



Customer Center of Expertise by SAP

Contract and License Management

Overview and Insights Document for Customer Centers of Expertise

Public

THE BEST RUN



TABLE OF CONTENTS

INTRODUCTION	3
Contract and License Management	3
SAP CONTRACT AND LICENSE TYPES	3
SAP Software Solutions	4
Deployment Models	4
Licensing Models	5
SAP CLOUD	6
Cloud 101: What is cloud computing technology?	6
Cloud services	6
Cloud operations	6
SAP Private Cloud Metering	6
SAP Business Technology Platform (BTP)	6
LICENSE AUDITING	8
What types of Services does GLAC Provide?	8
Audit Services	8
Advisory Services	8
Audit Process	9
License Consumption	9
ADDITIONAL INFORMATION	10
SAP for Me	10
SAP Licensing - Process Guide	10
SAP Trust Center	11
My Trust Center	11
Extension Policies	12
Digital Access	12

INTRODUCTION

Contract and License Management

When purchasing software, the proper handling of contract and license management is essential. But especially in the business area, this is particularly complex, so it can quickly lead to loss of overview of the number of services, users and contract term. In addition, a customer runs the risk not to exploit the full potential of its license or contract. This is often due to a lack of specialist resources and a high amount of time associated with contract and license management.

But what is contract and license management and what are the benefits for the customer?

Contract Management is the administration and execution of software contracts with vendors, partners and internal customers.

License Management describes the management of the usage of licensed software products within a company. This includes managing the amount and scope of use.

An integrated Contract and License Management entails various benefits, as

- Identifying shelf-ware and getting possibilities to invest in new software
- Avoiding negative surprises during license audit process
- Precisely control and assign licenses to employees who need to use specific software.

In this way, not only can you control who can use software, but you also save on unnecessary license costs.

SAP CONTRACT AND LICENSE TYPES

SAP software is modular and can scale in line with our customers' growing business needs. The comprehensive scope of SAP software offerings is matched by the flexibility customers have when choosing how to deploy and license the software (see Figure 1). The modular structure of SAP software licenses allows customers to license and pay only for the functionality and capacity needed at any given time.

There are three core tenets that are important to understand when licensing software from SAP:

Software solution: What you are licensing from our comprehensive selection of SAP software to meet your business requirements

Deployment options: How you deploy the SAP software; for example, on premise, in a public cloud, or in a hosted private cloud

Licensing models: Various models that grant customers use of SAP software; for example, perpetual, subscription, or consumption

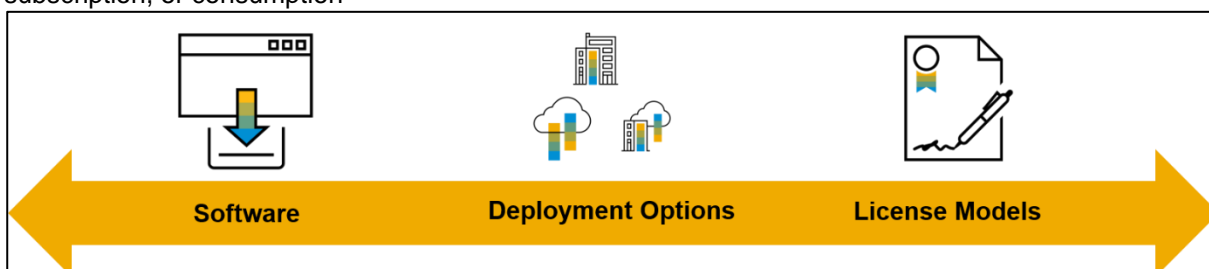


Figure 1: SAP License and Contract Types

SAP provides several deployment options and licensing models to address different customer requirements. In the following section, we describe in detail the deployment options and licensing models available at SAP.

SAP Software Solutions

SAP is committed to helping every customer become a smart, best-run business and make the world run better.

SAP offers an intelligent suite of integrated, modular, intelligent applications, including SAP S/4HANA®; SAP C/4HANA suite; SAP SuccessFactors®, SAP Ariba®, SAP Concur®, and SAP Fieldglass® solutions; the SAP Integrated Business Planning solution; and SAP Digital Manufacturing Cloud solution. The portfolio also includes a digital platform that facilitates the collection, connection, and orchestration of data as well as the integration and extension of processes within the suite of intelligent applications. At the center of our portfolio are intelligent technologies such as artificial intelligence, machine learning, the Internet of Things (IoT), and analytics that enable customers to leverage their data to determine patterns, predict outcomes, and take action.

SAP software spans multiple lines of business such as customer engagement, manufacturing and supply chain, people engagement, data management, and spend management. Our solutions are tailored for 25 industries, from financial services, public services, and consumer industries to discrete manufacturing, energy, and natural resources.

Deployment Models

After selecting the SAP software that meets the customer's business needs, it is important to understand the available deployment options for SAP software, as well as the underlying implications of each type of deployment. Deployment options vary depending on where the system resides and whether customers prefer to own and manage their hardware and software or wish to minimize IT operations and have someone else manage it.

Do you want to reduce your IT footprint? Do you require significant customization of your ERP solution? How frequently do you want software upgrades to be implemented? These are examples of questions that customers should ask when developing their deployment strategy. SAP provides deployment flexibility across the portfolio. SAP software may be deployed in an on-premise, public cloud, Private cloud or hybrid cloud environment. Following are descriptions of the SAP deployment options, as summarized in Figure 2.

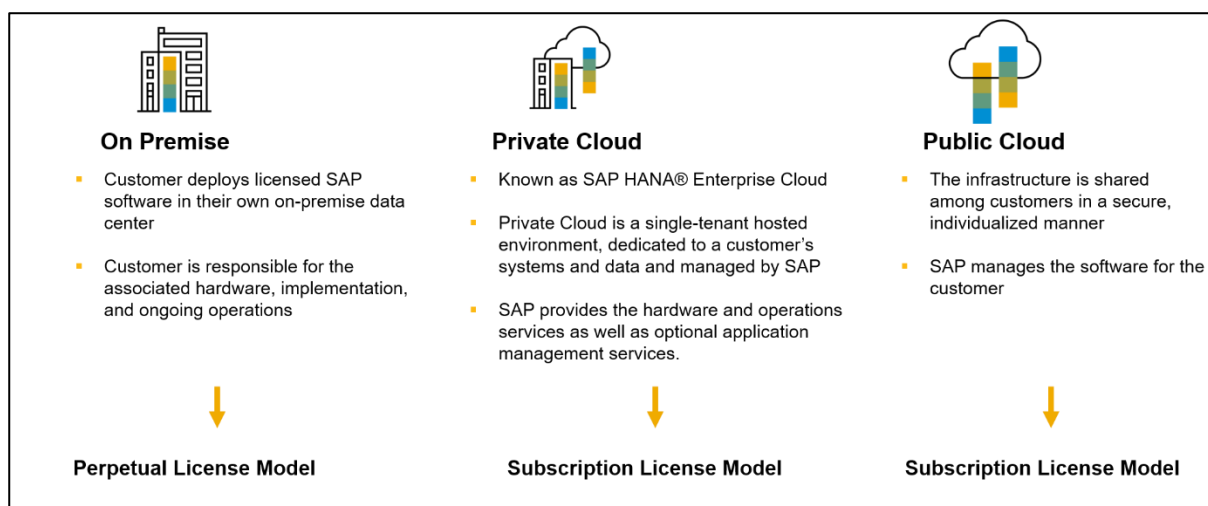


Figure 2: Deployment Models

On Premise

In an on-premise deployment, the customer deploys licensed SAP software in their own on-premise data center and is responsible for the associated hardware, implementation, and ongoing operations. Most SAP

software deployed on premise is licensed on a perpetual license model, which provides software use rights in perpetuity.

Public Cloud

With a public cloud, services are delivered to customers over a network that's available for usage by the provider's clients. Public clouds offer efficiency and affordability and are often multi-tenant – meaning the provider runs your service in a shared environment.

Private Cloud

With a private cloud, services are maintained on a private network protected by a firewall. You can build a private cloud within your own data center – or subscribe to one hosted by a vendor. Private clouds offer the most security and control.

Hybrid Cloud

A hybrid cloud is a combination of public cloud, private cloud, and on-premise infrastructure. Hybrid clouds let you keep sensitive information in a traditional data center or private cloud while taking advantage of public cloud resources.

Licensing Models

In addition to providing customers the flexibility to leverage the above-mentioned deployment options, SAP also offers flexible ways to license SAP software under three different licensing models: perpetual licenses, subscription licenses, and consumption-based term licenses (see Figure 3).

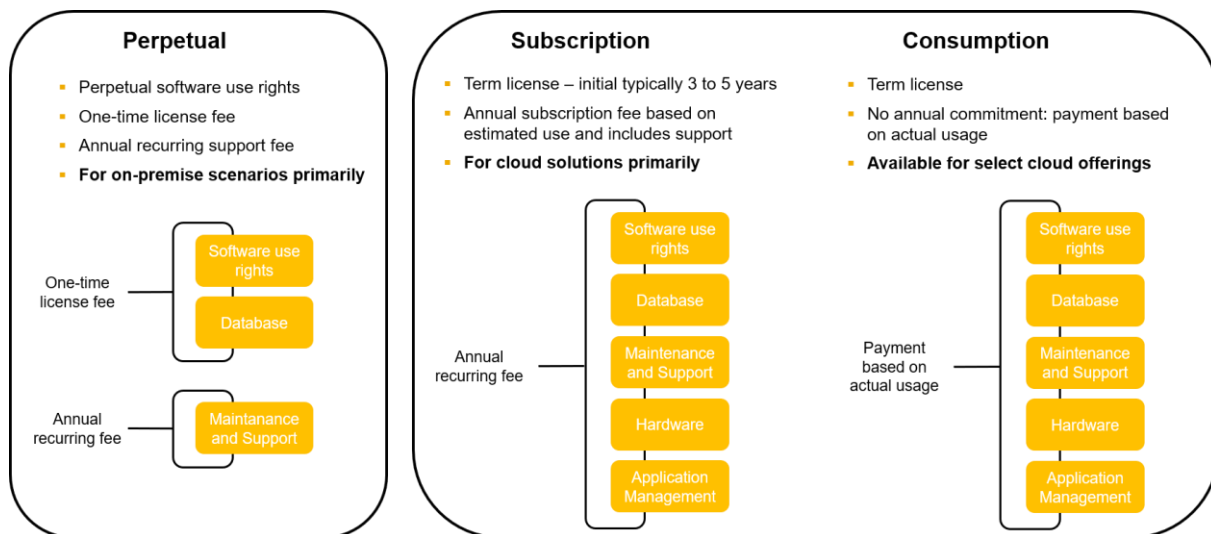


Figure 3: Licensing Models

SAP CLOUD

Cloud 101: What is cloud computing technology?

- What is cloud technology?
- Benefits of cloud computing
- Types of cloud computing services (SaaS / PaaS / IaaS)
- IaaS vs. PaaS vs. SaaS
- Types of cloud deployment
- Public vs. private vs. hybrid cloud
- Cloud security

[Learn more](#)

Cloud services

- Gain insights on service availability worldwide
- Access cloud service performance history
- View personalized dashboard

[Learn more](#)

Cloud operations

- Learn about the process for cloud service delivery
- Learn about hybrid IT landscapes and understand the impact on your operations
- Plan and optimize resources

[Learn more](#)

SAP Private Cloud Metering

A SAP license usage metering solution to bring more transparency to the SAP Private Cloud consumption.

[Learn more](#)

SAP Business Technology Platform (BTP)

Missions

Use case scenarios, the so called Missions are available free of charge on the SAP Discovery Center. Implement your use cases on SAP Business Technology Platform, with step-by-step guidance and a well-established support from topic experts and SAP Community.

[Learn more](#)

Estimator Tool

To see the estimated costs of your Mission on the SAP Discovery Center you can access the Estimator tool by clicking the “calculator” button on the top right. Within the Estimator you can add detailed information.

[Learn more](#)

BTP free tier model

The commercial model for SAP BTP includes free tier services for you to start working with SAP BTP with a direct path to productive use. Pay-As-You-Go for SAP BTP does not require an upfront commitment. It gives you access to free and standard service plans to explore SAP BTP and conduct a proof-of-concept in one account. At any point in time you can start and stop the usage of a service.

[Learn more](#)

LICENSE AUDITING

SAP's Global License Audit and Compliance organization (GLAC) offers our customers support regarding their SAP License entitlement and utilization. GLAC supports all customers in fulfilling their contractual duty to carry out system measurements. Measuring the system determines the number of users of SAP systems and which SAP products are in use.

What types of Services does GLAC Provide?

Audit Services

License Audit Measurement Service

- Default option through which SAP exercises its license audit rights.
- Evaluates the measurement results generated by measurement tools and self-declarations forms.
- Supports customers to maintain compliance with their SAP license entitlement.

Enhanced Audit Service

A structured transparent service delivered by a specialist team that works on-site/remote with the customer.

- Supports customers in complex audit measurement situations.
- Provides a more complete view on all licensed SAP products (SAP NetWeaver, SAP HANA, etc.) and areas of use including usage of SAP software via interfaced third-party systems.

License Compliance Interview

- Service based on a collaborative customer interview to review specific business processes.
- Helps customers to identify and assess "Use" per our contracts.
- Assists customer in understanding any potential exposure related to indirect access.
- Delivered standalone or in combination with License Audit Measurement.

Cloud Audit Service

- Establishes transparency on license utilization levels across the SAP Public Cloud Service Portfolio.
- License utilization data available in near real-time, based on automated license entitlement calculation and ongoing license usage metering.

License Rights Management Service

- Helps customers, partners, and SAP Sales teams to understand and manage SAP Software Use Rights and/or SAP Cloud Services.
- The service is often focused on events like a company's reorganization, divestment, merger and acquisition, transitional services, affiliates, and group companies etc.

Advisory Services

Digital Access Evaluation Service

- Designed to help customers evaluating the benefits of moving to the Digital Access Licensing Model.
- Supports initial estimate of required licensable amount of Digital Access (DA) documents.
- Helps customers to understand the measurement approaches for Digital Access (DA).

Customer Measurement Service

- Designed to help customers evaluating the benefits of moving to the Digital Access Licensing Model.
- Supports initial estimate of required licensable amount of Digital Access (DA) documents.
- Helps customers to understand the measurement approaches for Digital Access (DA).

License Advisory Service

- Designed to help customers evaluating the benefits of moving to the Digital Access Licensing Model.
- Supports initial estimate of required licensable amount of Digital Access (DA) documents.
- Helps customers to understand the measurement approaches for Digital Access (DA).

S/4HANA Trusted Authorization Review

- Designed to help customers evaluating the benefits of moving to the Digital Access Licensing Model.
- Supports initial estimate of required licensable amount of Digital Access (DA) documents.
- Helps customers to understand the measurement approaches for Digital Access (DA).

[Learn more](#)

Audit Process

License Audit Measurement Service is provided by SAP's Global License Audit and Compliance (GLAC) Team. Its focus is on the on-premise System Measurement and supports all customers throughout the process.

1. Audit Start
Measurement request with predefined license audit scope is being sent to the customer
2. Prepare System Measurement
 - Check installations and systems to be measured with System Measurement Preparation Area
 - Implement SAP notes
 - Check and classify users
3. Conduct System Measurement
 - Perform system measurement in USMM
 - Fill Self-Declaration Form
 - Perform additional measurement (non-NetWeaver based)
4. Consolidate Results in LAW
 - Upload and combine the USMM measurement results in LAW
 - Consolidate the results
5. Transfer Results to SAP
 - Transfer measurement results to SAP
 - Consolidated via LAW or per system via USMM
 - Self-Declaration Form via e-mail
 - Additional measurement results (non-NetWeaver based) via e-mail
6. Data Analysis and Additional Checks
 - SAP checks the results for completeness and correctness
 - SAP checks, if additional checks are required
 - If required, SAP requests customers to do corrections and/or additional checks
7. Evaluation
 - SAP evaluates the data received
8. Audit Closure Notice
 - SAP sends an audit closure notification to the customer with information on the audit status
 - A survey is sent to the customer

SAP license audits are executed by team members of the SAP's Global License Audit & Compliance organization.

The assigned sales person is the primary owner of the commercial customer relationship. As such, the sales person is responsible for resolving the license compliance risk and is supported by the Global License Audit & Compliance team by providing license management expert knowledge.

[Learn more](#)

License Consumption

Enter the SAP for Me Consumption Tab to get an overview of your company's current license usage and license entitlement in the Public Cloud and On Premise.

[Learn more](#)

ADDITIONAL INFORMATION

SAP for Me

SAP for Me delivers important alerts, metrics, and information about our customer's product portfolio, aligned with their personal preferences. It collects information from what were previously disparate locations and presents it in one place, providing a comprehensive set of dashboards:

- **Products & Portfolios:** Easily access a personalized product overview. The perfect starting point for exploring SAP for Me.
- **Finance and Legal:** View SAP orders and their licensed materials and also understand connections to individual products or the consumption of licenses.
- **Systems & Provisioning:** Explore the dimension of the systems related to an individual product, both cloud-based and on-premise.
- **Cross-functional Capabilities:** The central communications capability for user-friendly and context-driven communication.
- **Knowledge & Learning:** Review assigned SAP learnings, obtain an overview of certificates achieved, or browse new content for any SAP product.
- **Maintenance & Support:** Review planned cloud product maintenance and support incidents across your company.
- **Users & Contacts:** Find your company and SAP contacts easily, even as roles and responsibilities change, and ensure communications are not disrupted.

The most important dashboards for Contract and License Management are the "Finance and Legal," "Systems & Provisioning" as well "Users & Contracts".

[Learn more](#)

SAP Licensing - Process Guide

Here you will be guided through all important topics around the lifecycle of your SAP Licenses. In addition, you can access information about SAP Support Services.

[Learn more](#)

SAP Trust Center

Please check the SAP Trust Center to receive further information about Compliance, Security, Privacy, Cloud Service Status, Cloud Operations, Agreements and Data Center.

- [Cloud Service Status](#)
Gain insights on service availability, incidents, and the history of cloud services from SAP worldwide.
- [SAP security for the Intelligent Enterprise](#)
See how SAP can help you innovate on your path to becoming an intelligent enterprise.
- [Data Protection and Privacy](#)
We respect individual privacy. Special policies and data processing agreements with our sub-processors help us abide by all relevant laws worldwide.
- [SAP Compliance Offerings - Explore Certificates, Reports, and Attestations](#)
At SAP, we keep our finger on the pulse of ever-increasing security challenges by building a security foundation based on industry standards and compliance and regulatory requirements. View SAP's latest security certifications and reports.
- [Cloud Operations](#)
Get insights into cloud service delivery and hybrid IT landscapes to plan and optimize resources. Learn from our experts and our resources.
- [Data Center Locations](#)
The below map shows the data center locations where the selected SAP cloud services are currently operated.
- [Agreements](#)
Find various agreement documents for cloud, software, and service offerings from SAP. When referenced in specific order forms, these agreement documents form the basis of your contractual relationship with SAP.

For License- and Contractmanagement the "Agreements" part is most important.

Find various agreement documents for cloud, software, and service offerings from SAP. When referenced in specific order forms, these agreement documents form the basis of your contractual relationship with SAP.

The selection is divided into the following agreement document types:

- Cloud Services Agreements
- SAP Service Agreements
- SAP On-Premise Software Agreements
- PartnerEdge Partner and Partner's Customers Agreements
- Partner - Other Partnerships and Agreements

Please contact your SAP representative for prior versions of agreement documents.

[Learn more](#)

My Trust Center

My Trust Center extends the public SAP Trust Center with information, documents and evidence available only to SAP customers and SAP partners. There is a subscription functionality for many of the resources which offers you email notifications about changes and updates for content which is of particular relevance to you. Please check the SAP Trust Center to receive further information about Compliance, Security, Privacy, Cloud Service

[Learn more](#)

Extension Policies

With the cloud extension and the on-premise extension model, SAP provide customers and partners flexibility to adapt to changing business requirements with existing on-premise SAP solutions.

- SAP Cloud Extension Model
- On-Premise Extension

[Learn more](#)

Digital Access

Digital Access Landing page

Including:

- SAP Digital Access - What is it?
- Digital Access Adoption Program (DAAP)
- Testimonials

[Learn more](#)

SAP Digital Access Help Portal

The Digital Access Help Portal includes a description of the SAP Digital Access license model for the products SAP S/4HANA Cloud, SAP S/4HANA, and SAP ERP.

The DA Help Portal provides an overview and deep dive on:

- Conversion Options for Existing Licenses
- Measurability
- Identification of different DA Types
- Documents and Actions Relevant for the SAP DA License
- Reporting Tools
- License Audit Process
- Use Case Scenarios

[Learn more](#)

www.sap.com/contactsap

© 2023 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies. See www.sap.com/trademark for additional trademark information and notices.

THE BEST RUN

