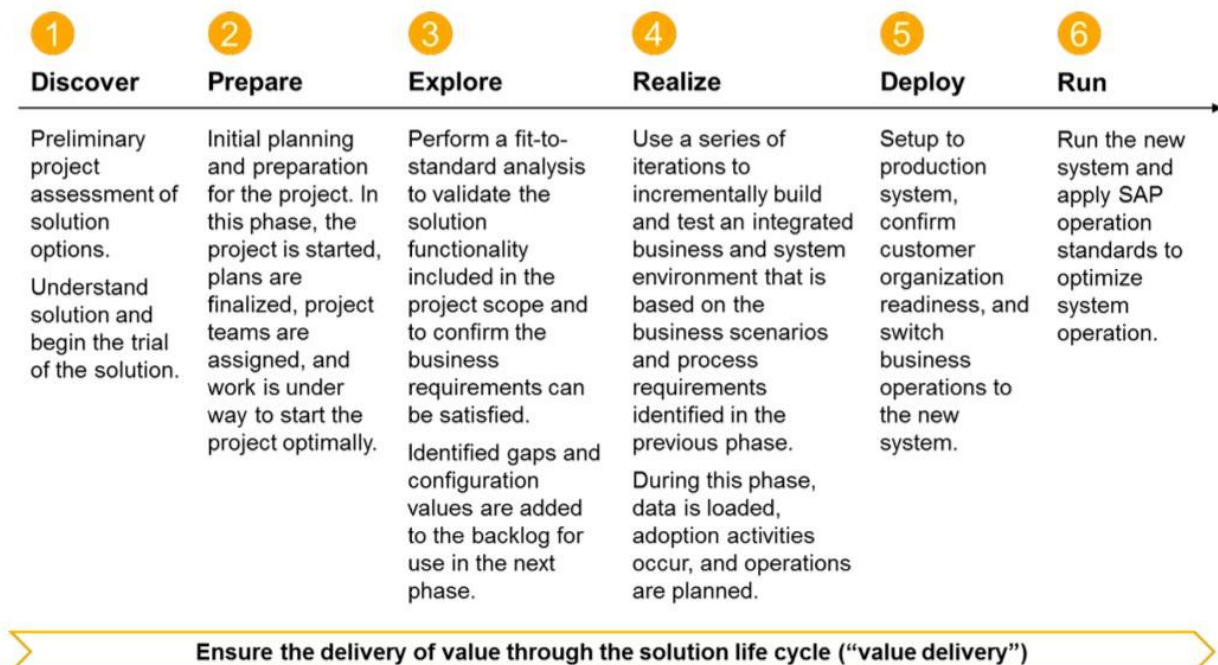
The SAP Activate methodology is structured around the following key principles and approaches that have been proven to significantly **accelerate project delivery, improve business engagement, and lower the cost of implementation and ownership.**

- **It reuses knowledge assets and pre-built content**, leveraging model company, rapid-deployment solutions, best practices, and other pre-build solution that fits the customer scope.
- **It includes a pre-build cloud environment** to accelerate solution validation activities.
- **It is built on Agile** and uses iterative build of capabilities, prototyping and frequent validation of the results with the customer.
- **It includes formal risk and quality management** with pre-defined quality gates and structured management plans.

The SAP Implementation Methodology for Cloud Implementations

The methodology is structured into six project phases, each containing a list of deliverables and supporting tasks. Within the project phases hierarchy project teams can find accelerators like project plans, templates, and examples to support their SAP implementation projects.

The six phases of SAP Activate provide support throughout the project lifecycle of SAP solutions. Underlying these phases is a series of value delivery and quality checks to ensure that the solution, as implemented, delivers the expected value.



Build Smart, Run Simple

SAP implementations and change projects require a disciplined approach to project management. The SAP Activate methodology aligns with SAP Best Practices recommended by the Project Management Institute (PMI), making it possible to minimise risk, streamline and accelerate the implementation project, and reduce the total cost of implementation or upgrade.

The SAP Activate methodology incorporates a standardised work breakdown structure (WBS) that helps project managers define and manage project work in a deliverable-oriented, outcome-focused manner. It is structured around these key project work streams:

- Technical architecture and infrastructure
- Project management
- Application: customer team enablement
- Application: integration
- Application: design and configuration
- Application: solution adoption
- System and data migration
- Application: testing
- Custom code extensions
- Transition to operations

During each phase, the project team produces a prescribed set of deliverables that serve as inputs to subsequent phases. The SAP Activate methodology provides examples of key project deliverables, including procedure descriptions explaining how to prepare and complete the deliverables. It also provides accelerators for each phase, work stream, deliverable, and task. Accelerators include templates, questionnaires, checklists, guidebooks, and other tools that facilitate the efficient, consistent, and repeatable delivery of SAP implementations and upgrades. Stay in Step with Updates in Solution Technology SAP continually invests in updates to the SAP Activate methodology. These updates help us keep in step with developments in solution technologies, providing the tools needed to get the software up and running quickly, and to keep it operating at peak levels. SAP has enhanced the most recent version of the SAP Activate methodology to:

- Help customers integrate their business processes and objectives with their IT solution(s).
- Reduce the total cost of implementation by starting implementation with SAP Best Practices or SAP Rapid-Deployment Solutions.
- Provide SAP Best Practices for business process management, including streamlined solution
- validation and solution design.

Promote the Delivery of Value throughout the Solution Lifecycle

SAP provides customers with industry-leading solutions and methodology for project implementations to ensure success and change the way a customer's business runs to remain

competitive. SAP understands this and has enhanced the SAP Activate Methodology to maintain the transparency of value delivery throughout the lifecycle of the SAP solution. The methodology defines a consistent process that keeps the focus on value delivery in every phase of the project. This process:

- Identifies and quantifies business value objectives.
- Establishes project tracking and reporting mechanisms for value delivery.
- Tracks and reports the effectiveness of value delivery in the project.
- Continues to track and report value delivery throughout the solution's lifecycle.

The value delivery process keeps the project focused on delivering a solution that adds value to the business and helps SAP customers to achieve their business objectives.

SAP Partner Ecosystem

To manage rapidly changing business and IT needs, organisations seek tailored solutions, supported and delivered by an “ecosystem of the best.” The SAP ecosystem is an innovationdriven business network made up of software and hardware partners and providers of outsourcing, content, hosting, education, support, and travel services. This network also includes developers, industry specialists, and users of SAP software. Among them are well-known companies as well as thousands of smaller vendors. Serving as a cornerstone of our strategy and value proposition, our partner ecosystem promotes customer choice by providing a rich array of complementary hardware, software, and service solutions. As an open, collaborative, and interactive community, the SAP ecosystem helps customers to access products and services that expand and augment the SAP portfolio with offerings based on their unique business needs.

At SAP, we rely on our ecosystem of more than 17,000 partners to make our solutions more relevant and attainable to companies just like yours. To find a partner to help you identify, build, implement, support, and run the SAP solutions that best fit your needs, visit Find an SAP Partner.

SERVICE LEVELS

SAP SuccessFactors offer two levels of support which are detailed further in the after sales support section of this document.

Details of the most current service levels for products can be found in the SAP Trust Centre

Service-level Agreement – SAP Enterprise Support

Service-level agreements stipulate quick times for initial reactions and corrective action plans to solve incidents fast and effectively and minimize costly system downtime. In emergencies, YOU can be sure of the continuity of its business processes and enjoy greater security during project planning.

Priority	Description	SAP Enterprise Support, Cloud Edition
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		Initial Response Time	Ongoing Communication (unless otherwise communicated by SAP Support)	Resolution Target ¹
Very High (P1)	Production system shutdown, system shutdown, or severe restrictions in a production system that prevent productive work	1 hour	Once every hour	4 hours
High (P2)	Severe loss of functionality in a production system, significant restrictions in a production system	2 hours	Once every 6 hours	3 business days
Medium (P3)	Individual function not performing properly in a production or test system	1 business day	Once every 3 business days for non-defect issues and 10 business days for product defect issues	—
Low (P4)	Production or test system design, or documentation problem	2 business day	Once every week	—

Service-level Agreement – Preferred Success

Priority	Description	SAP Preferred Success		
		Initial Response Time	Ongoing Communication (unless otherwise communicated by SAP Support)	Resolution Target ²

Very High (P1)	Production system shutdown, system shutdown, or severe restrictions in a production system that prevent productive work	1 hour	Once every hour	4 hours
High (P2)	Severe loss of functionality in a production system, significant restrictions in a production system	2 hours	Once every 6 hours	3 business days
Medium (P3)	Individual function not performing properly in a production or test system	4 business hours	Once every 3 business days for non-defect issues and 10 business days for product defect issues	—
Low (P4)	Production or test system design, or documentation problem	1 business day	Once every week	—

ORDERING & INVOICING

To order this service, please send an email with your requirements to Vision2Value@sap.com. We will prepare a quotation and agree that quotation with you, including any volume discounts that maybe applicable. Once agreed, we will issue you with the necessary documentation (as required by the G-Cloud framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, we will configure the services to your requirements of provide access to a self-configuration portal for you to configure the services depending on the options you have chosen. We will issue you with an invoice for the services you have procured.

On a monthly basis, we will complete the necessary Management Information returns for Government Procurement.

AFTER SALES SUPPORT

SAP Enterprise Support, Cloud Edition

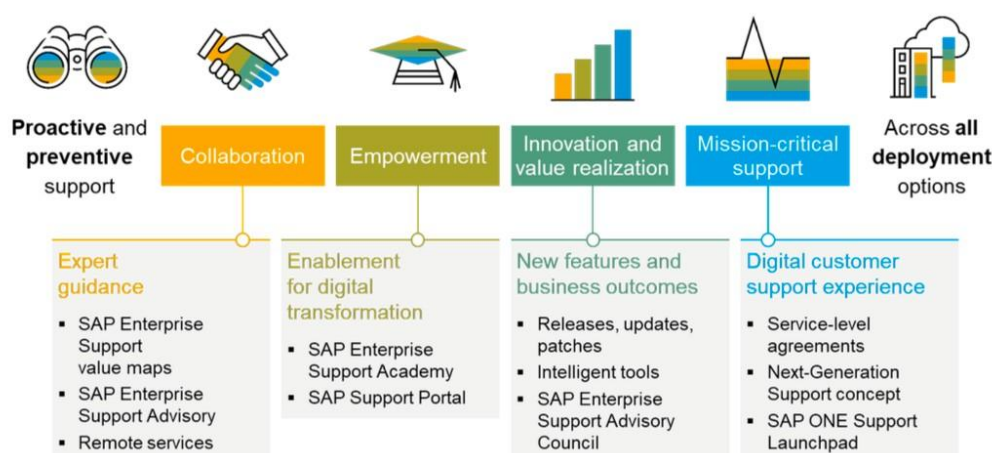
SAP Enterprise Support is SAP's foundational support offering for customer success. Its focus is safeguarding mission-critical processes, optimizing hybrid landscapes, and driving innovation and business outcomes. SAP Enterprise Support delivers proactive, predictive and preventive support for customers across all deployment scenarios. SAP Enterprise Support, cloud edition is included in your cloud subscription fees.

SAP Enterprise Support can help across four pillars of value:

- Provide easy **collaboration** with SAP experts through SAP Enterprise Support Advisory and Next-Generation Support tools such as Expert Chat or Schedule an Expert.
- **Empower** personnel to build the necessary skills through the SAP Enterprise Support Academy
- program and through customer journey guidance with SAP Enterprise Support Value Maps and best practices.
- Drive **innovation and value realisation** by identifying business and IT improvement potential through business KPI benchmarking and smart tools such as SAP Innovation and Optimisation Pathfinder.
- Protect business continuity with mission-critical support for incident management, including service-level agreements.

Enterprise Support

SAP Enterprise Support builds on collaboration, empowerment, innovation and value realisation, and mission-critical support to help you implement, operate, innovate better, and integrate better for driving value in hybrid environments. It also helps you to leverage your cloud solutions better by providing cloud business users a higher satisfaction.



Key Benefits

With SAP Enterprise Support, YOU can expect these core benefits:

- More consistent and meaningful support experience across deployment options
- Smoother integration of cloud solutions and end-to-end supportability of hybrid landscapes
- Simplified and reliable operations
- Faster time to value and accelerated adoption of innovations with minimal business disruption

Key Deliverables

The collaboration section focuses on expert guidance. Through close collaboration with YOU, our goal is to help increase efficiency, drive down costs, and speed innovation. You benefit from a proactive engagement plan, jointly developed with our support advisors. You can also leverage SAP Enterprise Support Value Maps for a guided access to the knowledge, skills and services needed to address your business challenges. Remote services and several social communities are available for you to collaborate with experts and industry peers.

The empowerment section focuses on enablement. YOU can get support, best practices, and training through the SAP Enterprise Support Academy program. The SAP Learning Hub platform also provides learning content and services to help you build competency and expand skills.

The innovation and value realisation section focuses on new features and business outcomes. As part of maintenance, we provide releases, updates, patches, and targeted analyses and reports for you to better understand your current landscape and gain recommendations for improvement. Furthermore, SAP Enterprise Support Advisory Council can provide YOU with opportunities to co-innovate with SAP.

The mission-critical support section focuses on customer support. We provide service-level agreements to accelerate problem resolution for productive system incidents and critical projects, minimize business disruption and reduction of unforeseen downtime, and reduce financial impact of support issues. YOU can connect and interact with our experts 24x7 via the SAP ONE Support Launchpad. You can also enjoy Next-Generation Support features such as Schedule an Expert and Expert Chat.

All support deliverables are backed up by SAP Solution Manager, which is a key toolset covered by your maintenance agreement to better manage your solutions.

SAP Preferred Success

SAP Preferred Success is a subscription program which runs concurrently to the license contract and provides an advanced, personalised support experiences including:

- Feature Adoption Planning and Success Checks: personalized Adoption plans, quality reviews, and targeted analysis of your customer's specific business case to optimize their solution use.

- In-depth Release Guidance: Tailored release plan for faster release preparations and improved feature adoption, and innovation. Many customers do not have any release planning processes or resources, and this assistance is invaluable.
- Targeted Training Programs for key users and administrators with knowledge on relevant topics and best practices
- Advanced Support and Enhanced Target SLAs. Faster responses when there's an incident and quicker resolution targets for non-defect issues.
- Access to Customer Success Experts who will assist customer and orchestrate exclusive SAP Preferred Success content and access to specialized product resources when required, and help with the planning customer adoptions strategies.

There are two Preferred Success Service plans: 1)
SAP Standard Preferred Success and 2)
SAP Preferred Success Expanded Edition.

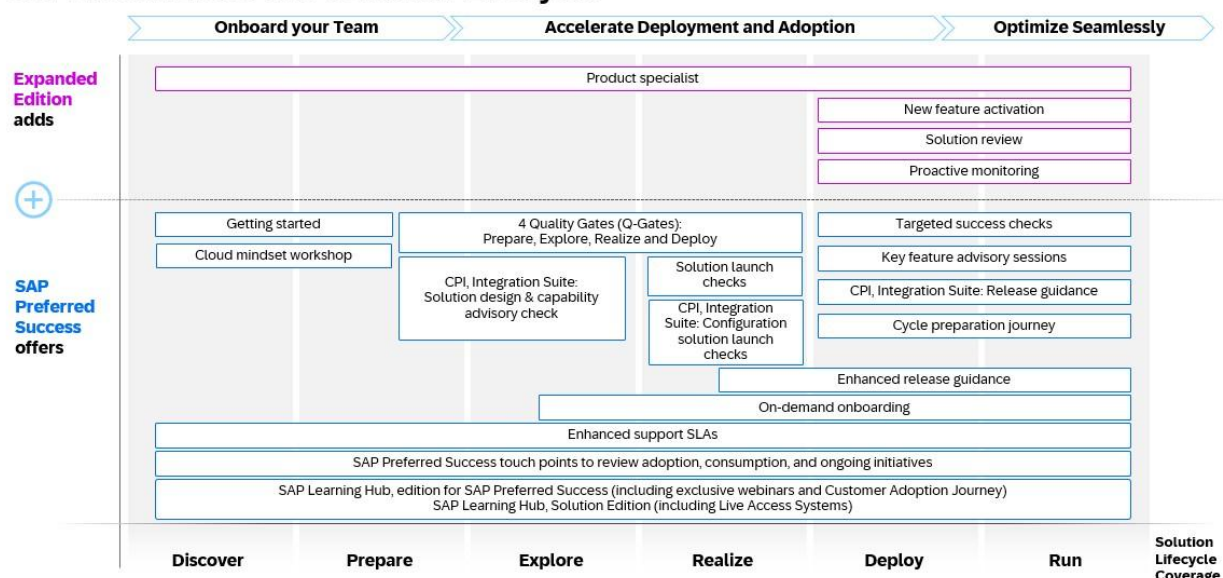
The Expanded Edition includes all services included in the standard plus

- Solution stabilisation reviews,
- Proactive Monitoring
- Key Feature Activation
- Access to Products Specialist

Picture 1: Example Service Plan including Preferred Success Standard and Preferred Success Expanded Edition for SAP SuccessFactors

SAP Preferred Success

Services Across the Solution Lifecycle



BUSINESS CONTINUITY

Business continuity management provides security that business can respond and adapt rapidly to threats posed against SAP's workforce, business, and reputation. Business continuity management is a holistic management system that identifies potential threats to an organisation and their impact on business operations. It provides a framework for building operational resilience with the ability to respond effectively if those threats are realized. This helps safeguard the interests of an organisation's key stakeholders and its reputation, brand, and value-creating activities.

SAP has implemented business continuity management aligned to ISO 22301 as part of SAP's management framework for business continuity and operational resilience, of which corporate continuity, IT service continuity management and Cloud continuity are parts.

The governing principles for corporate continuity and IT service continuity management as well as interfaces to Cloud continuity are centrally managed. This continued central governance ensures and documents common principles and requirements providing guidance on implementation of respective procedures. Implementing procedures according to central governance is performed by all units at SAP as necessary and upon existence of critical products and services.

Cloud continuity covers disaster recovery for specific scenarios, like the total loss of a Data Center, which could seriously impact the availability of the Cloud infrastructure, as bundled in service models and delivered as-a-service. It enables SAP to meet Customer demands for higher operational resilience of on-demand products and services with respective offerings and commitments.

TERMINATION

Termination is as provided in the

- G-Cloud Terms and Conditions;
- any specific terms agreed in the Call Off contract; and
- the SAP Terms and conditions for this specific service.

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