

SAP Social Customer Engagement OnDemand Cloud Consulting Onboarding Service Descriptions

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GENERAL INFORMATION RELATED TO SAP CLOUD CONSULTING SERVICES

Introduction

The Cloud Consulting Services descriptions in this document describe all the available standard Cloud Consulting Services for the SAP OnDemand Service identified above. Each Cloud Consulting Services package described in this document is subject to a separate fee payable in accordance with an Order Form executed by Customer.

Any modifications to the terms and conditions or service descriptions listed herein would require a separate Statement of Work.

Upfront Billing

The fees for these services shall be invoiced upon execution of the Order Form, and shall be payable in accordance with the GTC.

No Travel

No travel is included in the fees and all services will be delivered remotely.

Acceptance

The Onboarding Services shall be deemed complete and accepted by Customer upon completion of the Handover to Support meeting.

Key Resource Assumptions

Key Customer resources are identified to maintain system ownership and management, and have the stated availability and sufficient experience and skill set to support a software implementation. They have ability to manage and deploy change within the organization and engage end users to support solution adaptation including making business process decisions quickly without impact to the schedule.

Customer has ability and is prepared to meet an aggressive implementation time line and complete assigned tasks according to project schedule and understands any delay in customer task completion could impact the timeline. Customer agrees to review and confirm all business decisions and deliverables within 24 hours.

Customer agrees current daily business processes are sustainable in current Order Form with general acceptance of system delivered best practices as delivered by defined scope.

Customer Resources

Customer hereby commits to – at minimum - provide the following resources for the implementation project:

Project Manager:

Customer project manager selects and allocates the appropriate subject matter experts for the key user roles on the project, ensures that the resources will be available for the agreed upon duration and percentages of time, enforces the Key and End User enablement, manages the change management process and keep the project activities like data migration and testing on track as per the agreed upon plan.

Project Team Key Users:

The customer functional area subject matter experts also known as key users to undertake the set-up, implementation and migration tasks to support the business areas in scope. Require technical skills for workflow and ERP integration where applicable.

The following is a minimum estimated time commitment from the customer required for implementation project:

Project Manager: 12 to 16 hours / week.

Key User(s): 12 to 16 hours / week.

DETAILED SERVICE DESCRIPTIONS

a. Standard Onboarding

With the “Standard Onboarding Service” SAP plans and executes the majority of activities required to provide a production-ready SAP Social Customer Engagement OnDemand solution. Customer supports SAP during the Project and is responsible for specific activities as outlined below. The Project includes the phases “Prepare” and “System Settings & Enablement”. Customer executes the phase “Go-Live” after the completion of the Standard Onboarding Service.

Standard Onboarding Scope item	In Scope	Out of Scope
Customer social media channels link setup: message import runs, prioritization and reply posting	Up to 10	
Activate pre-configured Mashups/Web Services as required	X	
Standard reports	X	
Mobile Integration (iPhone, iPad, Blackberry)		X
Set up of Countries / Legal entities	1	
Set up of Organizational nodes	Up to 30	
Employees / Business users	Up to 100	
Business roles	Up to 5	
Product categories, product records	Up to 100	
Setup Work distribution rules	Up to 10	
Service categories, service levels and determination rules	Up to 10	
Work performed in up to two tenants (test and production)	X	

Prerequisites

Customer Tasks:

For Customer Social Media channels

- Media channels are set up and already in use with 3rd party providers

For knowledge Base service activation:

- External knowledge base supports the OpenSearch standard with an RSS or Atom based search API
- URL for the API (from your knowledge base vendor) is available
- The search term input parameter for the API (from your knowledge base vendor) is available

For NetBase service activation:

- NetBase topics are created and ready to be linked with SAP Social Customer Engagement OnDemand

Project Management

SAP Tasks:

- Define the project schedule using the project schedule template provided by SAP and review with Customer
- Coordinate Customer and SAP resources according to the confirmed project schedule

- Download applicable SAP provided accelerators and make these available to all project team members
- Monitor, track and report issues and risks as these occur during the Project

Customer Tasks:

- Set up and provide the required project infrastructure
- Finalize and confirm the project schedule together with SAP
- Ensure all appropriate key users have been allocated to the Project
- Ensure key users attend the onboarding sessions conducted by SAP
- Perform the Organization Change Management activities (if applicable)
- Manage the validation of solution readiness, data readiness and organizational readiness during all Project phases

Prepare

SAP Tasks:

- Conduct an initial call between the Customer's Project Manager and SAP's Project Manager to review objectives, project scope and preparation activities
- Conduct the Project Kickoff onboarding session
- Conduct the Organizational Management onboarding session
- Provide key users with links and directions for self-enablement

Customer Tasks:

- Ensure key users complete all relevant self-enablement activities
- Verify scoping
- Provide information for the organization structure (Organizational Management) design activities
- Provide required information for the link setup of Customer social media channels

System Settings & Test

SAP Tasks:

- Conduct the following onboarding sessions:
 - System Administration
 - User Management
 - Mashups/Web services setup
 - Work distribution rules
 - Data Migration
 - Embedded support
- Guide/Perform the configuration activities and links activation
- Setup and activate the organizational structure
- Instruct Customer on how to fill in source data into the SAP provided Excel data migration templates
- Provide predefined test scenarios

Customer Tasks:

- Provide business information and ensure a fast decision making process for any system setup related open questions.
- Provide business data information required for system Setup
- Perform/Confirm the configuration activities and links activation
- Perform any third party provider system setup as required. Obtains the necessary API Keys and Authentications for Web services activation
- Provide business information to define setup and confirm the organization structure with SAP Social Customer Engagement OnDemand
- Fill out Data Migration templates
- Upload Data Migration templates (if applicable)
- Execute predefined test scenarios

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