SAP AMS / Business Application Services

Global Support

Rackspace's SAP Functional Support Service provides the Customer with support for the production environment. Rackspace will provide the services described in this Service Agreement between the hours of 8:00 a.m. to 5:00 p.m. Eastern Time Monday through Friday.

All application issues identified by the business users will be submitted to our Web based ticketing system and automatically assigned to the functional support team. The functional support team will have access to Customer application support personnel, as needed, to provide timely support for troubleshooting and resolution activities. All support requests must come through the Rackspace ticket system.

When a critical event occurs, Rackspace agrees to begin the support process immediately upon notification of such event, which is defined as an "acknowledgement" by a Rackspace Support Resources, through a ticket update and/or "callback", either to occur within the SLA of any such event. Rackspace will adhere to an escalation and response plan SOP as defined by Customer and Rackspace.

Functional Support

Our support team includes individuals with deep knowledge of SAP Applications and years of industry experience. Rackspace will support the Client for specific SAP modules as outlined in Exhibit B.

The Functional Support Service includes:

- Primary point of contact – Service Delivery Manager
- Support team assigned to your account
- Weekly ticket report and meetings
- Web Based ticket system: ticket creation via portal, email or from monitoring alerts
- Management of SAP Support Requests
- Total ownership, resolution and knowledge transfer

Rackspace responsibilities include:

- Validating call originated by authorized personnel
- Logging issue/incident and tracking for analysis and reporting
- Providing the Customer with a case reference number
- Recording initial severity level
- Performing initial problem determination so that the incident is appropriately assigned to the correct support resource
- Gathering all required information for proper incident handling to determine the cause of the incident
- Performing problem management and escalation in accordance with internal support procedures
- Communicating the nature of the corrective action to the Customer
- Adjusting incident severity level, if required, and communicating any changes to the Customer
- Adjusting support level as required, and communicating changes to the Customer
- Assigning a Service Delivery Manager with the following responsibilities:
    - Primary point of contact for Customer
    - Monitoring assignment of resources for delivery of this service
    - Monitoring resolution of incidents / changes and closing tickets when resolved
    - Alerting Customer when incident is resolved / ticket is closed.

- Performing problem management and maintaining and communicating escalation procedures
- Tracking incidents for analysis and reporting
- Conducting regular Status conference calls with the Customer at mutually agreed intervals (monthly at a minimum)
- Verifying all tasks assigned to Rackspace are performed according to this Agreement.

Level 2 Support

Rackspace will provide Level 2 support to the Customer for incidents relating to the supported SAP functional modules detailed in Exhibit B.

Key Assumptions:

- For the purposes of incident tracking, each problem or issue will be logged and tracked as a single ticket.
- If a resolution is not achieved within the first 8 hours, Rackspace will notify the Customer at or before the 6-hour point and gain approval to proceed with additional investigation and the ticket will then follow the process detailed for Level 3 incidents detailed below.
- When an incident is reported to Rackspace and the resolution requires that the SAP America Company be contacted and an On-line System Support (OSS) note submitted, Rackspace will exclude these incidents from the Service Level Objective reporting.

Level 3 Support

Level 3 support provides for processing of larger requests for complex revisions to the system or additional enhancements to in-scope modules. Each Level 3 ticket will be evaluated and recommendations provided for the implementation of the change / enhancement, along with an estimate for completing the work. Once approval has been received from the Customer, Rackspace will complete the approved work. Rackspace is responsible for the following activities, as required and as defined in the estimate for the Level 3 ticket:

- Project Planning
- Requirements Analysis
- Functional Specifications
- Technical Specifications
- Development/Configuration
- Unit Testing
- Support for User Acceptance Testing
- Handover and Training

Key Assumptions

- After the initial investigation period, Rackspace will put forward an estimate for completing the work. If a recommended solution and estimate is not provided within the first 6 hours, Rackspace will notify the Customer at or before the 6-hour point and gain approval to proceed with additional investigation.
- Work will not commence until written approval is obtained

Customer Obligations for SAP Functional Support Services

- Provide Transport Management procedures
- Provide full details of issues and steps to replicate

- Provide access to IT and Business resources to assist in clarifying issues and requirements
- Perform User Acceptance Testing, Regression Testing and sign off on any solution provided and on all transports to production.
- Customer to provide necessary OS, DB, and SAP super user access
- Customer to provide Blueprint, Configuration Documents, Business Process Procedures (BPP), Test Cases and Training Materials to Rackspace prior to the start of Transition Activities
- Customer to establish an internal SAP Super User Network to screen all end-user problems before escalating to Level 2 type calls.

Assumptions

- Customer system is stable prior to the start of the support agreement.
    - 'Stable' is defined as when Customer acknowledges that their live system is operating as specified in design documents or as represented in integration test script scenarios.
- Rackspace SAP Support Services will be delivered in the English language only.
- All times stated in this Service Agreement are in Eastern Time (ET), unless otherwise noted.

Exclusions

- Support for Customer applications and systems other than SAP are not in the scope of this Service Agreement.
- Support for the originating system of an inbound interface and the receiving system of an outbound interface are not in the scope of this Service Agreement.
- Support of pre-existing changes to the SAP native code or future changes in the SAP native code will be not supported, unless agreed to by Rackspace
- Support for development, maintenance, support or problem resolution related to the following areas are not in the scope of this Service Agreement but may be available through other Rackspace service offerings:
    - Customer owned or leased networks
    - Customer Workstation and/or Desktop issues
    - Tools and/or legacy systems related to SAP problems or issues
    - System management software used to support SAP