

## Program Entitlement

Access to the SAP Enterprise Support Academy is part of your SAP Enterprise Support (ES) maintenance contract or SAP Enterprise Support, cloud editions.

SAP Enterprise Support, cloud editions is included in the subscription fees for most SAP Cloud Services. If SAP Enterprise Support, cloud editions does not apply to the applicable SAP Cloud Service, alternative support terms are specified in the Supplemental Terms for the Cloud Service referenced in the Order Form.

Services / Maintenance	SAP Enterprise Support Contract and SAP Enterprise Support, Cloud Editions, Contract	SAP Product Support for Large Enterprises (PSLE)
Entitlement in service days* per calendar year	<ul style="list-style-type: none"> <li>5</li> </ul>	<ul style="list-style-type: none"> <li>5*</li> </ul>
Expert-guided implementation (EGI)	<ul style="list-style-type: none"> <li>1 service day** deducted from annual entitlement</li> </ul>	<ul style="list-style-type: none"> <li>1 service day** deducted from annual entitlement</li> </ul>
Accelerated innovation enablement (AIE)	<ul style="list-style-type: none"> <li>Live expert session 0.25 service day**</li> <li>Expert on demand 0.25 service day** (or more depending on effort) deducted from annual entitlement</li> </ul> <p>Customers with an SAP Enterprise Support, cloud editions, contract are not entitled for AIEs</p>	<ul style="list-style-type: none"> <li>n/a</li> </ul>
Meet the expert (MTE) Guided self-services (GSS) QuickIQs (QIQ) Best practices (BP) Guided-discovery tutorials (GDT)	<ul style="list-style-type: none"> <li>Unlimited access; no entitlement deduction</li> </ul>	<ul style="list-style-type: none"> <li>Unlimited access; no entitlement deduction</li> </ul>
SAP Enterprise Support value maps general release	<ul style="list-style-type: none"> <li>SAP Enterprise Support direct customers</li> <li>SAP Enterprise Support customers with additional premium engagement and/or SAP Preferred Care</li> <li>SAP Enterprise Support indirect customers with SAP delivered support***</li> <li>Partners under PartnerEdge VARs</li> </ul>	<ul style="list-style-type: none"> <li>Limited access to the currently available services.****</li> </ul>
SAP Enterprise Support value maps pilot	<ul style="list-style-type: none"> <li>Any segment of SAP Enterprise Support direct customers</li> </ul>	<ul style="list-style-type: none"> <li>No entitlement</li> </ul>
For more information on entitlement, please contact...	<ul style="list-style-type: none"> <li>SAP Enterprise Support advisor or the support advisory center in your region</li> </ul>	<ul style="list-style-type: none"> <li>SAP support contact person</li> </ul>

\* At company level, not at individual (S-) user level. Premium engagement contracts can be purchased on top of an existing SAP Enterprise Support, SAP Standard Support, or SAP PSLE contract.

SAP PSLE customers who plan to build up knowledge in their Customer COE in order to achieve Advanced COE certification in the mid- to long-term can use up to 5 Expert-Guided Implementations per SAP PSLE contract in 2017. This is a complimentary offering from SAP.

**\*\* Cancellation policy:** Cancelling your registration for an expert-guided implementation (EGI) is only possible seven business days prior to the starting date, cancelling your registration for an accelerated innovation enablement(AIE) is only possible three business days prior to the starting date – after this deadline, we will deduct the according entitlement.

**\*\*\*** Licenses purchased from Partner, but maintenance contract is directly concluded with SAP.

**\*\*\*\*** Certain value map deliverables may not be covered by the SAP PSLE offering, in which case, SAP PSLE customers may request these deliverables via premium engagement offerings.