Support Services Schedule for SAP Business ByDesign Solutions
SAP Business ByDesign 解决方案之支持服务附录

This Support Services Schedule for SAP Business ByDesign Solutions ("**Support Schedule"**) document describes the support services provided by SAP for SAP Business ByDesign ("**BYD**") Solutions under and in accordance with the terms and conditions of the Subscription Agreement for SAP BYD Solutions including any document referred to therein.

本SAP Business ByDesign解决方案之支持服务附录（"支持附录"）描述了根据SAP BYD解决方案之订购协议及在其中涉及到的其他任何文件的条款由SAP为SAP Business ByDesign（"BYD"）解决方案而提供的支持服务。

1. Applicability
1. 适用性

This Support Schedule governs the provision of support and maintenance services by SAP to Customers of SAP who have entered into a valid Subscription Agreement for SAP BYD .

有关SAP为其已经就SAP BYD达成有效订购协议的客户提供支持及维护服务的规定适用本支持附录。

2. Support Services
2. 支持服务

2.1 Support for SAP BYD Solutions Malfunctions
SAP will offer support for all malfunctions related to the SAP BYD Solution (each an "**Incident**").

Incidents have to be reported by Customer via the help functionality made available by SAP as part

of the SAP BYD Solution (or any other support channel introduced by SAP). The following service

levels shall apply:

2.1 SAP BYD解决方案故障支持
SAP将为所有有关SAP BYD解决方案的故障（"事件"）提供支持。事件必须由客户通过SAP提供的作

为SAP BYD解决方案的组成部分（或任何其他SAP介绍的支持通道）的求助功能进行报告。服务水平适

用如下：

Incident Priorities	Definition	Support Availability	Support Language	Initial Response Time
Very High	The problem has very serious consequences for major business transactions and urgent work cannot be performed. The Incident requires immediate attention because the malfunction can cause serious losses.	24 hours x 7 days a week	English, except for: Monday to Friday 9.00 am to 5.00 pm Local Time: local language	4 hours
High	A business transaction does not work and necessary tasks can not be performed. The Incident requires prompt attention because the malfunction can disrupt the entire productive business flow.	Monday to Friday from 9:00 am – 5:00 pm Local Time (as defined in the applicable OrderForm)	local language (applicable to Customer's location)	none
Medium	A business transaction does not work as expected with minor consequences for the productive operation.			
Low	The malfunction has only few or no effects			

事件等级	定义	支持有效性	支持语言	首次反应时间
	on business transactions.			

事件等级	定义	支持有效性	支持语言	首次反应时间
非常高	问题对主要业务交易造成非常严重后果，且紧急工作不能执行。该事件要求得到立即关注因为故障能造成严重损失。	每周24小时X7天	英语，但星期一到星期五上午9点–下午5点 当地时间则用当地语言。	4小时
高	某项业务交易不能工作，且必要任务不能执行。该事件要求得到及时关注是因为故障能中断整个生产业务流程。	星期一到星期五上午9点-下午5点 当地时间（见可适用的定单）	当地语言（可适用于客户所在地）	无
中	某项业务交易工作不如预期，对生产操作带来较小后果。			
低	故障很少或对业务交易无影响。			

In case Customer has opted for a Private Edition, please use the following service levels:

Incident Priorities	Definition	Support Availability	Support Language	Initial Response Time
Very High	The problem has very serious consequences for major business transactions and urgent work cannot be performed. The Incident requires immediate attention because the malfunction can cause serious losses.	24 hours x 7 days a week	English, except for: Monday to Friday 9.00 am to 5.00 pm Local Time: local language	1 hour
High	A business transaction does not work and necessary tasks cannot be performed. The Incident requires prompt attention because the malfunction can disrupt the entire productive business flow.			4 hours
Medium	A business transaction does not work as expected with minor consequences for the productive operation.	Monday to Friday from 9:00 am – 5:00 pm Local Time (as defined in the applicable Order Form)	local language (applicable to Customer's location)	None
Low	The malfunction has only few or no effects on business transactions.			
For Incidents with priority Very High corrective action (issue resolution or action plan) will be provided within four (4) hours.				

如果客户已经选择了私人版,请使用如下服务水平协议:

事件等级	定义	支持有效性	支持语言	首次反应时间
非常高	问题对主要业务交易造成非常严重后果，且紧急工作不能执行。该事件要求得到立即关注因为故障能造成严重损失。	每周24小时X7天	英语，但星期一到星期五上午9点-下午5点 当地时间则用当地语言。	1小时
高	某项业务交易不能工作，且必要任务不能执行。该事件要求得到及时关注是因为故障能中断整个生产业务流程。			4小时

中	某项业务交易工作不如预期，对生产操作带来较小后果。	星期一到星期五上午9点-下午5点 当地时间（见可适用的定单）	当地语言（可适用于客户所在地）	无
低	故障很少或对业务交易无影响。			
对于"非常高"事件等级改正行动(事件解决方案或行动计划)将在4小时内提供。				

2.2 <u>Software Changes</u>
SAP will proactively apply software updates, upgrades, new releases and patches during the defined maintenance windows. Customer hereby grants to SAP the permission to make copies of the Customer's system(s) to test the aforementioned software changes and the processes required to implement such software changes. After the end of such testing, SAP shall immediately delete any such Customer system copies. In case a software change needs to be applied outside a maintenance window, SAP will notify Customer in advance

2.2 <u>软件变更</u>

SAP将在已定义的维护窗口期间主动提供软件更新，升级，新版发布和补丁。客户特此授权允许SAP复制客户系统以测试前述软件变更以及测试要求该软件变更的流程。在测试结束后，SAP应立即删除任何此客户系统复制。如一个软件变更需要在维护窗口之外执行，SAP将提前通知客户。

3. **Customer Obligations/Preconditions**
3. **客户义务/先决条件**

As a precondition to receive the support services as described in Section 3 above, Customer shall fulfill the following obligations:

作为获得上述第3条描述的支持服务的先决条件，客户应完成义务如下：

3.1 <u>Key Users</u>
Customer shall identify at least one Named User as a "Key User" responsible for managing all tasks of the SAP BYD Solution related to Customer's business. A detailed description of the Key User tasks is provided in the Business Center.
3.1 <u>关键用户</u>
客户应确定至少一个指定用户为"关键用户"，负责所有和客户业务相关的SAP BYD Solution的任务。该关键用户的详细说明在Business Center提供。

3.2 <u>Completion of Go-Live Activities</u>
All Go-Live activities described in the Order Form for SAP Business ByDesign Solutions are completed by Customer. In particular, all Incidents with priority Very High and High have to be closed.

3.2 <u>完成Go-Live活动</u>

SAP Business ByDesign解决方案定单中描述的所有Go-Live活动由客户完成。特别是，"非常高"及"高"等级的所有先前的事件必须结束。

3.3 <u>Exploration of Built-in Help and BYD Forum</u>
In case of Incidents, Customer shall make reasonable effort to explore built-in help, the SAP support knowledge database and the ByD forum to find already documented solutions.

3.3 <u>探测嵌入式帮助及BYD论坛</u>

如发生事件，客户应尽合理的努力使用嵌入式帮助，SAP支持知识数据库和ByD论坛找到已存档的解决方案。

3.4   English-speaking Contact Person
For all Incident priorities where the support language is English Customer shall ensure that an English-speaking contact person for SAP is available.

3.4   英语联系人

对于支持语言为英语的所有事件等级，客户应确保为SAP提供一名可用的英语联系人。

3.5   Remote Support
In the event that SAP needs to access any of Customer's systems remotely, e.g. via application sharing, Customer hereby grants to SAP the permission for such remote access. Further, Customer names a contact person that – if necessary – grants to SAP the required access rights.

3.5   远程支持

如果SAP需要远程进入任何客户的系统，例如通过应用共享，客户据此给予SAP对该等远程进入的许可。进一步而言，如有必要由客户指定一名联系人授予SAP必需的进入权利。