

## Post Activation Support and Product

Once you Go Live, we are around to provide you continuous support and product updates. SAP continuously provides product updates and version upgrades based on its roadmap. We will make it available to you. Apart from that, our helpdesk will provide you with critical business support and necessary guidance to keep your business application running smoothly. We will also be providing you cloud managed services to keep your business application and IT infrastructure up and running on cloud.

SAP Business One  
Updates & Upgrades

Support Helpdesk for  
SAP Business One  
on cloud

Cloud Managed Services  
for software & IT  
infrastructure

Support Tools,  
Self-Learning  
& Knowledge base

Below mentioned is the scope of support that will be extended by CBS  
to all customers purchasing  
**SAP Business One Starter Package**

### Support Mechanism

Following will be the touch points between the parties for logging issues, resolving them and any other communication required in this regard:

- ✓ Online portal/ E-mail for web-based support
- ✓ Direct phone lines & cell-phone based support
- ✓ Remote tools

### Ticket Type

**Level 1:** Queries related to day- to-day working on production systems which include administration issues which might result in stoppage of transactions. These can be queries related to the training issues, set up issues or any other issues which do not require more than one day man efforts.

**Level 2:** Queries related to the general setting, GL code determination, administration or any other query which requires more than one day effort will be charged at INR 6000/man day. Effort requiring less than one man day will be part of the scope.

**Level 3:** Any issues which require support from SAP.

### Name of Scheme

- |       |   |
|-------|---|
| Basic | <ul style="list-style-type: none"><li>✓ Email and phone based support.</li><li>✓ Unlimited online support for 15 days.</li><li>✓ Initial response time within next working day for non-critical tickets and within 4 hours for critical tickets.</li><li>✓ 99% uptime to log in to SAP Business One excluding the scheduled maintenance which will be done once in a month.</li><li>✓ Resolution time for an issue covered under this contract would not be more than 2 working days (except for issues escalated to SAP Business One support or any other issues which need more time, timelines of which will be mutually decided).</li></ul> |
|-------|---|

### In scope of AMC

- ✓ Support will be provided for Single legal entity with multiple branches, provided master data should be same for all.
- ✓ Handshaking for query logging and resolution management process.
- ✓ Production Support – user query resolution & troubleshooting for Level 1 and Level 2 queries.
- ✓ Ensuring SAP application uptime from offshore using touch points.
- ✓ Reporting on product bugs to SAP & following up for solutions.
- ✓ Invitation for online training programs. Specific training requests are not covered under AMC.
- ✓ Migration to new product patches/ updates once a year.

### Terms & Conditions:

- The service provider shall be responsible for the following:-
  - Fixing any errors in the implemented solution.
  - Incorporating hot fixes/patches (as required) that are released from time to time.
- The service provider shall provide offsite support during normal working hours (09:30 AM to 6:00 PM) from Monday to Saturday, except 2nd & 4th Saturdays.
- The service provider shall attend to the calls raised by the customer within the timelines specified in the AMC scheme opted by customer. This shall be the 1st level of support. Should any of the support issues not get resolved by CBS, the same shall be escalated by the service provider to the support team of Indian operations of SAP Business One support as 2nd level of escalation. In case an issue is identified by CBS to be immediately escalated to SAP, the same would be escalated on immediate basis. Issues for which CBS needs assistance from SAP, they being of nature of bugs etc., will be escalated to SAP not later than 2 days of the issue being reported by the customer.
- Should more locations be rolled out by the customer as a part of expansion plan or should there be a requirement of new functionalities to be incorporated, the implementation for the same can be provided by the service provider at the man-day rate of INR 6000. The effort estimate (man-days) required to do the same shall be given by the service provider beforehand to enable the customer budget for the same.
- The scope of services provided under this contract shall be restricted to the implemented solution and shall by no means include a) modifications of any setups or changes in any implemented functionality effort for which exceeds 1 day or b) any data entry work or c) execution of data reconciliation or d) maintenance of third party software or e) maintenance of hardware or network at the Customer's premises.
- It is recommended that the customer does not make any attempt to make changes (by himself or through a third party) to the functionalities of the implemented solution, in case of which, the service provider shall not be responsible for occurrence of any errors and shall not be liable to rectify the same.

# Rapid & Remote Implementation Approach activates SAP Business One within weeks

With our Rapid and Remote Implementation Methodology, we will activate SAP Business One starter pack for you within weeks.

We will dedicate an implementation consultant who would guide you through the entire implementation process. With over 300+ implementations of SAP Business One under our belt and over 150+ experienced implementation consultants, you can rely on us to get the job done. Here is a 5 step view on how it will work.

## 01 Activate (3 Days)

We will activate the SAP Business One instance for you on CBS Cloud.

## 02 Configure (6 Days)

We will walk you through the application first & then configure the application along with you.

## 03 Import Data (3 Days)

We will import opening balances & master data based on the data that you will share in our predefined templates.

## 04 Train Users (3 Days)

We will train your users to access the application

## 05 Go Live (You are ready to go live.)

But don't worry, our support desk will be around to help you if you need more guidance.

### Scope of Implementation

Defined below are the standard implementation activities and their ownership for a step by step smooth implementation process.

Activity	Responsibility
License delivery (within 7 days of payment)	CBS
Activation	CBS
Walk through (Master data template Explanation)	CBS
Configuration	CBS
Master Data (Customer / Vendors / Items/ GL/ Taxes etc)	Customer
Master Data import	CBS
User Training (Including OB Training)	CBS & Customer
UAT	CBS & Customer
Opening Balances	Customer
Go Live	CBS & Customer
Hand holding Support	CBS
Remote Support*	CBS

\* Refer detailed support document

### Assumption

The implementation process will be carried out based on standard assumptions as mentioned below:

- ✓ Master data to be provided in standard template shared by CBS
- ✓ Above effort is for one legal entity with multiple branches, provided master data of all branches should be same.
- ✓ We will share the questionnaire about Customer Business and inputs to those needs to be provided by Customer.
- ✓ In case of multiple Legal Entities can increase based on the requirements.
- ✓ The project scope outlined is a single phased project with a single Go-live.
- ✓ We are offering standard application and functionality available, which can be configured based on the requirements. Customization to business process or any modules or functions not mentioned may not be possible in this package.
- ✓ Master Data to be provided by customer within 1 week from the project start date and Opening Balances within 2 weeks from the start date.
- ✓ Templates like Invoice, PO etc. will be industry standard only customer logo and address will be changed.
- ✓ Complete implementation & activation process will be done offline / remotely.
- ✓ CBS will provide one invoice report (outgoing sales report) within this package.

### Out of Scope

- ✓ Network or hardware related issues at client's end
- ✓ Any business process not listed in the Implementation Scope Section
- ✓ Data extraction, cleansing or reconciliation
- ✓ Data Entry, Data Matching, Data Cleansing or Historical Transaction Data Uploading
- ✓ Any Support on any 3rd party add-on/application
- ✓ Once the configuration and master upload is done, any further reconfiguration and master upload will be charged additionally.
- ✓ Data parsing from any application & software will be out of scope.
- ✓ Onsite support is not a part of the contract.
- ✓ Technical customizations or integration with any Third party software, add-ons etc.
- ✓ User specific training requirements
- ✓ Master Data or Opening Balance Upload