PUBLIC

SAP Enterprise Support Academy
Program Entitlement

Access to the SAP Enterprise Support Academy program is granted through SAP Enterprise Support, SAP Enterprise Support, cloud edition, SAP Product Support for Large Enterprises as well as to Valued Added Resellers under the SAP PartnerEdge program as set forth in the applicable support schedule, support policy, supplemental terms or partner agreement.

Enablement assets can be consumed through the dedicated platform SAP Learning Hub, edition for SAP Enterprise Support. These range from self-paced learning content (e.g. E-learnings, Best Practices) up to instructor-led courses like virtual live sessions, multiday workshop style sessions and guidance.

The SAP Enterprise Support Academy program includes the following remote support services[1] as well as access to SAP Enterprise Support value maps.

	Contract Types	Enablement Assets: Self-Paced	Enablement Assets: Instructor-Led
Cloud	• SAP Enterprise Support Cloud Edition	Unlimited	Unlimited

On-Premise	• SAP Enterprise Support
	
	• SAP Product Support for Large Enterprises
		Unlimited	• Virtual live sessions (e.g. Meet-the-Expert)
			  – Unlimited
			
			• Multiday sessions (e.g. Expert-guided Implementation)
			  – Up to five service days

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[1] Scheduling, availability and delivery methodology is at SAP's discretion

Remote Support Services

Annual entitlements for remote support services for on-premise solutions are measured in service days, respective to the agreement of the contracting legal entity:

- SAP Enterprise Support on-premise: Up to five service days
    - SAP Value Added Resellers: Up to five service days, irrespective of end-customer agreements
- SAP Product Support for Large Enterprises on-premise: Up to five service days for the sole purpose of obtaining an advanced certification for a Customer Center of Competence

Unless stated otherwise within the individual remote support service description during the service booking process, the following measurements apply:

Remote Support Service Type	Service Days Per Delivery
Expert-guided Implementation (EGI)	1.00

SAP may limit access to the respective remote support services, provided the annual consumption exceeds the entitlement.

Cancellation Policy:

Cancellations not made within seven business days prior the scheduled delivery will be considered as consumed and may affect the overall consumption of service days delivered within the given year.

Customer COE and PSLE:

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 2023 (this is a complimentary offering from SAP). Please note that some SAP Enterprise Support Academy offerings may be available exclusively for SAP Enterprise Support customers. For additional information please get in touch with your PSLE named contact.

SAP Enterprise Support Value Maps

SAP Enterprise Support value maps are available for SAP Enterprise Support, SAP Enterprise Support, cloud edition, and SAP Product Support for Large Enterprises customers. Availability of services recommended within a value map may be limited respective to the agreement of the contracting legal entity.

Links:

SAP Enterprise Support Academy
SAP Enterprise Support Value Maps
SAP Service and Support – Foundational Support
www.sap.com