

SERVICE DESCRIPTION: PROJECT CHANGE ORDER MANAGEMENT

1. Overview

Syntax offers Project Change Order Management (“PCOM”) to Subscriber as an extension offering for SAP Cloud ERP. The solution supports EC&O customers through providing industry-specific extension capability that is completely integrated with SAP standard processes.

Syntax PCOM provides a streamlined approach to handling project scope modifications. Initiate and enrich change notifications through to final change order approval, monitor change details and status throughout the project lifecycle, and ensure all related documentation is stored securely in the cloud and linked to all relevant records.

Syntax is responsible for maintaining the Syntax PCOM standard solution.

2. Planning and Setup Services

Syntax will, in the planning phase and in the context of the agreed requirements, define jointly with Subscriber the processes and system parameters necessary for system operation. Syntax will perform the following activities:

- Provision of the PCOM services environment
- Connection of the PCOM services environment to Subscriber’s SAP Cloud ERP environment

Upon completion of the planning phase and as part of a broader services engagement (not part of the PCOM Services Subscription), Syntax will set up the Services based on the agreed-upon requirements. Upon completion of setup, Syntax will declare provision of the Service to Subscriber (“Start of Provision”).

3. Support Services

Support services for PCOM and the associated responsibility between Syntax and Subscriber are indicated in the table below.

Syntax-Provided Services		Subscriber-Provided Support Services
Baseline Support Services (Included in Subscription)	Extended Support Services (Not included in Subscription)	
• Break/Fix Support related to identified Syntax Service defects and/or deficiencies • Technical Administration on SAP Business Technology Platform • Application and Infrastructure Monitoring for the Syntax Service • Database Administration for the Syntax Service • Mobile Build Generation as required • Escalated troubleshooting and questions regarding system functionality and features	• Subscriber Requested Modifications/Enhancements to the Syntax Service (upgrade and/or ad-hoc request) • Subscriber Requested Modifications/Enhancements Testing	• Administration of any Mobile Device where the Syntax Service is deployed • User Administration on SAP Business Technology Platform and Identity Management Platforms • Deployment of any Mobile Builds through Subscriber-managed Mobile Device Management (“MDM”) solution (as required) • Local Environment Testing of any solution upgrades/releases (including mobile builds if applicable) • Support for any/all integrated applications not within the scope of the Syntax Service

4. Support Service Levels

Syntax will provide the following Service Levels for the Services:

- Baseline Support Services listed above will be provided by Syntax during business hours (Monday to Friday, 9am to 5pm Eastern Time) excluding statutory holidays. Syntax may provide Exception Services (which means providing the Baseline Support Services on a 24x7 basis) when mutually agreed and billed at an agreed rate in an Extended Support Services Agreement or Statement of Work.
- If, in the process of providing Software Support, Syntax determines there is a defect in the Software, then Syntax will, at its discretion: (a) fix the defect in Subscriber’s then-current version of the software; (b) instruct the Subscriber to install a newer version of the software with the defect fixed; or (c) provide Subscriber with a workaround in lieu of fixing the defect.
- If Subscriber reports a purported defect in the software to Syntax, then Syntax may require Subscriber to provide the following information: (a) a general description of the operating environment; (b) a list of all hardware components,

operating systems, and networks; (c) a reproducible test case; and (d) log, trace, and systems files. Subscriber's failure to provide this information or participate in a screen share session may prevent Syntax from identifying and fixing that purported defect or may lead to increased resolution times.

- Subscriber acknowledges that the provision of the Syntax Services and Service Support under this Agreement may be dependent on the mobile platform and devices whose administration is the responsibility of the Subscriber.
- The Syntax Service offering is delivered through a combination of services provided by third-party platform providers (for example, SAP Business Technology Platform) ("Third-Party Platform Providers"). The combined service level for the Syntax Services and Service Support is dependent on Third-Party Platform Providers and is thus not within Syntax's direct control. Therefore, Syntax cannot guarantee a service level for performance related to Subscription Services delivered on platforms provided by Third-Party Platform Providers.
- From time to time, Syntax may require downtime for Syntax SaaS Services to perform maintenance functions. Syntax will provide its best efforts to minimize this downtime and perform such maintenance during non-critical time periods.