



## **SAP HANA Cloud Platform– Service Description Guide**

<b>Cloud Services</b>	
<a href="#">SAP HANA Cloud Platform, Java server</a>	<a href="#">SAP HANA Cloud Platform, streaming service</a>
<a href="#">SAP HANA Cloud Platform, bandwidth</a>	<a href="#">SAP HANA Cloud Platform, integration service</a>
<a href="#">SAP HANA Cloud Platform, unstructured storage</a>	<a href="#">SAP HANA Cloud Platform, API management</a>
<a href="#">SAP HANA Cloud Platform, custom domain</a>	<a href="#">SAP Document Center</a>
<a href="#">SAP HANA Cloud Platform, identity management</a>	<a href="#">SAP HANA Cloud Platform, mobile service for development and operations</a>
<a href="#">SAP HANA Cloud Platform, portal service, consumer edition</a>	<a href="#">SAP HANA Cloud Platform, mobile service for development and operations, consumer edition</a>
<a href="#">SAP HANA Cloud Platform, portal service</a>	<a href="#">SAP HANA Cloud Platform, mobile service for app and device management</a>
<a href="#">SAP HANA Cloud Platform , portal administrator</a>	<a href="#">SAP HANA Cloud Platform, Internet of Things service</a>
<a href="#">SAP HANA Cloud Platform, SAP HANA server (&lt;size&gt;, BYOL)</a>	<a href="#">SAP HANA Cloud Platform, remote data sync</a>
<a href="#">SAP HANA Cloud Platform, SAP HANA service, base edition (&lt;size&gt;)</a>	<a href="#">SAP HANA Cloud Platform, SAP Web IDE</a>
<a href="#">SAP HANA Cloud Platform, SAP HANA service, platform edition(&lt;size&gt;)</a>	<a href="#">SAP HANA Cloud Platform, gamification service</a>
<a href="#">SAP HANA Cloud Platform, SAP ASE service, &lt;size&gt;</a>	<a href="#">SAP HANA Cloud Platform, predictive services</a>
<b>Cloud Packages</b>	
<a href="#">SAP HANA Cloud Platform, starter edition 32 GB &amp; 64 GB</a>	
<a href="#">SAP HANA Cloud Platform, app services package, standard edition</a>	
<a href="#">SAP HANA Cloud Platform, app services package, professional edition</a>	
<a href="#">SAP HANA Cloud Platform, app services package, premium edition</a>	
<a href="#">SAP HANA Cloud Platform, free edition</a>	
<a href="#">SAP HANA Cloud Platform, professional edition</a>	
<a href="#">SAP HANA Cloud Platform, single application edition</a>	
<a href="#">SAP HANA Cloud Platform, multiple application edition</a>	
<b>Extension Packages</b>	
<a href="#">SAP HANA Cloud Platform, extension package, standard edition</a>	
<a href="#">SAP HANA Cloud Platform, extension package, premium edition</a>	
<a href="#">SAP Cloud for Customer, enterprise edition</a>	



### 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/cloud-services.html?search=Service Level Agreement> (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/cloud-services.html?search=Support%20cloud> (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

<b>Cloud Service Description</b>	Java server means a virtualized hardware resource used by Java-based Platform Applications.															
<b>Usage Metric</b>	Monthly Flat Fee per Piece															
<b>Explanation of Usage Metric</b>	Flat Fee means fixed monthly subscription fees per Piece															
<b>Piece Size</b>	1 Java server = 1 Piece															
<b>Available T-Shirt Sizes</b>																
	<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												
<b>Service Availability "SLA"</b>	Precondition to System Availability SLA: <ul style="list-style-type: none"> <li>• Java Platform Applications need to run with minimum 2 application processes/nodes</li> <li>• Java Platform Applications need to have an availability check configured</li> </ul>															
<b>Previously referred to as</b>	SAP HANA Cloud Platform, Java server (x-small) = SAP HANA Cloud Paltform, compute unit lite  SAP HANA Cloud Platform, Java server (small) = SAP HANA Cloud Paltform, compute professional  SAP HANA Cloud Platform, Java server (medium) = SAP HANA Cloud Paltform, compute premium  SAP HANA Cloud Platform, Java server (large) = SAP HANA Cloud Paltform, compute premium plus															
	<a href="#">Documentation for this Cloud Service</a>															

## SAP HANA Cloud Platform, bandwidth

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

## SAP HANA Cloud Platform, unstructured storage

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



## SAP HANA Cloud Platform, custom domain

<b>Cloud Service Description</b>	Custom Domain means a domain requested and configured by Customer for Platform Applications, instead of the default hana.ondemand.com subdomain.
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<b>Usage Metric</b>	Monthly Flat Fee per Piece
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<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees per Piece
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<b>Piece Size</b>	1 Piece = 1 Custom Domain
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[Documentation for this Service](#)

<b>SAP HANA Cloud Platform, identity management</b>	
<b>Cloud Service Description</b>	SAP HANA Cloud Platform, identity management provides secure authentication and single sign-on for users in the cloud.
<b>Usage Metric</b>	Logon Requests per Month
<b>Explanation of Usage Metric</b>	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.
<b>Piece Size</b>	1 Piece = 100 Logon Requests
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Previously referred to as</b>	SAP Cloud Identity
<a href="#">Documentation for this Cloud Service</a>	

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

## SAP HANA Cloud Platform, portal service, consumer edition

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

[Documentation for this Cloud Service](#)

<b>SAP HANA Cloud Platform, portal administrator</b>	
<b>Cloud Service Description</b>	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.
<b>Usage Metric</b>	Per User per month
<b>Explanation of Usage Metric</b>	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.
<b>Previously referred to as</b>	SAP HANA Cloud Portal, administrator
<a href="#">Documentation for this Cloud Service</a>	

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

<b>Cloud Service Description</b>	Fully provisioned environment for Customer to bring separately purchased SAP HANA license to develop, test and run Platform Applications.																																			
<b>Usage Metric</b>	Monthly Flat Fee per Piece																																			
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees per Piece																																			
<b>Piece Size</b>	1 Piece = 1 instance of a particular T-shirt size																																			
<b>Available T-Shirt Sizes</b>	<table border="1"> <thead> <tr> <th>Size</th> <th>64 GB</th> <th>128 GB</th> <th>256 GB</th> <th>512 GB</th> <th>1 TB</th> </tr> </thead> <tbody> <tr> <td>Cores</td> <td>12 Cores</td> <td>24 Cores</td> <td>32 Cores</td> <td>40 Cores</td> <td>80 Cores</td> </tr> <tr> <td>HANA Memory</td> <td>64 GB</td> <td>128 GB</td> <td>256 GB</td> <td>512 GB</td> <td>1 TB</td> </tr> <tr> <td>Disk Space</td> <td>640 GB</td> <td>1280 GB</td> <td>2560 GB</td> <td>5120 GB</td> <td>10 TB</td> </tr> <tr> <td>bandwidth(out)</td> <td colspan="3">512 GB /Month</td> <td colspan="2">1 TB /Month</td> </tr> </tbody> </table>						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	
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<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>SAP HANA Cloud Platform, SAP HANA server (BYOL) does not include a license to the SAP HANA database or any other database.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>No support for the SAP HANA database accessible through SAP HANA server (BYOL) is provided under this Agreement.</li> </ul>																																			
<b>Previously referred to as</b>	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.
- 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

<b>Cloud Service Description</b>	Allows Customer to develop, test and run Platform Applications – with a fully provisioned HANA environment including subscription-based SAP HANA database Platform edition instances.					
<b>Usage Metric</b>	Monthly Flat Fee per Piece					
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees					
<b>Piece Size</b>	1 Piece = 1 instance of a particular T-Shirt size					
<b>Available T-Shirt Sizes</b>						
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		
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>SAP HANA service includes use of the SAP HANA Platform Edition.</li> <li>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.</li> <li>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).</li> </ul>					
<b>Previously referred to as</b>	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

<b>Cloud Service Description</b>	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.									
<b>Usage Metric</b>	Percentage of SAP cloud application service subscription fee									
<b>Explanation of Usage Metric</b>	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.									
<b>Included Components</b>	<table border="1" data-bbox="776 747 1263 897"> <tr> <td>Data Integration</td> <td>Included</td> </tr> <tr> <td>Process Integration</td> <td>Included</td> </tr> <tr> <td><a href="#">connections</a></td> <td>Unlimited</td> </tr> <tr> <td><a href="#">bandwidth</a></td> <td>Unlimited</td> </tr> </table>		Data Integration	Included	Process Integration	Included	<a href="#">connections</a>	Unlimited	<a href="#">bandwidth</a>	Unlimited
Data Integration	Included									
Process Integration	Included									
<a href="#">connections</a>	Unlimited									
<a href="#">bandwidth</a>	Unlimited									
<b>System Availability "SLA"</b>	System Availability is 99.5% per month.									
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>Each Unit includes one tenant for production usage and one tenant for non-production use of the data integration and process integration capabilities.</li> <li>Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.</li> <li>SAP shall make available for download by Customer the SAP HANA Cloud Integration- Data Services Agent (the "<b>Integration Component</b>") 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.</li> </ul>									
<b>Previously referred to as</b>	SAP HANA Cloud Integration, application edition									

[Documentation for this Cloud Service](#)

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

<b>Cloud Service Description</b>	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.											
<b>Usage Metric</b>	Monthly Flat Fee per Piece											
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees											
<b>Piece Size</b>	1 Piece = 1 instance of SAP HANA Cloud Platform, integration service, DI edition											
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<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.</li> <li>SAP shall make available for download by Customer the SAP HANA Cloud Integration- Data Services Agent (the "<b>Integration Component</b>") 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.</li> </ul>											
	<a href="#">Documentation for this Cloud Service</a>											

## SAP HANA Cloud Platform, integration service, PI edition

<b>Cloud Service Description</b>	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.											
<b>Usage Metric</b>	Monthly Flat Fee per Piece											
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees											
<b>Piece Size</b>	1 Piece = 1 instance of SAP HANA Cloud Platform, integration service, PI edition											
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<b>System Availability "SLA"</b>	System Availability is 99.5% per month.											
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.</li> </ul>											
	<a href="#">Documentation for this Cloud Service</a>											

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

<b>Cloud Service Description</b>	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.														
<b>Usage Metric</b>	Monthly Flat Fee per Piece														
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees														
<b>Piece Size</b>	1 Piece = 1 instance of HANA Cloud Platform, integration service, enterprise edition														
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<a href="#">OData provisioning</a>	Included														
<b>System Availability "SLA"</b>	System Availability is 99.5% per month.														
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.</li> <li>SAP shall make available for download by Customer the SAP HANA Cloud Integration- Data Services Agent (the "<b>Integration Component</b>") 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.</li> <li><b>Integration Advisor Service.</b> 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.</li> </ul>														
	<a href="#">Documentation for this Cloud Service</a>														

## SAP HANA Cloud Platform, integration service, additional connections

<b>Cloud Service Description</b>	SAP HANA Cloud Platform, integration service, additional connections may be added to an existing subscription of SAP HANA Cloud Platform, integration service .
<b>Usage Metric</b>	Monthly Flat Fee per Piece
<b>Explanation of Usage Metric</b>	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.
<b>Piece Size</b>	1 connection = 1 Piece
<b>System Availability "SLA"</b>	System Availability is 99.5% per month.
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions connected using the Cloud Service</li> </ul>
<a href="#">Documentation for this Service</a>	

## SAP HANA Cloud Platform, API management

<b>Cloud Service Description</b>	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.
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<b>Usage Metric</b>	API Calls per month
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<b>Explanation of Usage Metric</b>	An API Call means a single call made from an API managed with the Cloud Service to Customer's back-end data source.
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<b>Piece Size</b>	1 Piece = 1 Million API Calls
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<b>System Availability "SLA"</b>	System Availability is 99.5% per month.
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### Additional Terms & Conditions

- 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.

[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.
<b>System Availability "SLA"</b>	System Availability is 99.5% per month.
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
Previously Referred To As	SAP Mobile Documents
<a href="#">Documentation for this Service</a>	

<b>SAP HANA Cloud Platform, mobile service for development and operations</b>	
<b>Cloud Service Description</b>	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.
<b>Usage Metric</b>	Mobile Users (User) per Month and includes specified amount of bandwidth.
<b>Explanation of Usage Metric</b>	A Mobile User (User) is an individual who registers a mobile application in the Cloud Service.
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>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.</li> </ul> <p>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:</p> <ol style="list-style-type: none"> <li>APIs are subject to ongoing changes. It is Customer’s responsibility to adapt the Customer Solution to such changes to APIs.</li> <li>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.</li> </ol> <ul style="list-style-type: none"> <li><b>Use of Google Cloud Messaging (“GCM”) and Apple Push Notifications (“APN”).</b> 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 <a href="#">iOS Developer Program License Agreement</a>, 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.</li> <li>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.</li> </ul>
<b>Previously referred to as</b>	SAP HANA Cloud Platform, mobile services
<a href="#">Documentation for this Cloud Service</a>	

<b>SAP HANA Cloud Platform, mobile service for development and operations, consumer edition</b>	
<b>Cloud Service Description</b>	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.
<b>Usage Metric</b>	Active Users per Month
<b>Explanation of Usage Metric</b>	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.
<b>Piece Size</b>	1 Piece of Consumer Edition = 500,000 Active Users
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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"> <li>i. APIs are subject to ongoing changes. It is Customer’s responsibility to adapt the Customer Solution to such changes to APIs.</li> <li>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.</li> </ul> </li> <li>• <b>Use of Google Cloud Messaging (“GCM”) and Apple Push Notifications (“APN”).</b> 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 <a href="#">iOS Developer Program License Agreement</a>, 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.</li> <li>• 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 <a href="http://www.sybase.com/thirdpartylegal">http://www.sybase.com/thirdpartylegal</a> for certain notices relating to the Free Download Components.</li> <li>• 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.</li> <li>• Use of the SAP HANA Cloud Platform, identity service, even if technically possible, is prohibited under this Agreement with respect to the Cloud Service.</li> </ul>
<b>Previously referred to as</b>	SAP HANA Cloud Platform, mobile services, consumer edition
	<a href="#">Documentation for this Cloud Service</a>

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

<b>Cloud Service Description</b>	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.																							
<b>Usage Metric</b>	Users per Month																							
<b>Explanation of Usage Metric</b>	A User is an individual who registers one or more mobile devices with the Cloud Service.																							
<b>Support</b>	The following support terms apply to SAP HANA Cloud Platform, mobile service for app and device management:																							
	<p><b>Support for Malfunctions</b> 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><b>Customer Obligations/Preconditions</b> 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>
<p><b>System Availability "SLA"</b> System Availability is 99.5% per month.</p>	
<p>● —</p>	
<p><b>Previously referred to as</b></p>	<p>SAP HANA Cloud Platform, mobile services for security</p>
<p style="text-align: right;"><a href="#">Documentation for this Cloud Service</a></p>	

## SAP HANA Cloud Platform, Internet of Things service

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

## SAP HANA Cloud Platform, remote data sync

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

<b>Cloud Service Description</b>	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.
<b>Usage Metric</b>	API Calls per month
<b>Explanation of Usage Metric</b>	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
<b>Piece Size</b>	1 Piece = 50,000 API calls per month
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
	<a href="#">[Link to the Cloud Service Documentation]</a>

## SAP HANA Cloud Platform, predictive services

<b>Cloud Service Description</b>	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.
<b>Usage Metric</b>	Monthly Flat Fee
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees, based on the size of Customer's SAP HANA Cloud Platform, SAP HANA, platform edition instance.
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Because the Cloud Service is a set of Web services deployed within Customer's SAP HANA Cloud Platform, SAP HANA, platform edition instance, the CloudService does not have independent maintenance windows, but is subject to the maintenance windows of SAP HANA Cloud Platform, SAP HANA, platform edition.</li> </ul>
	<a href="#">[Link to the Cloud Service Documentation]</a>

<b>SAP HANA Cloud Platform, streaming service</b>	
<b>Cloud Service Description</b>	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.
<b>Usage Metric</b>	Monthly Flat Fee per Piece
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fee, based on the size of Customer's SAP HANA Cloud Platform, SAP HANA service, platform edition instance.
<b>Piece Size</b>	1 Piece = 1 instance of a particular T-Shirt size of SAP HANA Cloud Platform, SAP HANA service, platform edition
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
	<a href="#">[Link to the Cloud Service Documentation]</a>

# Cloud Packages

## SAP HANA Cloud Platform, starter edition

<b>Cloud Service Description</b>	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.	
<b>Usage Metric</b>	<a href="#">Monthly Flat Fee</a>	
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees for using the Cloud Service	
<b>Piece Size</b>	1 Piece = 1 instance of a T-shirt size of the Cloud Service	
<b>Available T-Shirt Sizes</b>	The editions are comprised of the following resources and packaged SAP products:	
	<b>SAP HANA Cloud Platform, starter edition (32 GB)</b>	<b>SAP HANA Cloud Platform, starter edition (64 GB)</b>
<a href="#">SAP HANA Cloud Platform, Java server</a>	2 x-small	3 x-small
<a href="#">SAP HANA Cloud Platform, SAP HANA service, platform edition</a>	32 GB of Memory	64 GB of Memory
<a href="#">SAP HANA Cloud Platform, unstructured Storage</a>	10 GB	
<a href="#">SAP HANA Cloud Platform, bandwidth</a>	10GB/month	
<a href="#">SAP HANA Cloud Platform, custom domain</a>	1	
<a href="#">SAP HANA Cloud Platform, portal service (site visits)</a>	80 site visits per month	
<a href="#">SAP HANA Cloud Platform, portal administrator</a>	1	
<a href="#">SAP HANA Cloud Platform, identity management (logons)</a>	3,000 logon requests per month	
<a href="#">SAP Web IDE</a>	Included for unlimited Users	
<b>Service Availability "SLA"</b>	SAP provides no System Availability service level agreement for SAP HANA Cloud Platform, starter edition.	
<b>Support Terms &amp; Conditions</b>	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.	
<b>Additional Terms &amp; Conditions</b>	<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

<b>Cloud Service Description</b>	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.
<b>Usage Metric</b>	<a href="#">Monthly Flat Fee</a>
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees
<b>Piece Size</b>	1 Piece = 1 instance of standard edition
<b>Available T-Shirt Sizes</b>	The standard edition is comprised of the following resources and packaged SAP products:

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

## SAP HANA Cloud Platform, app services package, professional edition

<b>Cloud Service Description</b>	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.
<b>Usage Metric</b>	<a href="#">Monthly Flat Fee</a>
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees
<b>Piece Size</b>	1 Piece = 1 instance of professional edition
<b>Available T-Shirt Sizes</b>	The professional edition is comprised of the following resources and packaged SAP products:

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

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## SAP HANA Cloud Platform, app services package, premium edition

<b>Cloud Service Description</b>	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.
<b>Usage Metric</b>	<a href="#">Monthly Flat Fee</a>
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees
<b>Piece Size</b>	1 Piece = 1 instance of premium edition
<b>Available T-Shirt Sizes</b>	The premium edition is comprised of the following resources and packaged SAP products:

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

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## SAP HANA Cloud Platform, free edition

<b>Cloud Service Description</b>	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.																														
<b>Usage Metric</b>	No subscription fee- limitations specified below																														
<b>Included Cloud Services</b>	The Cloud Package is comprised of the following Cloud Services:																														
	<table border="1"> <thead> <tr> <th></th> <th>SAP HANA Cloud Platform, free edition</th> </tr> </thead> <tbody> <tr> <td>Number of Platform Applications Permitted</td> <td>1</td> </tr> <tr> <td><a href="#">SAP HANA Cloud Platform, Java server</a></td> <td>1 small</td> </tr> <tr> <td><a href="#">SAP HANA Cloud Platform, SAP ASE service</a></td> <td>120 MB</td> </tr> <tr> <td><a href="#">SAP HANA Cloud Platform, unstructured storage</a></td> <td>10 GB</td> </tr> <tr> <td><a href="#">SAP HANA Cloud Platform, bandwidth</a></td> <td>10 GB / month</td> </tr> <tr> <td><a href="#">SAP HANA Cloud Platform, custom domain</a></td> <td>1</td> </tr> <tr> <td><a href="#">SAP HANA Cloud Platform, integration service</a></td> <td>Not included</td> </tr> <tr> <td><a href="#">SAP HANA Cloud Platform, portal service (site visits)</a></td> <td>300 site visits / month</td> </tr> <tr> <td><a href="#">SAP HANA Cloud Platform, portal administrator</a></td> <td>1</td> </tr> <tr> <td><a href="#">SAP HANA Cloud Platform, identity management (logons)</a></td> <td>30 logon requests per User / month</td> </tr> <tr> <td><a href="#">SAP HANA Cloud Platform, mobile service for development and operations</a></td> <td>subscription per User</td> </tr> <tr> <td><a href="#">SAP Mobile Documents</a></td> <td>subscription per User</td> </tr> <tr> <td><a href="#">SAP Jam Enterprise Edition</a></td> <td>subscription per User</td> </tr> <tr> <td><a href="#">SAP Web IDE</a></td> <td>Unlimited Users</td> </tr> </tbody> </table>		SAP HANA Cloud Platform, free edition	Number of Platform Applications Permitted	1	<a href="#">SAP HANA Cloud Platform, Java server</a>	1 small	<a href="#">SAP HANA Cloud Platform, SAP ASE service</a>	120 MB	<a href="#">SAP HANA Cloud Platform, unstructured storage</a>	10 GB	<a href="#">SAP HANA Cloud Platform, bandwidth</a>	10 GB / month	<a href="#">SAP HANA Cloud Platform, custom domain</a>	1	<a href="#">SAP HANA Cloud Platform, integration service</a>	Not included	<a href="#">SAP HANA Cloud Platform, portal service (site visits)</a>	300 site visits / month	<a href="#">SAP HANA Cloud Platform, portal administrator</a>	1	<a href="#">SAP HANA Cloud Platform, identity management (logons)</a>	30 logon requests per User / month	<a href="#">SAP HANA Cloud Platform, mobile service for development and operations</a>	subscription per User	<a href="#">SAP Mobile Documents</a>	subscription per User	<a href="#">SAP Jam Enterprise Edition</a>	subscription per User	<a href="#">SAP Web IDE</a>	Unlimited Users
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<b>Service Availability "SLA"</b>	SAP provides no System Availability service level agreement for SAP HANA Cloud Platform, free edition.																														
<b>Support Terms &amp; Conditions</b>	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.																														
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>																														

## SAP HANA Cloud Platform, professional edition

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

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

<b>Additional Terms &amp; Conditions</b>	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

<b>Cloud Service Description</b>	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.
<b>Usage Metric</b>	<a href="#">Monthly per User</a>
<b>Explanation of Usage Metric</b>	User means an individual authorized to access a Platform Application in accordance with the terms and conditions of the Agreement.
<b>Cloud Package components</b>	The Cloud Package is comprised of the following Cloud Services:

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

<b>Additional Terms &amp; Conditions</b>	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

<b>Cloud Service Description</b>	SAP HANA Cloud Platform, multiple application edition is a Platform Cloud Service that provides the resources required to deploy multiple Platform Application in production.																																
<b>Usage Metric</b>	Monthly per User																																
<b>Explanation of Usage Metric</b>	User means an individual authorized to access a Platform Application in accordance with the terms and conditions of the Agreement.																																
<b>Cloud Package components</b>	The Cloud Package is comprised of the following Cloud Services:																																
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# 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						
<a href="#">SAP HANA Cloud Platform, Java server</a>	1 medium	2 medium	3 medium	10 medium	15 medium	30 medium	45 medium
<a href="#">SAP HANA Cloud Platform, SAP HANA service, base edition</a>	32 GB	32 GB	32 GB	64 GB	256 GB	512 GB	1 TB
<a href="#">SAP HANA Cloud Platform, unstructured storage</a>	10 GB	10 GB	10 GB	50 GB	100 GB	200 GB	300 GB
<a href="#">SAP HANA Cloud Platform, bandwidth</a>	30 GB / month	50 GB / month	100 GB / month	500 GB / month	1 TB / month	2 TB / month	3 TB / month
<a href="#">SAP HANA Cloud Platform, portal service (site visits)</a>	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
<a href="#">SAP HANA Cloud Platform, portal administrator</a>	1	1	5	5	10	10	15
<a href="#">SAP HANA Cloud Platform, identity management</a>	30 logon requests per User / month						
<a href="#">SAP Web IDE</a>	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

<b>Cloud Service Description</b>	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.
<b>Usage Metric</b>	Monthly per User
<b>Explanation of Usage Metric</b>	User means an individual authorized to access a Platform Application in accordance with the terms and conditions of the Agreement.
<b>Available Tiers</b>	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						
<a href="#">SAP HANA Cloud Platform, Java server</a>	1 medium	2 medium	3 medium	10 medium	15 medium	30 medium	45 medium
<a href="#">SAP HANA Cloud Platform, SAP HANA service, base edition</a>	32 GB	32 GB	32 GB	64 GB	256 GB	512 GB	1 TB
<a href="#">SAP HANA Cloud Platform, unstructured storage</a>	10 GB	10 GB	10 GB	50 GB	100 GB	200 GB	300 GB
<a href="#">SAP HANA Cloud Platform, bandwidth</a>	30 GB / month	50 GB / month	100 GB / month	500 GB / month	1 TB / month	2 TB / month	3 TB / month
<a href="#">SAP HANA Cloud Platform, portal service (site visits)</a>	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
<a href="#">SAP HANA Cloud Platform, portal administrator</a>	1	1	5	5	10	10	15
<a href="#">SAP HANA Cloud Platform, custom domain</a>	1	1	1	1	1	1	1
<a href="#">SAP HANA Cloud Platform, identity management</a>	30 logon requests per User / month						
<a href="#">SAP HANA Cloud Platform, integration service, DI edition</a>	Included						
<a href="#">SAP HANA Cloud Platform, integration service, PI edition</a>	Included						
<a href="#">O Data provisioning</a>	Included						
<a href="#">SAP HANA Cloud Platform, API management</a>	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
<a href="#">SAP HANA Cloud Platform, mobile service for dev and operations</a>	Subscription per User						
<a href="#">SAP Web IDE</a>	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 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.

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



