



# Platinum Experience Plan

## Standard Support

Standard Support is complimentary and provides robust built-in support to easily administer your SuccessFactors system.

## Premium Experience Plan

Get everything included in Standard Support, plus an assigned Customer Success Manager with semi-monthly reviews of support cases, semi-annual account reviews and planning guidance, so you can better align your SuccessFactors application to your needs.

## Platinum Experience Plan

As our highest-touch account management offering, the Platinum Experience Plan delivers strategic guidance so you can align your SuccessFactors system to your changing business needs. With weekly case reviews with your Customer Success Manager, quarterly account reviews and planning guidance, annual Customer Value Engagement for a best practices-driven roadmap, improved service levels, one-on-one release preparation, and more, make sure you are getting the most out of your investment with the Platinum Experience Plan.

	Standard	Premium	Platinum
Description	"Free basic support with a focus on self service tools, web and phone support."	"For an assigned support manager for planning advice, plus enhanced service levels."	"High-touch with focus on strategic guidance to maximize value."
24 X 7 Business-Critical Support (English only)	P1 and P2 Issues	P1 and P2 Issues	P1 and P2 Issues
Regular Hours of Operation 8:00 AM – 6:00 PM (local time zone)	P1 - P4 Issues	P1 - P4 Issues	P1 - P4 Issues
Basic Configuration Assistance	✓	✓	✓
Ways to Contact Support	Phone, Web, Chat	Phone, Web, Chat	Phone, Web, Chat
Value Improvement Webinars & Events	✓	✓	✓
Initial Response & Update Frequency Service Levels	✓	✓	✓
Phone Support	English Only	Multi-Language	Multi-Language
Product Updates & Release Information	✓ (Self-Service)	✓ (Self-Service)	✓ (Personalized Review)
Enhanced Initial Response Service Levels	-	✓	✓
Enhanced Service Levels for Employee Central and Cloud Payroll	-	✓	✓
Assigned Support Manager	-	✓	✓
Scheduled Case Reviews	-	✓ (2X Monthly)	✓ (4X Monthly)
Periodic Account Review and Planning	-	✓ (2X Annually)	✓ (4X Annually)
Annual Service Review with Strategic Planning	-	-	✓
Annual Customer Value Engagement	-	-	✓
Resolution or Workaround Service Levels for Non-Defects	-	-	✓

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