



# Origen SOLaaS Sustainability Support Document

**Abstract**  
**Sustainability & Application Support Creating Sustained Value**



## CONFIDENTIAL INFORMATION

The content of this document is confidential. Consequently, this information shall not be disclosed under any circumstances, nor used for other purposes other than those for which the document was created without prior authorization from Origen Technologies.

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## SERVICE DESCRIPTION

### 1.0 Support Services

#### 1.0.1 Brief Description

Businesses have long turned to sustainable application management services to help keep core enterprise software **running smoothly, securely, reliably, and cost-effectively**. Origen Technologies' SOLaaS Sustainability & Application Support (SAS) is based on those principles.

Instant scalability of always-on global resources, faster ticket resolution—those fundamentals of SOLaaS SAS management. Origen Technologies brings an added edge to your SOLaaS core applications by leveraging our regional network of end-to-end technology specialists, our capabilities across today's most advanced SAP applications and platforms, and our leading intellectual property and proprietary tools (Origen Technologies-Care), together propelling you to new horizons of efficiency, agility, automation, monitoring, and scale.

Our heritage in SAP business and technology transformation—combined with our flexible and comprehensive Sustainability and Application Support delivery model and expansive scale and capabilities—gives Origen Technologies a unique ability to help businesses while using our Solution as a Service platforms. Origen Technologies do that by leveraging the following:

**Business domain and industry depth.** Our Sustainability & Application Support (SAS) practice is cross-fertilized with deep industry and sector capabilities. We know how to amplify SAS and produce powerful, broader business outcomes through our full breadth of capabilities across advisory of the SOLaaS solution capabilities and functionality.

**Region scale and team continuity.** Region scale and team continuity. With dedicated practitioners across US, LATAM and Brazil regional delivery centers. our Sustainability & Application Support teams are everywhere you need us—on-site, offshore, and nearshore, with 24x7x365 functionality and support. Our focus on retention and professional development enables us to continuously deepen our understanding of your unique business needs and to service your requirements across the full technology life cycle, from advisory through maintenance, optimization, and innovation.

**Client-centric focus.** Origen Technologies serves clients through a senior-leadership-empowered, relationship-based model that focuses on client outcomes, big-picture opportunities, sustained improvements, and total cost of ownership.

**Through technology and automation.** Origen Technologies leverage powerful and diverse capabilities and proprietary intellectual property across Digital Transformation Office (DTO) and more to enhance efficiency, scalability, and agility of applications.

**Deep vendor and ecosystem alliances.** Origen Technologies strong partnerships and extensive experience—across industry-specific solutions such as ERP SAP environments; cloud-based Infrastructure as a Service providers, such as AWS, Azure, and GCP as well as all cloud hyperscale platforms—help us deliver connected solutions.

Origen Technologies has identified five key dimensions to develop a world-class sustainability & application support framework. These dimensions are:

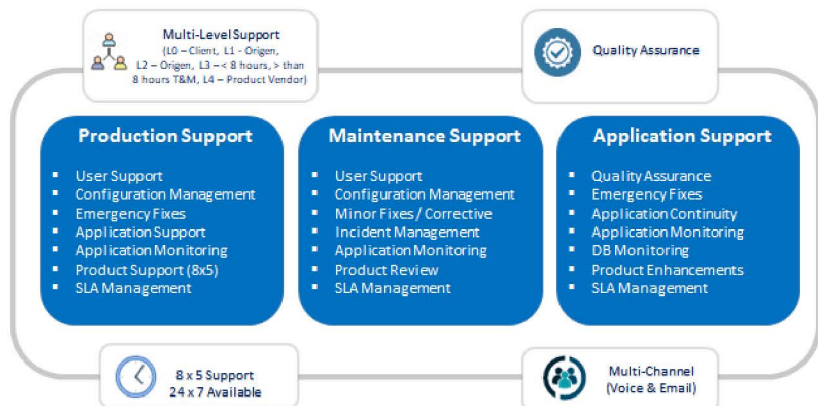


Our Solution Sustainability & Application Support Services is composed of two main categories: Application Maintenance (Functional & Technical for SOLaaS) and Hosting & Infrastructure Support.

### Hosting & Infrastructure Support



### Sustainability Support Services



## Application Management Support

Origen Technologies' Application Management Operation Model has evolved from experience and has been aligned with the strategic objectives of the Client to enable continual improvement in areas such as cost efficiency, compliance updates, and improved quality. The SAP Sustainability Model proposed describes the organization of internal teams involved in the provision of this service.

Origen Technologies' SAP Sustainability & Application Support operative team efforts are divided into 3 work main areas, based on the activities to be performed. The operative model designed for the Client has the following work areas:

- *Demand management*: This area coordinates, together with Client, the management of the different requests, evaluating the workload generated, assigning priorities, and allowing short and medium-term planning.
- *Maintenance operations*: This area performs the operational activities related to corrective maintenance, Compliance Maintenance, Enhancement, among others.
- *Operations support tools*: In this area, demand management and maintenance operations processes are standardized through common tools and procedures, resulting in greater cost efficiency and quality.

Monthly communication updates between Origen Technologies and the Client will also aim to improve planning and optimize internal resource capacities to support Client's requirements management, enhancements, overall SAP operations and possible developments.

Origen Technologies will use an Incident Management plan that will include the following:

- A single tool for incident recording – available to any relevant delivery group
- A well-documented process for incident detection and recording
- Uniform incident classification and initial support
- Coordinated investigation and diagnosis
- Resolution and recovery
- Incident closure
- Incident ownership, monitoring, tracking and communication
- Reporting and monitoring to aid in continuous improvement

## Service Management

The main objective is to ensure that the committed Sustainability Service levels (SLAs) are met, for which Origen Technologies organizes, administers, and carries out the necessary reports for their control and monitoring, while ensuring its Quality Management.

## Quality Assurance

One of the quickest ways to set a support model back is the lack of quality management processes and reviews throughout the project lifecycle. The cost of poor quality is rampant in many support contracts due to the complexity of localization requirements and not having the global template process owners/ local business owners involved in the Fit/Gap Assessments in the review and design

sessions. Origen Technologies will act in accordance with established best practices and will promote a culture of continuous improvement. The Origen Technologies team will be focused on quality assurance, continuous improvement, adherence to standards, and the localization compliance needs for the Client.

### **Communication**

Origen Technologies has valuable experience in dealing with the nuances of providing an outsourced SAP Sustainability services offering focused on Brazil localization compliance. We use a centralized ticketing tool (to ensure that Incidents and Enhancements are effectively communicated to all the pertinent support team members regardless of location) and have clearly defined roles and responsibilities for Origen Technologies' members including a SPOC who understands Client policies/procedures and possesses experience in Client domain of business and where support should be focused.

### **AM services**

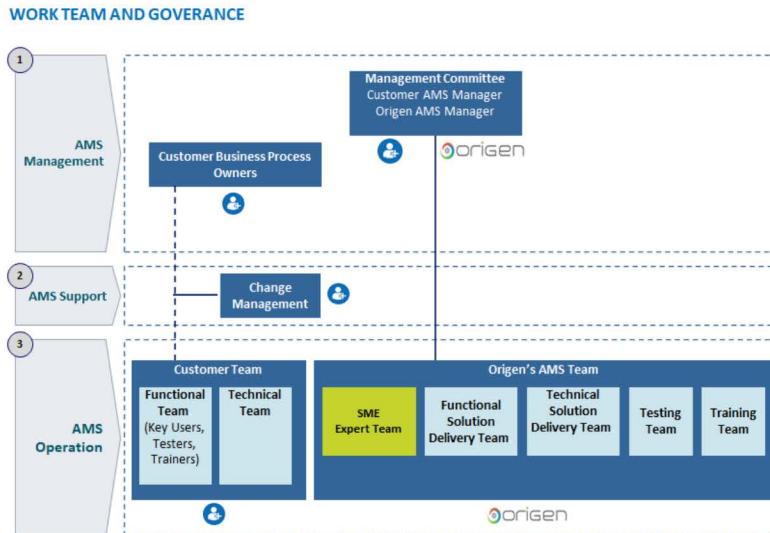
Corrective Maintenance - Includes making the necessary modifications to correct the malfunction of the application, due to an error in its code without changing the functional specifications.

Support - This service will be responsible for responding to all requests or incidents that do not correspond to Corrective Maintenance functions, that is, those that do not lead to a correction of the application code.

Evolving Maintenance - Perform the improvement and evolution of existing applications, including new features, adapting existing ones and improving the quality of these applications. These enhancements can be billed separately depending on estimation effort.

Origen Technologies has developed an Applications Management Support model and methodology based on best practices and on its extensive experience in providing these types of services. The following section will describe two key elements of the Model: Relationship and Reporting.

## Relationship Model



### Reporting

- **On-line Information:** Monitoring and generating statistics and reports on the performance and efficiency of service through the management tool implemented.
- **Continuous Information:** The numerical and graphical information is updated automatically daily to view comments from the Service Manager of Origen Technologies which convey the situation of the Service.
- **Follow-up Report:** Details of each of the service indicators and activities performed.
- **Trend Report:** Evolution of the measured parameters for the Service.
- **Assessment Reports:** Reflect the degree of compliance, commitment, and maturity management on the services.
- **Periodic Report Service:** Graphical report analysing the summary of the service (every six months / one year).

### Infrastructure Support

Origen Technologies Infrastructure Support has several key components, including, but not limited to a combination of: Servers, Software, Network devices, and other storage resources.

The Cloud Provider or Hyperscaler will be responsible for maintaining and managing traditional on-premises hardware like servers and other storage devices as well as networking and visualization. That means Origen Technologies has the freedom and control to manage application, data, middleware, and other operating systems.

With Origen Technologies' Infrastructure Support, there are important infrastructure services that will be monitored such as network monitoring, security, billing, disaster recovery, and load balancing. There are also essential operational elements including the VM servers, networking, data, storage,



physical and virtual facilities as well as software, processes, policies, security, virtual functionality, and cloud-based services that make up the Origen Technologies Support service infrastructure.

## **Support & Methodology**

Engaging a senior SAP Sustainability team for Client will allow us to adopt a proactive support model instead of a service that acts in a reactive mode. The following are the simple steps to activate the SOLaaS Sustainability services:

- Kick-off meeting to start services
- Setup (Deployment of Services)
- Monthly follow-up meetings to present the service indicators (Management)
- Quarterly meetings to present suggestions for improvement, balance the contract if necessary and include / exclude services (Executive).

### **1.0.2 Sustainability Team composition by resource with skill level and module**

The service team will consist of qualified profiles, with the necessary expertise in the technological and functional applications acumen covered by this proposal ensuring proper service delivery.

The following is a brief description of the skills, experience and attitude of different profiles involved in the service:

#### **SAP SERVICE MANAGER (Single Point of Contact – SPOC)**

Knowledge: Superior Technical Training Branch, PMP / ITIL, Knowledge of English, Portuguese and Spanish, Knowledge of planning, management and financial control of services, business & compliance knowledge, Advance Knowledge of SAP.

Experience: Experience more than 10 plus years as head of SAP Sustainability services, great experience in contract management application management (Sustainability) for large companies, experience in the implementation of models of relationship, SLA management and organizational models, experience in leadership, coordination, and motivation of teams of large size (> 25 people).

#### **SAP SENIOR FUNCTIONAL ANALYST**

Knowledge: Knowledge of requirements analysis, functional specification advanced knowledge in SAP SOLaaS standard modules (i.e., FI, CO, MM, and/or SD), testing of applications running on SAP, knowledge of ITIL, knowledge of Languages: English, Spanish, and Portuguese (according to operational needs), knowledge of operational procedures.

Experience: Experience of at least 5 years as Functional Analyst SAP implementation projects or AM support services.

**SAP TECHNICAL FUNCTIONAL LEADER**

**Knowledge:** Higher Degree or equivalent, PMP / ITIL, Knowledge of Languages: English, Portuguese and Spanish, knowledge of planning, management and financial control of services, Knowledge of development architectures and tools in specific technological environments, and Knowledge of SAP.

**Experience:** Experience more than 7 years as Sustainability Services support, great experience in Solution as a Service knowledge, application management (Sustainability) for large companies, Experience in working under the methodology of Origen Technologies Management Applications, Experience in coordination and leadership positions of similar roles, experience in leadership, coordination, and motivation of teams.

**SAP TECHNICAL CONSULTANT**

**Knowledge:** Extensive knowledge of SOLaaS, Functional Specification preparation, Knowledge of interfaces, Debugging, among others programming expertise.

**Experience:** Minimum of 5 years of experience in integration solutions development, proficient with SOLaaS development and testing.

**1.0.3 Origen Overall SLA Governance Approach**

**SLA Governance**

Weekly SLA Dashboard	Weekly (2 Business Days) Draft Report Validation & Exception Analysis	<b>Essentials</b> <ul style="list-style-type: none"> <li>• Clear Definition of SLA</li> <li>• Accuracy of recording incident through best in class tools</li> <li>• Agreement in SLA dashboards and reports structure</li> <li>• Governance structure</li> <li>• Definition of OLA, responsibilities with external teams and 3<sup>rd</sup> parties.</li> <li>• SLA Awareness - Workshops to Origen, Customer IS &amp; Businesses Teams</li> <li>• Traceability Matrix (SLA → OLA Failure)</li> </ul>
Monthly SLA Dashboard	Monthly (5 Business Days) Final Report Non-Compliance Reviews	
Quarterly SLA Dashboard	Quarterly (5 Business Days) Service Credit Reviews Service Improvement Plans & Progress Reviews	
Half Yearly SLA Dashboard	Half Yearly (5 Business Days) Service Credit Reviews Service Improvement Plans & Progress Reviews Baseline Report Analysis & Staffing	

Origen is committed to deliver on a SLA driven execution model to meet Customer’s expectations. Benefits to Origen Customers include:

- Visibility into Origen’ SLA reporting process
- Enables shift in focus from data integrity to performance management.
- Faster turnaround time in SLA analysis and exception processing
- Continuous review of Service improvements & benchmarking

### 1.0.4 Service levels

The Origen Technologies SOLaaS solution support team will adhere to the following SLAs (table below). The SLA time starts when a ticket is created at the Origen support desk.

**Response Time:** Elapsed time between an inquiry on our ticketing system and the response to that inquiry.

**Resolution Time:** Amount of time between when the client first creates an incident report in the ticketing system and when that problem is actually resolved. When applicable, this time will be discussed and agreed between Origen Technologies based on the complexity of root cause.

Origen Technologies should provide proper SLA's when exactly workaround and proper resolution will be provided for incidents based on priority. The SLAs should be for all standard as well as custom development specifically build by Origen to the Client.

***ETR - Expected Time Response***

***ESR – Expected Solution Response***

Severity	ETR - Hours	ESR - Hours	SLA (%)
1	1h	8h	98%
2	2h	24h	95%
3	4h	32h	95%
4	8h	TBD with Product Development Area	

The following are the Severity/Priority levels descriptions:

Severity	Description
<b>1 (=Critical)</b>	An Incident is categorized with the severity 1 (=Critical) if a complete loss of the solution and/or of the Services or a loss of a component of the solution and/or of the Services occurs that affects the ability of the Customer to proceed with a major, mission-critical process that is vital to the daily operations of the business. Frequently, this is caused by a complete or partial system outage or by the complete unavailability of a critical system service. Severity 1 (=Critical) Incidents are only occurring for Solution and or Services in the PROD tier.
<b>2 (=High)</b>	An Incident is categorized with the severity 2 (=High) if the Incident causes a serious disruption but do not necessarily impede the business from running. This renders major functions unusable. Key business operational functions cannot be performed Severity 2 (=High) Incidents are generally only occurring for Solution and or Services in the PROD tier.

<b>3 (=Medium)</b>	An Incident should be categorized with the severity 3 (=Medium) in case issues occur that cause major functions of the Solution and/or the Services to be randomly working incorrectly or if the random failure creates clear dissatisfaction to large number of end users. Normal use of the solution and/or the Services is affected, and necessary tasks cannot be performed as defined, but use of the Solution and/or the Services is not coming to a stop. This can be caused by incorrect or inoperable functions of Solution and/or the Services in the PROD tier.
<b>4 (=Low)</b>	An Incident should be categorized with the priority 4 (=Low) if the Problem reported has few or no effects on normal use. The Problem is caused by an incorrect or inoperable function of the Platform and/or the Services in the P, test tier that is not required daily or only used very rarely or of low business criticality.

- i. Origen Technologies is obliged to inform Customer on the progress of the Incident resolution in a timely manner.
- ii. Origen Technologies may put a temporary Work Around in place if the system critical functionality is affected. Disabling features is not the final resolution, it is a way to ensure that the rest of the Solution and of the Services is operating. In some cases, a single feature can cause an interruption of the Solution and/or all Services. By disabling the issue, it is ensured that the rest of the Solution and/or Services stays operational. A Work Around will be replaced by the final resolution, repairing the malfunctioning feature.
- iii. For Critical Incidents, Origen Technologies is responsible to trigger and execute Root Cause Analysis (RCA) and After-Action Reviews (AAR) after the resolution of the Incident.
- iv. Origen Technologies is obliged to report Incident statistics and Incident management KPI's on an QUARTELY basis
- v. Origen Technologies shall nominate a representative to act as escalation point in the case of incident management. Priority 1 issues need to be urgent escalation based on section **1.0.5 Escalation Process** of this document.

**Information needed from the user when submitting a support request:**

1. Detailed sequence of events and process flow leading to the trouble.
2. Walk through with the support personnel to reproduce the error if applicable.
3. Provide error logs, messages, or reports if any were produced.
4. Describe any change in the environment.
5. The customer will provide examples of the errors in a test environment.

While the person initiating the request may not be able to provide all of the information above, the technician will make every attempt to resolve the issue with the information at hand. The Client will

be able to report the incident requirement via Origen Technologies Ticketing system. Origen Technologies will provide access to its ticketing system and the direct contact information for this support in Origen Technologies' ticketing system for resolution. As a back-up, the Client can also report an incident via email or telephone call.

### 1.0.5 Escalation Process

#### Escalation Management

The Origen Technologies Support Center Manager will attend to any service calls that do not get resolved in the required time as specified below.

Client Impact				
Nivel	Critical	High	Medium	Low
Origen Support Center Manager	1 Hour	4 Hours	8 Hours	24 Hours

Priority	Definition
<b>Critical</b>	Production system down, business interruption, immediate work stoppage with no solution that threatens current and future productivity, failed batch job, security breach or severe degradation. Typically, a root cause problem.
<b>High</b>	A specific user or group of user(s) is/are experiencing an interruption or failure in the SAP Production System for business-critical operations.
<b>Medium</b>	Baseline functional problem that needs to be addressed but does not really stop the activity or does not have an immediate impact.
<b>Low</b>	The user has a minor problem or a general information query about a transaction in the Production System.

Type of Contact	Function	Definition	Name
Primary	Origen Help Desk – Level 1	Help Desk	
Secondar	Functional Lead – Level 2	Project Systems Resource	
1 <sup>st</sup> Escalation	Origen Support Center Manager	ARG Ops Manager	
2nd Escalation	Origen Operations Director	ARG Ops Director	

### 1.0.6 Hours of Coverage

In case of errors in the solution Origen Technologies will provide attendant service for the hours 8 am EST & ART through 5 pm EST Mondays through Fridays except for national and Client recognized holidays.

## Service Levels Summary

Level	Details	Responsibilities
<b>Level 1</b>	<ul style="list-style-type: none"> <li>⇒ Handle End User Queries</li> <li>⇒ Validate Severity and indicative prioritization</li> <li>⇒ Validate information completeness</li> <li>⇒ Validating Tickets logged for severity and information</li> <li>⇒ Handle User Queries through FAQ, Knowledge Warehouse</li> <li>⇒ Co-ordinate with Power Users for information and relevance of ticket</li> <li>⇒ Resolve functional issues</li> <li>⇒ Informing Requester on progress and resolution of Incidents</li> <li>⇒ Raise the tickets to Level 2 with severity.</li> </ul>	<b>Customer/Origen Helpdesk</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>⇒ Coordinate with level one for information</li> <li>⇒ Analyze ticket for categorization in to Break-Fix (Bug / Maintenance) or Change Requests / Enhancements</li> <li>⇒ Resolve Level 2 Tickets</li> <li>⇒ Update documentation</li> <li>⇒ Release co-ordination</li> </ul>	<b>Origen Central Support Team</b>
<b>Level 3 Change Requests</b>	<ul style="list-style-type: none"> <li>⇒ Co-ordination with other vendors</li> <li>⇒ Estimation and Prioritization of CRs co-ordination with the Client's Team</li> <li>⇒ Development and Release Management</li> </ul>	<b>Origen Central Support Team</b>

Origen Technologies Sustainability & Application Services include:

- SAP product enhancements – Adding functionality (new module, new report, etc.).
- SAP product support and application maintenance such as corrective, bug fixes, production support and coordination with Level I team where required.

The following are the detail descriptions for the Support Service Levels of Origen Technologies' SOLaaS:

**Level I support** – It is the first level of our service maintenance provided by the end-user help desk. Our support Team helps to screen the issues and assign them to the appropriate service level or team expert member.

**Level II support** – It deals with support tickets that can be resolved by doing basic configurations in the application or suggesting workarounds.

**Level III Support** - It deals with tickets that required code changes. These changes are subject to separate fees from the Sustainability monthly service.

**Level IV Support** – It deals with tickets related to the SAP SOLaaS Solution, which might require help from the SAP team in terms of raising support tickets or Hotfix or patch release.

As part of the SOLaaS model Origen Technologies will update any technical aspect that is released by SAP regarding existing SAP or SOLaaS functionalities implemented at the Client, any consulting effort will be billed separately as part of the Sustainability & Application Support agreement.

### **1.0.7 Change Management**

Origen Technologies will adhere to the Client change management policy, follow the appropriate procedures and act in a collaborative fashion to best service Client. Origen Technologies will create and document well-defined criteria for change approval, test environments, and prioritization factors and establish a common repository for storing WIP changes as well as completed change documentation, thereby minimizing confusion around scope. Origen Technologies will ensure that standardized and consistent methods and procedures are used for efficient and prompt handling of all changes. Doing so minimizes the impact of change-related incidents upon service quality and improves day-to-day operations.

### **1.0.8 Benefits of Adopting Origen Technologies' Sustainability services**

Origen Technologies Sustainability services are very scalable and provide more flexibility to Client. The following are a list of potential benefits of this service:

- Consistency with country fiscal standards / validation functions / unique communication platform / central data repository
- Native system integration / security / potential fiscal platform repository
- Centralization of data to deliver the legal fiscal obligations
- Provide end user support
- Utilize on-site / offshore resource mix
- Resolve incidents not requiring configuration
- Apply SAP Hot Packs
- Monitor Customer Solution
- Realize localization gaps
- Testing and Training
- Configuration Management
- Develop future capabilities
- Configure solution
- Technical development
- Functional development.

### **1.0.9 Sustainability & Application Service Assumptions**

- Service will be executed in a fully remote fashion. When needed, on-site services can be provided, and travel expenses will be reimbursed as defined on section Payment, Payment Terms and Expenses described below
- Client key business users and IT responsible parties must be fully engaged for the entirety of this service agreement

- Project planning must be aligned between Client and Origen Technologies to allow for timely access to information, and required systems access and documentation when needed
- In case of unavailability of key users, Client management team should escalate issues and provide their resolution to avoid delays and additional costs
- The following activities are not included on this proposal: Changes of process/functionality and/or development or configuration that are not described within the proposal Scope
- Origen Technologies does not assume responsibilities due to project delays or interruptions of service delivery that occur by majeure force, such as natural disasters, fires, floods etc. or delays caused by other third parties
- All resources provided by Origen Technologies, will comply with the policies and internal rules that the customer deems relevant. Therefore, there must be a formalization of corporate policies shared with Origen Technologies prior to formal Sustainability kick-off
- Origen Technologies and Client agree on the respective roles and responsibilities as defined in this proposal
- Origen Technologies team will have access to the required Client business process owners and information technology staff throughout this engagement
- Client will provide timely authorizations for each approval required
- Origen Technologies starts work on the issue resolution only after a formal approval from Client. The criticality on the issue handling should first be addressed by Client
- Additional Sustainability consulting needs outside of the SAP SOLaaS Sustainability support will be provided as an option for the Client to expand the current SAP system functionality to support the dynamic business environment. Origen Technologies will assign resources to implement new functionality (e.g., new company codes, plants, sales organizations, etc.) or new modules or sub-modules (e.g., Human Resources, Cash Management, Profitability Analysis, etc.). All Sustainability consulting requests will be reviewed and estimated by Origen Technologies with a proposal of estimated hours. Estimates must be approved in writing on a case-by-case basis before work will commence on any enhancements or new development efforts. Project consulting enhancements will be charged per the negotiated rate card between Client Procurement and Origen Technologies.
- Client resources are responsible for:
  - Validation of the analysis of the tickets in conjunction with Origen Technologies
  - Approval of change requests and approve resolution when defined
  - Approval of closure of any tickets and communicate to end users
- After resolution design has occurred, Origen Technologies consultants will follow existing procedures to test, approve and transport changes
- Origen Technologies consultants will be responsible to update documentation as needed
- Origen Technologies will agree to accept all Client Global Template standards wherever possible, and Client understands that any changes and specific configuration may result in a delay of the project and additional consulting hours
- Client will be responsible for the SAP Servers and Network infrastructure
- Client is responsible to ensure that Client's SAP environment will be available for Origen Technologies consultants



- Origen Technologies will not be held liable for delays in the service caused by unavailability of data or resources from Client necessary to complete the work
- Normal working hours are Monday – Friday from 8:00 AM to 5:00 PM EST time.

#### **1.0.10 Client's Team**

- Client will provide qualified and experienced members to the team and according to the provisioning schedule, technical and business skills necessary to meet the complexities of the solution as a service.
- Client will ensure that teams (Key users / professionals) will be available when needed for meetings, process discussions, validations and so on.
- Client's executive management will provide full sponsorship and support for this Solution
- In the provisioning Step, Origen Technologies team members will have adequate access to Client executives, leaders, managers, and employees as needed.

#### **1.0.11 General Terms & Conditions**

- Origen Technologies will be responsible for the SOLaaS key -users training effort, including the development of the curriculum and training materials and the delivery. The Origen Technologies service team will assist with the training by providing guidance and hands-on support as needed during the implementation.
- Origen Technologies suggests employing a train-the-trainer education approach.
- Origen Technologies will not be held liable for delays in the service caused by unavailability of data or resources from Client that are necessary to complete the Provisioning service.
- Client must provide a 'Key' IT Project Manager to work closely with the Origen Technologies Service Project Manager to review, confirm and sign-off on all services-related issues and milestones.
- The Client IT Network and SAP Functional Team will be solely responsible to manage and support the validation of the business application functions and processes. In addition, Client will be responsible for providing the IT resources for the business validation process.
- The Service change request process will be used for changes in scope and / or schedule.
- Final Terms & Condition are based on factors that will be assessed during the finalization of the SOW governing all the details of this engagement.

## SOLaaS Sustainability & Application Support Governance

### 2.0 Sustainability & Application Support Management

As part of the Sustainability & Application Support, Origen Technologies covers and adopt the core practices most often use such as:

**Incident management:** An incident is an unplanned outage or interruption in service. Origen Technologies incident management defines the process of responding to an incident with the goal of restoring the service with minimal impact to the SOLaaS users and the business.

**Problem management:** This is the process of not just identifying and addressing the root cause of an incident, but also the factors leading to the root cause and determining the best way to eliminate it.

**Change management:** In IT, change is constant. Change management, also known as change enablement, is the establishment of processes and practices that minimize IT service disruptions, compliance issues and other risks that might result from changes made to critical systems.

**Asset and configuration management:** This defines processes for authorizing, monitoring, and documenting the configuration of software and hardware assets (physical and virtual servers, operating systems, notebooks, mobile devices) used to deliver services. A key asset and configuration management tool is the configuration management database (CMDB), which serves as a central repository of all IT assets and the relationships between them.

**Service request management:** This is concerned with processes for handling requests for new services from individual users or areas of the business. The greater the automation of the ticketing workflow and "self-service" capability in service request management, the greater the potential benefit to the organization.

**Knowledge management:** The practice of generating and sharing IT service–related knowledge across the organization and/or the extended enterprise (including customers and partners). A searchable, continually updated self-service knowledge base is usually the core tool of this practice.

**Service level management:** The practice of agreeing upon required or desired levels of service for different groups of users and then meeting those levels, or "compensating" users when the levels aren't met. Typically, the agreed-upon service levels are documented in a service level agreement (SLA), which essentially functions as a contract between IT and the users or the business.

**IT Service Desk:** Origen Technologies' Service Desk is a superset of the standard help desk—it serves as the single point of contact (SPOC) for fielding and managing all incidents, problems, and requests. It's also a foundation where all incident reports, problem reports and service requests begin, and where users can track their progress. Our Service Desk handles software errors, corrections, and key user support. In many cases, the Origen Technologies Service Desk operates and maintains both self-service and level 0 portal.

## SOLaaS Sustainability & Application Support Flow

The following chart describes our support flow through our Ticketing System. This flow can be tailor made to our clients based on their requirements.

### ORIGEN.TECH SUPPORT

