CAS WITH SUPPORT FOR SAP HYBRIS COMMERCE
TERMS AND CONDITIONS

Listed below are the support activities that are included or not included in our CAS with Support for SAP Hybris Commerce offering. If you request assistance with an activity that is not included, we may be able to fulfill this request as a Supplementary Service at a predefined hourly rate.

1. RACKSPACE OBLIGATIONS

1.1 Support. Rackspace live support for SAP Hybris Commerce application 5.5 or newer versions is available 24 hours per day, 7 days per week, year round. In addition, support for the network, servers, devices, and operating system is available 24 hours per day, 7 days per week, year round.

1.2 Scope of Support. We will support your use of the SAP Hybris Commerce application as follows.

1.2.1 SAP Hybris Commerce Installation & Configuration:

- Installation and initial configuration of Java, WebLogic/Tomcat/Hybris Servers, Solr search server, Apache and requested plug-ins, HUB servers and BackOffice Servers.
- Installation of WEB Application Server.
- Configuration and management of backups.
- Custom monitoring set up based on your purchased services.
- Configuration of notifications for account activities.
- Initial configuration of replication.

1.2.2 Rackspace SAP Hybris Commerce Administration:

- Initial development of production run book.
- Assistance with installation and configuration of Dev/Staging/Production environments.
- Creation and set up of SSL certificates.
- Code deployments to production environments.
- 24x7 proactive monitoring commensurate with level of service you have purchased.
- SAP Hybris Commerce Application patching, upgrades, and scheduled maintenances.
- Proactive and ongoing recommendations on application and infrastructure optimization.
- Ongoing basic SAP Hybris Commerce troubleshooting and support.

2. CUSTOMER OBLIGATIONS

2.1 You are responsible for obtaining the SAP Hybris Commerce license directly from SAP Hybris, and you must have a current maintenance and support agreement for the SAP Hybris Commerce product. Rackspace does not provide or resell SAP Hybris Commerce licenses. At Rackspace's request, you agree to escalate support issues to SAP Hybris if necessary. You are also responsible for SAP Hybris Commerce requirements gathering and assessment, business process and content workflow setup, and training.

2.2 Planning. You are responsible for the following planning tasks:

- Integrating to additional systems or software.
- User acceptance testing.
- Training.

2.3 Site Administration. You are responsible for the following site administration tasks:

- Creating users and groups.
- Deleting users and groups.
- Changing user passwords.
- Changing default password.
- Deploying custom code to non-production environments.
- Deploying 3rd party applications.

2.4 Development. You are responsible for the following development tasks:

- Creating SAP Hybris Commerce templates and components.
- Site design and content creation.
- Content workflow.
- Software development.

2.5 Support Escalations to SAP Hybris Commerce:

In the event that an issue with the SAP Hybris Commerce application itself arises that requires support from SAP Hybris, you are responsible for contacting and escalating the issue with SAP Hybris. A Rackspace Application Support Engineer will assist with the troubleshooting/diagnosis, participate with you on all calls, and work with SAP Hybris as needed. In order to escalate your issue to SAP Hybris, you or Rackspace may share your Confidential Information with SAP Hybris, and you explicitly consent to such escalation and the sharing of such Confidential Information.

URL: [http://www.rackspace.com/information/legal/SAPHybrisCommerce]
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