

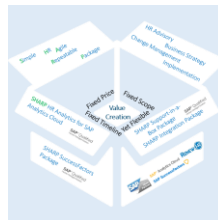
# Statement of of Work & Service Level Agreement (SHARP Support-in-a-box) For SAP SuccessFactors Support between “Customer” and



Engage | Innovate | Transform

Renew HR, LLC

[www.RenewHR.com](http://www.RenewHR.com)



SAP® Qualified  
Partner-Packaged Solution

## Revision History

| Revision # | Date       | Author   | Comment           |
|------------|------------|----------|-------------------|
| 1.0        | 10-25-2018 | Renew HR | Original Document |
|            |            |          |                   |

## Table of Contents

|  |    |
|--|----|
| 1. Confidentiality Statement .....                           | 3  |
| 2. Parties and Timeline .....                                | 4  |
| 3. Reporting & Review Meetings.....                          | 5  |
| 4. Reporting Service Levels .....                            | 6  |
| 5. User Support and Problem Correction .....                 | 6  |
| 6. Process and Application Improvement.....                  | 8  |
| 7. Service Fees and Payment.....                             | 9  |
| 8. Payments.....   | 9  |
| 9. Term and Termination.....                                 | 9  |
| 10. Intellectual Property Rights .....                       | 9  |
| 11. Signatures .....   | 10 |
| 1) APPENDIX A – Application Functions.....                   | 11 |
| 2) APPENDIX B – Various SHARP Support-in-a-box packages..... | 12 |
| 3) APPENDIX C – Invoicing Schedule .....                     | 14 |
| 4) APPENDIX D – Project Assumptions.....                     | 14 |
| 5) APPENDIX E – Change Order Document.....                   | 16 |

## Terms & Conditions

By clicking "Accept" or "Agree," you agree to all of the terms and conditions stated in this Agreement. If you do not agree to these terms, do not click "Accept" or "Agree." By clicking "Accept" or "Agree" you hereby represent and warrant that you are the contracting party intending to be legally bound ("Customer") or an agent of the Customer with authority to carry out this transaction and conclude the respective contracts with partner full legal entity ("Renew HR") on behalf of the Customer. If you do not have the appropriate authorization to carry out and conclude this transaction, you should not continue with this transaction.

This Agreement is pending the approval of "Renew HR" affiliate or subsidiary company in the country in which Customer is located and in which Customer intends to accept receipt of the Service(s).

The Agreement shall be effective as of the date appearing on the Order Confirmation ("Effective Date") and shall continue until the Services under this Order Form are completed or terminated ("Term").

This order document is governed by and incorporates the following documents in effect as of the Effective Date. All documents are listed in order of precedence and collectively referred to as the "Agreement." The Agreement shall be effective as of the date appearing on the Order Confirmation ("Effective Date") and shall continue until the Services under this Order Form are completed or terminated ("Term").

| Agreement           | Location                                       |
|---------------------|--|
| Order Document      |  |
| Service Description | Please check "Resources" tab for more details. |
| Scope Document      | Provided herein.                               |

Before accepting this Agreement, Customer has had the opportunity to review the terms and conditions mentioned above. Renew HR recommends Customer prints copies of the applicable Service Descriptions and Scope Documents for Customer's records.

Renew HR will provide services to assist Customer with the post implementation support of the Customer's SAP SuccessFactors modules based on the package selected by the customer by the above referenced Renew HR'S Service Description and as further defined herein.

### 1. Confidentiality Statement

This document contains confidential and proprietary information of Renew HR, LLC and CUSTOMER (the "Customer"), which must be kept confidential. Duplication or use other than in connection with negotiating and implementing a definitive written agreement for the provision of application maintenance support services is strictly prohibited. This document must be returned to the Renew HR in the event such an agreement is not enacted.

This Statement of Work (SOW) and Service Level Agreement (SLA) is to further clarify the SHARP Support-in-a-box (SHARP SAP Qualified Package), scope and services for SAP SuccessFactors post-implementation support for CUSTOMER. The services described herein will be provided by Renew HR LLC, under the terms and conditions specified in this document. Capitalized terms not otherwise defined herein shall have the meanings ascribed to them in the Agreement. In the event of a conflict, the terms and conditions of this SOW/SLA shall prevail unless expressly stated otherwise.

All functions described in this SOW/SLA are to be executed during the timeframe outlined in the Project Timeline section below. Any features not implemented in that timeframe will result in a Change Order.

## 2. Parties and Timeline

This SOW/SLA is between the Renew HR and CUSTOMER from <Start Date (YYYY-MM-DD)> to <End Date (YYYY-MM-DD)>.

- This SOW/SLA is effective as of the date of the signatures below. Renew HR and CUSTOMER shall review at least quarterly to determine if any modifications or amendments are needed to reflect the CUSTOMER’s support requirements and Renew HR’s services.
- The purpose of this SOW/SLA is to document the Renew HR’s service delivery to CUSTOMER. Renew HR shall deliver the services outlined in this document. The CUSTOMER shall pay for the services covered by this SOW/SLA by billing and payment terms that have been agreed upon by Renew HR and the CUSTOMER.

Renew HR will provide the following services to the CUSTOMER:

| Service  | Description  | Examples   |
|--|--|--|
| <b>Application</b>   | Renew HR will only support SAP SuccessFactors modules which are in scope under the Package the CUSTOMER has purchased.   | <ul style="list-style-type: none"> <li>• Renew HR will not support any 3<sup>rd</sup> party products (not owned by SAP SuccessFactors) and services that the CUSTOMER may have.</li> </ul>                                     |
| <b>User Support</b>  | Receive, document, and prioritize issue tickets and help CUSTOMER staff in the use of existing applications or services.   | <ul style="list-style-type: none"> <li>• Answer queries about applications.</li> <li>• Receive and document bug reports.</li> <li>• Collect and document requests for changes.</li> <li>• Share status of requests.</li> </ul> |
| <b>Problem Correction</b>                                      | Bring an application back to its original functionality before the problem arose. This may include a permanent fix or a temporary workaround until a permanent fix is found. | <ul style="list-style-type: none"> <li>• Fix bugs.</li> <li>• Retrieve functionality after abnormal program terminations.</li> <li>• Complete cause analysis.</li> </ul>   |
| <b>Application Enhancement (Project Hours)</b>                 | New Modules or New Features or Functionalities not implemented before the start of the support contract  | <ul style="list-style-type: none"> <li>• Implement a new module or add new features or functionalities for pre-existing modules.</li> </ul>  |
| <b>Application Maintenance (Support and Maintenance Hours)</b> | Modify the functionality of an existing application.   | <ul style="list-style-type: none"> <li>• Fulfill regulatory requirements.</li> <li>• Enhance run-time efficiency. Modify existing (already implemented) applications based on new releases of hardware or software.</li> </ul> |

|  |  |   |
|--|--|---|
| <b>Process and Application Improvement</b> | Assist CUSTOMER in planning the better use of applications to meet business strategy and goals. This is a proactive attempt by the service provider to improve applications and processes, based on the service provider’s increased application and business knowledge over time. | <ul style="list-style-type: none"> <li>• Help CUSTOMER staff to make strategic decisions that meet business goals.</li> <li>• Provide functional, architectural and process improvements as required for the support and maintenance of the system areas in scope.</li> </ul> |
| <b>&lt;Other Services&gt;</b>              |  |   |

**Note:** The scope will strictly follow the package chosen by CUSTOMER. Please check [APPENDIX B – Various SHARP Support-in-a-box packages](#)

### 3. Reporting & Review Meetings

The following processes will be used to manage the SHARP-Support-in-a-box, application maintenance support agreement:

| Report Frequency  | Description  | Scope  |
|---|--|--|
| Monthly Status Report                                     | Renew HR to provide the CUSTOMER with a Monthly status report that gives an overall summary of the support activities for the last month | <ul style="list-style-type: none"> <li>• Project health</li> <li>• On-going activities</li> <li>• Completed tasks</li> <li>• Upcoming milestones and releases</li> <li>• Bug fixes</li> <li>• Risk identification and mitigation plan</li> <li>• Action items across dCustomererent application areas</li> </ul> |
| Monthly Meeting <span style="float: right;">Review</span> | Renew HR will track metrics, summarized in a dashboard format, and discuss it in a monthly meeting.                                      | <ul style="list-style-type: none"> <li>• Tracking unresolved issues from maintenance projects which impact the SOW/SLA</li> <li>• Updating maintenance project progress and resolving critical issues</li> <li>• Capturing agreements and disagreements and items needing escalation</li> </ul>                  |

|                   |        |   |  |
|-------------------|--------|---|--|
| Quarterly Meeting | Review | Renew HR will track metrics, summarized in a dashboard format, and discuss it in a quarterly meeting. | <ul style="list-style-type: none"> <li>The SLA will be reviewed with the system administrators involved, and an amendment addendum will be created if required</li> <li>The review process will be through teleconference meeting session which will be booked in advance</li> <li>Review the document prepared by Renew HR will include overall support status, issues list, metrics reporting, supporting reasons for metrics deviation, and items that need adjustment within SOW/SLA (e.g., scope, metrics, etc.)</li> <li>SOW/SLA changes will be tracked by version number and date</li> </ul> |
|-------------------|--------|---|--|

#### 4. Reporting Service Levels

| Type                    | Measurement  |
|-------------------------|--|
| Monthly Status Report   | Delivered at not less than 30 calendar day intervals   |
| Quarterly Status Report | Delivered at quarterly intervals and not less than two business days before the scheduled review meeting |
| Yearly Status Report    | Delivered at yearly intervals and not less than five business days before the scheduled review meeting   |

#### 5. User Support and Problem Correction

The following procedures will be used to respond to problems that are received by the Renew HR support team. A problem is defined as an unplanned system event which adversely affects application processing or application deliverables. The measurement period for User Support and Problem Correction SLAs is a calendar month.

##### Prioritization Approach

Service requests for problems received by the help desk will be given a Severity Code from 1 – 3 based on how important responding to the problem is to the primary business of CUSTOMER as a whole, as well as the availability of workarounds. The Severity Code will be the basis for scheduling work on the backlog and assigning resources to the request. Critical, important, and supportive application functions are defined in the section below on Application Function Type, with a complete list of application functions included in this agreement listed in [Appendix A](#).

| Severity Code | Definition | Initial Response | Estimation Response | Resolution |
|---------------|------------|------------------|---------------------|------------|
|---------------|------------|------------------|---------------------|------------|

|                             |  |                 |                 |                 |
|-----------------------------|--|-----------------|-----------------|-----------------|
| <p><b>1 - Critical</b></p>  | <p>A problem has made a critical application function unusable or unavailable, and no workaround exists.</p> <p>These application functions are critical to ensuring business continuity or critical employee services. Extended failure will impact profit or damage CUSTOMER reputation.</p>   | <p>8 Hours</p>  | <p>12 hours</p> | <p>24 hours</p> |
| <p><b>2 -Important</b></p>  | <p>A problem has made a critical application function unusable or unavailable, but a workaround exists.<br/>or A problem has made an important application function unusable or unavailable, and no workaround exists.</p> <p>These application functions are important to business productivity but are not critical to profitability or CUSTOMER reputation.</p> | <p>12 Hours</p> | <p>18 hours</p> | <p>36 hours</p> |
| <p><b>3- Supportive</b></p> | <p>A problem has diminished critical or important application functionality or performance, but the functionality still performs as specified in the user documentation.</p> <p>These applications support productivity but are not essential to business effectiveness.</p>   | <p>12 Hours</p> | <p>24 hours</p> | <p>48 hours</p> |

**Application Function Type**

The table above provides a brief definition of critical, important, and supportive application functions. See [Appendix A](#) for a complete list of the application functions included in this agreement.

**Response and Resolution Times**

Severity codes are used to determine appropriate response and resolution times. Response and resolution times are measured from when the help desk opens the incident. If the problem is not resolved within the defined timeframe, the continuous effort will be applied until the problem is resolved.

1. Application Availability

SAP SuccessFactors availability is based on the SLAs provided by SAP for CUSTOMER. Renew HR is not responsible for system availability at any given point of time.

2. Application Enhancement

Application enhancement projects involve implementation of new modules or add new features and functionalities not used before.

The scope for “Application Enhancement Projects” will strictly follow the package chosen by CUSTOMER and if CUSTOMER has purchased additional hours under “Project Hours.” Please check [APPENDIX B – Various SHARP Support-in-a-box packages for more details.](#)

This could include the implementation of a completely new SAP SuccessFactors module or additional features within an already implemented module.

customer can request application enhancements or proposed by Renew HR. CUSTOMER will prioritize the order in which enhancements are performed.

## **6. Process and Application Improvement**

Renew HR will help customer to improve its applications and application maintenance processes over time, in line with the CUSTOMER's business goals and strategy. As Renew HR gains increased application and business knowledge, it is expected that Renew HR will help customer to plan the better use of applications to meet business goals.



## 7. Service Fees and Payment.

The Service fees (“Service Fees”) are payable for the specified Service(s) consisting of the component(s) identified in the purchase review displayed on the SAP App Center (“Purchase Review”) as well as in the corresponding order confirmation email Customer receives from the SAP App Center (“Order Confirmation”).

### When are the payments due?

|  |                  |
|--|------------------|
| <b>Equal Monthly Payment</b>                   | Total Amount/12  |
| <b>Equal Quarterly Payment</b>                 | Total Amount/4   |
| <b>Or Full Payment at the time of purchase</b> | Total Amount due |

## 8. Payments.

- The fees for the Service are as provided in the ordering page(s) of the SAP App Center.
- If Customer is not a previously authorized buyer, Customer must use a valid credit card to complete this order. If Customer uses a credit card for purchases, fees will be billed to Customer’s credit card upon Customer confirmation of this order.
- Unless otherwise identified for a previously authorized buyer, Customer bill address will be considered the location of Licensee’s receipt of Services provided hereunder. This receipt of Service Location may determine the calculation of taxes.

## 9. Term and Termination

The customer has the right to cancel Renew HR’s post implementation services at any point in time with a written notice to Renew HR. However, Customer needs to pay all installments to that time and 25% of payment for the unfinished phase.

## 10. Intellectual Property Rights

If any intellectual property is created during the project, then there would be a written agreement between Renew HR and Customer regarding the right to such property as created during the project.

## 11. Signatures

Renew HR and CUSTOMER agree to the service levels and terms outlined in this agreement.

| Renew HR, LLC  | CUSTOMER                 |
|--|--------------------------|
| <b>By:</b> _____   | <b>By:</b> _____         |
| <b>Title:</b> _____  | <b>Title:</b> _____      |
| <b>Address:</b> Renew HR, LLC<br>4903 Ravensthorpe Dr,<br>Parker, TX 75002 | <b>Address:</b> CUSTOMER |
| <b>Date:</b>   | <b>Date:</b>             |

## 1) APPENDIX A – Application Functions

The following are applications which are part of the scope for this agreement at the time of writing this document. In the future, new applications can be added by agreement between Renew HR and CUSTOMER:

| Applications (SAP SuccessFactors)            | Description |
|--|-------------|
|  |             |
|  |             |
|  |             |
| Other Applications (non- SAP SuccessFactors) | Description |
|  |             |
|  |             |
|  |             |

## 2) APPENDIX B – Various SHARP Support-in-a-box packages

| PACKAGE-NAME  | 1                                  | 2                                | 3                                     |
|---|------------------------------------|----------------------------------|---------------------------------------|
|   | <b>Silver</b><br>(up to 499 hours) | <b>Gold</b><br>(up to 999 hours) | <b>Platinum</b><br>(beyond 999 hours) |
| <b>Areas of Support</b>   |                                    |                                  |                                       |
| <b>General</b>  |                                    |                                  |                                       |
| 24/7 Hours Support  | No                                 | No                               | Yes                                   |
| US EST to PST Support   | No                                 | No                               | Yes                                   |
| 1-800- Number   | No                                 | No                               | Yes                                   |
| Chat Facility   | No                                 | Yes                              | Yes                                   |
| E-Mail  | Yes                                | Yes                              | Yes                                   |
| <b>Modules In Scope</b>   |                                    |                                  |                                       |
| People Profile, Enterprise Jam , Recruiting, Onboarding, LMS,PMGM, Compensation and Variable Pay & Succession and Development | Yes                                | Yes                              | Yes                                   |
| Employee Central  | No                                 | Yes                              | Yes                                   |
| Employee Central Payroll (Only US & Canada)   | No                                 | No                               | Yes                                   |
| Reporting Analytics   | No                                 | Yes                              | Yes                                   |
| Workforce Planning  | No                                 | No                               | Yes                                   |
| Workforce Analytics   | No                                 | No                               | Yes                                   |
| <b>Project Based Hours (Scope)</b>  |                                    |                                  |                                       |
| Implementation of New Modules   | Yes                                | Yes                              | Yes                                   |
| Implementation of New and unused features and Functionalities   | Yes                                | Yes                              | Yes                                   |
| Custom reports, integration and new configuration enhancements within your SuccessFactors application.                        | Yes                                | Yes                              | Yes                                   |
| Admin and Super User Training   | Yes                                | Yes                              | Yes                                   |

|   |   |   |   |
|---|---|---|---|
| Data migration and Content  | Yes   | Yes   | Yes   |
| <b>Support Based Hours (Scope)</b>  |   |   |   |
| Q&A Guidance on Quarterly Updates/Upgrades                                      | Yes   | Yes   | Yes   |
| Design , Process and Configuration change considerations to existing processes  | Yes   | Yes   | Yes   |
| Ticket & Issue Research Environment   | SF Test   | SF Test and Production  | SF Test and Production  |
| Regular maintenance and support of your existing SuccessFactors implementation. | Yes   | Yes   | Yes   |
| <b>Allocated Hours</b>  |   |   |   |
| Support and Maintenance Hours (Per Annum)                                       | 360   |   |   |
| Project Hours (Per Annum)   | 00  |   |   |
| <b>Associated Cost</b>  |   |   |   |
| Maintenance and Support Cost (\$)   | 00  |   |   |
| Project Cost  | 00  |   |   |
| Grand Total (\$)  | 00  |   |   |
| <b>Expiration Rule for Maintenance and Support</b>                              |   |   |   |
| Expiration Rule for Maintenance and Support                                     | Maintenance support hours are Quarterly distributed. You can only carry forward 50% of the Quarterly unused hours | Maintenance support hours are Quarterly distributed. You can only carry forward 50% of the Quarterly unused hours | Maintenance support hours are Quarterly distributed. You can only carry forward 50% of the Quarterly unused hours |
| <b>Expiration Rule for Project Hours</b>  |   |   |   |
| Expiration Rule for Project Hours   | 50% Unused hours after 6 Months   | 50% Unused hours after 6 Months   | 50% Unused hours after 6 Months   |

### 3) APPENDIX C – Invoicing Schedule

Based on your total purchase you will be billed equal amount every month. The contract duration will be for a year.

**Note:**

- a. Total fees are for in-scope work based upon the approach, scope, deliverables and the overall project timeline outlined in this SOW/SLA.
- b. Fees are in USD currency unless otherwise stated.
- c. Expenses (e.g., travel) are billed as incurred under CUSTOMER's travel policy. Travel must be pre-approved by CUSTOMER's representative.
- d. Invoices are payable net **seven days** from the date of invoice.
- e. Rescheduling dates held by Renew HR for this project without seven (7) days advanced notice or postponing/canceling the project may result in an assessment of fees for Services performed to compensate for lost billable time for planned work.

### 4) APPENDIX D – Project Assumptions

**Project Assumptions**

- CUSTOMER will identify a small number of system administrators to support the work done by Renew HR's team.
- CUSTOMER will dedicate knowledgeable resources to the project.
- CUSTOMER project manager will work with the Renew HR to manage issues/action items throughout the project.
- Services delivered remotely using Zoom Conference® (VOIP and a conference bridge will be provided) unless otherwise defined within this SOW/SLA.
- This SOW/SLA is based on current application features only as outlined under Configuration Scope above. The configuration of future enhancements, or enhancements released during the duration of the project, are not included.

**CUSTOMER Responsibilities**

- Availability of client for discovery, testing, or other project discussions
- Timely sign-off from client on requirements and test results
- Timely availability of data from the client (test data, production data, demographic file, etc.)
- Availability of SuccessFactors instances and issue resolution on a timely manner.
- CUSTOMER will provide e-Business sign-off on behalf of CUSTOMER.
- CUSTOMER will ensure their staff has the appropriate skills and experience to complete assigned project tasks. If any CUSTOMER personnel fail to perform as required, CUSTOMER will make suitable additional or alternative staff available.
- CUSTOMER will ensure staff is available to provide such assistance, as Renew HR reasonably requires.
- CUSTOMER will provide information and materials reasonably required to enable Renew HR to provide the services described herein. CUSTOMER agrees the information disclosed or to be disclosed to Renew HR, to the best of CUSTOMER's knowledge, is and will be true, accurate and complete in all material respects.
- CUSTOMER will provide access to appropriate personnel for interviews and work sessions. Delays in the scheduling of work sessions, task completion and issue resolution caused by the unavailability of CUSTOMER personnel may affect the project timeline, fees, and timing estimates.
- Members of the CUSTOMER project teams will have the ability and authority to make timely decisions and commitments on the enterprise-wide design for their respective areas of responsibility. CUSTOMER project team members' adherence to schedule and finalization of decisions on a timely basis is critical for Renew HR to adhere to the schedule and accomplish the commitments within the estimates provided.

### **Program/Project Management**

- Renew HR and CUSTOMER will facilitate the establishment and management of a Program Steering Committee and governance structure.
- CUSTOMER will provide day-to-day leadership for the project described in this SOW.
- At the completion of major milestones/checkpoints, Renew HR will proactively review with CUSTOMER any issues that might affect the original assumptions of the program and mutually agree on a plan forward.
- CUSTOMER will provide Renew HR with a minimum of seven (7) business days notice for any changes CUSTOMER would like to make to this SOW/SLA.
- CUSTOMER executives will drive consensus on key process decisions and guiding principles, actively participate in executive alignment workshops and provide executive guidance to key decisions which enable timely completion of the project deliverables, by project leadership direction.

## 5) APPENDIX E – Change Order Document

Change Number: \_\_\_\_\_

Request Initiator: \_\_\_\_\_

Change Request:

Request Date: \_\_\_\_\_

Description:

Rationale:

Implications:

Project Impact: High, Medium, Low

Scope:

Time:

Cost:

Resources:

Resolution:

| Renew HR, LLC  |  | CUSTOMER                   |  |
|--|--|----------------------------|--|
| <b>By:</b> _____   |  | <b>By:</b> _____           |  |
| <b>Title:</b> _____  |  | <b>Title:</b> _____        |  |
| <b>Address:</b> Renew HR, LLC<br>4903 Ravensthorpe Dr,<br>Parker, TX 75002 |  | <b>Address:</b> [CUSTOMER] |  |
| <b>Date:</b>   |  | <b>Date:</b>               |  |