



Technical appendix to the Managed Applications Service Description

Managed Application

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1 Managed application

The "Managed Application" management level makes it possible to provide the Customer with the following services:

- Application server installation
- Application operation and administration
- Reporting and application statistics
- Application supervision
- Application back-up

The Provider can take on responsibility for all customer application management tasks, as an additional service, giving rise to a separate estimate.

1.1 Managed business application

The Provider will provide the following services:

- Production environment maintenance,
- =Application management in other environments (interaction between different environments, such as development, integration, etc.)
- Application management with dependencies connected to other environments (interaction between different environments such as development, integration, etc.)

The Provider defines a complexity coefficient depending on the criteria below. These criteria are taken into account to produce the quotation.

- Number of users,
- Application maturity,
- Party in charge of release management
- Number of interfaces with other applications,
- Number of servers.

By drawing upon the application functioning thresholds set with the Customer, the administrators may diagnose a problem and advise the Customer on corrective action.

The functioning thresholds are determined with the Customer from the very deployment of the customer application management service. However, the components subject to proactive monitoring are enhanced throughout the customer application's life cycle, as it is by tracking them day-by-day that the administrators become familiar with the Customer's applications and their behaviours.

1.2 Price conditions

Pricing for the Service consists of:

- The service access fee resulting from the calculation of the complexity coefficient calculated for the Build application.
- A monthly recurring fee resulting from the calculation of the complexity coefficient calculated for the application Run. This monthly recurring fee covers activities linked to maintaining the application in operational condition.

Service fees do not include:

- The price of the infrastructure that you must subscribe to elsewhere with the IaaS provider according to the rates in force.
- Change requests.

1.3 Change request

Change requests are presented in the Managed Applications change catalog. They are classified according to 2 levels of complexity, as shown in the table below. A number of tokens is associated with each level.

Type of change	Qualification criteria	Number of tokens
Simple	Requires 1 job for processing	1

Complex	<ul style="list-style-type: none"> ▪ Requires at least 2 processing tasks Or ▪ Requires quotation for treatment 	>= 2
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We prepare the implementation of a change in consultation with you. Once the request has been processed, you will be notified to validate and close the request.

1.4 Non-catalog requests

You can make a non-catalog request and provide details of your requirement. We'll set up a ½-hour telephone meeting with you to make sure we understand your needs.

There are 2 possible scenarios:

- If the functional requirement can immediately be qualified as a simple, medium or complex task as defined in the catalog, the Change request is finally reclassified as a catalog request and can be processed by the operational teams.
- If the functional requirement is not immediately translatable into simple or complex tasks, and this will require an in-depth study with a duration and deadline for completion, an estimate of the number of Tokens required for the study will be made. This study does not guarantee a result, given the wide variety of functional requirements that may be expressed. In the event of agreement, the study is carried out and either results in feasibility or not. In the event of feasibility, this is accompanied by an evaluation of the costs involved in carrying it out. These costs will be qualified as simple or complex change requests, according to the criteria set out above.

1.5 Managed SAP

SAP managed services aim at either setting up a new SAP application or migrating an existing SAP application for the Customer and operating the corresponding Environments.

1.5.1.1 The service phases

For each SAP application, the Customer must subscribe "SAP run" activities and either "SAP setup" or "SAP migration".

Description of « Managed SAP » service

Phase	Deliverables
SAP setup	<ul style="list-style-type: none"> ▪ A project management phase delivering: <ul style="list-style-type: none"> ○ Collecting customer needs ○ Sharing the transition plan and methodology with the Customer ○ Architecture and sizing ○ Test plan ▪ Validation of installation and test plans with the customer ▪ Setting up an infrastructure platform ▪ Installation of SAP applications and databases ▪ Verification and reporting phase ▪ All documents necessary for the Customer's use of the Service (e. g. user guide)
SAP migration	<ul style="list-style-type: none"> ▪ A project management phase delivering: <ul style="list-style-type: none"> ○ Collecting customer needs ○ Migration plan ○ Data migration plan ○ Test plan ▪ Validation of migration and test plans with the customer ▪ Setting up an infrastructure platform ▪ Migration of SAP applications and databases ▪ Verification and reporting phase ▪ All documents necessary for the Customer's use of the Service (e. g. user guide)

Phase	Deliverables
SAP run Operating activities	<ul style="list-style-type: none"> ▪ Incident management ▪ Performance Management ▪ Management of recurring change requests (configuration, database patches, kernel updates, transport, EWA) ▪ Backup and recovery management (including cloning for refreshing and managing backup policies) ▪ Management of package supports ▪ Database management (tablespaces, reorganization, refreshes, indexes...) ▪ Printer management (in SAP) ▪ Client management (creation, copying, deletion) ▪ Transport management (routes, system, EO) ▪ Creation of market place messages (technical problems) ▪ Application of OSS scores (technical) ▪ EWA analysis ▪ Analysis of daily reports ▪ Technical acceptance tests
SAP run Follow-up activities	<ul style="list-style-type: none"> ▪ A reporting portal (GUI) ▪ Alerts - information, settings ▪ Response times - low, medium, high, high, extreme ▪ Engine - ok / nok ▪ External alerts - snmp ▪ Track tablespaces, database activity, backups, SAP events, batch work, SAP spools, blocking entries, SAP queues, SAP logs, updates. ▪ Monthly reports
SAP run Infrastructure management activities	<ul style="list-style-type: none"> ▪ Database management ▪ Operating system and virtual machine management ▪ Storage and backup management

1.5.1.2 SAP Hana Trial

The Service offers two SAP Hana Trial test scenarios to allow the Customer to test the use cases before going into production or in parallel with the production workload. The options are "Prototyping" and "Sandbox":

- Prototyping allows you to test a new application
- Sandbox is intended to test the evolutions of an existing SAP application.

Assistance is provided during working days and French business hours (9am-6pm).

1.5.1.3 SAP Prototyping

In this scenario, the Provider creates a new environment, based on the Customer's needs.

The Service includes the implementation of an application platform for the Customer according to his needs. The customer's needs must be described beforehand during configuration.

The Service includes the following deliverables:

- Access to a technical platform containing all the applications and specificities agreed at the Client's request (The Prototype)
- All documents necessary for the client's use of the Service (e. g. user guide)

1.5.1.4 SAP sandbox

In this scenario, the Provider replicates an existing Environment provided by the Customer into a dedicated Sandbox Environment.

The service includes configuring a SAP sandbox environment based on SAP HANA® for the customer. All documentation allowing the installation and settings of the application must be provided by the Customer.

The Service includes the following deliverables:

- Access to a technical platform containing all applications and data provided by the Client (the Testing Environment)
- All documents necessary for the client's use of the Service (e. g. user guide)

1.5.1.5 Specifications

The following tables list the applications provided as part of the "SAP Managed" services

Description of "SAP Managed" applications

SAP services	Application
Business Suite, S4	<ul style="list-style-type: none"> ▪ ECC ▪ CRM ▪ SRM ▪ SCM ▪ PLM / S4
Application Server	<ul style="list-style-type: none"> ▪ AS ▪ CI ▪ PAS
BO-BI	<ul style="list-style-type: none"> ▪ BusinessObjects BI
BW (abap & java)	<ul style="list-style-type: none"> ▪ Business Information WH
APO & Live Cache	<ul style="list-style-type: none"> ▪ Advanced Planner/Opt & Live Cache
APO Optimizer	<ul style="list-style-type: none"> ▪ Advanced Planner and Optimizer
GRC	<ul style="list-style-type: none"> ▪ Governance ▪ Risk ▪ Compliance
Solman (technical)	<ul style="list-style-type: none"> ▪ Solution Manager – Technical
BC	<ul style="list-style-type: none"> ▪ Business Connector
BFC	<ul style="list-style-type: none"> ▪ BO Financial Consolidation
BPC	<ul style="list-style-type: none"> ▪ BO Financial Consolidation
Solman (ChaRM)	<ul style="list-style-type: none"> ▪ Solution Managed – ChaRM
Portal	<ul style="list-style-type: none"> ▪ Technical, no apps
HCM	<ul style="list-style-type: none"> ▪ Human Capital Management
T-REX	<ul style="list-style-type: none"> ▪ Text Retrieval and Info Extraction
ADS	<ul style="list-style-type: none"> ▪ Adobe Document Service
Webdispatcher	<ul style="list-style-type: none"> ▪ Webdispatcher
Content Server	<ul style="list-style-type: none"> ▪ Content Server
BW (abap)	<ul style="list-style-type: none"> ▪ Business Information Warehouse
PI	<ul style="list-style-type: none"> ▪ Process Integration
WECM	<ul style="list-style-type: none"> ▪ Web Channel Experience Management

1.5.1.6 Limitations

The following activities remain the responsibility of the Client:

- Verification of the proper functioning of the SAP application
- Make the decision to restore the database or environments

- Perform sales tasks based on the customer application

Project management services or professional services, unless otherwise specified in the technical and financial proposal, are not included in the service.

1.6 Non-production environments

The Customer may subscribe to Non-Production Service Units in addition to its Production Service Units, under the conditions specified in the Fee Schedule. The Customer's non-production environments will be installed by default in the same Tenant as the one of its production.

A service of management of nonproduction environments can be included, on quotation, in the service of the Managed Service Manager. It may cover, according to the Technical and Financial Proposal, all or part of the following services:

- Centralize deliveries and validate deliverables
- Industrialize the installations in such a way as to facilitate and secure production start-ups
- Test the installations and application in an environment equivalent to production
- Provide advice and assistance to the Customer on deliverables related to new versions, processes, and possibly on some technical choices

1.7 Description

The following table lists the services provided as part of the "Managed Application" services.

Description of "Managed Application"

Phase	Activities
Business Application Implementation	<ul style="list-style-type: none"> ▪ Install and configure website ▪ Install and configure Client application ▪ Compliance with safety recommendations
Business Application Operation	<ul style="list-style-type: none"> ▪ Administer and maintain the configuration ▪ Backup and recovery services ▪ Event management

1.8 SAP Managed Change Catalog

SAP Database Operations	SAP Database Operations	Performance tuning of database tables in cooperation with application vendors and Customer [2tk]
		Database Backup (specific, not part of the default policy) [3tk]
		Database Restore (Manage restore request) [4tk]
		Rollback/Recovery (when a database restore is not sufficient) [16tk]
		Perform maintenance tasks required for database (i.e. table splitting in HANA) [4tk]
		Evaluation and installation/upgrade of patches (excluding security patches) [8tk]
		Minor version upgrade of the database (i.e. SAP HANA SPS) [8tk]
		Database User Administration [1tk]
		Add/Change/Delete Database parameter [1tk]
		Database procedure / SQL Execution [2tk]
		Table operations (partitioning/dump to Memory, to disk, etc.) [2tk]
		Miscellaneous operations (export/import/reorg) [8tk]
		SAP Application Operations
Start/Stop/Restart of the system, application or specific component [1tk]		
Add/Modify/Remove SAP system messages [1tk]		
Add/Change/Delete SAP parameter [1tk]		
Implement new SAP technical Background Job [4tk]		
Managed failed SAP technical Background job [2tk]		

Managed Services: SAP		Simple connection management (Create/modify/delete RFC, ALE, Web Service, DB connect, etc.) [2tk]
		Complex connection management with flow opening (Manage flow opening request with internal OBS teams) [4tk]
		Maintenance/Patch/Upgrade of SAP system-files (SAP kernel) [8tk]
		ST-A/PI and ST-PI upgrade [8tk]
		Renewal of certificates on the SAP platform [1tk]
		Administration of SAP routers [1tk]
		SAP printer operations: Download of drivers, Operations on spools, SAP output queues, definition of printers, resolution of SAP print incidents [1tk]
		Install language packs [4tk]
		Create/delete SAP clients, Configure all settings for SAP clients [1tk]
		Copy data to clients, Refresh client data [8tk]
		Add a specific check to monitoring tools [2tk]
		System refresh (using Database backup / remote client copy) (For non-production) [8tk]
		Installation of Fiori standard applications [4tk]
		Implement a new or upgrade an existing Add-on [8tk]
		Add/Modify configuration to an existing add-on [2tk]
		License Audit Report generation (with classification of users) [4tk]
		Coordinate and prepare Early Watch Alerts / Technical Quality check sessions [4tk]
		Assessing SAP Early Watch Alerts / Technical Quality check sessions (Application related items are reported to the Customer) [4tk]
		Setup, prepare and maintain SAP Early Watch Alerts configuration [2tk]
		Open the Marketplace Management/Service connection (OSS) [0tk]
		Create/Modify/Delete system data on SAP support portal [1tk]
		SAP Notes analysis and processing [6tk]
		Managing SAP support portal users and authorization (assign developers and object keys) [0tk]
		Configure & Manage Transport Management Systems, Configure routes between clients [2tk]
		Implement Transport: Transport management is carried out by written instructions from the Customer on behalf of the Customer [1tk]
		Import and monitoring of transports [2tk]
		Log executed transports and documentation as to why they were made (errors, changes, development) [2tk]
		Identify/Download/Unpack support packages [2tk]
		Implementation of support packages (According to agreed plans and on a schedule accepted by the Customer and Orange Business Services) [6tk]

1.9 Limitations

The following activities remain the responsibility of the Client:

- provisionning of a documentation for installation and configuration of the application
- verification of the proper functioning of the application
- provisionning of procedures for the management and operation of the application
- decision to restore the application
- business tasks depending on the Client's application

2 Definitions

Accelerated Change refers to a Simple or Complex Standard Service change requiring an expedited release of the Customer's request. The price of the expedited change is double the change requested by the Customer. Customer may request expedited processing of a Simple Standard or Complex Change on an exceptional basis up to a maximum of 6 per year.

Change Time refers to the time elapsed between the Request for Change and the end of its implementation as notified by the Service Provider, minus the periods during which the Service Provider' engagements do not apply.

Complex Standard Change refers to a Standard Change of more than one Token at the initiative of the Customer or the Service Provider, which requires a significant effort, or which has an impact on several services, implemented by a procedure validated by the Service Provider and accepted by the Customer. Any change considered as Standard Complex is defined in the list of standard changes in the change catalog accessible through the Cloud Store Customer Area.

Incident refers to an unplanned event that causes Downtime or degradation of the Service or Feature concerned. An Incident is logged by a ticket with Priority P1, P2 or P3.

MRC (Monthly Recurring Charge) refers to monthly recurring charges.

Non-Standard Change means a change outside the standard catalog and on quotation at the initiative of the Customer or the Service Provider, implemented by a procedure validated by the Service Provider and accepted by the Customer.

OTC (One Time Charge) refers to initialization costs and corresponds to a single charge.

Standard Change refers to a change initiated by the Customer or the Service Provider, implemented by a procedure validated by the Service Provider and accepted by the Customer. Any change considered as Standard is defined in the list of standard changes in the change catalog, accessible through the Cloud Store Customer Area. The price of standard changes is defined and known by the Customer.

Simple Standard Change refers to a Standard Change to a Token initiated by the Customer or the Service Provider that requires little effort, or has an impact on a limited number of services, implemented by a procedure validated by the Service Provider and accepted by the Customer. Any change considered Simple is defined in the list of standard changes in the change catalog accessible through the Cloud Store Customer Area.

Token refers to the work unit used to state the prices applicable to the changes requested by the Customer, as mentioned in the Price List.