SAP BI OnDemand
Supplemental Terms and Conditions

SAP and Customer have entered into an agreement for the purchase of certain SAP products and services ("Agreement") pursuant to which Customer is purchasing SAP BI OnDemand. SAP BI OnDemand is deemed part of the Service (as defined in the General Terms and Conditions for SAP Cloud Services) and is provided under the terms and conditions of the Agreement. The Agreement includes an Order Form, the General Terms and Conditions for SAP Cloud Services, these supplemental terms and conditions (the "Supplement") and any Schedules referenced by those documents. This Supplement and any modifications to the Agreement made herein apply solely to SAP BI OnDemand and not to any other SAP product or service.

1. Terms applicable to Advanced Edition

(a) SAP® BusinessObjects™ BI OnDemand, Advanced Edition, for users of SAP BusinessObjects Edge BI or SAP BusinessObjects Enterprise allows licensed users of SAP BusinessObjects BI Package, SAP BusinessObjects Enterprise Premium or SAP BusinessObjects Edge BI (perpetual license required) to access the SAP BusinessObjects BI OnDemand Service. The fee for the number of such licensed users authorized to access the Service as Named Users is calculated based on a set ratio, depending on the license metric for the applicable SAP solution.

Advanced Edition includes 3 gigabytes (GB) of data storage in Customer's data warehouse instance.

Customer must license at least one Data Warehouse Developer License ("DWDL"). Each DWDL fee entitles Customer access to the BIOD Development Environment ("BIOD-DE") as more fully described in and subject to the terms governing the BIOD-DE set forth in Attachment 1 to this Supplement. Each DWDL fee entitles Customer access to a single BIOD-DE with a unique virtual machine for each licensed developer.

SAP BusinessObject BI OnDemand Content Storage - During the term set forth on the applicable Order Form, SAP will provide up to 2 gigabytes of total content storage space per Customer at no additional charge. Content includes reports, visualizations, dashboards and datasets. SAP's current fees for additional storage are available either on the Site or on request from Customer's SAP sales representative. In the event the relevant disk storage limit is exceeded by Customer, SAP may offer additional storage as a value-added service to Customer. SAP reserves the right to revise such prices annually.

SAP BusinessObjects BI OnDemand Service Level – SAP will provide the service level for SAP BusinessObjects BI OnDemand as set forth in Attachment 2 to this Supplement.

2. Terms Applicable to Address Cleansing On Demand:

The following terms govern Customer's use of Address Cleansing On Demand if purchased through an Order Form (the "Address Cleansing"). In the event of any conflict between the terms in these terms and any other terms in the Agreement, the terms in this section shall control and govern.

- A transaction tier is calculated based on cumulative records processed. Each time Customer processes additional address records, they are incremental to Customer's running total, which is subject to the Customer's licensed annual maximum amount set forth in the applicable Order Form.
- Address Cleansing is limited to U.S. and Canada addresses;
- Subscription fees for Address Cleansing are subject to increase one time per calendar year at SAP's then-current fee.
- In the event SAP's content provider terminates or does not renew its agreement with SAP, SAP may terminate the license to Address Cleansing and Customer's sole remedy and SAP's exclusive liability will be to receive a refund of pre-paid fees for the portion of the subscription for which Customer is unable to use Address Cleansing.

Attachment 1 to
SAP BI OnDemand
Supplemental Terms and Conditions

BI OnDemand Development Environment
*Configuration*

SAP BusinessObjects BI OnDemand ("BIOD") provides the platform and features for a hosted data warehouse to be used with crystalreports.com. The actual artifacts of a BI solution must be developed by Customer. At a minimum, the following artifacts must be created:

- Data warehouse schema
- Extract, Transform, and Load ("ETL") jobs to move data from source system to data warehouse
- Business Objects universe for metadata management and ad-hoc reporting
- Reports, dashboards, and other documents

SAP provides the BIOD Development Environment ("BIOD-DE") so customers can build, modify, and maintain BIOD solutions rapidly by saving time on the setup of a development environment. The BIOD-DE is a hosted system that is accessed remotely by Customer to build and deploy the necessary BIOD artifacts. The following description of the BIOD-DE is based on current availability. SAP may change the BIOD-DE in accordance with the terms of the Agreement.

CAPACITIES AND SPECIFICATIONS

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| SQL Server 2005 databases | The BIOD-DE consists of 2 SQL Server databases to be used as data warehouses. One database is to be used for schema and ETL development and the other for content development and testing. |
| Maximum size of BIOD-DE databases | As set forth in the applicable Order Form. |
| Business Object Enterprise (BOE) repositories. | A single BOE repository will be created in the BIOD-DE for the purpose of developing BOE universes, users, and permissions. The following versions of BOE are in use in the DE:<br><br>• BOE XI R2 SP2 (CRDC)<br>• BOE XI 3.1 SP 1 (BIOD) |
| Data Services or Data Integrator repositories | The BIOD-DE shall consist of two repositories for Data Services or Data Integrator to correspond to the SQL Server databases for warehouses. Each repository shall be created on SQL Server. The following versions of DS or DI are in use in the DE:<br><br>• Data Integrator 11.7 ("DI")<br>• Data Services 12.2 ("DS") |
| DS/DI limitations | The use of overflow files in DI/DS jobs is prohibited. DI/DS jobs must clean up all temp directories. Temp directories that have any data remaining after a DI/DS job has completed (successfully or otherwise) are subject to deletion by SAP personnel. For other standards that must be followed in DI/DS development, see the *BIOD Lifecycle Management Guide* that is available to Customer upon request. |
| VPN access | The BIOD-DE is accessed via a VPN connection. Developers must be able to run the web-based version of Cisco Connect VPN client, which is not included in the Service. 2 VPN accounts will be created for the BIOD-DE, and more may be provisioned subject to the applicable Order Form. |
| SQL Server logins | Connection to the data warehouses in the BIOD-DE shall be by SQL Server standard authentication. Each data warehouse shall have two logins and users created for it—one for database owner privileges, and one for read-only privileges. Customers using the BIOD-DE are not permitted to have system administrator privileges on any of the SQL Servers. |
| SQL Server Open Database Connectivity ("ODBC") Data(base) Source Name ("DSN") | Universes shall be connected to the data warehouse via an ODBC System DSN. The DSN name must be the same in the BIOD-DE as it will be in production. |
| Virtual machines | The development tools for the BIOD-DE are provided on virtual machines ("VM") that are accessed across the VPN via Windows Remote Desktop. 2 such VMs will be provided for each BIOD tenant and each will contain 2 GB of free disk space per Customer, 1 VM processor, and 1 GB random access memory ("RAM"). Additional VMs may be procured subject to the order schedule for BIOD. User accounts for the VMs do not have administrator access and thus the VMs are not configurable by the BIOD-DE developer. The VMs contain the following software: |

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| | • SQL Server Management Studio<br>• BOE Designer, Webi Rich Client, Import Wizard<br>• Crystal Reports 2008<br>• DS/DI Designer<br>• SFTP client |
| BIOD-DE Storage | A Network-attached Storage ("NAS") drive share will be provided for each VM to allow for storage of artifacts and other work product. Each NAS share will by default be 5 GB in size. |
| Secure File Transfer Protocol ("SFTP") access | For customers needing to transfer files to BIOD-DE, each BIOD-DE will have 2 SFTP accounts provisioned of 1 GB each, or other size as specified in the applicable Order Form. Incoming SFTP traffic is filtered for security reasons and must be from a known, static IP address. A maximum of 3 such addresses may be used for each SFTP account. The customer is responsible for clearing out the SFTP folders either manually or automatically (via DI/DS jobs). |
| Service console | BIOD provides a "service console" for testing and deploying various artifacts to production. 2 service console accounts will be created for each BIOD-DE tenant. |

DEPLOYMENT OF ARTIFACTS

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| Deployment of SQL Server data definition/description language ("DDL") objects to production | Deployment of SQL Server DDL objects will be done by SAP only. When the schema is ready to be deployed to production, the Customer must open a service ticket stating which database in the BIOD-DE is to be deployed. SAP will then script the database objects and run that script on the production SQL Server. Deployment is of the DDL only, not of the data. |
| Deployment of DS/DI jobs to production | Deployment of ETL jobs will be done by SAP only. When the DI jobs are ready to be deployed to production, the Customer must open a service ticket stating which DI/DS project is to be deployed. SAP will then export the project to XML and import them to the production repository. All DI objects must use the proper naming conventions as described in the *BIOD Lifecycle Management Guide* or they cannot be deployed. |
| Deployment of BOE universes to production | Deployment of BOE universes is done by the developer through the service console when needed. The deployment mechanism is via a BIAR file import. See the *BIOD Lifecycle Management Guide* for complete instructions. |
| Deployment of data | Data warehouse databases are populated by using the DI/DS jobs running against the data source. Copying of data by any other means (such as backup/restore, attach/detach, etc) may be accommodated by BIOD personnel but is not guaranteed. |
| Creation and execution of DI/DS schedules | Jobs may be scheduled and executed in the BIOD-DE by using the DI Designer tools provided on the VM. To run a DI or DS job in the production repositories requires the use of the service console (see the *BIOD Lifecycle Management Guide* for instructions). At no time is anyone but authorized SAP personnel allowed to directly access the DI/DS repositories in the production network. |

BACKUP

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| Database backups | Databases in the BIOD-DE are backed up on a daily basis. Backups are kept for 7 days and are stored on-site at the applicable data center. |
| SFTP backups | The SFTP accounts and folders are not backed-up. They are intended as temporary storage for data transfer into the Service. |
| NAS backups | NAS shares are automatically backed up on a daily basis. Backups are kept for 7 days and are stored on-site at the applicable data center. |

SERVICE

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| BIOD-DE setup time | The BIOD-DE will be setup and ready to use within 5 business days from the day the Order Form is executed. |
| Help requests | Any requests for help, tasks, or information shall be submitted through the Service Support (ticketing system on-line). See the *BIOD Lifecycle Management Guide* for instructions. |