

SERVICE DESCRIPTION: ShiftBook

1. Overview

The purpose of this Service is to implement the ShiftBook application as a Production Operator Dashboard (“POD”) plug-in within SAP Digital Manufacturing. ShiftBook enables machine operators to create structured logbook entries during their shift, which are linked to specific production resources. These entries can be addressed to defined recipient groups, supporting transparent shift handovers and improving communication between teams. The application ensures context-specific logging at the resource level and provides a consolidated overview of all log entries related to a particular resource.

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, in particular:

- Coordination of technical prerequisites for integrating the ShiftBook POD plug-in into SAP Digital Manufacturing.
- Support in preparing the operational setup required for ShiftBook usage.

Upon completion of the planning phase, Syntax will set up the Services based on the agreed-upon requirements for the Service. Upon completion of setup, Syntax will declare provision of the Service to Subscriber (“Start of Provision”).

3. Provision of Services

As part of the Services, Syntax operates the infrastructure required for providing access to the ShiftBook application on SAP BTP. The operational responsibility includes enabling Subscriber to contact the Syntax Service Desk for issue resolution. For the avoidance of doubt, no active system monitoring is performed by Syntax. Security measures follow SAP BTP standards and best practices. Data entered through the ShiftBook application is stored in the Subscriber’s SAP BTP environment; therefore, data management and backup remain in the responsibility of the Subscriber.

4. Additional/Optional Services

Subject to prior written mutual agreement between the Parties, the Subscriber shall be allowed to extend the scope of the licensed solution to include additional plant locations. Such extensions will be subject to the applicable licensing fees and terms then in effect at the time of the request. The additional plants will be activated and made available for use in accordance with this Service Description and related contract documents. Pricing is cumulative based on total plants in use. The grouping for plant licensing is as follows: one (1) plant, 2-5 plants, 6-9 plants, and 10 or more plants.

5. Service Levels

Syntax offers the following Service Levels for the Service.

Service Level	Service Hours
Premium*	24x7
Standard	8 hours a day, 5 days a week

* 15% Standard pricing uplift

The difference between the Premium and Standard Service Levels pertains solely to the Service Hours during which Syntax initiates investigation of a reported Incident. For the Premium Service Level, Syntax will initiate investigation on a 24x7 basis. For the Standard Service Level, Incident investigation will be initiated during business hours (Mon–Fri, 9AM–5PM) only. While the earlier initiation of investigations under the Premium Service Level may accelerate resolution of some Incidents – particularly those addressable through configuration changes or adjustments within the Digital Manufacturing environment – any Incidents requiring modifications to underlying code are subject to identical development, testing, and deployment processes as part of both Service Levels. Consequently, resolution times for such Incidents will not differ between the Premium and Standard Service Levels.

6. Maintenance

For the provision of the Services, the Parties agree to recurring Monthly Maintenance (hereinafter the “Maintenance”) within the agreed Operating Hours. Maintenance may require up to one (1) eight-hour day to complete. The Services may operate either on the SAP Business Technology Platform (“BTP”) within the Syntax tenant or within the Subscriber’s own tenant.

Syntax will inform the Subscriber at least one (1) week in advance of any planned Maintenance. Service interruptions may occur during Maintenance. For the sake of clarity, the agreed upon Maintenance duration do not count as downtime and are not considered when calculating any deviation from agreed Service Levels.

Where the Services are deployed in the Subscriber's own tenant, Syntax will create an event within the Subscriber's environment, and the Subscriber will be responsible for executing any tenant-specific actions in line with the agreed RACI.

In the case of a Subscriber-side installation, the Subscriber hereby guarantees that the underlying SAP BTP infrastructure is properly licensed, maintained, and kept up to date so that i) the Services can operate as intended and ii) Subscriber and Syntax, can maintain an adequate compliance regime to the contractual stipulations that each party may have signed with SAP. If changes occur to the SAP infrastructure or license model that impact the operation of the Services, the Subscriber is fully responsible for making any necessary adjustments to maintain compatibility and compliance.

7. Syntax Software Provided for Service Provision

As part of this Service, Syntax provides access to the POD Plugin operated in Syntax's own SAP Business Technology Platform ("BTP") tenant, including the configuration of required Destinations and the setup of Cross-Origin Resource Sharing ("CORS") access in the application to enable communication with the Subscriber's SAP Digital Manufacturing system. These components are operated and monitored by Syntax for the term of this Service Description.

8. Subscriber's Obligations to Perform

As a precondition to the provision of Services by Syntax, the Subscriber shall fulfill various obligations. Alongside any obligation to cooperate specified in the SOW or Master Services Agreement, Subscriber shall undertake the following obligations:

1. Subscriber shall, within a reasonable time following the effective date of this SaaS Agreement and upon Syntax's request, provide all required tax and corporate documentation, including: (i) for U.S. subscribers, a duly completed and signed IRS Form W-9; (ii) for non-U.S. subscribers, a valid Tax Identification Number certificate and evidence of legal corporate registration; and (iii) for subscribers claiming tax exemption, a valid tax exemption certificate. All documentation shall be delivered promptly to tax@syntax.com.

2. Plugin Registration in SAP Digital Manufacturing

The Subscriber shall register the required Plugin in SAP Digital Manufacturing prior to use of the Service, in accordance with the technical and procedural instructions provided by Syntax.

3. Backend Installation on SAP Business Technology Platform ("BTP")

The Subscriber shall install and configure the backend components of the Service on SAP BTP strictly in accordance with Syntax's installation guidelines and documentation.

4. Required Services and Infrastructure

The Subscriber shall ensure that the following services, system resources, and configurations are available and correctly set up in its SAP BTP environment prior to the commencement of the Service:

SAP BTP Subaccount Prerequisites

Required BTP Services (Core – Mandatory)

- HANA HDI Container (hdi-shared plan)
- XSUAA Service (application plan)
- Destination Service (lite plan)
- Application Logging (lite plan)

BTP Space Configuration

- Development Space: For initial testing and configuration
- Testing Space: For user acceptance testing
- Production Space: For live operations

Resource Quotas

- Quota is related to each specific case and must meet at least the following:

- Memory: Minimum 512 MB for application runtime
- Disk Space: 2 GB for application and logs
- Database: HANA HDI container with appropriate storage
- Network: Internet connectivity for external service calls

5. Compliance with Guidelines

The Subscriber shall follow all technical, security, and operational guidelines provided by Syntax relating to the configuration, operation, and maintenance of the Service components.

9. Responsibility Matrix (“RACI”)

Responsibilities Abbreviations

Below are explanations for the abbreviations used in the “Subscriber” and “Syntax” columns in the RACI table(s).

Responsibility	Abbr.	Description
Responsible	R	The Party performing the activity.
Accountable	A	The Party who oversees and approves the activity.
Consulted	C	The Party whose opinions should be considered when performing the activity.
Informed	I	The Party who must be made aware that the activity is being performed.
Time & Materials	T&M	Any work that is not part of the standard scope of the Service; incurs additional fees.

Note: The table below is inclusive of the responsibilities and services that Syntax provides as part of the standard Service unless otherwise specified in the Notes column. Anything that is not specifically identified below may not be provided by Syntax and is assumed to be Subscriber’s responsibility.

9.1. ShiftBook

Item	Description	Syntax	Subscriber	Notes
1.0	Provisioning			
1.0.1	Provision BTP subaccount (Syntax tenant)	R, A	I	Standard service in Syntax tenant
1.0.2	Provision BTP subaccount (Subscriber tenant)	I	R, A	Subscriber owns and manages the tenant
1.0.3	Deploy solution (Syntax tenant)	R, A	I	Standard deployment tasks
1.0.4	Deploy solution (Subscriber tenant); provide installation package (installation files with documentation)	R	A (executes installation)	Syntax delivers package; Subscriber installs
1.0.5	Configure standard connectivity and roles (based on SAP POD Plugin)	R	A	Includes role assignments and connectivity setup required for the SaaS solution
1.0.6	(Optional – chargeable) Installation support beyond standard deployment (Subscriber tenant)	R (optional)	A	Requires AMS agreement - e.g., guided installation sessions
1.0.7	(Optional – chargeable) Custom configuration or integration (Subscriber tenant)	R (optional)	A	Requires AMS agreement - e.g., custom connectivity, add-ons
2.0	Support (Standard Maintenance)			
2.0.1	Monthly maintenance (patching, updates, monitoring)	R, A	I	Up to one (1) day/month; Subscriber notified ≥ one (1) week in advance
2.0.2	Incident resolution for core service availability (Syntax tenant)	R, A	I	Covers platform and application availability
2.0.3	Incident resolution for core service availability (Subscriber tenant)	R, A (product level)	R, A (tenant level)	Split responsibility depending on issue type
2.0.4	Providing maintenance notifications (≥ one (1) week prior)	R	I	Applies to both Syntax and Subscriber tenants
2.0.5	Make tenant-specific changes during maintenance	N/A	R	Only relevant for Subscriber tenant scenario
3.0	Additional Items – Subscriber Tenant Installations			
3.0.1	Access provisioning for Syntax support	I	R, A	Subscriber must grant Syntax required roles/permissions
3.0.2	Execute Subscriber-owned platform updates	I	R, A	Not within Syntax control
3.0.3	Coordinate downtime durations with Syntax	R	A	Joint scheduling required for smooth operations