SAP Sales 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 Sales OnDemand standalone solution without ERP and CRM integration. 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
Lead Management	X	
Opportunity Management	X	
Account and Activity Management	X	
Sales Territory Management		X
Sales Planning		X
Outlook Integration	X	
Mobile Integration (iPhone, iPad, Blackberry)	X	
Account 360 for Sales Order header information (Using supplied predefined extract object with standard "Recent Orders" user interface)		X
Pipeline Simulation	X	
Marketing (Target Groups, Campaigns)		X
Content Repository		X
Competitor Products		X
Set up of Countries – Legal Entities	1	
Set up of Organizational structure nodes	Up to 100	
Modifications using standard Key User Tools		
Report modifications	Up to 3	
Field extensions (Fields cannot be included in point to point Integration)	Up to 6	
Point to point Integration of SAP Cloud solution with SAP ERP or CRM On Premise system (Requires **Extended Integration** service)		X
Integration of SAP Cloud solution with PI OnDemand or PI On Premise		X
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 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 and subject matter experts 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
- 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

System Settings & Test

SAP Tasks:

- Conduct the following onboarding sessions:
    - Fine-Tune/System
    - Data Migration
    - Key User Administration
- Guide/Perform the Baseline Configuration activities
- 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
- Verify and confirm the SAP Sales OnDemand Baseline Configuration
- Provide business information to define, setup and confirm the organization structure with SAP Sales OnDemand
- Extract data from legacy system
- Fill out Data Migration templates
- Upload Data Migration templates (if applicable)
- Execute predefined test scenarios

b. Premium Onboarding

With the "Premium Onboarding Service" SAP plans and executes the majority of activities required to provide a production-ready SAP Sales OnDemand solution. This includes the planning and coordination of the SAP ERP or SAP CRM 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.

Premium Onboarding Scope Item	In Scope	Out of Scope
Lead Management	X	
Opportunity Management	X	
Account and Activity Management	X	
Sales Territory Management		X
Sales Planning (SAP Sales OnDemand)		X
Outlook Integration	X	
Mobile Integration (iPhone, iPad, Blackberry)	X	
Account 360 for Sales Order header information (Using supplied predefined extract object with standard "Recent Orders" user interface)	X	
Pipeline Simulation	X	
Marketing (Target Groups, Campaigns)	X	
Content Repository	X	
Competitor Products	X	
Set up of Countries – Legal Entities	1	
Set up of Organizational structure nodes	Up to 100	
Modifications using standard Key User Tools		
Report modifications	Up to 5	
Field extensions (Fields cannot be included in point to point Integration)	Up to 10	
Point to point Integration of SAP Cloud solution with SAP ERP or CRM On Premise system (Requires **Extended Integration** service)	X	
Integration of SAP Cloud solution with PI OnDemand or PI On Premise		X
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 these available to all project team members
- Monitor, track and report issues and risks as these occur during the Project
- Plan, coordinate and monitor the SAP ERP 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 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 organizational structure design activities

System Settings & Test

SAP Tasks:

- Conduct the following onboarding sessions:
    - Fine-Tune/System Setup
    - Data Migration
    - Key User Administration
- Guide/Perform the configuration activities
- Setup and activate the organizational structure
- Setup, in the Cloud system, the "Communication system" for Account 360
- 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
- Perform/Confirm the configuration in the Cloud system
- Install and activate the Extraction report for Sales Order Account 360 in the on premise system
- Extract data from legacy system
- Fill out Data Migration templates (if applicable)
- Upload Data Migration templates (if applicable).
- Execute predefined test scenarios in the Cloud system

c. Extended Integration

The "Extended Integration Service" addresses Customer requirements to integrate a Customer on-premise SAP system with SAP Sales OnDemand Solution. The service covers the tasks as defined in the SAP Sales OnDemand Solution integration guide. The relevant version of the SAP Sales 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 Sales OnDemand Solution.

Prerequisites:

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

SAP Tasks:

- Perform the configuration marked as relevant to SAP Sales 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 Sales OnDemand Solution integration guide)
- Assist customer in configuration of File Transfer Protocol (FTP) (if required as documented in the SAP Sales OnDemand Solution integration guide)
- Assist customer in Master Data Integration as documented in SAP Sales 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 Sales 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 Sales 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 Sales 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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