

SERVICE DESCRIPTION: INTEGRATION PLATFORM AS A SERVICE (iPaaS)

1. Overview

Syntax will provide Integration Platform as a Service (“iPaaS”) to Subscriber to support custom and prepackaged integration adapters as a service. The solution supports customers who seek to consume integration adapters through a cloud-based integration platform managed and supported by Syntax.

Syntax iPaaS supports the creation of custom integration adapters and prepackaged integration adapters for commonly integrated third-party solutions required by our customers. By leveraging a Syntax managed integration platform with prepackaged integration adapters, our customers reduce time to value on projects and simplify their internal support requirements for integration.

Syntax is responsible for maintaining the Syntax iPaaS, which is delivered on SAP’s Business Technology Platform through their world-class integration suite.

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 iPaaS services environment
- Connection of the iPaaS 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 iPaaS 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 iPaaS and the associated responsibility between Syntax and Subscriber are indicated in the table below.

Syntax-Provided Services		Subscriber-Provided Support Services
Automated Baseline Support Services (Included in Subscription)	Extended Support Services (Not included in Subscription)	Resolution of integration errors resulting from missing master data in Subscriber solution and/or Third-Party Endpoint solution
• Automated Technical Service Monitoring • Automated Message/Integration Monitoring • Automated Message Error Handling and Notification to Subscriber	• iFLOW Endpoint Modifications (Upgrade and/or ad hoc Request) • iFLOW Endpoint Modification Testing • Subscriber Requested Integration Enhancements	

4. Support Service Levels

Syntax will provide the following Service Levels for the Services:

- Automated Baseline Support Services listed above are delivered on a 24x7 basis. Any services additional to Automated Baseline Support Services will be provided by Syntax during business hours (Monday to Friday, 9am to 5pm Eastern Time) excluding statutory holidays. Syntax may provide additional services during non-business hours when mutually agreed and billed at an agreed rate in an Extended Support Services Agreement or Statement of Work.
- Subscriber acknowledges that the provision of the Syntax Services and Service Support under this Agreement may also be dependent on the performance and availability of the Subscriber’s Endpoint solution(s).
- 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.