

SERVICE DESCRIPTION: Syntax AI CodeGenie

1. Overview

The purpose of this Syntax AI CodeGenie Service (the “Service”) is to deploy and configure the Service within the Subscriber’s SAP environment to support the analysis, documentation, and management of custom ABAP code. The application automates the creation of structured documentation for code objects. CodeGenie enables context-specific analysis at the individual object level and provides a consolidated view of all findings related to a specific resource or system. This functionality supports efficient knowledge transfer, reduces manual analysis effort, and assists in migration and maintenance activities.

2. Proof of Concept (if agreed upon)

The Parties agree to commence the engagement with a Proof of Concept (“PoC”) phase to validate the functional capabilities and business value of the Service. The PoC will be executed on a dedicated environment provided by Syntax and will focus on the evaluation of the Service’s automated code-analysis and documentation features. During the PoC, the functionality will be limited to a reduced scope of five (5) packages, which must be identified by the Subscriber. Each package may contain no more than fifteen (15) components, and the PoC will be restricted to a maximum of five (5) users.

The term of the PoC will be limited and encompass configuration, testing, and validation workshops jointly defined by both Parties.

Upon successful completion, the intention is that the Service will transition to Production, and all terms and conditions of the SaaS Agreement will apply. Any scope, deliverable, or commercial adjustments identified during the PoC shall be documented in a written amendment signed by both Parties.

3. Planning and Setup Services

Upon execution of the SaaS Agreement, 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 Syntax AI CodeGenie
- Support in preparing the operational setup required for Syntax AI CodeGenie 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”).

4. Provision of Services

As part of the Services, Syntax operates the infrastructure required for providing access to the Syntax AI CodeGenie application on SAP BTP. Syntax will deploy and maintain a dedicated Subscriber Subaccount within the Syntax SAP BTP environment. The operational responsibility includes enabling the Subscriber to contact the Syntax Service Desk for issue resolution. Security measures follow SAP BTP standards and best practices. Data processed by the Syntax AI CodeGenie application is stored within the Provider SAP BTP Subaccount.

5. Additional/Optional Services

The Subscriber can order the following additional services within the scope of the Services in this SaaS Agreement:

- The Subscriber may upgrade to a higher license model if the number of Z-objects increases compared to the quantity specified at the commencement of the Agreement. The table below contains the license models.

License Model	# of Z-Objects
Small	9,999 or less
Medium	10,000 to 19,999
Large	20,000 or more

6. Service Levels

Syntax offers the following Service Levels for the Service.

Service Level	Service Hours
Standard	8 hours a day, 5 days a week

7. Maintenance Times

For the provision of the Services, the Parties agree to recurring monthly Maintenance (hereinafter the “Maintenance”) within the agreed Operating Hours. This Maintenance may require up to one (1) eight-hour day to complete.

8. Syntax Software Provided for Service Provision

As part of this Service, Syntax provides access to certain software components. In this case, Subscriber is entitled to use, as intended, for the term of Subscriber’s subscription, within the scope of this Service and as provided by Syntax, the software provided or operated by Syntax to achieve the purpose of the contract.

9. 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 SaaS Agreement or Master Services Agreement, Subscriber shall undertake the following obligations:

- 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.
- The Subscriber will maintain an active, secure and sufficiently provisioned internet connection and provide the data connection between its IT infrastructure and the service transfer point defined in the SaaS Terms for this SaaS Agreement.
- The Subscriber is accountable for ensuring that Syntax can consume the necessary data from the SAP on-premise solutions.
- The Subscriber will assign one (1) dedicated contact person with the required technical skillset and decision authority to support Syntax during the onboarding and initial configuration phase. This person shall act as Syntax’s primary technical counterpart, facilitate efficient communication, and ensure timely access to relevant systems and information.

10. 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.

10.1. Syntax AI CodeGenie

Item	Description	Syntax	Subscriber	Notes
1.0	Provisioning			
1.0.1	Provisioning of BTP subaccount (Syntax tenant)	R, A	I	Standard service in Syntax tenant
1.0.2	Deployment of solution (Syntax tenant)	R, A	I	Standard deployment tasks
1.0.3	Configuration of standard connectivity	R	A	
1.0.4	Configuration of SAP Cloud Connector	C, I	R	
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

Item	Description	Syntax	Subscriber	Notes
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	Execution of 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	Coordination of downtime windows with Syntax	R	A	Joint scheduling required for smooth operations