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Exhibit A Sap
Support Services

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one or all of them.

**Support for SAP
Applications &
Databases | Rimini
Street**

SAP support services
are best fit for
companies that are
looking to minimize
their operational,
maintenance and
support costs and for

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those who want to meet performance benchmarks by leveraging the value of their existing IT investment. Our SAP support offerings include:

Continuous Quality Check & Improvement Services - SAP

A basketball. A

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brightly painted wooden ship. A scattering of Lego bricks. A wooden dice game. A tower constructed from spaghetti and marshmallows. Straw throw dolls. All create a large and vibrant mix of play materials spread out on a large white table and inviting visitors to

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SAP's newest art ...

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The SAP Support Portal is SAP's award winning customer-facing website, which provides access to support tools, services and applications, as well as related

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documentation and
community content.

SAP Support Services - Mobolutions

Spinnaker Support is
a leading global
provider of third-party
SAP Business Suite
support. We replace
and enhance the
support services
provided by SAP,

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reducing maintenance fees by an average of 60+%. Spinnaker Support currently supports medium to large size enterprises running all versions of SAP Business Suite from R/3 to ECC 6.

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LICENSE

AGREEMENT

("Agreement") This Agreement is made effective as of the 13th day of June, 2007, by and between SAP Public Services, Inc., a Delaware corporation, with offices at 3999 West Chester Pike, Newtown Square, PA 19073 ("SAP"), and

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San Diego Data
Processing
Corporation, a wholly-
owned corporation of

**Preparing for PCOE:
is your customer
maintenance ... -
SAP**

The Continuous
Quality Check
Business Process
Improvement (CQC
BPI) within SAP

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Enterprise Support helps improve business processes for an SAP ECC or SAP S/4HANA system, by configuring the Business Process Improvement Suite of tools and explaining their usage for the customer's core business processes.

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**SAP Business Suite
Support Services |
Spinnaker Support**

For customers with SAP Enterprise Support contracts, SAP provides a range of remote services to help them run their SAP systems in the optimum way. There is no additional charge for these services; they are

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included in SAP Enterprise Support. In addition, there are also services available for partners participating in the SAP PartnerEdge program.

Partners Guide To Booking SAP Enterprise Support Services ...

SAP is responsible for

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other levels of support other than service level 3 – According to the support level definitions outlined in SAP PartnerEdge VAR Delivered Support Specific Terms and Conditions. Support agreement (former Exhibit 4), Appendix “Support Services”, the reseller is obliged

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to perform First and
Second Level Support

...

**OEM PARTNER
AGREEMENT
General Terms and
Conditions**

This SAP-certified
integration for SAP
NetWeaver 7.01 up to
SAP S/4HANA
empowers our
customers to

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successfully
implement a
microservices
strategy for SAP
software and support
the complete
application lifecycle,
while at the same
time simplify
integration and
accelerate the
delivery of complex
apps on a modern
and flexible

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architecture that ...

SAP Agreements |
SAP Trust Center |
About SAP SE

Certifications may be based on ISO 27001 or other standards (scope as defined in certificate). For certain SAP Ariba Online Services, SAP Ariba performs regular audits (at least

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annually) via certified auditors to provide a valid SOC 1 Type 2 (SSAE 16 or ISAE 3402) and/or SOC 2 Type 2 report and/or an ISO27001 certification.

SAP Premium Engagement Support Services General Terms and

...

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Get more value from your new and existing SAP software with support services from SAP, including long-term plans, embedded teams, and remote support. Services and Support Plans Get support for your transformation journey every step of the way by working with a trusted adviser

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that knows SAP
software best.

Exhibitors | SAP TechEd India

The contract for cloud services from SAP consists of three main building blocks. The order form, data processing agreement, and general terms and conditions are

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generally the same for any cloud service on our price list, while the cloud service description, including Product Supplement, Support Policy and Service Level Agreement, is a product-specific collection of terms.

**Art at SAP: New
Bauhaus Exhibit at**

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**Headquarters | SAP
News ...**

A listing of SAP's current SAP Support Services is attached hereto as Exhibit 1. To schedule SAP Support Services, Licensee shall contact the assigned TQM or the designated Support Resource. SAP requires a minimum lead - time

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of five (5) weeks for scheduling SAP Support Service delivery requests.

SAP Support and Service

SAP OEM Partner Agreement General Terms and Conditions enGLOBAL.v.8-2015
Page 2 of 10 Support Services” – “SAP OEM Support

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Schedule”). Licensor provides OEM Support to OEM in support of its End Users. Such OEM Support Schedule is incorporated herein by reference and made a part hereof. Licensor recommends Licensee prints a copy of

(Data Controller to

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**Data Processor
Agreement) - SAP
Ariba**

services related to
SAP staff support. 3.
RECOMMENDED
MOTION . I move that
the School Board
authorize the
Superintendent to
execute a contract
amendment with Epi-
Use for a total Not-To-
Exceed (NTE) amount

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of \$403,200, including taxes, for emergency SAP staff support services with any minor additions, deletions, and modifications deemed

**25 Most Promising
SAP Support &
Services Providers
2015**

RFP# 1531VF

Division of Information

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& Support Services

ERIE COUNTY
REQUEST FOR
PROPOSAL (RFP)
TO PROVIDE SAP
GEO.e, SAP Work
Manager 6.2, SAP
Linear Asset
Management (LAM)
Software Packages
RFP # 1531VF
8/18/2015 DIVISION
OF INFORMATION &
SUPPORT

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SERVICES EDWARD
A. RATH COUNTY
OFFICE BUILDING
95 FRANKLIN
STREET

**SCHOOL BOARD
ACTION REPORT**

Services and Support
Plans. Premium
Engagements;
Support and Success
Plans; Innovation and
Advisory Services;

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Implementation
Services; Cloud
Services. SAP
Support Portal. My
Support Overview;
Knowledge Base;
Software Downloads;
Product Support; SAP
Cloud ALM; SAP
Solution Manager;
SAP ONE Support
Launchpad; Next-
Generation Support.
SAP Help ...

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SAP Support Portal Home

Understanding the new world of SAP support services SAP support services is focused on expanding beyond incident handling and updates to include knowledge centers and on-site project management.

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your network:

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(Agreement)**

A SAP services
company that offers a
full spectrum of SAP
services to cater to
various business
demands and needs
Winterhawk

Consulting The

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Company provides end to end SAP GRC solutions, starting from deployment till the complete outsourcing as and when required by the customers in their SAP GRC lifecycle.

Understanding the new world of SAP support services

And with support and

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maintenance costs on the rise, more and more licensees are investigating third-party SAP support. Replacing your SAP software support and maintenance services with third-party support helps enable your organization to increase organizational agility and innovation by

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freeing you from
vendor lock-in and a
vendor-dictated ...

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