ANGLES CLOUD SAP

Subscription: Angles Cloud Service. The Subscription Fee includes the following Services & Training:

Services

a) **Services.** Insightsoftware will provide Startup Services to connect the provisioned environment(s) to the Customer's source system(s), set up standardized content and settings, and enable the Customer to start operating the service. Annual upgrades, extract tuning advice, standard changes (as defined in Standard changes section) and training (as defined in Training section) are available as part of the Subscription.
b) **System Upgrade**. Insightsoftware will upgrade the system annually, at a time convenient for both parties. It is expected that this will occur at month 13 and month 25 of this Agreement.
c) **Extract tuning advice**. This service consists of:
    - Proactively analyze data extract for performance improvements.
    - Test and implement data extract performance improvements.
d) **Standard changes**. Customer may request standard changes to the environment. All change requests must be agreed upon in writing by the parties. , Requested changes will be assessed at insightsoftware to detmine if the the work required is custom work and out of standard scope.). If Insightsoftware determines that the change request is custom work and not standard change work, customer and insightsoftware will enter into a separate Services order to initiate the change. constitutes a "project", The below descriptions outline the changes included:

	Tier	
	"Base"	**"Premium"**
	•	•
Standard Changes included	• Add SAP fields to table which is already part of the Angles download • Add/Remove/Change Angles long texts • Add/Remove classifications • Add/Remove system languages • Add/Remove SAP user statuses • Add/Remove partner functions • Add/Remove Master data price conditions • Enable/Disable standard Angles module	• As per "Basic" plus • Add fields/Complex calculations • Extend data model/Add SAP tables

e) **Change Process**. Standard changes that are made in environments that do not have a QA system will be performed in the production environment and will have limited testing. Insightsoftware will not provide coverage or liability for the results.
f) **Other changes**. Changes not covered in the above section will be made on a time and material basis. Before any work is started, a Service Order is required and must be executed to initiate the change.
g) **Consumption level.** Insightsoftware reserves the right to renegotiate the subscription fee should actual customer consumption of Services exceeds the average customer usage by 25%.
h) **Additional Services**. Additional services can be contracted at an additional fee through a separate Service Order.

Training

Insightsoftware will provide the below training course options on request. Trainings are conducted virtually. Training on location is on request and may incur additional charges. Additional courses are available at an additional fee through a separate Service Order. For training conducted at the customer's site, travel expenses will be billed to the customer.

	Tier	
	"Base"	**"Premium"**
Number of Courses	2 per year	10 per year
Course options	• Basic viewing user training • Advanced viewing user training • Power user process training • System administration training	