Managing SAP Business Suite 7 Extended Maintenance

Move to SAP Autonomous Enterprise

October 2026

Public

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Agenda

01 Timelines & essentials

02 SAP Extended Maintenance Policy

03 SAP Extended Maintenance Commercials

04 Further relevant information

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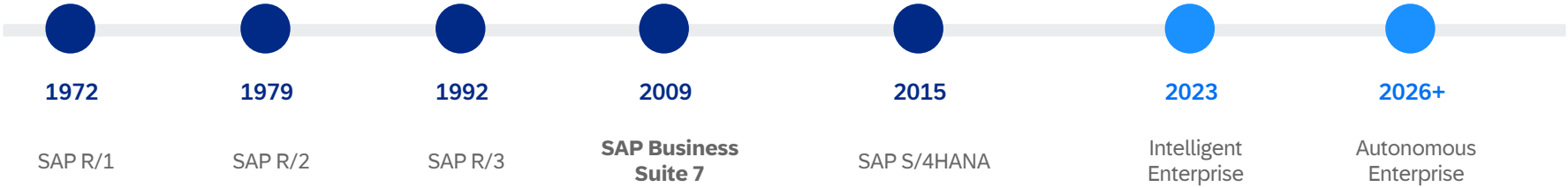
Transforming Business for the Digital Era

Business Suite 7 Mainstream Maintenance ends 2027 | After more than 17 years, it is time to move to state-of-the-art technology.



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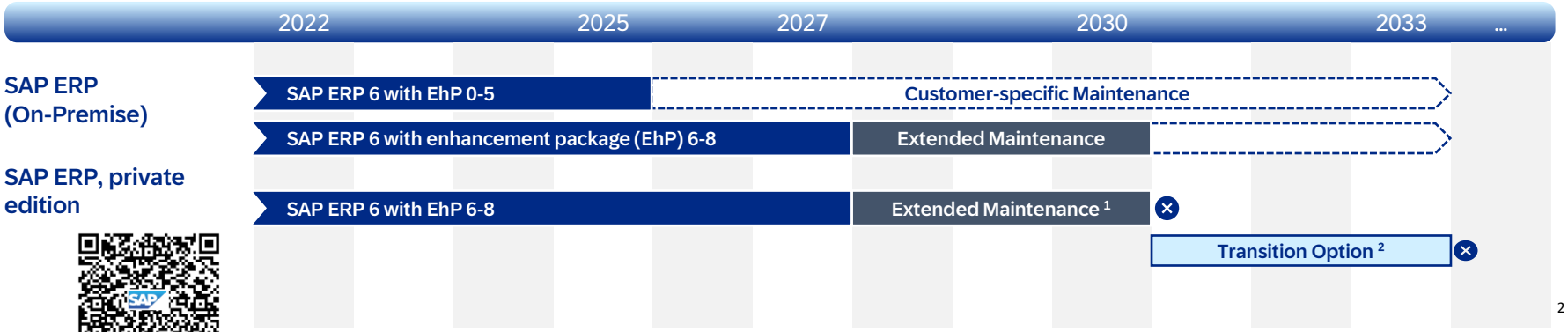
Extended Maintenance Summary

Plan your transition before mainstream support ends

SAP Business Suite 7 mainstream maintenance is ending. A proactive transition protects your business from compliance exposure, security vulnerabilities, and rising costs — while opening the door to modern AI-powered capabilities and continuous innovation from SAP.

- Pre-EhP 6 systems: mainstream support ends December 31, 2025
- EhP 6–8 systems: mainstream support ends December 31, 2027 (latest 3 EhPs)
- Optional Extended Maintenance available for an additional fee through 2030



[1] Included with cloud subscriptions
[2] RISE / SAP Cloud ERP Private systems only

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Why SAP Extended Maintenance matters

Even if SAP offers Extended Maintenance, there are reasons to consider SAP Cloud first

Extended Maintenance (optional, 2028–2030)

- Scope of support similar to mainstream maintenance
- Technical limitations and/or other restrictions may limit maintenance delivery
- Additional costs of +2 percentage points (2028–2030)
- Pressure on project timeline to finish transition by end of 2030

Customer-specific maintenance (after Mainstream)

- Still can create support tickets and access to downloads and patches – already known issues to be solved
- But no new legal changes and support packages
- Restrictions on Security Notes and technological updates (kernel, DB, OS, third-party libraries) or new interfaces
- Not suitable for regulated industries or high-compliance environments

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SAP ERP Maintenance Timelines including Extended Maintenance

<table>
<tr><th>Product</th><th>Until 2025</th><th>2025–2027</th><th>2027–2030</th><th>Post 2030</th></tr>
<tr><td>SAP ERP 6 with EhP 0–5</td><td rowspan="3">Mainstream Maintenance</td><td colspan="2">Customer-specific Maintenance</td><td rowspan="3">Customer-specific Maintenance</td></tr>
<tr><td>SAP ERP 6 with EhP 6–8</td><td>Mainstream Maintenance</td><td>Extended Maintenance* (+2%)</td></tr>
<tr><td>SAP Bus. Suite 7 (SCM, CRM, SRM) 7 EhP 0–1</td><td colspan="2">Customer-specific maintenance</td></tr>
<tr><td>SAP Bus. Suite 7 (SCM, CRM, SRM) 7 EhP 2–4</td><td>Mainstream Maintenance</td><td>Extended Maintenance* (+2%)</td><td></td></tr>
<tr><td>SAP ERP, private edition</td><td>Mainstream Maintenance included in subscription</td><td>Mainstream Maintenance included in subscription</td><td>Extended Maintenance included in subscription</td><td>End of Maintenance & end of use rights**</td></tr>
</table>

* Optional Extended Maintenance for the core applications of SAP Business Suite 7 covers the three most recent enhancement packages.
** Optional Transition Option

Why move to SAP Cloud Business Suite timely

Good reasons to start your transition to SAP Cloud ERP now

Bridge offers are exceptions | Extended Maintenance, Safekeeper, and Transition Option should be exceptions, not the standard go-forward path.

Use extended maintenance only if necessary | Choose the extended maintenance option only if you cannot move on time for well-founded reasons.

Innovation access | The later you move, the later you gain full access to SAP's innovations — you may fall behind competitors.

Additional costs | Bridge options (Extended Maintenance, Safekeeper, Transition Option) always come with additional costs.

Project delay costs | Consulting resources may be more expensive and less available. Delaying a project is mostly costly and a waste of time.

On-premise complexity grows | Maintaining on-premises systems becomes more challenging and costly over time. Clean-core readiness and custom code removal become more complex for older systems.

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Extended Maintenance for SAP Business Suite 7 – Summary 1/2

Offer	Extended maintenance is **optional from January 1, 2028,** to December 31, 2030. For on-premise, it requires a separate addendum on top of the active SAP support agreement. It is included in SAP ERP private edition. The scope is similar to mainstream maintenance.
Coverage	Extended maintenance always applies to the entire **commercial landscape of SAP Business Suite 7** core applications, including embedded version of SAP NetWeaver 7.5, SAP BW 7.5 and most add-ons* within a commercial installation.
Timing	Contract **always starts January 1, 2028**. Can be terminated with 90 days' notice to end of year. Ends automatically at the latest on December 31, 2030.
Pricing	**+2 percentage points on the maintenance base of all SAP Business Suite 7** core applications and add-ons for which we provide Extended Maintenance within the customer landscape. Example: a customer paying 22% for SAP Enterprise Support pays an additional 2% for extended maintenance addendum = 24% in total.
Third-party add-ons	SAP may not deliver the full scope of extended maintenance for third-party add-ons if the respective software vendors do not make available a release under their regular maintenance strategy or offer a maintenance extension to SAP.

** For further information see SAP release and maintenance strategy, Product Availability Matrix, SAP Notes 2881788, 52505 and 1648480.*

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Extended Maintenance for SAP Business Suite 7 – Summary 2/2

Out of scope	All non-SAP Business Suite 7 related products. Maintenance timelines for databases and operating systems are not affected; some 3rd party products are excluded — these timelines are set by the respective providers.
Conversions	Extended maintenance fee continues to apply for SAP Business Suite 7 license scope that is converted to SAP S/4HANA but still in place (use) via term licenses.
Cloud specifics	**SAP Cloud ERP Private: Extended maintenance is included** for products from SAP Business Suite 7 scope that are also available as cloud subscription; such maintenance ends at the latest at end of 2030, even if the overall subscription would run longer. **SAP ERP, private edition***: Extended maintenance is included in the baseline subscription fee for 2028–2030. The subscription must end latest December 31, 2030.
Minimum term	Minimum term is at least **one full calendar year**. Start date of the addendum is always January 1, 2028.

For further information see SAP release and maintenance strategy, Product Availability Matrix, SAP Notes 2881788, 52505 and 1648480
** including SAP ERP, private edition tailored option.*

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Four commercial extended maintenance scenarios

01

Landscape under Cloud subscription model

- Extended maintenance fee is included in subscription fee
- No uplift required

02

Full commercial landscape on SAP Business Suite 7

- Addendum to existing maintenance contract
- Entire extended maintenance eligible product base
- Eligible extended maintenance base +2 percentage points

03

SAP S/4HANA contract conversion

- Addendum to existing maintenance contract
- Classic SAP ERP usage to be determined; unused usage rights to be terminated*
- Net extended maintenance base +2 percentage points

04

SAP S/4HANA enterprise management – product conversion

- Addendum to existing maintenance contract
- Base = classic SAP ERP licenses on eligible products*
- Eligible extended maintenance base +2 percentage points
- Maintenance base reduction possible via extension policy*

** Remaining ERP licenses with lowest discount (reduction highest discount first)*

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Scenario 1: Landscape under cloud subscription

Extended Maintenance is included in the Cloud Subscription Model without additional uplift.

SAP ERP, private edition

Extended maintenance included in the standard subscription for 2028–2030 for all SAP Business Suite 7 scope products available as cloud subscription.

SAP ERP, private edition – tailored option

Same inclusion applies for the tailored option. Extended maintenance ends at the latest December 31, 2030, even if the subscription continues beyond that date.

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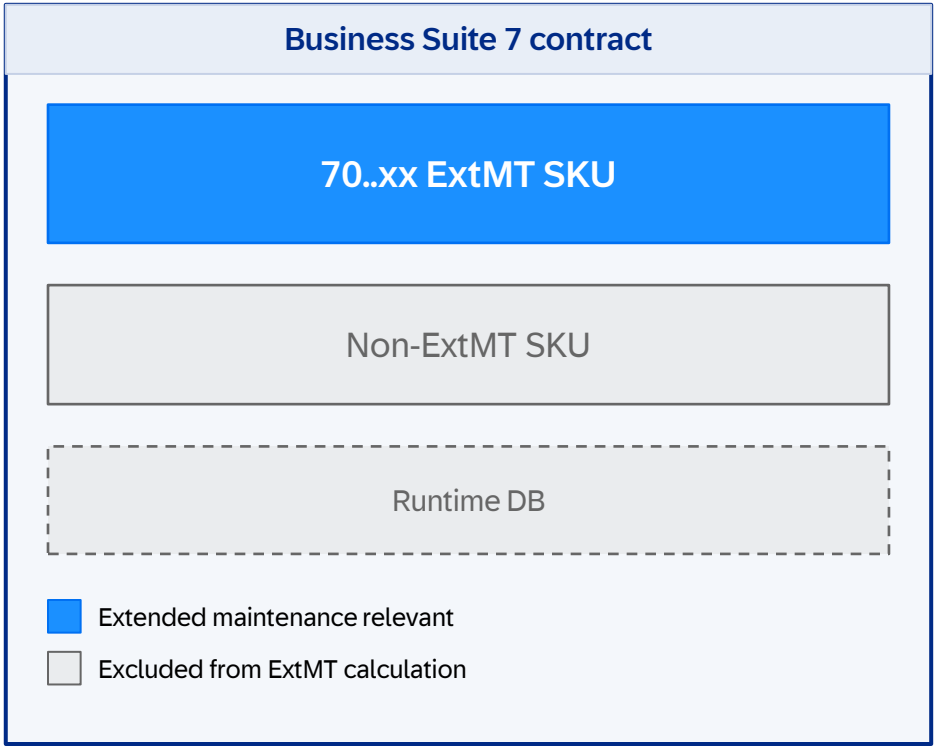
Entire Landscape on SAP Business Suite 7 – calculation

Contracted licenses

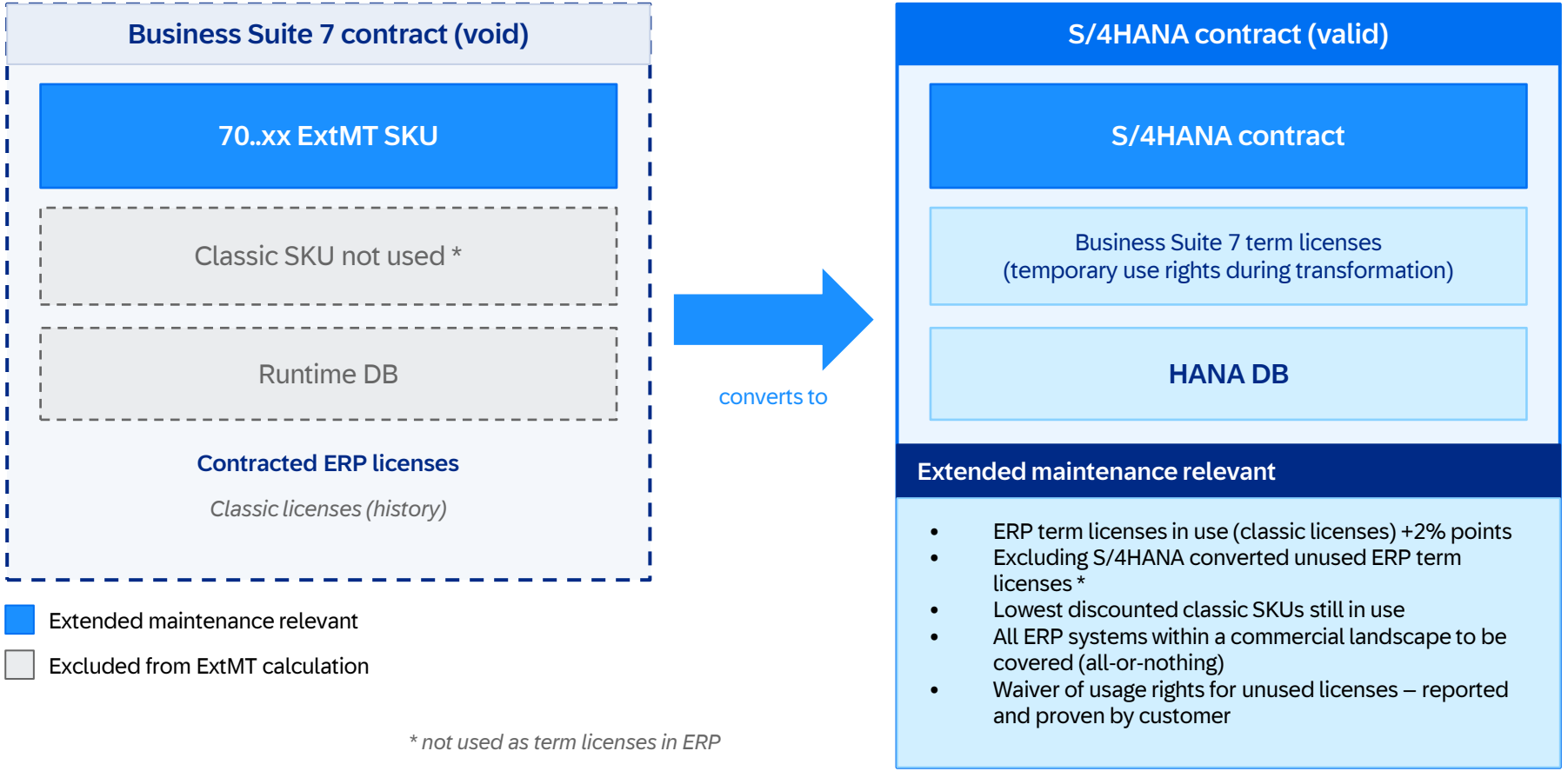
- Cumulated contract history
- Including users, engines, third-party solutions, add-ons and runtime database

Extended maintenance relevant

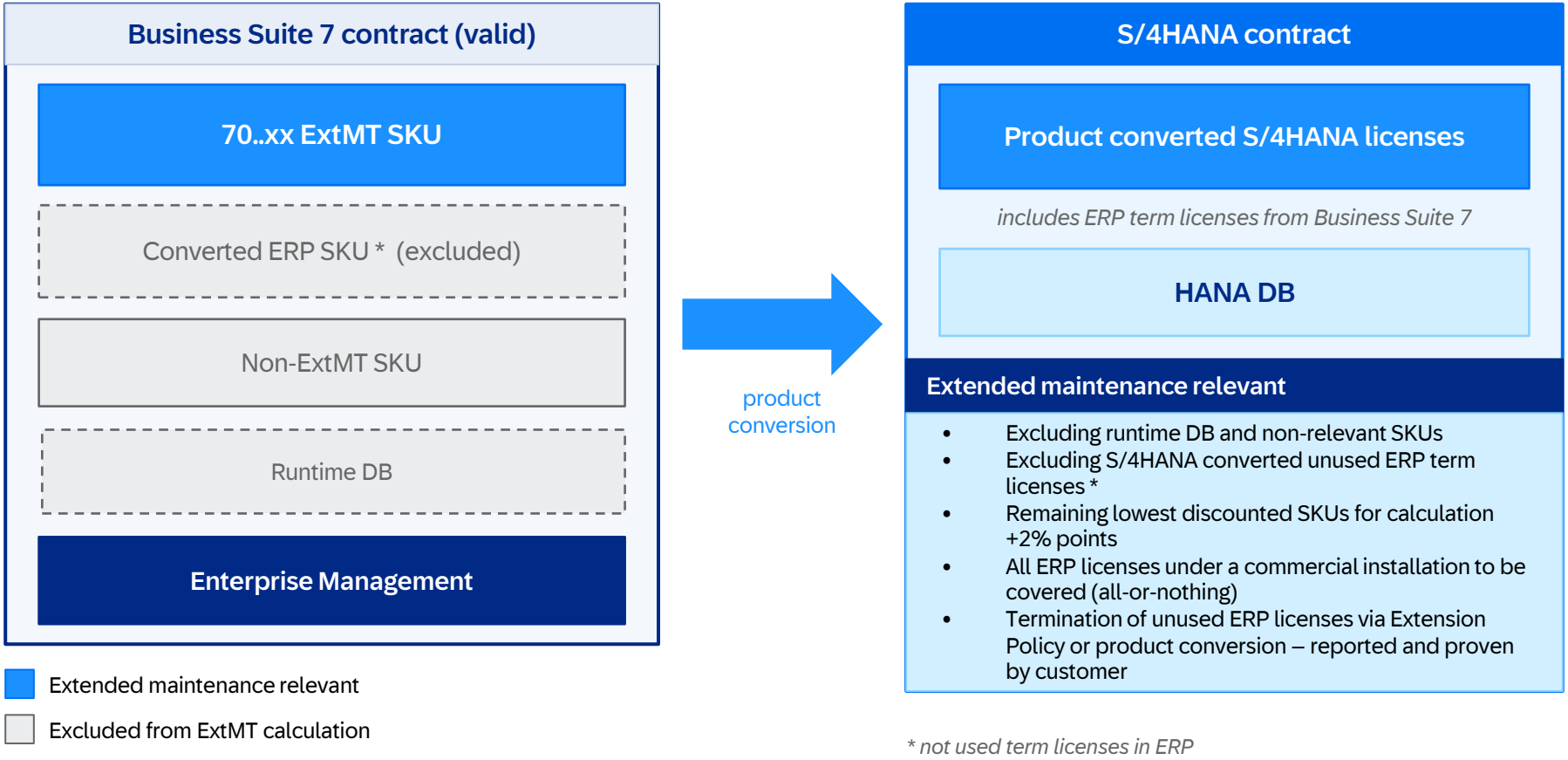
- Entire maintenance base +2% points uplift
- Excluding runtime DB and non-ExtMT relevant SKUs
- All ERP systems within a commercial landscape need to be covered (all-or-nothing)
- No partial landscape within commercial installation (all-or-nothing)



S/4HANA Contract Conversion – calculation



S/4HANA Product Conversion – calculation



Ordering Extended Maintenance

Order process: Account Executives (AEs) are responsible for initiating the Extended Maintenance order process on behalf of the customer.

Note: The existing maintenance contract stays untouched, Extended Maintenance agreement to be signed in an addendum

Order timeline

Q2 2027

Official start of order process

Orders should be placed in Q2/Q3 2027 to avoid last-minute Q4 inquiries.

Q4 2027

Deadline for order placement

All extended maintenance addenda should be signed before year-end 2027.

Jan 1, 2028

Extended maintenance starts

Contract start date is always January 1, 2028 — no exceptions.

Dec 31, 2030

Extended maintenance ends

Ends automatically at the latest on December 31, 2030.

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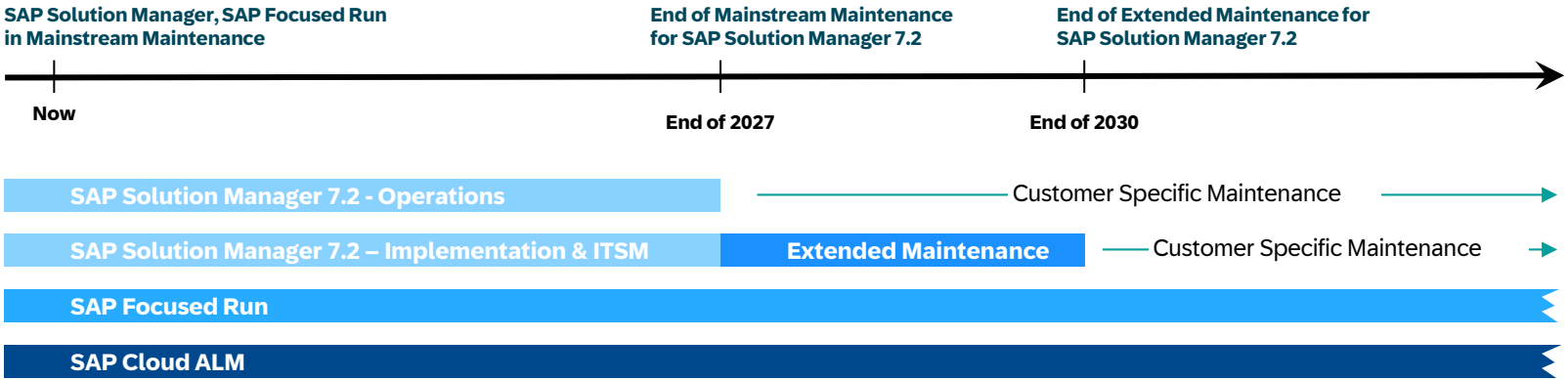
SAP ALM platforms – product availability strategy

SAP Solution Manager follows the maintenance strategy of SAP Business Suite 7. Extended Maintenance for process management, test suite, change & release management and ITSM in SAP Solution Manager 7.2 is automatically included in the optional Extended Maintenance for SAP Business Suite 7.

SAP Solution Manager 7.2 is supported beyond 2030 in Customer-Specific Maintenance.

SAP Cloud ALM and SAP Focused Run are not dependent on SAP Business Suite, allowing Mainstream Maintenance beyond 2030. SAP plans no new on-premise products in the ALM portfolio.



** See restrictions in SAP Note 52505 and 3053725. For further information visit support.sap.com/ALM. This is the current state of planning and may be changed by SAP at any time.*
3255311 - SAP Solution Manager 7.2 Mainstream Maintenance

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Extended Maintenance – SAP Solution Manager 7.2

Entitlement

SAP customers are entitled to use SAP Solution Manager as long as their organization maintains an active on-premise support contract.

How to obtain Extended Maintenance for SAP Solution Manager 7.2

The only way to obtain Extended Maintenance for SAP Solution Manager 7.2 is through an Extended Maintenance addendum to the SAP Business Suite 7 support contract.

Cloud-managed option

Alternatively, SAP or a hyperscaler may provide a managed SAP Solution Manager 7.2 as a cloud subscription, which will automatically include Extended Maintenance.

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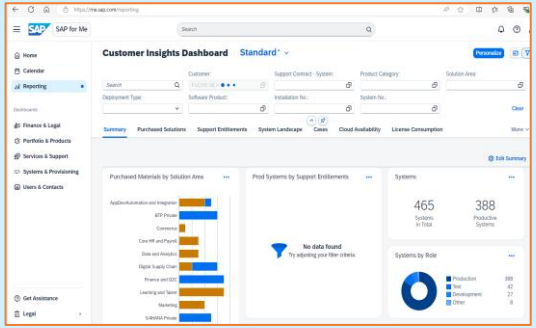
Relevant tools

SAP for Me

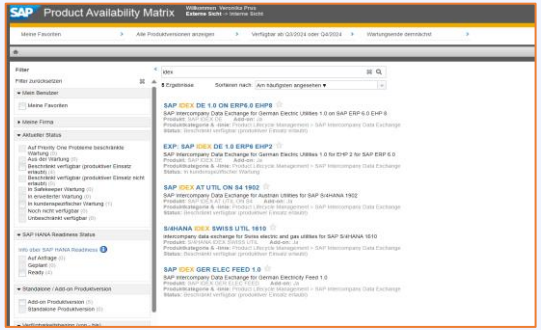
The central portal for SAP customers. Access maintenance commitments, system landscape information, and the maintenance reporting section.



https://me.sap.com

Product Availability Matrix (PAM)

Shows maintenance timelines for individual products and product versions. Use to verify maintenance end dates for your systems.



https://support.sap.com/pam

Reporting system maintenance status in SAP for Me

How to access maintenance information

1. Log in to SAP for Me (me.sap.com)
2. Navigate to the Reporting Tab
3. Open the Maintenance Section
4. Find relevant information about SAP Maintenance Commitments mapped to your current IT landscape

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Reporting system maintenance status in SAP for Me

Additional features available in the Maintenance Section:

01 Productive IT systems overview

View current productive IT systems mapped with end of mainstream maintenance dates.

02 Extended maintenance options

See if extended maintenance is offered for each specific system in your landscape.

03 Additional information fields

Add further information and context to maintenance records.

04 Excel export

Export your full maintenance landscape overview as an Excel file for offline analysis and reporting.

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Useful link collection

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Extended Maintenance related links

Resource	Link
Press release from February 4th, 2020 on extended maintenance commitments	[Link]
SAP executive interview “[...] Story Behind Extending [...] Maintenance [....]”	[Link]
Press release from February 11, 2020 on dual use rights in SAP S/4HANA license conversion scenarios	[Link]
SAP Support Portal – public update on release & maintenance strategy	[Link]
SAP Release & Maintenance Strategy (brochure)	[Link]
Product Availability Matrix	[Link]
SAP Note 2900388 – SAP S/4HANA maintenance commitment until 2040	[Link]
SAP Note 2881788 – End of SAP Business Suite 7 mainstream maintenance	[Link]
SAP Note 1648480 – Maintenance for SAP Business Suite 7 software	[Link]
SAP Note 52505 – Support after end of mainstream maintenance	[Link]
SAP road maps – Road Map Explorer	[Link]
SAP Internal – Customer Evolution share point	[Link]
SAP Internal – Maintenance Commitments	[Link]

Some links require an S-user account.

Brigde options preview

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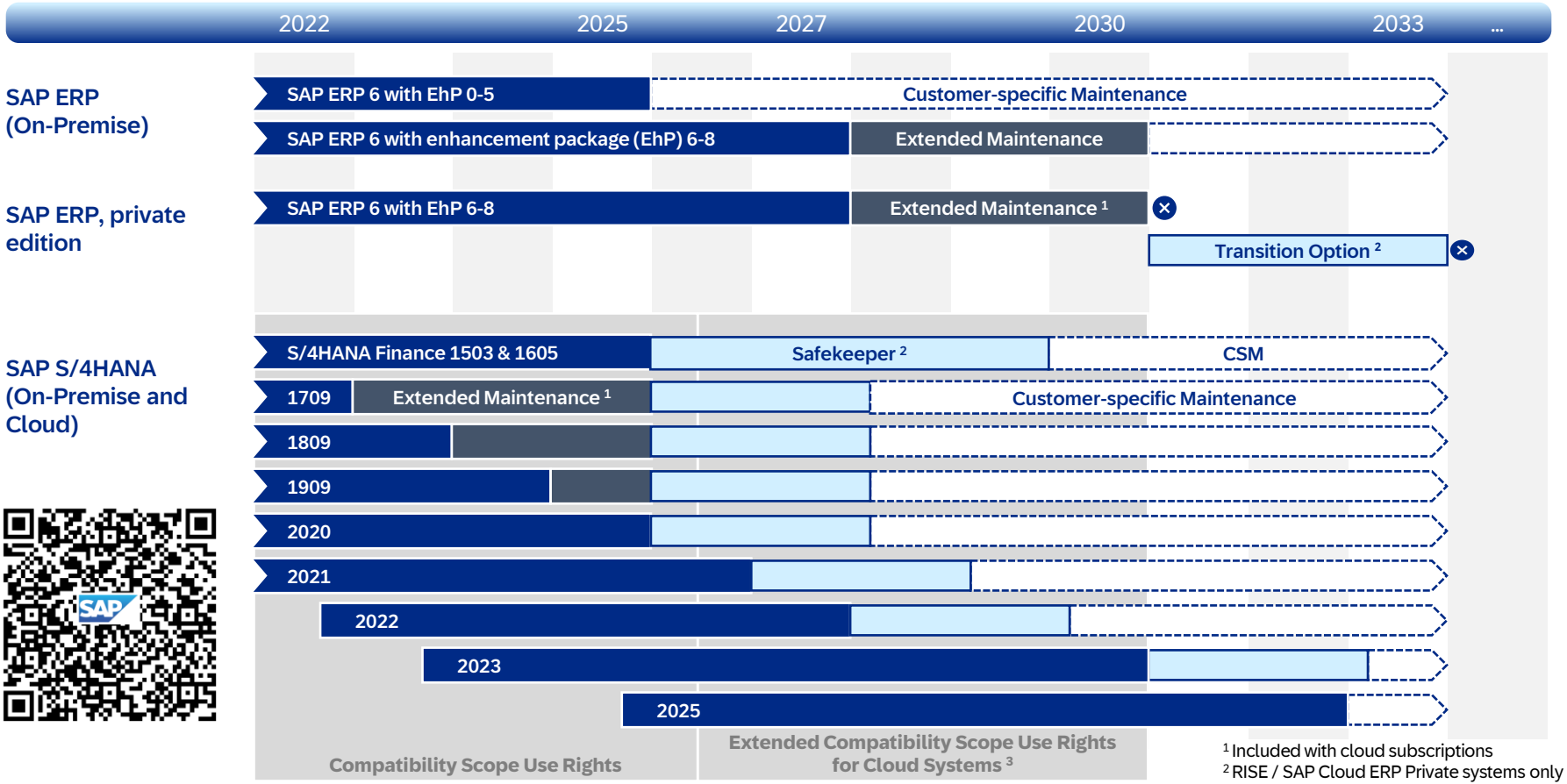
Maintenance Timelines



[1] Included with cloud subscriptions
[2] RISE / SAP Cloud ERP Private systems only
[3] Further conditions apply for on-premise systems

SAP Business Suite transition bridge offers

Customer journeys to SAP Business Suite may require temporary bridges to circumvent barriers or gain extra time.

01

SAP Business Suite 7 Extended Maintenance

Up to 3 years maintenance extension

- Modernizing an SAP ERP landscape may require additional support or time to allow customers to achieve the business benefits from their transition.
- Additional flexibility helps moving to clean core while protecting existing investment during transition.

02

SAP S/4 HANA Safekeeper

Up to 27 months extension for RISE customers

- Create interim transition steps when moving to Cloud ERP for addressing specific technical requirements (database, hardware).

03

Transition option for SAP ERP, private edition

3 years additional transition time (2031–2033)

- Design special service offers bridging the time gap between initial steps into Cloud ERP and completion of the RISE with SAP journey.
- For very complex landscapes with specific global transition requirements.

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SAP Business Suite transition bridge offers

Customer journeys to SAP Business Suite may require temporary bridges to circumvent barriers or gain extra time.

Identify Classic licenses

License audit report: Customer executes transaction USMM/LAW, provides data to AE (CIC)

- **USMM (User Measurement):** Measures user activity and activity-based metrics in each system.
- **LAW (License Audit Workbench):** Consolidates USMM data from various systems into a single report

Self declaration in exceptional cases Certain non-measurable products require a manual declaration form.

Products that are Extended Maintenance eligible

- Extended Maintenance relevant products are **officially available via Product Availability Matrix "PAM"**
- Excluding products* for which SAP won't provide Extended Maintenance (e.g. database, FBS, Fioneer owned products, certain 3rd party products etc.)
- The Extended Maintenance SKU including the 2% uplift will be timely published in the price list

* still subject to minor changes

Thank you.

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