

SAP Travel 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.

Customer Obligations

In addition to the obligations and prerequisites set out in the service description, Customer shall name at least one qualified contact person for SAP ("Contact") and shall provide contact details (in particular e-mail address and telephone number) by means of which the Contact or its authorized representative can be reached at any time. The Contact must be in a position to make or bring about the necessary decisions for the Customer without undue delay and shall act within the timeframes as specified in the applicable project plan.

SAP will access the Customer's SAP Cloud instances for purposes of providing the SAP Cloud Consulting Services under this SOW. Customer hereby grants to SAP the permission for such access and Customer shall name a contact person that – if necessary – will grant to SAP the required access rights.

DETAILED SERVICE DESCRIPTIONS

a. Premium Onboarding

With the “Premium Onboarding Service” SAP plans and executes the majority of activities required to provide a production-ready SAP Travel OnDemand solution. This includes the planning and coordination of the SAP ERP Integration activities. 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 Premium Onboarding Service.

Scope item	In Scope	Out of Scope
Pre-trip approval (Travel Request)	X	
Pre-trip approval (pre-booked itineraries)	Optional	
Online Booking through third-party Online Booking engine	X	
Integration with an approved third-party booking engine	up to 1	
On Trip Services (Create Expense Receipts from E-Mail and Mobile Devices)	X	
Integration with an approved third-party credit card service Provider	1	
Managing Expenses (Create, review, approval of Expense Reports. Posting Run to Financials)	X	
Mobile Integration (iPhone, iPad, Blackberry)	X	
Point to point Integration of SAP Cloud solution with SAP ERP On Premise system (Requires Extended Integration service)	1	
Integration of SAP Cloud solution with PI OnDemand or PI On Premise		X
Set up of Countries – Legal Entities	1	
Employees	up to 500	
Work performed in up to two tenants (test and production)	X	

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 them available to project team members
- Monitor, track and report issues and risks as these occur during the Project
- Plan, coordinate and monitor the on premise system Integration activities (only applicable when the Extended Integration service has been purchased)

Customer Tasks:

- Set up and provide the required project infrastructure
- Finalize and confirm the project schedule together with SAP
- Ensure key users attend the onboarding sessions conducted by SAP
- Perform Organizational Change Management activities
- 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
- Provide key users with links and directions for self-enablement

Customer Tasks:

- Verify scoping
- Ensure key users complete all relevant self-enablement activities

System Settings & Test

SAP Tasks:

- Conduct the following onboarding sessions:
 - System Administration (Business configuration – Data migration – User management)
 - On trip services
 - Introduction to On Premise system integration
 - Embedded support
- Guide/Perform the configuration and link activation tasks in the Cloud system
- As referenced in the SAP Travel OnDemand Integration guide
 - Perform the system configurations in the SAP Travel OnDemand system for the integration to the Online Booking Tool
 - Perform the system configurations in the SAP Travel OnDemand system for the integration to the Credit Card Service Provider
- Instruct Customer on how to fill in source data into the SAP provided Excel data migration templates
- Provide predefined test scenarios
- Conduct the handover to support meeting

Customer Tasks:

- Provide business information and ensure a fast decision making process for any system setup related open questions
- Perform/Confirm the configuration and link activation tasks in Cloud system
- As referenced in the SAP Travel OnDemand Integration guide:
 - Extract data from SAP ERP system
 - Perform upload of SAP ERP Data into the SAP Travel OnDemand system
- Setup of customer account and travel policies in the third-party Online Booking engine
- Create and maintain users (IDs and profiles) in the Online Booking engine and update as referenced in the SAP Travel OnDemand Integration guide
- Perform any third party provider system setup as required. Obtains the necessary API Keys and authentications for Web services activation
- Install de-tokenization for expense reimbursement via credit card (if required)
- Address/verify/confirm all aspects of security
- Execute predefined test scenarios
- Attend the handover to support meeting

Go-Live

Customer Tasks:

- Define the cutover schedule
- Monitor cutover activities and support the cutover to the production system as per the cutover schedule
- Confirm Go-Live Milestone in Activity List
- Release Productive Tenant to End Users

b. Extended Integration

The “Extended Integration Service” addresses Customer requirements to integrate a Customer on-premise SAP system with SAP Travel OnDemand Solution. The service covers the tasks as defined in the SAP Travel OnDemand Solution integration guide. The relevant version of the SAP Travel OnDemand Solution integration guide can be found on the SAP Service Marketplace at <http://service.sap.com/ondemand>.

The work is performed for up to two on-premise systems (test/sandbox and production).

The work covers one module of the SAP Travel OnDemand Solution.

Prerequisites:

- The Customer on-premise SAP system release is at a minimum as stated in the SAP Travel OnDemand Solution integration guide

SAP Tasks:

- Perform the configuration marked as relevant to SAP Travel OnDemand Solution
- Assist customer in configuration of master data integration and standard process integration on the Customer on-premise SAP system

- Assist customer in configuration of SAP NetWeaver Process Integration (if required as documented in SAP Travel OnDemand Solution integration guide)
- Assist customer in configuration of File Transfer Protocol (FTP) (if required as documented in the SAP Travel OnDemand Solution integration guide)
- Assist customer in Master Data Integration as documented in SAP Travel OnDemand Solution integration guide
- Provide pre-defined test scenarios

Customer Tasks:

- Specify in detail the integration requirements in the Service Specification Document (SSD) or questionnaire provided
- Install required system add-ons and required SAP correction notes in the Customer on-premise SAP system
- Perform tasks listed in the SAP Travel OnDemand Solution integration guide with assistance from SAP; these are all sections marked as relevant to “Customer on-premise SAP system”, “FTP”, “SAP NetWeaver Process Integration” (SAP NetWeaver PI) and “Master Data Integration” in the SAP Travel OnDemand Solution integration guide
- Set up connectivity and security settings in the Customer on-premise SAP system and provide SAP authorization to perform relevant tasks for the service delivery
- Provide master data for data import, ensure correctness and suitable format of the data, and perform the data upload into SAP Travel OnDemand Solution with assistance from SAP
- Address/verify/confirm all aspects of Customer on-premise network and system security
- Test and approve the end-to-end integration scenarios

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