



SAP HANA Cloud Platform– Service Description Guide

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Service Level Agreement and Support

The **Service Level Agreement for SAP Cloud Services** applies to the Cloud Services described in this Service Description Guide, provided, however, the System Availability Service Level for all Cloud Services is 99.9% per month. Any deviations from the 99.9% System Availability Service Level or any aspect of the standard **Service Level Agreement for SAP Cloud Services** are noted in the applicable Cloud Service terms in this Service Description Guide. The **Service Level Agreement for SAP Cloud Services** can be found at: http://go.sap.com/about/agreements/product-use-and-support-terms.html?product_use_and_support_terms=cls (also available from SAP upon request).

Maintenance Windows for all Cloud Services are set forth in the **Service Level Agreement for SAP Cloud Services**.

Support Services

SAP Enterprise Support, cloud edition applies to the Cloud Services, with any deviations noted in the applicable Cloud Service terms in this Service Description Guide. The terms of SAP Enterprise Support, cloud edition can be found at: http://go.sap.com/about/agreements/product-use-and-support-terms.html?product_use_and_support_terms=cls (also available from SAP upon request).

Restrictions on Use

Except as expressly permitted in the Agreement, Customer may not make Cloud Services or Platform Applications running on or embedding a Cloud Service available to non-Affiliates, including, without limitation, as part of a commercial software license or subscription, software-as-a-service, outsourcing, original equipment manufacturer (OEM), or similar commercial arrangement. Customer may make Cloud Services or Platform Applications running on or embedding a Cloud Service available to Business Partners supporting Customer's or its Affiliate's business operations.

Cloud Services

SAP HANA Cloud Platform, Java server

Cloud Service Description	Java server means a virtualized hardware resource used by Java-based Platform Applications.															
Usage Metric	Monthly Flat Fee per Piece															
Explanation of Usage Metric	Flat Fee means fixed monthly subscription fees per Piece															
Piece Size	1 Java server = 1 Piece															
Available T-Shirt Sizes																
<table border="1"> <thead> <tr> <th>Size</th> <th>x-small</th> <th>small</th> <th>medium</th> <th>large</th> </tr> </thead> <tbody> <tr> <td>Cores</td> <td>1</td> <td>2</td> <td>4</td> <td>8</td> </tr> <tr> <td>Memory (MB)</td> <td>2,048</td> <td>4,096</td> <td>8,192</td> <td>16,384</td> </tr> </tbody> </table>		Size	x-small	small	medium	large	Cores	1	2	4	8	Memory (MB)	2,048	4,096	8,192	16,384
Size	x-small	small	medium	large												
Cores	1	2	4	8												
Memory (MB)	2,048	4,096	8,192	16,384												
Service Availability "SLA"	<p>Precondition to System Availability SLA:</p> <ul style="list-style-type: none"> • Java Platform Applications need to run with minimum 2 application processes/nodes • Java Platform Applications need to have an availability check configured 															
Previously referred to as	<p>SAP HANA Cloud Platform, Java server (x-small) = SAP HANA Cloud Platform, compute unit lite</p> <p>SAP HANA Cloud Platform, Java server (small) = SAP HANA Cloud Platform, compute professional</p> <p>SAP HANA Cloud Platform, Java server (medium) = SAP HANA Cloud Platform, compute premium</p> <p>SAP HANA Cloud Platform, Java server (large) = SAP HANA Cloud Platform, compute premium plus</p>															
Documentation for this Cloud Service																

SAP HANA Cloud Platform, bandwidth

Cloud Service Description	Bandwidth means the amount of data traffic that leaves SAP data centers from Cloud Services to which Customer has subscribed.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat Fee means fixed monthly subscription fees per Piece for using the Cloud Service.
Piece Size	1 Piece = 10 GB of Bandwidth

SAP HANA Cloud Platform, unstructured storage

Cloud Service Description	Unstructured storage means: <ul style="list-style-type: none"> • an on-demand repository for the storage of unstructured or semi-structured data; • a Git Service to store and version source code of Platform Applications; and • private workspaces to users of SAP Web IDE.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees per Piece
Piece Size	1 Piece = 10 GB of unstructured storage
	Documentation for this Cloud Service

SAP HANA Cloud Platform, custom domain

Cloud Service Description	Custom Domain means a domain requested and configured by Customer for Platform Applications, instead of the default hana.ondemand.com subdomain.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees per Piece
Piece Size	1 Piece = 1 Custom Domain

[Documentation for this Service](#)

SAP HANA Cloud Platform, identity management

Cloud Service Description	SAP HANA Cloud Platform, identity management provides secure authentication and single sign-on for users in the cloud.
Usage Metric	Logon Requests per Month
Explanation of Usage Metric	A Logon Request is a single authentication request managed via SAP HANA Cloud Platform, identity management. Multiple authentication requests by the same user in a single day are counted as a single logon request.
Piece Size	1 Piece = 100 Logon Requests
Additional Terms & Conditions	<ul style="list-style-type: none"> SAP HANA Cloud Platform, identity management provides one tenant. If Customer has a subscription for a productive instance of SAP HANA Cloud Platform, identity management, then Customer can request a second tenant (for testing purposes) which will be provided upon request for no additional cost.
Previously referred to as	SAP Cloud Identity

[Documentation for this Cloud Service](#)

SAP HANA Cloud Platform, portal service

Cloud Service Description	SAP HANA Cloud Platform, portal service is a flexible environment that allows Customer to create and extend business websites.
Usage Metric	Per user per month
Explanation of Usage Metric	A user is an individual accessing Customer's SAP HANA Cloud Platform, portal service.
Pre-requisite	At least one (1) SAP HANA Cloud Platform, portal administrator
Additional Terms	<ul style="list-style-type: none"> • SAP HANA Cloud Platform, portal service is limited to access by individuals within the Customer's organization, including employees and contractors. • Each SAP HANA Cloud Platform, portal service subscription also includes: <ul style="list-style-type: none"> ○ 10 GB of outbound bandwidth per month, and ○ 30 logons of SAP HANA Cloud Platform, identity management per user, per month
Previously referred as	SAP HANA Cloud Portal
Documentation for this Cloud Service	

SAP HANA Cloud Platform, portal service, consumer edition

Cloud Service Description	SAP HANA Cloud Platform, portal service is a flexible environment that allows Customer to create and extend business websites.
Usage Metric	Site Visits per month
Explanation of Usage Metric	A site visit is an individual visit (user session) to Customer's SAP HANA Cloud Platform, portal service, by a user. Within a single site visit the user can browse an unlimited number of pages belonging to that site.
Piece Size	1 Piece = 1000 Site Visits per month
Pre-requisite	At least one (1) SAP HANA Cloud Platform, portal administrator
Additional Terms	<ul style="list-style-type: none"> • SAP HANA Cloud Platform, portal service, consumer edition is limited to access by individuals other than employees and contractors within the Customer's organization. • Each SAP HANA Cloud Platform, portal service subscription also includes 10 GB of outbound bandwidth per month.
Previously referred as	SAP HANA Cloud Portal

[Documentation for this Cloud Service](#)

SAP HANA Cloud Platform, portal administrator

Cloud Service Description	SAP HANA Cloud Platform, portal administrator is an administrator user that manages the SAP HANA Cloud Platform, portal service instance ranging from content and access rights to the content deployed on the portal.
Usage Metric	Per User per month
Explanation of Usage Metric	Users are individuals registered as administrators in the SAP HANA Cloud Platform Cockpit that have administrative access to the SAP HANA Cloud Platform, portal service.
Previously referred to as	SAP HANA Cloud Portal, administrator

[Documentation for this Cloud Service](#)

**SAP HANA Cloud Platform, SAP HANA server (<size>, BYOL)**

Cloud Service Description Fully provisioned environment for Customer to bring separately purchased SAP HANA license to develop, test and run Platform Applications.

Usage Metric Monthly Flat Fee per Piece

Explanation of Usage Metric Flat fee means fixed monthly subscription fees per Piece

Piece Size 1 Piece = 1 instance of a particular T-shirt size

Available T-Shirt Sizes

Size	64 GB	128 GB	256 GB	512 GB	1 TB
Cores	12 Cores	24 Cores	32 Cores	40 Cores	80 Cores
HANA Memory	64 GB	128 GB	256 GB	512 GB	1 TB
Disk Space	640 GB	1280 GB	2560 GB	5120 GB	10 TB
bandwidth(out)	512 GB /Month			1 TB /Month	

Additional Terms & Conditions

- SAP HANA Cloud Platform, SAP HANA server (BYOL) does not include a license to the SAP HANA database or any other database.
- Customer must have a valid license agreement for the SAP HANA database in order to subscribe to SAP HANA Cloud Platform, SAP HANA server (BYOL). Customer may not use SAP HANA Cloud Platform, SAP HANA server (BYOL) or copy, access or use the SAP HANA database software accessible through the SAP HANA HANA server (BYOL) without such current license.
- Any attempt to access the SAP HANA database without such a license is a violation of SAP's intellectual property rights and a breach of this Agreement for which Customer will be fully liable to SAP.
- Customer's use of the SAP HANA database is governed by the license agreement under which it is licensed to Customer and support for the SAP HANA database is provided under the applicable support agreement, if any.
- No support for the SAP HANA database accessible through SAP HANA server (BYOL) is provided under this Agreement.

Previously referred to as SAP HANA Infrastructure Services

[[Link to the Cloud Service Documentation](#)]

**SAP HANA Cloud Platform, SAP HANA service, base edition**

Cloud Service Description Allows Customer to develop, test and run Platform Applications- with a fully provisioned HANA environment including subscription-based SAP HANA database Base edition instance.

Usage Metric Monthly Flat Fee per Piece

Explanation of Usage Metric Flat fee means fixed monthly subscription fees

Piece Size 1 Piece = 1 instance of a particular T-shirt size

Available T-Shirt Sizes

Size	32 GB	64 GB	128 GB	256 GB	512 GB	1 TB
Cores	8 Cores	12 Cores	24 Cores	32 Cores	40 Cores	80 Cores
HANA Memory	32 GB	64 GB	128 GB	256 GB	512 GB	1 TB
Disk Space	320 GB	640 GB	1280 GB	2560 GB	5120 GB	10 TB
bandwidth(out)	512 GB /Month				1 TB/Month	

- Additional Terms & Conditions**
- SAP HANA Cloud Platform, SAP HANA service, base edition includes use of the SAP HANA server.
 - The SAP HANA database may only be used as a runtime database with SAP HANA service and Platform Applications. Customer may not use the SAP HANA database as a persistence data layer for any solution.
 - SAP HANA currently includes a runtime license of SAP HANA Studio and SAP HANA Client. Such runtime components shall be limited solely to use with SAP HANA service. Customer must download SAP HANA Studio and SAP HANA Client to its own hardware in order to use the SAP HANA database.
 - Use of the SAP HANA service instance must conform to sizing information in the Documentation.
 - Other than communication (including data transfers) via application level APIs between software applications running on the SAP HANA database under this Agreement, and software applications running on any runtime database acquired from SAP or its Affiliates or any of its respective resellers or distributors, the SAP HANA database shall not access, directly or indirectly, in any manner whatsoever, any such runtime database(s).

Previously referred to as SAP HANA DBServices

[[Link to the Cloud Service Documentation](#)]

**SAP HANA Cloud Platform, SAP HANA service, platform edition**

Cloud Service Description Allows Customer to develop, test and run Platform Applications– with a fully provisioned HANA environment including subscription-based SAP HANA database Platform edition instances.

Usage Metric Monthly Flat Fee per Piece

Explanation of Usage Metric Flat fee means fixed monthly subscription fees

Piece Size 1 Piece = 1 instance of a particular T-Shirt size

Available T-Shirt Sizes

Size	32 GB	64 GB	128 GB	256 GB	512 GB	1 TB
Cores	8 Cores	12 Cores	24 Cores	32 Cores	40 Cores	80 Cores
HANA Memory	32 GB	64 GB	128 GB	256 GB	512 GB	1 TB
Disk Space	320 GB	640 GB	1280 GB	2560 GB	5120 GB	10 TB
bandwidth(out)	512 GB /Month				1 TB/month	

Additional Terms & Conditions

- SAP HANA service includes use of the SAP HANA Platform Edition.
- The SAP HANA database may only be used as a runtime database with SAP HANA service and Platform Applications–Customer may not use the SAP HANA database as a persistence data layer for any other solution.
- The SAP HANA database currently includes a runtime license of SAP HANA Studio and SAP HANA Client (together with related materials provided by SAP, the “SAP Materials”). Such runtime components shall be limited solely to Use with SAP HANA service. Customer must download SAP HANA Studio and SAP HANA Client to its own hardware in order to use the SAP HANA database.
- Use of the SAP HANA service instance must conform to sizing information in the Documentation.
Other than communication (including data transfers) via application level APIs between software applications running on the SAP HANA database under this Agreement, and software applications running on any runtime database acquired from SAP or its Affiliates or any of its respective resellers or distributors, the SAP HANA database shall not access, directly or indirectly, in any manner whatsoever, any such runtime database(s).

Previously referred to as SAP HANA DBServices

[[Link to the Cloud Service Documentation](#)]

SAP HANA Cloud Platform, SAP ASE service

Cloud Service Description Allows Customer to develop, test and run Platform Applications– with a fully provisioned ASE database environment including subscription-based SAP ASE instances.

Usage Metric Monthly Flat Fee per Piece

Explanation of Usage Metric Flat fee means fixed monthly subscription fees

Piece Size 1 Piece = 1 instance of a particular T-shirt size

Available T-Shirt Sizes

Size	X-Small	Small	Medium	Large	X-Large
Cores	1 cores	2 cores	4 cores	8 cores	16 cores
Memory	4 GB	8 GB	16 GB	32 GB	64 GB
Disk Space	32 GB	80 GB	160 GB	320 GB	640 GB
bandwidth(out)	512 GB/month			1 TB / month	

- Additional Terms & Conditions**
- SAP ASE service includes use of the SAP ASE Platform Edition and includes the required infrastructure for the relevant T-shirt size.
 - The SAP ASE database may only be used as a runtime database with SAP ASE service and Platform Applications. Customer may not use the SAP ASE database as a persistence data layer for any other solution.
 - Use of the SAP ASE service instance must conform to sizing information in the Documentation.
 - Other than communication (including data transfers) via application level APIs between software applications running on the SAP ASE database under this Agreement, and software applications running on any runtime database acquired from SAP or its Affiliates or any of its respective resellers or distributors, the SAP ASE database shall not access, directly or indirectly, in any manner whatsoever, any such runtime database(s).

Previously referred to as SAP HANA DBServices

[[Link to the Cloud Service Documentation](#)]



SAP HANA Cloud Platform, integration service for SAP cloud applications

Cloud Service Description	SAP HANA Cloud Platform, integration service for SAP cloud applications integrates processes and data between associated SAP cloud applications on one end and third party, cloud applications and on-premise solutions on the other end. SAP HANA Cloud Platform integration service is an open, flexible, on-demand integration system running as a core service on SAP HANA Cloud Platform.									
Usage Metric	Percentage of SAP cloud application service subscription fee									
Explanation of Usage Metric	Fees for SAP HANA Cloud Platform, integration service for SAP cloud applications are based on a percentage of the SAP cloud service subscription fee for the SAP cloud service integrated using SAP HANA Cloud Platform, integration service for SAP cloud applications. Fees may increase as fees for the integrated SAP cloud service increase. A separate fee is due for each SAP cloud service integrated using SAP HANA Cloud Platform, integration service for SAP cloud applications and each such SAP cloud service may be connected to an unlimited number of systems using SAP HANA Cloud Platform, integration service for SAP cloud applications.									
Included Components	<table border="1"> <tr> <td>Data Integration</td> <td>Included</td> </tr> <tr> <td>Process Integration</td> <td>Included</td> </tr> <tr> <td>connections</td> <td>Unlimited</td> </tr> <tr> <td>bandwidth</td> <td>Unlimited</td> </tr> </table>		Data Integration	Included	Process Integration	Included	connections	Unlimited	bandwidth	Unlimited
Data Integration	Included									
Process Integration	Included									
connections	Unlimited									
bandwidth	Unlimited									
System Availability "SLA"	System Availability is 99.5% per month.									
Additional Terms & Conditions	<ul style="list-style-type: none"> Each Unit includes one tenant for production usage and one tenant for non-production use of the data integration and process integration capabilities. Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service. SAP shall make available for download by Customer the SAP HANA Cloud Integration- Data Service: Agent (the "Integration Component") which is the prerequisite for integration of SAP cloud solutions with SAP on-premise solutions. The use of the Integration Component is limited to use with the Cloud Service and Customer may not use the Integration Component for any other purpose. The Integration Component is part of the Cloud Service and Customer's use is limited to use by Authorized Users and only for the term of the Agreement. The Integration Component may not be modified or altered in any way except by SAP. Customer shall utilize the most current version of the Integration Component made available by SAP. 									
Previously referred to as	SAP HANA Cloud Integration, application edition									

[Documentation for this Cloud Service](#)

**SAP HANA Cloud Platform, integration service, DI edition**

Cloud Service Description	SAP HANA Cloud Platform, integration service, DI edition integrates data between SAP cloud applications, third party applications and on-premise solutions. SAP HANA Cloud Integration is an open, flexible, on-demand integration system running as a core service on SAP HANA Cloud Platform.											
Usage Metric	Monthly Flat Fee per Piece											
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees											
Piece Size	1 Piece = 1 instance of SAP HANA Cloud Platform, integration service, DI edition											
Included Resources	<table border="1"> <thead> <tr> <th></th> <th>DI edition</th> </tr> </thead> <tbody> <tr> <td>Data Integration</td> <td>Included</td> </tr> <tr> <td>Process Integration</td> <td>Not Included</td> </tr> <tr> <td>connections</td> <td>3</td> </tr> <tr> <td>bandwidth (out)</td> <td>10 GB / month</td> </tr> </tbody> </table>			DI edition	Data Integration	Included	Process Integration	Not Included	connections	3	bandwidth (out)	10 GB / month
	DI edition											
Data Integration	Included											
Process Integration	Not Included											
connections	3											
bandwidth (out)	10 GB / month											
System Availability "SLA"	System Availability is 99.5% per month.											
Additional Terms & Conditions	<ul style="list-style-type: none"> Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service. SAP shall make available for download by Customer the SAP HANA Cloud Integration- Data Services Agent (the "Integration Component") which is the prerequisite for integration of SAP cloud solutions with SAP on-premise solutions. The use of the Integration Component is limited to use with the Cloud Service and Customer may not use the Integration Component for any other purpose. The Integration Component is part of the Cloud Service and Customer's use is limited to use by Authorized Users and only for the term of the Agreement. The Integration Component may not be modified or altered in any way except by SAP. Customer shall utilize the most current version of the Integration Component made available by SAP. 											
	Documentation for this Cloud Service											



SAP HANA Cloud Platform, integration service, PI edition

Cloud Service Description	SAP HANA Cloud Platform, integration service, PI edition integrates processes between SAP cloud applications, third party applications and on-premise solutions. SAP HANA Cloud Integration is an open, flexible, on-demand integration system running as a core service on SAP HANA Cloud Platform.										
Usage Metric	Monthly Flat Fee per Piece										
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees										
Piece Size	1 Piece = 1 instance of SAP HANA Cloud Platform, integration service, PI edition										
Included Resources	<table border="1"><thead><tr><th></th><th>PI edition</th></tr></thead><tbody><tr><td>Data Integration</td><td>Not Included</td></tr><tr><td>Process Integration</td><td>Included</td></tr><tr><td>connections</td><td>3</td></tr><tr><td>bandwidth (out)</td><td>10 GB / month</td></tr></tbody></table>		PI edition	Data Integration	Not Included	Process Integration	Included	connections	3	bandwidth (out)	10 GB / month
	PI edition										
Data Integration	Not Included										
Process Integration	Included										
connections	3										
bandwidth (out)	10 GB / month										
System Availability "SLA"	System Availability is 99.5% per month.										
Additional Terms & Conditions	<ul style="list-style-type: none">Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.										
	Documentation for this Cloud Service										

**SAP HANA Cloud Platform, integration service, enterprise edition**

Cloud Service Description SAP HANA Cloud Platform, integration service, enterprise edition integrates processes and data between SAP cloud applications, third party applications and on-premise solutions. SAP HANA Cloud Integration is an open, flexible, on-demand integration system running as a core service on SAP HANA Cloud Platform.

Usage Metric Monthly Flat Fee per Piece

Explanation of Usage Metric Flat fee means fixed monthly subscription fees

Piece Size 1 Piece = 1 instance of HANA Cloud Platform, integration service, enterprise edition

Included Resources

	Enterprise edition
Data Integration	Included
Process Integration	Included
connections	Unlimited
bandwidth (out)	1 TB / month
API Management	5 million API calls / month
OData provisioning	Included

System Availability "SLA" System Availability is 99.5% per month.

- Additional Terms & Conditions**
- Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.
 - SAP shall make available for download by Customer the SAP HANA Cloud Integration- Data Services Agent (the "**Integration Component**") which is the prerequisite for integration of SAP cloud solutions with SAP on-premise solutions. The use of the Integration Component is limited to use with the Cloud Service and Customer may not use the Integration Component for any other purpose. The Integration Component is part of the Cloud Service and Customer's use is limited to use by Authorized Users and only for the term of the Agreement. The Integration Component may not be modified or altered in any way except by SAP. Customer shall utilize the most current version of the Integration Component made available by SAP.
 - Integration Advisor Service.** The SAP HANA Cloud Platform, integration service, premium edition, includes the option to use the Integration Advisor Service. Customer may elect to not use this feature by actively switching off the feature flag within the Cloud Service. If Customer elects to use this feature, SAP will use the Integration Advisor Service specific integration content developed by Customer in whole or in part to build an index that will be used to make suggestions to other customers of the Cloud Service to help accelerate their integration content development process. Any information that could be used to identify Customer as the supplier of this content will be removed before being shared with other customers as part of the index. If Customer chooses to not use the Integration Advisor feature, its integration content will not be shared with other customers, and Customer will not have access to similar content from other customers included in the index created by SAP. Customer may use indexed integration content solely for the purpose of accelerating Customer's integration content development. In addition, SAP may perform technical quality assurance and consistency checks on the content Customer provides. SAP may choose not add or remove Customer's content from the database. Customer is responsible for ensuring the correctness and quality of the suggestions and created integration content by other customers. In case of termination of the Agreement, all anonymized and indexed integration content will remain on the index server of the Integration Advisor Service and SAP may continue to make such integration content available to other customers.

[Documentation for this Cloud Service](#)

SAP HANA Cloud Platform, integration service, additional connections

Cloud Service Description	SAP HANA Cloud Platform, integration service, additional connections may be added to an existing subscription of SAP HANA Cloud Platform, integration service.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees per Piece. A connection is an association between two unique end points via the SAP HANA Cloud Platform, integration service using a specific adapter type.
Piece Size	1 connection = 1 Piece
System Availability "SLA"	System Availability is 99.5% per month.
Additional Terms & Conditions	<ul style="list-style-type: none"> Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions connected using the Cloud Service
Documentation for this Service	

SAP HANA Cloud Platform, API management

Cloud Service Description	Customer may use the Cloud Service to manage Application Programming Interfaces (APIs), allow consumption of APIs by developers, and permit access to APIs from applications (apps) provided by Customer to end users of such apps.
Usage Metric	API Calls per month
Explanation of Usage Metric	An API Call means a single call made from an API managed with the Cloud Service to Customer's back-end data source.
Piece Size	1 Piece = 1 Million API Calls

System Availability "SLA" System Availability is 99.5% per month.

Additional Terms & Conditions	<ul style="list-style-type: none"> • Each end user requires a key provided by Customer to access an API via an end user app. Any end user accessing or sending data via an API managed with the Cloud Service is deemed an Authorized User. • The Cloud Service includes a developer portal. The developer portal can be accessed by developers granted access by Customer's administrative users. Customer is responsible for issuing access credentials (or certificates) to developers and for any for the actions of any individual using such credentials to access Customer's APIs managed with the Cloud Service. • Analytics Data is data generated by the Cloud Service based on developer and application access to APIs managed with the Cloud Service. Analytics Data provides metrics on API usage. The time period for retention of Analytics Data varies depending on how quickly Analytics Data is created and the volume created. It is stored in the Cloud Service for a minimum of six (6) months and not more than twelve (12) months, at which point the Analytics Data is purged from the SAP systems as new Analytics Data is created and stored. Analytics Data can be accessed by Customer at any time while such data is stored in the Cloud Service. ▪ App Data is data called by an app from a Customer data source using an API managed with the Cloud Service. App Data is not stored in the Cloud Service, and is merely passed through the API between the app and the back-end data source. SAP does not provide for encryption of App Data, which is the responsibility of Customer. Further, App Data cannot be accessed by Customer from the Cloud Service during the term of the subscription except to the extent such data is retrieved by an app through an API, or as such data is updated in Customer's back-end data source through the API. Customer is responsible for user authentication for end users of apps that make API requests to Customer's back-end data source.
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[Documentation for this Cloud Service](#)

SAP Document Center, cloud edition

Cloud Service Description	SAP Document Center, cloud edition allows end users to securely access and share business content.
Usage Metric	User per month and Cloud Storage
Explanation of Usage Metric	For purposes of SAP Document Center, cloud edition, a user is Customer's and its Affiliates' employees, agents, contractors, consultants, suppliers or other individuals who are authorized by Customer to use the Cloud Service.
Piece Size	1 Piece of Cloud Storage = 2GB of Cloud Storage per month
Pre-requisite	Customer must purchase Cloud Storage in an initial minimum storage block of 100 GB that may be shared among users.

Support The following Support terms apply to SAP Document Center, cloud edition.

Support for Malfunctions
 SAP will offer support for all malfunctions related to the Cloud Service (each an "Incident"). Incidents must be reported by Customer via the help functionality made available by SAP (or any other support channel introduced by SAP). In the event that SAP must access any of Customer's systems remotely, e.g., via application sharing, Customer hereby grants to SAP the permission for such remote access. The following Incident priorities shall apply:

Incident Priorities	Definition	Support Availability	Support Language	Initial Response Time
Very High	The problem has very serious consequences for major business transactions and urgent work cannot be performed. The Incident requires immediate attention because the malfunction can cause serious losses.	24 hours, 6:00 am Monday to 6:00 pm Friday Central European Time	English	SAP initial response within 1 day of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.
High	A business transaction does not work and necessary tasks cannot be performed. The Incident requires prompt attention because the malfunction can disrupt the entire productive business flow.	Monday to Friday from 9:00 am – 5:00 pm Central European Time	English	SAP initial response within 3 days of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.
Medium	A business transaction does not work as expected with minor consequences for the productive operation.			Reasonable response time based on the incident (usually within 4 days).* SAP will attempt to contact customer to clarify business impact and evaluate incident.
Low	The malfunction has only few or no effects on business transactions.			Reasonable response time based on the incident.*

*Incident receipt at SAP will be confirmed via SAP incident management system for all online submitted incidents.

Software Changes

SAP will proactively apply software updates and patches during the defined maintenance windows. In case a patch needs to be applied outside a maintenance window, SAP will notify Customer in advance.

Customer Obligations/Preconditions

As a precondition to receive the support services as described in Section 2 above, Customer shall fulfill the following obligations:

Key Users

Customer shall identify at least one English-speaking Authorized user as a "Key User". The Key User is responsible for managing all business related tasks of the Service related to Customer's business, such as:

- (i) Support end users and manage their Incidents. This includes searching for known solutions in available documentation and liaising with SAP support in the event of new problems
- (ii) Manage background jobs and the distribution of business tasks across users;
- (iii) Manage and monitor connections to Customer's third party systems (if available), such as e-mail, fax, printers;
- (iv) Support the potential adaptation of the Service.

Exploration of self-help tools



	In case of Incidents, Customer shall make reasonable effort to explore self-help tools to find already documented solutions.
System Availability "SLA"	System Availability is 99.5% per month.
Additional Terms & Conditions	<ul style="list-style-type: none">• The Service supports some libraries of the Content Management Interoperability Services (CMIS) standard implementation. SAP does not guarantee that the Service supports the CMIS standards in their entirety. Customer optionally may use CMIS compliant APIs (not included with the Service) to access the Cloud Service in accordance with the Agreement and to the extent supported by SAP.• The use of the SAP Document Center, cloud edition KM Connector component is limited to allowing a connection to an existing SAP Portal Knowledge Management instance to the Cloud Service. If Customer wishes to connect to other non-CMIS enabled content management systems, Customer must implement the APIs and comply with the API access sections of the Supplement.
Previously Referred To As	SAP Mobile Documents
	Documentation for this Service

SAP HANA Cloud Platform, mobile service for development and operations

Cloud Service Description	SAP HANA Cloud Platform, mobile service for development and operations is a mobile app platform delivered as a service that enables customers to create and operate mobile applications with offline support, notification services, back-end integration and enterprise-grade security.
Usage Metric	Mobile Users (User) per Month and includes specified amount of bandwidth.
Explanation of Usage Metric	A Mobile User (User) is an individual who registers a mobile application in the Cloud Service.
Additional Terms & Conditions	<ul style="list-style-type: none"> • Mobile Users must be employees of Customer or Customer’s Affiliates, or of business partners of Customer accessing the Customer mobile applications solely in support of Customer’s internal business operations. Except for Platform Applications, Customer may not upload any other SAP, Customer or third party applications or databases to the Cloud Service. Customer may not otherwise make Platform Applications available to third parties, including, without limitation, as part of a software license or subscription, software-as-a-service, outsourcing or similar commercial arrangement with the Mobile User . Customer is responsible for providing access to Mobile Users and ensuring Mobile Users comply with the terms of this Agreement. For purposes of the Supplement, “Customer Data” shall include all Platform Applications, Content, materials, data and information provided by Customer and its Mobile Users. In order to support the connection between Customer solutions with the Cloud Service (“Customer Solutions”), Customer may use supported third party technologies to connect the Cloud Service to Customer solutions via APIs provided with the Cloud Service. Any such connections are subject to the following conditions: <ul style="list-style-type: none"> i. APIs are subject to ongoing changes. It is Customer’s responsibility to adapt the Customer Solution to such changes to APIs. ii. SAP is not responsible for any issue or malfunction in the Cloud Service caused by use of the APIs except as permitted in this Agreement. • Use of Google Cloud Messaging (“GCM”) and Apple Push Notifications (“APN”). The Cloud Service is enabled to allow Customers to utilize GCM and APN to send messages from the Cloud Service to Mobile Users using a mobile device. When using GCM or APN, (a) Customer is responsible for all registrations required to place its mobile apps on the Apple/Google store and use APN/GCM in association with their mobile apps, (b) APN/GCM is subject to the iOS Developer Program License Agreement (including Attachment 1 thereto) and the Android Cloud to Device Messaging Terms of Cloud Service, respectively, and in particular, the advertising/marketing restrictions of the iOS Developer Program License Agreement, and Customer agrees to comply with such terms and (c) APN/GCM are not provided as part of the Cloud Services and thus excluded from all representations, warranties, indemnifications and support obligations under this Agreement. • The Data Privacy and Security – Data Controller to Data Processor Agreement referenced in or attached to the Order Form is modified as follows: Back up of Customer Data and network access to allow Customer Data transfer are not included in the Processing Operations of the Cloud Service. In all other respects, the Data Privacy and Security – Data Controller to Data Processor Agreement applies to the Cloud Service unchanged.
Previously referred to as	SAP HANA Cloud Platform, mobile services
Documentation for this Cloud Service	

SAP HANA Cloud Platform, mobile service for development and operations, consumer edition	
Cloud Service Description	SAP HANA Cloud Platform, mobile service for development and operations is a mobile app platform delivered as a service that enables customers to create and operate mobile applications with offline support, notification services, back-end integration and enterprise-grade security.
Usage Metric	Active Users per Month
Explanation of Usage Metric	An Active User is an individual user of a Platform Application that connects to the Cloud Service at least once during any rolling three-month period. Each Active User may only access the Cloud Service via a single Platform Application. An individual accessing the Cloud Service via more than one Platform Application will be counted as a separate Active User for each Platform Application.
Piece Size	1 Piece of Consumer Edition = 500,000 Active Users
Additional Terms & Conditions	<ul style="list-style-type: none"> • Active Users include only individual consumers of Customer’s products or services. Except for Platform Applications, Customer may not upload any other SAP, Customer or third party applications or databases to the Cloud Service. Customer is responsible for providing access to Active Users and ensuring Active Users comply with the terms of this Agreement. For purposes of the Supplement, “Customer Data” shall include all Platform Applications, Content, materials, data and information provided by Customer and its Mobile Users and Active Users. • In order to support the connection between Customer solutions with the Cloud Service (“Customer Solutions”), Customer may use supported third party technologies to connect the Cloud Service to Customer solutions via APIs provided with the Cloud Service. Any such connections are subject to the following conditions: <ul style="list-style-type: none"> i. APIs are subject to ongoing changes. It is Customer’s responsibility to adapt the Customer Solution to such changes to APIs. ii. SAP is not responsible for any issue or malfunction in the Cloud Service caused by use of the APIs except as permitted in this Agreement. • Use of Google Cloud Messaging (“GCM”) and Apple Push Notifications (“APN”). The Cloud Service is enabled to allow Customers to utilize GCM and APN to send messages from the Cloud Service to Active Users using a mobile device. When using GCM or APN, (a) Customer is responsible for all registrations required to place its mobile apps on the Apple/Google store and use APN/GCM in association with their mobile apps, (b) APN/GCM is subject to the iOS Developer Program License Agreement (including Attachment 1 thereto) and the Android Cloud to Device Messaging Terms of Cloud Service, respectively, and in particular, the advertising/marketing restrictions of the iOS Developer Program License Agreement, and Customer agrees to comply with such terms and (c) APN/GCM are not provided as part of the Cloud Services and thus excluded from all representations, warranties, indemnifications and support obligations under this Agreement. • The Tools included in the subscription for the Cloud Service may include certain third party open source and/or other free download components (collectively, the “Free Download Components”). Please refer to http://www.sybase.com/thirdpartylegal for certain notices relating to the Free Download Components. • The Data Privacy and Security – Data Controller to Data Processor Agreement referenced in or attached to the Order Form is modified as follows: Back up of Customer Data and network access to allow Customer Data transfer are not included in the Processing Operations of the Cloud Service. In all other respects, the Data Privacy and Security – Data Controller to Data Processor Agreement applies to the Cloud Service unchanged. • Use of the SAP HANA Cloud Platform, identity service, even if technically possible, is prohibited under this Agreement with respect to the Cloud Service.
Previously referred to as	SAP HANA Cloud Platform, mobile services, consumer edition

[Documentation for this Cloud Service](#)

SAP HANA Cloud Platform, mobile service for app and device management

Cloud Service Description	SAP HANA Cloud Platform, mobile service for app and device management allows Customer to manage mobile devices for its employees and contractors, and the employees and contractors of Customer Affiliates. The Cloud Service also includes access to a self-service portal through which Customer can access administrative capabilities to perform administrative tasks and obtain information about the Cloud Service.																							
Usage Metric	Users per Month																							
Explanation of Usage Metric	A User is an individual who registers one or more mobile devices with the Cloud Service.																							
Support	The following support terms apply to SAP HANA Cloud Platform, mobile service for app and device management:																							
	<p>Support for Malfunctions SAP will offer support for all malfunctions related to the Cloud Service (each an "Incident"). Support for custom applications is not included. Incidents have to be reported by Customer via the help functionality made available by SAP (or any other support channel introduced by SAP). In the event that SAP must access any of Customer's systems remotely, e.g. via application sharing, Customer hereby grants to SAP the permission for such remote access. The following Incident priorities shall apply:</p>																							
	<table border="1"> <thead> <tr> <th>Incident Priorities</th> <th>Definition</th> <th>Support Availability</th> <th>Support Language</th> <th>Initial Response Time</th> </tr> </thead> <tbody> <tr> <td>Very High</td> <td>The problem has very serious consequences for major business transactions and urgent work cannot be performed. The Incident requires immediate attention because the malfunction can cause serious losses.</td> <td>24 hours x 7 days a week</td> <td>English, except for: Monday to Friday 8.00 am to 6.00 pm Local Time Zone English, German</td> <td>SAP initial response within 4 hours of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.</td> </tr> <tr> <td>High</td> <td>A business transaction does not work and necessary tasks cannot be performed. The Incident requires prompt attention because the malfunction can disrupt the entire productive business flow.</td> <td rowspan="2">Monday to Friday from 8:00 am – 6:00 pm Local Time (as defined below)</td> <td rowspan="2">English, German</td> <td>SAP initial response within 3 days of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.</td> </tr> <tr> <td>Medium</td> <td>A business transaction does not work as expected with minor consequences for the productive operation.</td> <td>Reasonable response time based on the incident (usually within 4 days).* SAP will attempt to contact customer to clarify business impact and evaluate incident.</td> </tr> <tr> <td>Low</td> <td>The malfunction has only few or no effects on business transactions.</td> <td></td> <td></td> <td>Reasonable response time based on the incident.*</td> </tr> </tbody> </table>	Incident Priorities	Definition	Support Availability	Support Language	Initial Response Time	Very High	The problem has very serious consequences for major business transactions and urgent work cannot be performed. The Incident requires immediate attention because the malfunction can cause serious losses.	24 hours x 7 days a week	English, except for: Monday to Friday 8.00 am to 6.00 pm Local Time Zone English, German	SAP initial response within 4 hours of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.	High	A business transaction does not work and necessary tasks cannot be performed. The Incident requires prompt attention because the malfunction can disrupt the entire productive business flow.	Monday to Friday from 8:00 am – 6:00 pm Local Time (as defined below)	English, German	SAP initial response within 3 days of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.	Medium	A business transaction does not work as expected with minor consequences for the productive operation.	Reasonable response time based on the incident (usually within 4 days).* SAP will attempt to contact customer to clarify business impact and evaluate incident.	Low	The malfunction has only few or no effects on business transactions.			Reasonable response time based on the incident.*
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	<p>*Incident receipt at SAP will be confirmed via email response for all online submitted incidents.</p> <p>Local Time shall mean the time zone in which the Customer Authorized User with administrative rights submitting the support request is located.</p> <p><u>Software Changes</u> SAP will proactively apply software updates and patches during the defined maintenance windows. In case a patch needs to be applied outside a maintenance window, SAP will notify Customer in advance.</p> <p>Customer Obligations/Preconditions</p> <p>As a precondition to receive the support services as described in Section 2 above, Customer shall fulfill the following obligations:</p> <p><u>Key Users</u> Customer shall identify at least one English-speaking Named User as a "Key User". The Key User is responsible for managing all business related tasks of the Cloud Service related to Customer's business, such as:</p>																							



	<p>(v) Support end users and manage their Incidents. This includes searching for known solutions in available documentation and liaising with SAP support in the event of new problems; and</p> <p>(vi) Manage background jobs and the distribution of business tasks across users.</p> <p><u>Exploration of self-help tools</u></p> <p>In case of Incidents, Customer shall make reasonable effort to explore self-help tools to find already documented solutions.</p>
System Availability "SLA" System Availability is 99.5% per month.	
	●
Previously referred to as	SAP HANA Cloud Platform, mobile services for security
	Documentation for this Cloud Service

SAP HANA Cloud Platform, Internet of Things service

Cloud Service Description	SAP HANA Cloud Platform, Internet of Things service enable customers and partners to develop, customize and operate IoT business applications in the cloud.
Usage Metric	Devices per month
Explanation of Usage Metric	Device means a uniquely identifiable object and its virtual representation in the IoT-Core and which has a device ID allocated.
Pre-requisite	Requires database storage which must be obtained under a separate subscription to HANA Cloud Platform.
Piece Size	1 Piece = 1 Device
	[Link to the Cloud Service Documentation]

SAP HANA Cloud Platform, remote data sync

Cloud Service Description	SAP HANA Cloud Platform, remote data sync allows bi-directional synchronization of complex structured data between multiple remote databases and the SAP HANA database.
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Pre-requisite	<ul style="list-style-type: none"> Requires SAP HANA Cloud Platform, SAP HANA service (Base or Platform edition) which must be obtained under a separate subscription Customer must separately license the SQL Anywhere Remote Database Client for use on the client side.
Piece Size	1 Piece = 1 instance of one size of the Cloud Service

Available sizes

Size	Small	Medium
Cores	2	4
Memory (MB)	4,096	8,192

[Documentation for this Cloud Service](#)

SAP HANA Cloud Platform, SAP Web IDE

Cloud Service Description SAP Web IDE (Integrated Development Environment) is a web-based tool that allows developers to create and extend applications for browser and mobile devices. It helps simplify the end-to-end application lifecycle: prototyping, development, packaging, deployment, and customer extensions for SAP Fiori and SAPUI5 applications.

Usage Metric Monthly Flat Fee per Piece

Explanation of Usage Metric Flat fee means fixed monthly subscription fees. A User is an individual that access the Cloud Service.

Piece Size 1 Piece = 1 block of five Users of the SAP Web IDE development tools
Each Piece of SAP WebIDE includes the following:

	Per Block of 5 Users
SAP HANA Cloud Platform, unstructured storage	5 GB
SAP HANA Cloud Platform, bandwidth	5 GB/month

[Documentation to this Cloud Service](#)

SAP HANA Cloud Platform, gamification service

Cloud Service Description	SAP HANA Cloud Platform, gamification service allows customers to quickly incorporate gamification concepts into new and existing applications. This Cloud Service includes an online development and administration environment for implementation and analytics of gamification concepts, including underlying gamification rule management for sophisticated gamification concepts, time constraints, complex nested missions and collaborative games. The built-in analytics module allows customers to perform advanced analytics on player behavior to enable a continuous improvement of game concepts.
Usage Metric	API Calls per month
Explanation of Usage Metric	An API Call means a single call made to a Cloud Service API from a Customer application. The API Call is used to send any user action or system action from the Customer application to the Cloud Service
Piece Size	1 Piece = 50,000 API calls per month
Additional Terms & Conditions	<ul style="list-style-type: none"> Customer may (i) utilize Application Programming Interfaces (APIs) or widgets made available as part of the Cloud Service to integrate the Cloud Service with Customer or third-party applications provided by Customer to Customer's end users (herein "Customer application"), (ii) use the Cloud Service user interface (workbench) for designing game mechanics, and (iii) use the included runtime service for processing incoming events (from Customer applications) as per the designed game mechanics to provide a view of an end user's game achievements. Customer Data includes event data, including user identifier, event name, event properties and time stamps. In order to access Customer Data during the term of the Agreement, Customer must submit a ticket via SAP support channels requesting access to the event data logs maintained in the Cloud Service, and SAP shall make such event logs available to Customer. SAP shall retain event logs for a period of 90 days after termination or expiration of the Agreement and Customer may submit a ticket requesting a copy of the event logs during such period and/or deletion of the tenant on which Customer event logs are stored. Any end user accessing or sending data via a Cloud Service API, directly or through a Customer application, is deemed an Authorized User as defined in the GTC.
	[Link to the Cloud Service Documentation]

SAP HANA Cloud Platform, predictive services

Cloud Service Description	<p>SAP HANA Cloud Platform, predictive services includes a set of developer-level services running within SAP HANA Cloud Platform, SAP HANA, platform edition (formerly SAP HANA Cloud Platform Database Services) that allows an application on HANA Cloud Platform to embed functionality from an underlying Automated Predictive Library (APL) that executes directly on a Customer's SAP HANA Cloud Platform, SAP HANA, Platform edition instance.</p>
Usage Metric	Monthly Flat Fee
Explanation of Usage Metric	<p>Flat fee means fixed monthly subscription fees, based on the size of Customer's SAP HANA Cloud Platform, SAP HANA, platform edition instance.</p>
Additional Terms & Conditions	<ul style="list-style-type: none"> • In order to utilize the Cloud Service, Customer must have a current subscription to SAP HANA Cloud Platform, SAP HANA, platform edition, which is subject to a separate agreement and fee. • Customer Data is not stored in the Cloud Service, but within the SAP HANA Cloud Platform, SAP HANA, platform edition to which Customer must separately subscribe. As such, Customer can access Customer Data stored in SAP HANA Cloud Platform, SAP HANA, platform edition through the Cloud Service during the term of the subscription but SAP does not provide storage or back-up services for Customer Data as part of the Cloud Service. • Because the Cloud Service is a set of Web services deployed within Customer's SAP HANA Cloud Platform, SAP HANA, platform edition instance, the Cloud Service does not have independent maintenance windows, but is subject to the maintenance windows of SAP HANA Cloud Platform, SAP HANA, platform edition.
	<p>[Link to the Cloud Service Documentation]</p>

SAP HANA Cloud Platform, streaming service

Cloud Service Description	<p>SAP HANA Cloud Platform, streaming service provides streaming analytics and event stream processing as an extension to SAP HANA Cloud Platform, SAP HANA service, platform edition. It can be used to receive and process messages from systems and devices outside of SAP HANA Cloud Platform, SAP HANA service, platform edition in-real-time, to transform raw message streams into actionable insight providing for both event stream capture and event detection and response.</p>
Usage Metric	Monthly Flat Fee per Piece
Explanation of Usage Metric	<p>Flat fee means fixed monthly subscription fee, based on the size of Customer's SAP HANA Cloud Platform, SAP HANA service, platform edition instance.</p>
Piece Size	<p>1 Piece = 1 instance of a particular T-Shirt size of SAP HANA Cloud Platform, SAP HANA service, platform edition</p>
Additional Terms & Conditions	<ul style="list-style-type: none"> • In order to utilize the Cloud Service, Customer must have a current subscription to SAP HANA Cloud Platform, SAP HANA service, platform edition, which is subject to a separate agreement and fee. • Customer Data is not stored in the Cloud Service, but within the SAP HANA Cloud Platform, SAP HANA service, platform edition to which Customer must separately subscribe. As such, Customer can access Customer Data stored in SAP HANA Cloud Platform, SAP HANA service, platform edition through the Cloud Service during the term of the subscription but SAP does not provide storage or back-up services for Customer Data as part of the Cloud Service. • Because the Cloud Service is a set of Web services deployed within Customer's SAP HANA Cloud Platform, SAP HANA service, platform edition instance, the Cloud Service does not have independent maintenance windows, but is subject to the maintenance windows of SAP HANA Cloud Platform, SAP HANA service, platform edition. • The Cloud Service runs on the same tenant as SAP HANA Cloud Platform, SAP HANA service, platform edition, requiring that Customer allocates system resources (CPU cores and memory) to the Cloud Service, which reduces the available system resources for SAP HANA Cloud Platform, SAP HANA service, platform edition. • The Cloud Service includes a runtime license of the streaming plugin for SAP HANA Studio. Such runtime components shall be limited solely to use with the Cloud Service.
	<p>[Link to the Cloud Service Documentation]</p>

Cloud Packages

SAP HANA Cloud Platform, starter edition

Cloud Service Description	SAP HANA Cloud Platform, starter edition is a Platform Cloud Service and is available in 32 GB and 64 GB editions and includes access to SAP HANA service.	
Usage Metric	Monthly Flat Fee	
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees for using the Cloud Service	
Piece Size	1 Piece = 1 instance of a T-shirt size of the Cloud Service	
Available T-Shirt Sizes	The editions are comprised of the following resources and packaged SAP products:	
	SAP HANA Cloud Platform, starter edition (32 GB)	SAP HANA Cloud Platform, starter edition (64 GB)
SAP HANA Cloud Platform, Java server	2 x-small	3 x-small
SAP HANA Cloud Platform, SAP HANA service, platform edition	32 GB of Memory	64 GB of Memory
SAP HANA Cloud Platform, unstructured Storage	10 GB	
SAP HANA Cloud Platform, bandwidth	10GB/month	
SAP HANA Cloud Platform, custom domain	1	
SAP HANA Cloud Platform, portal service (site visits)	80 site visits per month	
SAP HANA Cloud Platform, portal administrator	1	
SAP HANA Cloud Platform, identity management (logons)	3,000 logon requests per month	
SAP Web IDE	Included for unlimited Users	
Service Availability "SLA"	SAP provides no System Availability service level agreement for SAP HANA Cloud Platform, starter edition.	
Support Terms & Conditions	SAP does not provide support for SAP HANA Cloud Platform, starter edition. Customer may access SAP on-line communities to seek resolution to support incidents and product questions, however SAP does not offer any response time service levels.	
Additional Terms & Conditions	<p>SAP HANA Cloud Platform, starter edition may only be used for non-productive testing and development of Platform Applications.</p> <p>No productive use of a Platform Application running on the Platform is permitted under this subscription.</p>	

SAP HANA Cloud Platform, app services package, standard edition

Cloud Service Description	SAP HANA Cloud Platform, app services package, standard edition is a Platform Cloud Service designed for creating light weight applications and extensions to SAP and non-SAP applications. Additional resources for any of the Cloud Services can be added to the subscription for an additional fee.
Usage Metric	Monthly Flat Fee
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 1 instance of standard edition
Available T-Shirt Sizes	The standard edition is comprised of the following resources and packaged SAP products:

	standard edition
Number of Platform Applications Permitted	Unlimited Number of Platform Applications
SAP HANA Cloud Platform, Java server	1 medium
SAP HANA, SAP ASE Service	1 x-small
SAP HANA Cloud Platform, SAP HANA Service, base edition	32 GB
SAP HANA Cloud Platform, unstructured storage	100 GB
SAP HANA Cloud Platform, bandwidth	256 GB/month
SAP HANA Cloud Platform, custom domain	Not included
SAP HANA Cloud Platform, portal service (site visits)	30,000 site visits per month
SAP HANA Cloud Platform, portal administrator	1
SAP HANA Cloud Platform, identity management (logons)	1,500 logon requests per month
SAP Web IDE	Included for unlimited users
SAP HANA Cloud Platform, integration service, DI edition	Not Included
SAP HANA Cloud Platform, integration service, PI edition	Not Included
SAP HANA Cloud Platform, API management	Not Included
SAP HANA Cloud Platform, gamification service	Not Included

SAP HANA Cloud Platform, app services package, professional edition

Cloud Service Description	SAP HANA Cloud Platform, app services package, professional edition is a Platform Cloud Service designed for creating light weight applications and extensions to SAP and non-SAP applications. Additional resources for any of the Cloud Services can be added to the subscription for an additional fee.
Usage Metric	Monthly Flat Fee
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 1 instance of professional edition
Available T-Shirt Sizes	The professional edition is comprised of the following resources and packaged SAP products:

	professional edition
Number of Platform Applications Permitted	Unlimited Number of Platform Applications
SAP HANA Cloud Platform, Java server	2 medium
SAP HANA SAP ASE Service	1 small
SAP HANA Cloud Platform, SAP HANA Service, base edition	64 GB
SAP HANA Cloud Platform, unstructured storage	200 GB
SAP HANA Cloud Platform, bandwidth	512 GB/month
SAP HANA Cloud Platform, custom domain	1
SAP HANA Cloud Platform, portal service (site visits)	60,000 site visits per month
SAP HANA Cloud Platform, portal administrator	1
SAP HANA Cloud Platform, identity management (logons)	3,000 logon requests per month
SAP Web IDE	Included for unlimited Users
SAP HANA Cloud Platform, integration service, DI edition	Included
SAP HANA Cloud Platform, integration service, PI edition	Included
OData provisioning	Included
SAP HANA Cloud Platform, API management	Not Included
SAP HANA Cloud Platform, gamification service	Not Included

SAP HANA Cloud Platform, app services package, premium edition

Cloud Service Description	SAP HANA Cloud Platform, app services package, premium edition is a Platform Cloud Service designed for creating light weight applications and extensions to SAP and non-SAP applications. Additional resources for any of the Cloud Services can be added to the subscription for an additional fee.
Usage Metric	Monthly Flat Fee
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Piece Size	1 Piece = 1 instance of premium edition
Available T-Shirt Sizes	The premium edition is comprised of the following resources and packaged SAP products:

	premium edition
Number of Platform Applications Permitted	Unlimited Number of Platform Applications
SAP HANA Cloud Platform, Java server	4 medium
SAP HANA SAP ASE Service	1 medium
SAP HANA Cloud Platform, SAP HANA Service, platform edition	128 GB
SAP HANA Cloud Platform, unstructured storage	400 GB
SAP HANA Cloud Platform, bandwidth	1 TB/month
SAP HANA Cloud Platform, custom domain	1
SAP HANA Cloud Platform, portal service (site visits)	120,000 site visits / month
SAP HANA Cloud Platform, portal administrator	1
SAP HANA Cloud Platform, identity management (logons)	6,000 logon requests / month
SAP Web IDE	Included for unlimited users
SAP HANA Cloud Platform, integration service, DI edition	Included
SAP HANA Cloud Platform, integration service, PI edition	Included
OData provisioning	Included
SAP HANA Cloud Platform, API management	1 Million API Calls / month
SAP HANA Cloud Platform, gamification service	50,000 API Calls / month



SAP HANA Cloud Platform, free edition

Cloud Service Description	SAP HANA Cloud Platform, free edition provides the resources required to get started with SAP HANA Cloud Platform and deploy a Platform Application in production.
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Usage Metric	No subscription fee- limitations specified below
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Included Cloud Services	The Cloud Package is comprised of the following Cloud Services:
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	SAP HANA Cloud Platform, free edition
Number of Platform Applications Permitted	1
SAP HANA Cloud Platform, Java server	1 small
SAP HANA Cloud Platform, SAP ASE service	120 MB
SAP HANA Cloud Platform, unstructured storage	10 GB
SAP HANA Cloud Platform, bandwidth	10 GB / month
SAP HANA Cloud Platform, custom domain	1
SAP HANA Cloud Platform, integration service	Not included
SAP HANA Cloud Platform, portal service (site visits)	300 site visits / month
SAP HANA Cloud Platform, portal administrator	1
SAP HANA Cloud Platform, identity management (logons)	30 logon requests per User / month
SAP HANA Cloud Platform, mobile service for development and operations	subscription per User
SAP Mobile Documents	subscription per User
SAP Jam Enterprise Edition	subscription per User
SAP Web IDE	Unlimited Users

Service Availability "SLA"	SAP provides no System Availability service level agreement for SAP HANA Cloud Platform, free edition.
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Support Terms & Conditions	SAP does not provide support for SAP HANA Cloud Platform, free edition. Customer may access SAP on-line communities to seek resolution to support incidents and product questions, however SAP does not offer any response time service levels.
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Additional Terms & Conditions	<ul style="list-style-type: none"> Productive use of one (1) Platform Application running on the Platform is permitted for up to a maximum of 10 Users under this subscription. A User is an individual accessing the Platform Application.
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SAP HANA Cloud Platform, professional edition

Cloud Service Description	SAP HANA Cloud Platform, professional edition is a Platform Cloud Service that provides the resources required to deploy Platform Application in production.
Usage Metric	Monthly per User
Explanation of Usage Metric	User means an individual authorized to access a Platform Application in accordance with the terms and conditions of the Agreement.
Included Cloud Services	The Cloud Package is comprised of the following SAP Cloud Services:

	SAP HANA Cloud Platform, professional edition
Number of Platform Applications Permitted	1
SAP HANA Cloud Platform, Java server	2 small
SAP HANA Cloud Platform, SAP ASE service	120 MB
SAP HANA Cloud Platform, SAP HANA service, platform edition	10 GB
SAP HANA Cloud Platform, unstructured storage	10 GB
SAP HANA Cloud Platform, bandwidth	10 GB / month
SAP HANA Cloud Platform, custom domain	1
SAP HANA Cloud Platform, portal service (site visits)	300 site visits / month
SAP HANA Cloud Platform, portal administrator	1
SAP HANA Cloud Platform, identity management (logons)	30 logon requests per User / month
SAP HANA Cloud Platform, mobile service for development and operations	subscription per User
SAP Document Center	subscription per User
SAP Jam Enterprise Edition	subscription per User
SAP Web IDE	Unlimited Users

Additional Terms & Conditions	This subscription cannot be combined with SAP HANA AppServices, SAP HANA Cloud Platform, extension package for SuccessFactors, Cloud for Customer, extension package or SAP HANA Cloud Platform, starter edition under the same account or sub-account.
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SAP HANA Cloud Platform, single application edition

Cloud Service Description	SAP HANA Cloud Platform, single application edition is a Platform Cloud Service that provides the resources required to deploy a single Platform Application in production.
Usage Metric	Monthly per User
Explanation of Usage Metric	User means an individual authorized to access a Platform Application in accordance with the terms and conditions of the Agreement.
Cloud Package components	The Cloud Package is comprised of the following Cloud Services:

	SAP HANA Cloud Platform, single application edition
Number of Platform Applications Permitted	1
SAP HANA Cloud Platform, Java server	2 small
SAP HANA Cloud Platform, SAP ASE service	120 MB
SAP HANA Cloud Platform, SAP HANA service, platform edition	10 GB
SAP HANA Cloud Platform, unstructured storage	2 GB per User
SAP HANA Cloud Platform, bandwidth	10 GB per User / month
SAP HANA Cloud Platform, custom domain	1
SAP HANA Cloud Platform, portal service (site visits)	300 site visits per User / month
SAP HANA Cloud Platform, portal administrator	1
SAP HANA Cloud Platform, identity management (logons)	30 logon requests per User / month
SAP HANA Cloud Platform, mobile service for development and operations	subscription per User
SAP Document Center	subscription per User
SAP Jam Enterprise Edition	subscription per User
SAP Web IDE	Unlimited Users

Additional Terms & Conditions	This subscription cannot be combined with SAP HANA AppServices, SAP HANA Cloud Platform, extension package for SuccessFactors, Cloud for Customer, extension package or SAP HANA Cloud Platform, starter edition under the same account or sub-account.
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SAP HANA Cloud Platform, multiple application edition

Cloud Service Description SAP HANA Cloud Platform, multiple application edition is a Platform Cloud Service that provides the resources required to deploy multiple Platform Application in production.

Usage Metric Monthly per User

Explanation of Usage Metric User means an individual authorized to access a Platform Application in accordance with the terms and conditions of the Agreement.

Cloud Package components The Cloud Package is comprised of the following Cloud Services:

	SAP HANA Cloud Platform, multiple application edition
Number of Platform Applications Permitted	Unlimited Number of Platform Applications
SAP HANA Cloud Platform, Java server	6 small
SAP HANA Cloud Platform, SAP ASE service	120 MB
SAP HANA Cloud Platform, SAP HANA service, platform edition	10 GB
SAP HANA Cloud Platform, unstructured storage	2 GB per User
SAP HANA Cloud Platform, bandwidth	10 GB per User / month
SAP HANA Cloud Platform, custom domain	1
SAP HANA Cloud Platform, integration service	Included
SAP HANA Cloud Platform, portal service (site visits)	750 site visits per User / month
SAP HANA Cloud Platform, portal administrator	1
SAP HANA Cloud Platform, identity management (logons)	30 logon requests per User / month
SAP HANA Cloud Platform, mobile service for development and operations	subscription per User
SAP Document Center	subscription per User
SAP Jam Enterprise Edition	subscription per User
SAP Web IDE	Unlimited Users

Additional Terms & Conditions

- This subscription cannot be combined with SAP HANA AppServices, SAP HANA Cloud Platform, extension package for SuccessFactors, Cloud for Customer, extension package or SAP HANA Cloud Platform, starter edition under the same account or sub-account
- SAP HANA Cloud Platform, integration service can be used for the integration of the Platform Applications to an unlimited number of systems

Extension Packages

SAP HANA Cloud Platform, extension package, standard edition

Cloud Service Description SAP HANA Cloud Platform, extension package, standard edition is a Platform Cloud Service that provides capabilities to build and run Platform Applications as extensions to on-premise or cloud applications.

Usage Metric Monthly per User

Explanation of Usage Metric User means an individual authorized to access a Platform Application in accordance with the terms and conditions of the Agreement.

Available Tiers The standard edition is comprised of the following Cloud Services in the following tiers of Users.

Standard Edition							
	Tier 1 100 - 499 Users	Tier 2 500 - 999 Users	Tier 3 1,000 - 4,999 Users	Tier 4 5,000- 19,999 Users	Tier 5 20,000- 49,999 Users	Tier 6 50,000- 99,999 Users	Tier 7 100,000 or greater Users
Number of Platform Applications Permitted	Unlimited Number of Platform Applications						
SAP HANA Cloud Platform, Java server	1 medium	2 medium	3 medium	10 medium	15 medium	30 medium	45 medium
SAP HANA Cloud Platform, SAP HANA service, base edition	32 GB	32 GB	32 GB	64 GB	256 GB	512 GB	1 TB
SAP HANA Cloud Platform, unstructured storage	10 GB	10 GB	10 GB	50 GB	100 GB	200 GB	300 GB
SAP HANA Cloud Platform, bandwidth	30 GB / month	50 GB / month	100 GB / month	500 GB / month	1 TB / month	2 TB / month	3 TB / month
SAP HANA Cloud Platform, portal service (site visits)	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month
SAP HANA Cloud Platform, portal administrator	1	1	5	5	10	10	15
SAP HANA Cloud Platform, identity management	30 logon requests per User / month						
SAP Web IDE	Unlimited Users						

Additional Terms & Conditions

- For purposes of individual Cloud Services included in the Extension Package, each User in Customer's subscription is entitled to use the respective packaged SAP Cloud Service as a single User.

SAP HANA Cloud Platform, extension package, premium edition

Cloud Service Description	SAP HANA Cloud Platform, extension package, premium edition is a Platform Cloud Service that provides capabilities to build and run Platform Applications as extensions to on-premise or cloud applications.
Usage Metric	Monthly per User
Explanation of Usage Metric	User means an individual authorized to access a Platform Application in accordance with the terms and conditions of the Agreement.
Available Tiers	The premium edition is comprised of the following Cloud Services in the following tiers of Users.

Premium Edition	Tier 1 100 - 499 Users	Tier 2 500 - 999 Users	Tier 3 1,000 - 4,999 Users	Tier 4 5,000- 19,999 Users	Tier 5 20,000- 49,999 Users	Tier 6 50,000- 99,999 Users	Tier 7 100,000 or greater Users
Number of Platform Applications Permitted	Unlimited Number of Platform Applications						
SAP HANA Cloud Platform, Java server	1 medium	2 medium	3 medium	10 medium	15 medium	30 medium	45 medium
SAP HANA Cloud Platform, SAP HANA service, base edition	32 GB	32 GB	32 GB	64 GB	256 GB	512 GB	1 TB
SAP HANA Cloud Platform, unstructured storage	10 GB	10 GB	10 GB	50 GB	100 GB	200 GB	300 GB
SAP HANA Cloud Platform, bandwidth	30 GB / month	50 GB / month	100 GB / month	500 GB / month	1 TB / month	2 TB / month	3 TB / month
SAP HANA Cloud Platform, portal service (site visits)	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month
SAP HANA Cloud Platform, portal administrator	1	1	5	5	10	10	15
SAP HANA Cloud Platform, custom domain	1	1	1	1	1	1	1
SAP HANA Cloud Platform, identity management	30 logon requests per User / month						
SAP HANA Cloud Platform, integration service, DI edition	Included						
SAP HANA Cloud Platform, integration service, PI edition	Included						
OData provisioning	Included						
SAP HANA Cloud Platform, API management	1 Million API Calls / month	1 Million API Calls / month	3 Million API Calls / month	5 Million API Calls / month	10 Million API Calls / month	15 Million API Calls / month	20 Million API Calls / month
SAP HANA Cloud Platform, mobile service for dev and operations	Subscription per User						
SAP Web IDE	Unlimited Users						

Additional Terms & Conditions	<ul style="list-style-type: none"> For purposes of individual Cloud Services included in the Extension Package, each User in Customer's subscription is entitled to use the respective packaged SAP Cloud Service as a single User.
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SAP Cloud for Customer, enterprise edition

Service Description The SAP Cloud for Customer, enterprise edition includes the following Cloud Services in the following tiers of Users.

Enterprise edition			
	Tier 1 1 - 999 Users	Tier 2 1,000- 4,999 Users	Tier 3 5,000 and greater Users
Number of Platform Applications Permitted	Unlimited Number of Platform Applications		
SAP HANA Cloud Platform, Java server	5 medium	10 medium	15 medium
SAP HANA Cloud Platform, SAP HANA service, platform edition	32 GB	64 GB	128 GB
SAP HANA Cloud Platform, SAP HANA service, platform edition, non-production	32 GB	64 GB	128 GB
SAP HANA Cloud Platform, unstructured storage	10 GB	50 GB	100 GB
SAP HANA Cloud Platform, bandwidth	200 GB / month	1 TB / month	2 TB / month
SAP HANA Cloud Platform, integration service	Included		
SAP HANA Cloud Platform, custom domain	1		
SAP HANA Cloud Platform, portal service (site visits)	30 site visits per User / month		
SAP HANA Cloud Platform, portal administrator	5		
SAP HANA Cloud Platform, identity management (logons)	30 logon requests per User / month		
SAP HANA Cloud Platform, mobile service for development and operations	subscription per User		
SAP Document Center	subscription per User		
SAP Jam Collaboration, enterprise edition	subscription per User		
SAP Cloud for Customer, Enhanced Package	subscription per End User		
SAP Web IDE	Unlimited Users		

Additional Terms & Conditions

- For purposes of individual Cloud Services included in the Extension Package, each User in Customer's subscription is entitled to use the respective packaged SAP Cloud Service as a single User.
- SAP HANA Cloud Platform, integration service can be used to connect Platform Applications with any other data sources.

Previously referred to as

Cloud for Customer, extension package, enterprise edition

