

EXHIBIT UU

Message

From: Viehl, Juergen [/O=SAP/OU=EUROPE1/CN=RECIPIENTS/CN=000000033158]
Sent: 10/17/2007 6:56:21 AM
To: Welz, Bernd [/O=SAP/OU=EUROPE1/CN=RECIPIENTS/CN=000000034205]; Faisst, Wolfgang
[/O=SAP/OU=EUROPE2/CN=RECIPIENTS/CN=D045993]; Leschka, Stephan
[/O=SAP/OU=EUROPE2/CN=RECIPIENTS/CN=D046558]; Linde, Helmut
[/O=SAP/OU=EUROPE1/CN=RECIPIENTS/CN=D047960]; Lemanczyk, Holger
[/O=SAP/OU=EUROPE2/CN=RECIPIENTS/CN=000000051404]
CC: Haskins, Mary [/O=SAP/OU=AMERICA1/CN=RECIPIENTS/CN=000000042724]; Mohraz,
Maryam [/O=SAP/OU=EUROPE1/CN=RECIPIENTS/CN=000000127084]; Rech, Stefan
[/O=SAP/OU=EUROPE2/CN=RECIPIENTS/CN=D021166]
Subject: Service Initiatives Report - October 2007 - UPDATE
Attachments: 071017_Service_Initiatives_Reporting_update.zip

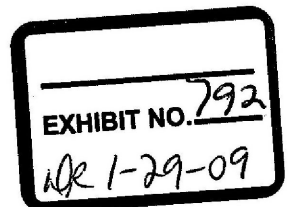
Dear colleagues,

Please find attached the final version of the Service Initiatives Report (update to the version sent on October 8th).

Best regards,
Jürgen Viehl
Service Architect
Service Solution Management
SAP AG, Dietmar-Hopp-Allee 16, D-69190 Walldorf
T +49 6227 7-46435
F +49 6227 78-21095



071017_Service...



CONFIDENTIAL INFORMATION

SAP-OR00565364

Service Initiatives Reporting

Update October 2007





Field Services & Service Solution Management
October 17, 2007

THE BEST-RUN BUSINESSES RUN SAP



Service Initiatives - Management Summary (1/3)



Service Initiative / Owner	Status	Achievements	Critical Issues
Field Services Programs			
ESOA Roadmap & Extended Services Michel Sérié 	Y	<ul style="list-style-type: none"> ■ 268 completed engagements, 191 in progress, 502 in pipeline (target: 400 engagements) ■ 21 Completed Showcases, 79 in pipeline (target: 25 showcases) 	<ul style="list-style-type: none"> ■ None
FS ME Program Markus Schwarz 	G	<ul style="list-style-type: none"> ■ ASAP Focus methodology: ASAP Focus training is integrated in the new learning curriculum for the A1 certification program ■ Education portfolio: Development of new A1 curriculum according to plan 	<ul style="list-style-type: none"> ■ None
ISV Service Portfolio Wolfgang Krips	?	<ul style="list-style-type: none"> ■ No status update available. 	
Service Productization Tony Ress 	G	<ul style="list-style-type: none"> ■ 357 completed projects (target for 2007: 300) ■ Additional 130 projects in process and 86 projects in pipeline 	<ul style="list-style-type: none"> ■ None
Upgrade Services for SAP ERP (Project MOVE) Martin Riedel 	Y	<ul style="list-style-type: none"> ■ 4,818 SAP ERP 6.0 Productive Systems (93,6% target achievement) ■ 3,126 SAP ERP 6.0 Systems upgraded (109.7% target achievement) 	<ul style="list-style-type: none"> ■ Incomplete staffing is considered a critical issue / risk in several work packages

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

Service Initiatives - Management Summary (2/3)







Service Initiative / Owner	Status	Achievements	Critical Issues
Global Service & Support Programs			
E2E Solution Operations Support Uwe Hommel	Y	<ul style="list-style-type: none"> ■ SAP AGS organization prepared for mass adoption (1,500 colleagues certified) ■ E2E Solution Operations offering established (first pilots sold) ■ E2E Trainings: ca. 400 customers signed up for certification 	<ul style="list-style-type: none"> ■ E2E Solution Operations Services to be sold by Field (so far only marketing by AGS to MaxAttention customers) ■ Need full support by the FKOMs of all regions ■ Due to the lack of adoption the expected savings on the support cost through E2E Solution Operations is in jeopardy
MaxAttention Uwe Hommel	Y	<ul style="list-style-type: none"> ■ Actuals 2007: 66,8 M€ ■ Budget 2007 (62 M€) already overachieved (Actuals + Invoice pool + Pipeline: 98,3 M€) 	<ul style="list-style-type: none"> ■ Capacity issue regarding delivery: resources completely booked with Escalations and MaxAttention Safeguarding contracts (but required actions initiated, see initiative details)
Premium Support Uwe Hommel	Y	<ul style="list-style-type: none"> ■ Premium Support Sales 2007 YTD results in 10.1 M€ estimated revenue (218 active Premium Support contracts in total) ■ The Premium Support Sales objectives 2007 can be reached - the actual revenue is only 5.7 M€, but there is 3.8 M€ in the invoice pool + 0.6 M€ weighted pipeline for Q4 2007 	<ul style="list-style-type: none"> ■ Premium Support is still not offered in association with every new license deal ≥ 500 k€ (only in 18% of the new license deals) ■ Delivery capacity no longer sufficient.
Safeguarding Services Uwe Hommel	G	<ul style="list-style-type: none"> ■ Sales target for 2007 (100 contracts) overachieved by 48 contracts (148 actual contracts) ■ Actual revenue 2007: 20,5 M€ (+ 13,3 M€ Invoice Pool & Pipeline) 	<ul style="list-style-type: none"> ■ None.



R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required



G = According to plan and no open issues
✓ = Closed/Completed

Service Initiatives - Management Summary (3/3)



Service Initiative / Owner	Status	Achievements	Critical Issues
Global Service & Support Programs			
Safe Passage Thomas Ziemer 		<ul style="list-style-type: none"> ■ Signed Safe Passage deals in 2007: 99 (as of 26.09.) ■ Signed TNow deals in 2007: 176 (as of 26.09.) (target for Q3: 240) 	<ul style="list-style-type: none"> ■ Oracle law suit
GSS ME Channel Business <small>(substitutes former "SME Service Portfolio" program)</small> Wolfgang Faisst 		<ul style="list-style-type: none"> ■ Service Benefits Package: alignment on program pricing (&entitlement) across different PE tracks ■ ME Maintenance & Support Model (A1 VAR) with Solution Manager: <ul style="list-style-type: none"> ■ Certification exam available ■ Landing page in Channel Partner portal live 	<ul style="list-style-type: none"> ■ PartnerEdge deployment in SAP Japan most likely postponed to 2008 ■ SBP multi-office invoice not yet available due to budget restriction on PRM side

 = Behind plan or urgent open issue; project sponsor decision required
 = Behind plan or open issue; project management action required

 = According to plan and no open issues
 = Closed/Completed

Field Services Programs



- ESOA Roadmap & Extended Services
- FS ME Program
- ISV Service Portfolio
- Service Productization
- Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business

Appendix

Enterprise SOA Program - Progress Report



Program Manager	FSCT Sponsor	Regional Sponsor	Start Date	Planned End Date	Planned Costs
Michel Sérié	Roy Wood		January 1, 2007	December 31, 2007	

Program Description

The Field Services ESOA program drives Consulting to support our customer needs resulting from the SAP corporate ESOA initiative. The cornerstone of this program is the ESOA Roadmap Service offering. This is supported by additional ESOA related services, the ESOA services framework and the ESOA Adoption program.

Program Objectives

Key Performance Indicators (KPI) For Program
(List the performance indicators that are tracked for this program)

<ul style="list-style-type: none"> Drive eSOA adoption beyond the eSOA roadmap service through the extended services and meaningful eSOA engagements Drive customer success and stories for eSOA with the creation of 25 new eSOA showcases Support the drive for ES Bundle customer references for Sapphire Develop FS sales and implementation material for the 6 ES Bundles Identify customers & complete pilot implementations to support Sapphire objective Continue to develop and roll out the Enterprise Architect Framework and eSOA Services Portfolio 	<ul style="list-style-type: none"> 25 eSOA Showcases ES Bundles: 5-10 Reference customers for Sapphire 400 Meaningful eSOA engagements
--	---

Overall Program progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status	Actual cost to date in <currency>	Forecast at completion in <currency>
10/10/2007	9/1/2007	9/30/2007	Michel Sérié	- Y		

Program Components

(Global work packages/projects as well as regional rollout work packages)

Work Package or Project Title	Lead	Planned Start	Planned Finish	Component Status			
Meaningful eSOA Engagements	Michel Sérié	01.01.07	31.12.07	Y			
eSOA Showcases	Michel Sérié	01.01.07	31.12.07		G		
Enterprise Architecture Framework and Portfolio	Franck Lopez / Heiko Stock	01.01.07	31.12.07	Y			
Discovery System	Itai Sadan	01.01.07	31.12.07		G		
CPI for eSOA	Itzik Shoshan	01.06.07	31.12.07	Y			
Proof Points (ESEC) – complementing the ES bundles -	Thomas Eckert	01.01.07	31.12.07	Y			
Partner Enabling	Natascha Pelster	01.07.07	31.12.07		G		

Meaningful eSOA Engagements - Progress Report



Program Milestones

Status of the major milestones for the program as defined in the program charter.

Program Key Accomplishments & Planned Activities

Top accomplishments during the period covered by this report.

Milestone	Target Completion Date	Status*	Accomplishments	Planned Activities for Next Period
Continue to drive pipeline building for eSOA engagements	31.12.07	IP	<ul style="list-style-type: none"> 268 Completed engagements, 191 in progress, 502 in pipeline Rolled out process to roll-in market needs for bundles into development 	<ul style="list-style-type: none"> Leverage eSOA engagements to define services needed in the future. Pilot with the Proofpoints project. Leverage Discovery system to achieve more eSOA engagements and showcases Push for EA related engagements Sales enablement – work on FEG v2 and preparing the bootcamps for Q1/08 Field enablement – work with SAP C DE to come up with skill shift framework for consulting managers Events – Support Techeds & leverage as a platform
Integrate Paths to eSOA survey into c360 and roadmaps	31.03.07	C		
Continue to roll-out extended services training for engagements	31.12.07	IP		
Rollout of reporting, KPI's, templates to all regions		C		

* Status notation: NS = Not Started IP = In Progress OH = On Hold C = Completed

Key Issues or Concerns

Top Issues or risks

Issue / Risk	Region(s)	Plan of Action	Responsible
Field Services to decide upon continuation with the c360 Tool	ALL	<ul style="list-style-type: none"> Get an estimate of the IT costs Work out the specs of our needs 	Michel Sérié, NPI
"Hockey Stick" & Q4 emphasize the fact that documentation of engagements is time consuming	ALL	<ul style="list-style-type: none"> FSSM to come up with limited incentive and process accordingly Piloting with EMEA 	Michel Sérié
Get more traction regarding showcases leveraging the eSOA engagements moving into 2008	ALL	<ul style="list-style-type: none"> Work with regions (consulting and sales) on clear process 2008 Planning 	Michel Sérié

eSOA Showcases - Progress Report



Program Milestones

Status of the major milestones for the program as defined in the program charter.

Program Key Accomplishments & Planned Activities

Top accomplishments during the period covered by this report.

Milestone	Target Completion Date	Status*	Accomplishments	Planned Activities for Next Periods
Delivery of the first 10 potential showcases	16.02.07	C	<ul style="list-style-type: none"> 21 Completed Showcases , 79 in pipeline Identified and defined the showcase pipeline reporting to integrate with the NPI and IBU's Finalized presentation and definition of the NPI process for identifying and submitting potential showcases Sync up DS and Showcase pipe 3 showcase customers used the Discovery System Following projects launched: <ul style="list-style-type: none"> Services alignment Sales Bootcamp 2008 Governance Workshop/Training FEG Version 2 	<ul style="list-style-type: none"> Showcase Program - Continue to work with the NPI and IBU's to identify key customers through pipeline planning calls Sales enablement – work on FEG v2 and preparing the bootcamps for Q1/08 Field enablement – work with SAP C DE to come up with skill shift framework for consulting managers Events – Support Techeds & leverage as a platform Marketing - Achieve that showcase stories are covering where appropriate the FS role
Working on integrating consulting pipeline into global showcase pipeline	28.02.07	C		
Working closely with the partner organization to identify overlapping potential showcases	10.03.07	IP		
Production of showcases and templates for presentation to the Q-Gate	31.12.07	IP		

* Status notation: NS = Not Started IP = In Progress OH = On Hold C = Completed

Key Issues or Concerns

Top Issues or risks

Issue / Risk	Region(s)	Plan of Action	Responsible
C360 as the tool to store information and generate reports has currently no owner	Global	<ul style="list-style-type: none"> Work out with IT a plan for 2008, in sync with the regions expectations 	Michel Sérié
Make sure moving into 2008 we leverage the '07 engagements to increase	ALL	<ul style="list-style-type: none"> Need to ensure regional leads are following up on stories and meaningful engagements as the pipeline continues to grow 	All regional leads

ESOA Meaningful Engagements and Showcases – KPI Dashboard



eSOA Meaningful Engagements

Region	Q1	Q2	Q3	Q4						FY	
							Bud	PIP*	FIN	FC	
	FIN	FIN	FIN	PIP	WIP	FIN				WC	BC
NA	20	48	29	70	11	0	105	81	97	111	116
EMEA	32	50	46	342	158	0	210	500	132	171	355
APJ	13	1	12	29	20	0	55	49	26	58	79
LA	4	6	7	61	2	0	30	63	17	30	32
Total	69	105	94	502	191	0	400	693	272	370	582

eSOA Showcases

	Q1	Q2	Q3	Q4			FY				
										FC	
Region	FIN	FIN	FIN	PIP	WIP	FIN	Bud	PIP*	FIN	WC	BC
NA	1	2	0	6	3	0	6	9	3	6	9
EMEA	5	4	5	27	31	0	12	58	15	26	33
APJ	0	1	2	1	9	0	5	10	3	5	5
LA	0	1	0	1	1	0	2	2	1	2	3
Total	6	8	7	35	44	0	25	79	22	39	50

Field Services Programs

- ESOA Roadmap & Extended Services
- FS ME Program
- ISV Service Portfolio
- Service Productization
- Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business

Appendix

FS ME Program - Progress Report



Program Manager	Sponsors	Start Date	Planned End Date	Planned Costs
Markus Schwarz	Gerd Oswald, Hans-Peter Klaey, Bernd-Michael Rumpf	01 January 2007	No end	Available on request

Program Description

The program aims to maximize Midsize Enterprise customer success and enable Field Services to be a profitable market maker for SAP in this segment. The Midsize Enterprise segment is split into 2 parts, the traditional A1 business and the new SAP Business ByDesign.

Program Objectives

Key Performance Indicators (KPI) For Program

(List the performance indicators that are tracked for this program)

- Ensure early customer success
- Build the volume product and the volume services model for 2008 and beyond
- Support overall SME business growth while maintaining service profitability

- SAP Business ByDesign Customer references
- Revenue
- HC ramp-up

Overall Program progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status		Actual cost to date in <currency>	Forecast at completion in <currency>
10 October 2007	01 September 2007	30 September 2007	I.Gagic		G	Available on request	

Program Components

(Global work packages/projects as well as regional rollout work packages)

Work Package or Project Title	Lead	Planned Start	Planned Finish	Component Status			
Global	Markus Schwarz	01 Jan 2007	31 Dec 2007			G	
APJ	Heiko Mauersberg	01 Jan 2007	31 Dec 2007			G	
EMEA Central / EMEA 1	N.N. / Christian Schroefl	01 Jan 2007	31 Dec 2007		Y		
EMEA NEWS / EMEA 2+3	Eckhard Bauer	01 Jan 2007	31 Dec 2007		Y		
Latin America	Raul Gonzalez	01 Jan 2007	31 Dec 2007			G	
North America	Craig Davis / Rupert Kaufmann	01 Jan 2007	31 Dec 2007			G	

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

FS ME Program - Global



Global Work Packages Progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status		Actual cost to date in <currency>	Forecast at completion in <currency>
10.10.2007	01.09.2007	30.09.2007	I. Gagic		G	Available on request	Available on request
Components: Work Packages or Projects (Global work packages or projects)			Lead	Planned Start	Planned Finish	Component Status	
Methodology			Sofia Filaktou	01 Jan 2007	31 Dec 2007		G
Education Portfolio			Arnold Jung	01 Jan 2007	31 Dec 2007		G
Service Portfolio			Arne Schmidthals	01 Jan 2007	31 Dec 2007		G
References			Tere Kururangi	01 Jan 2007	31 Dec 2007		G
CSE			Markus Schwarz	01 Jan 2007	31 Dec 2007		G

Global Work Package Milestones

Key Accomplishments & Planned Activities

Milestone	Target Date	Status*	Accomplishments	Planned Activities for Next Period
ASAP Focus Methodology	Dec 07	IP	<ul style="list-style-type: none"> ASAP Focus training is integrated in the new learning curriculum for A1 certification program 	<ul style="list-style-type: none"> New release of ASAP Focus is being prepared. Plan to be delivered End of September Start gathering feedback from Solution Centers Web assessment for partners will be available within Sept 2007
Education Portfolio	Dec 07	IP	<ul style="list-style-type: none"> Development of new A1 curriculum completed and currently being piloted and implemented by regions Sell-thru A1 partner education package currently being evaluated 	<ul style="list-style-type: none"> Conversion of A1 curriculum to e-learning during Q4 2007 Regional pilot of new A1 curriculum in EMEA during October. Global launch during November. All regions will adopt curriculum regionally
Service Portfolio	Dec 07	IP	<ul style="list-style-type: none"> Four additional midsize enterprise services available: SAP Project Review Service for All-in-One packages, SAP Technical Installation Service, SAP Data Migration Service, SAP Partner Coaching SAP Data Migration Service as a Global Delivery offering discontinued per FS ME Council decision 	<ul style="list-style-type: none"> Quarterly reporting on service development and deployment
CSE	Dec 07	IP	<ul style="list-style-type: none"> See CSE Status Report 	

* Status notation: P = Pending IP = In Progress OH = On Hold C = Completed

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
Z = Closed/Completed

FS ME Program - KPI Dashboard 2007



Dashboard 2007

Field Services - Midsize Enterprises (A1)

Status as of: 11. Okt. 07

Measure / KPI		Global		APJ		EMEA 1		EMEA 2+3		LA		NA	
		Target	YTD	Target	YTD	Target	YTD	Target	YTD	Target	YTD	Target	YTD
Revenue													
FS ME Revenue (In 1000€ According to System for ME & SE Segment)	Consulting *	n/a	377.705	n/a	65.595	n/a	64.246	120.000	120.307	16.972	16.964	n/a	110.336
	Education **	n/a	145.240	n/a	27.685	n/a	20.322	45.000	53.533	3.848	8.446	n/a	35.201
Headcount													
Dedicated FS ME Employees	Leads, CBMs, ...	n/a	30	n/a	13	13	5	9	6	6	6	n/a	n/a
	PM, Consultants, ...	n/a	57	n/a	10	155	32	30	15	n/a	n/a	n/a	n/a
References													
A1 Customer References	Completed	n/a	4	10	0	n/a	1	10	0	10	3	n/a	0
	In Progress	n/a	6	n/a	1	n/a	0	n/a	0	n/a	5	n/a	0
	Pipeline	n/a	48	n/a	20	n/a	6	n/a	13	n/a	7	n/a	2
PSL Enablement													
PSL Enablement (How to build, How to implement)	Partner (No. of Individuals)	n/a	320	100	0	n/a	24	200	193	160	103	n/a	n/a
	Consultants (No. of Individuals)	n/a	151	30	11	n/a	0	20	0	n/a	140	n/a	n/a
Consulting Support for SME Solution Centers													
Best Practices Production ***	Effort Days	n/a	7.007	n/a	272	2.500	2.201	3.000	3.146	n/a	925	n/a	462
Other Activities Not Related to BP	Effort Days	n/a	1.345	~600	0	750	0	1.500	420	n/a	925	n/a	0

* including Consulting Global Hubs and SAP C Backoffice

** including Global Education

*** globally funded only, excluding Effort Days funded by local SME Solution Center

CSE Program - KPI Dashboard 2007



Dashboard 2007 Customer Services Engagement (A1S)

Status as of: 11. Okt. 07

Measure / KPI		Total		APJ		EMEA1 (DE)		EMEA2+3		LA		NA		Global HQ	
		Target *	YTD	Target *	YTD	Target *	YTD	Target *	YTD	Target *	YTD	Target *	YTD	Target *	YTD
Financials															
SAP Business ByDesign Revenue (in 1000€)		5.059	0	507	0	1.879	0	898	0	n/a	n/a	1.775	0	n/a	0
SAP Business ByDesign Operating Results (in 1000€)		-11.552	-3.632	-898	-197	-2.721	-741	-1.989	-333	n/a	n/a	-4.370	-1.865	-1.574	-495
SAP Business ByDesign Costs (in 1000 €)		16.611	3.632	1.405	197	4.600	741	2.887	333	n/a	n/a	6.145	1.865	1.574	495
Headcount															
Operational Headcount		140	68	17	6	46	25	32	6	n/a	n/a	42	28	3	3
References															
SAP Business ByDesign Customer References	Completed	n/a	18	n/a	0	n/a	10	n/a	1	n/a	n/a	n/a	7	n/a	n/a
	In Progress	n/a	0	n/a	0	n/a	0	n/a	0	n/a	n/a	n/a	0	n/a	n/a
	Pipeline	n/a	7	n/a	0	n/a	5	n/a	0	n/a	n/a	n/a	2	n/a	n/a
Project Related KPIs															
Number of Projects		100	27	12	0	35	12	22	4	n/a	n/a	31	11	n/a	n/a
Service Center Share of Work		0	0	0	0	0	0	0	0	n/a	n/a	0	0	n/a	n/a
Average Effort Days per Project		0	0	0	0	0	0	0	0	n/a	n/a	0	0	n/a	n/a

* Kandinsky Budget as of 29 May 2007

Field Services Programs

- ESOA Roadmap & Extended Services
- FS ME Program
- ➔ ■ ISV Service Portfolio
- Service Productization
- Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business

Appendix



No status update available !

Field Services Programs

- ESOA Roadmap & Extended Services
- FS ME Program
- ISV Service Portfolio
- Service Productization
- Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business

Appendix

Service Productization - Progress Report 2007



Program Manager	FSCT Sponsor	Start Date	Planned End Date	Planned Costs
Ress, Tony	Roy Wood	01.01.2007	31.12.2007	Available on request

Program Description

Maintain Momentum and make Service Productization part of day to day business. **Mainstream Business: Drive Service Productization within Field Services communities and regional / local Service Portfolio Management. New Solutions / Ramp-Up: Enhance service Productization for Ramp Up and NPI**

Program Objectives

- **Improve Regional Adoption / Extend cross regional usage:** Identify & improve Best Services; Promote regional & local productized services
- **Implement:** Integrate Service Productization into KM Communities & into RU
- **(Support) Development of new Services:** "Mature" service innovation processes in particular for ramp-up products and proactively include productization elements (Business Best Practices)
- **Global Transparency:** Collecting, Publishing and Promoting of regional / local productized services; Tracking of projects associated with service productization; Extend services platform to accelerate productization exchange across regions and countries

Key Performance Indicators (KPI) For Program

- 300 completed projects with productization components
- Service Productization executed in 10 selected Communities
- 8 qualitative Customer References ("360° Feed Back")
- Defined and published Service Innovation Lifecycle process
- Improved "Catalog" of local / regional / global productize services

Overall Program progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status		Actual cost to date in <currency>	Forecast at completion in <currency>
10 Oct 2007	Sept 1 07	Sep 30 07	M. Chang		G	available on request	

Program Components

Work Package or Project Title	Lead	Planned Start	Planned Finish	Component Status		
Global	Alexander von Halle	Jan 1, 2007	Dec 31, 2007			G
APJ	Heiko Mauersberg	Jan 1, 2007	Dec 31, 2007			G
EMEA	Gerald Dietz / Jürgen Reifenröther	Jan 1, 2007	Dec 31, 2007			G
Latin America	Raul Gonzalez	Jan 1, 2007	Dec 31, 2007			G
North America	Amy Maher	Jan 1, 2007	Dec 31, 2007			G

R = Behind plan or urgent open issue; project sponsor decision required **Y** = Behind plan or open issue; project management action required **G** = According to plan and no open issues **✓** = Closed/Completed

Service Productization - KPI Dashboard September 2007



Status Completed Projects [September 2007](#)

		Total	EMEA	NA	LA	APJ
2007 FS completed projects*	Target	300	135	75	30	60
	Actual	357	145	74	66	71
	In Process	130	84	4	23	19
	Pipeline	86	56	0	18	12

Quarterly Breakdown (accumulated)

Q1 / 2007 completed projects	Target	30	14	8	3	6
	Q1	35	14	10	8	3
Q2 / 2007 completed projects	Target	91	41	23	9	18
	Q2	169	80	41	37	11
Q3 / 2007 completed projects	Target	200	89	50	20	41
	Q3	357	145	74	66	71
Q4 / 2007 completed projects	Target	300	135	75	30	60
	Actual					

EMEA Breakdown (accumulated)

		EMEA C	EMEA N	Cluster 1	Cluster 2	Cluster 3
2007 FS completed projects	Target	75	60	40	NA*	NA*
	Actual	104	41	83	16	46

* Cluster KPI break-down not available at this time

Field Services Programs

- ESOA Roadmap & Extended Services
- FS ME Program
- ISV Service Portfolio
- Service Productization
- ➔ ■ Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business

Appendix

MOVE – Progress Report Summary



Program Manager	Sponsors	Start Date	Planned End Date	Planned Costs
Martin Riedel (Global Head)	Léo Apotheker, Bernd-Michael Rumpf	September 2006	tbd	available on request

Program Description

This program will accelerate the adoption of SAP ERP 6.0. The program supports regions to execute on the upgrade objective by: ensuring a consistent and compelling message to the market; driving a coherent set of products, tools, and services for our customers and partners and establishing a center of expertise for the upgrade topic.

Program Objectives

- Increase the SAP ERP 6.0 adoption rate
- Ensure a consistent and compelling message to the market
- Drive a coherent set of products, tools, and services for cust. and partners
- Establish a center of expertise for the upgrade topic; UCCs

Key Performance Indicators (KPI) For Program

(List the performance indicators that are tracked for this program)

- See attached dashboard for full set of KPIs:



Overall Program progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status	Actual cost to date in <currency>	Forecast at completion in <currency>
10 Sept 2007	01 August 2007	31 August 2007	Riedel	Y	available on request	available on request

Program Components

(Global work packages/projects as well as regional rollout work packages)

Work Package or Project Title	Team Members	Planned Start	Planned Finish	Component Status
Program Management & Measurement	<u>Werner Trips</u> , Sevgi Aydin	Sept 06	ongoing	Y
Marketing, Communications & Field Engagement	<u>Nancy Engels</u> , Michael Erhardt, Frederike Zeier, (Phillips Hofmann)	Sept 06	ongoing	Y
Service & Support	Frank Klees, Andreas Stengel	Sept 06	ongoing	Y
Partner Enablement	<u>Marcus Blaesi</u> , (Vasee Rayan, Jürgen Stegemann)	Sept 06	ongoing	Y
Products, Tools & Knowledge Management	<u>Steffen Thiem</u> , Martin Caton, Anja Pusch	Sept 06	ongoing	Y
UCC – Americas, APJ, EMEA	<u>Marco Aurelio</u> , <u>Sanjay Makhijani</u> , <u>Jörg Rudat</u>	Jan 07	ongoing	Y

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

GUO KPI Dashboard Summary – September 2007 – 1/2



Key Performance Indicator	Actual	Target	Achiev.	Delta	Trend	Last Update
Direct KPIs						
Systems Live (< SAP ERP 6.0)	31,826	NA		-255	↗	Sep. 30 st , 2007
Number of SAP ERP 6.0 Productive Systems (13.1 % of IB)	4,818	5,150	93.6 %	+444	↗	Sep. 30 st , 2007
Number of SAP ERP 6.0 Systems Upgraded (8.5 % of IB)	3,126	2,850	109.7 %	+281	↗	Sep. 30 st , 2007
Landscape Upgrade KPI	tbd.					

Indirect KPIs						
Number of SAP ERP 6.0 Projects led by Field Services ²	109	390	27.9 %	+38	↗	Aug. 31 st , 2007
Number of SAP ERP 6.0 Projects led by Partners	732 ¹	1,550	47.2 %	+163	↗	Sep. 30 st , 2007
Number of SAP ERP 6.0 Productive Customers	3,744	NA	-	+338	↗	Sep. 30 st , 2007
Extended Maintenance (4.6 C)	59%	NA	-	-	→	Aug. 31 st , 2007
Contracts Conversion	443	640	69.2 %	+69	↗	Sep. 30 st , 2007
No. of Hits Upgrade Homepage	45,488	NA	-	+3,377	↗	Sep. 30 st , 2007
Active Installations	5,467	NA	-	+305	↗	Sep. 30 st , 2007
Shipments - cumulative	17,626	NA	-	+619	↗	Sep. 30 st , 2007
License Keys – cumulative	13,792	NA	-	+532	↗	Sep. 30 st , 2007

¹ Values from bottom-up analysis; Data quality questionable, but improvement started

² Numbers have been adapted to the KPI specification; Figures reported in the past included additional services and partner led projects

GUO KPI Dashboard Summary – September 2007 – 2/2



Key Performance Indicator	Actual	Target	Achiev.	Delta	Trend	Last Update
Indirect KPIs						
References						
Number of Live SAP ERP 6.0 References	87	100	87 %	+17	↗	Sep. 30 th , 2007
Number of Live SAP ERP 6.0 Upgrade References (cum.)	123	NA	-	-	↗	Sep. 30 th , 2007
Number of reference customers in the Experience Data Base	85	NA	-	-	→	III. Quarter, 2007
QUA and Marketing Qualified Leads						
Qualified campaign leads – cumulative	193	NA	-		↗	CW 39, 2007
Qualified QUA leads - cumulative	1,593	NA	-	+226	↗	CW 39, 2007
QUAs executed / in progress - cumulative	309	865	35.7 %	+22	↗	CW 39, 2007

¹ Values from bottom-up analysis; Data quality questionable, but improvement started

² Numbers have been adapted to the KPI specification; Figures reported in the past included additional services and partner led projects

Source: For information on data sources and details see attached dashboard:



MOVE - Program Set Up



Program Milestones

Status of the major milestones for the program as defined in the program charter.

Program Key Accomplishments & Planned Activities

Top accomplishments during the period covered by this report.

Milestone	Target Completion Date	Status*	Accomplishments	Planned Activities for Next Period
Program Charter Finalized	3 Nov 06	C	<ul style="list-style-type: none">Post role descriptions to recruiting in IntranetFinancial controlling in placeConsistent work stream progress reporting ensured2007 work stream deliverables planning started2007 financial controlling and monitoring set upDirect KPI definition finalized2008 deliverables and budget planning startedData quality improvement process startedUpdate program charter (in progress)	<ul style="list-style-type: none">Ongoing monitoring, tracking and controlling
Establish and staff core Program Office	15 Nov 06	C		
Confirm and initiate Execution Council	15 Nov 06	C		
Master plan	3 Nov 06	P		
Comprehensive Risk Mgmt Plan	30 Nov 06	P		
Staff Upgrade Org. (central & regions)	31 Jan 07	IP		
Define and approve program KPIs	30 Nov 06	C		
Implement KPI reporting	31 Dec 06	C		
2007 budget approved	31 Dec 06	C		
Executive MBOs set	31 Dec 06	C		
Financial Controlling infrastructure in place	15 Nov 06	C		
Master Communications Plan	15 Nov 06	IP		

* Status notation: P = Pending IP = In Progress OH = On Hold C = Completed

Key Issues or Concerns

Top Issues or risks

Issue / Risk	Plan of Action	Responsible

MOVE – Program Set Up



Work Packages Progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status		Actual cost to date in <currency>	Forecast at completion in <currency>
10 Oct 2007	01 Sept 2007	30 Sept 2007	Trips		Y		

Major Work Packages – 2007	Lead	Planned Start	Planned Finish	Component Status			
Program Planning and Definition	Haskins/Trips	already started	30 Nov 06				✓
Financial Controlling & Set Up	Haskins/Trips	already started	15 Nov 06				✓
Program Controlling & Monitoring	Haskins/Trips	already started	30 Nov 06				✓
Benefits Management (including KPI definition)	Trips/Aydin	already started	28 Feb 07				✓
Team Processes	Haskins/Trips	already started	15 Nov 06				✓
Program Staffing & Recruiting	Riedel/A Doerner	already started	31 Jan 07		Y		
Infrastructure	Haskins/Trips	already started	30 Nov 06				✓

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

MOVE – Marketing, Communication & Field Engagement



Work Packages Progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status	Actual cost to date in <currency>	Forecast at completion in <currency>
10 Oct 2007	01 Sept 2007	30 Sept 2007	Engels	Y		

Milestones - 2007

Status of the major milestones for the work package as defined in the program charter.

Key Accomplishments & Planned Activities

Top accomplishments during the period covered by this report.

Key Milestones	Target Completion Date	Status*	Accomplishments	Planned Activities for Next Period
All touches executed	31 Dec	IP	<ul style="list-style-type: none"> ERP 6.0 Upgrades messaging ready for syndication Touch 2 assets finalized for NA rollout Touch 3, Financial Transformation in continued localization efforts for APJ, LA, EMEA. Training Course Hard Offer on target for October rollout Secured upgrades presence (upgrade promotion, pods, customer meetings) at Tech Ed Las Vegas and Munich GUO support plan for User Group events in place and execution started Touch 4, HCM, creative brief drafted, agency engaged. Target delivery is late Q4 Collateral: hierarchy created; Sales Guide collateral project initiated; agency retained; FAQ and Cookbook collateral pieces in review cycles Participating in MCO/Global Marketing 2008 planning process Developed upgrades podcast for field enablement purposes Upgrade Newsletter finalized for early October distribution Regular communiques across SAP noting progress and highlighting activities 	<ul style="list-style-type: none"> Create Corporate Upgrades Presentation based upon ERP 6.0 Upgrades Messaging Framework and syndicate to key stakeholders Continue to support delivery of QUA services offer across all regions Roll out Touch 3 in APJ, LA, (2 phased approach for EMEA & NA) Deliver upgrades terminals to UCCs Support HP, IBM, Microsoft, & Intel partner 2008 joint marketing planning efforts. Complete 2008 planning with MCO First draft Upgrades Sales Guide Finalize Upgrades FAQ & Cookbook drafts to put into production cycle Complete MCO marketing plan integration Contribute to FKOM planning to ensure GUO/upgrades presence Participate in Tech Ed Munich event Ensure upgrade presence (upgrade promotion, pods, customer meetings) at TechEd Shanghai and Bangalore Ensure positioning of the upgrade topic at SAPHIRES 2008
GUO involvement in SAPHIRES 2007 – US, Europe, Japan	31 Oct	IP		
GUO involvement in annual user group conferences	31 Dec	IP		
1st Review Marketing activities and respective impact	31 May	C		
2nd Review Marketing activities and respective impact	30 Sept	IP		
3rd Review Marketing activities and respective impact	31 Dec	IP		

* Status notation: P = Pending IP = In Progress OH = On Hold C = Completed

Key Issues / Concerns	Region(s)	Plan of Action	Responsible
Hiring efforts for Marketing and FE Director continue to be a challenge. Internal candidates lacking. Marketing bandwidth is an issue. Lack of Field Enablement resource hindering internal education efforts.	All All	Continued internal outreach for marketing candidates Identify Resource to perform FE duties	N. Engels M. Riedel, N. Engels

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

MOVE – Marketing, Communication & Field Engagement



Work Packages Progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status			Actual cost to date in <currency>	Forecast at completion in <currency>		
10 Oct 2007	01 Sept 2007	30 Sept 2007	Engels		Y					
Major Deliverables - 2007			Lead	Planned Start	Planned Finish	Percentage of Completion	Component Status			
Global Team hired and set up			N. Engels	01 Jan	31 Mar	50%	R			
Execute on touches, focus on touch 1 to 4			N. Engels	01 Jan	Dec 31	60%		Y		
Define Marketing Activities for Q 3, Q4 and 2008			N. Engels	15 Mar	31 Jul	60%			G	
Execute on defined marketing activities for Q 3 and Q4			N. Engels	01 Aug	31 Dec	5%		Y		
Asses, establish and execute on dedicated customer engag. events			N. Engels	01 May	31 Dec	80%			G	
Define touch 3-5 hard offers			M. Riedel/ N. Engels	01 Jan	30 Jun	40%		Y		
Execute on touch 3-5 hard offers			N. Engels	01 Jan	31 Dec	20%		Y		
Identify relevant and align with existing internal newsletters			F. Zeier	01 Mar	31 Jul	80%			G	
Establish frequent communication framework and concept to execution council and associated team members			P. Hofmann	01 Feb	30 Apr	100%				✓
Establish involvement at key events – FKOM, SAPPHIRE, TechEd			N. Engels	01 Mar	ongoing	75%			G	
Establish involvement in key user group events – ASUG, DSAG, etc.			N. Engels	01 Jan	31 Dec	75%			G	
Finalize Lead tracking system coverage (CRM customizing)			N. Engels	01 Jan	31 Apr	90%			G	
Positioning and development of Jump Start			N. Engels, M. Erhardt	01 Jan	31 May	70%		Y		
Get approval and execute on Sales incentive			M. Erhardt	-	-	90%			G	
Develop and syndicate upgrades messaging framework			N. Engels	01 Apr	30 June	80%			G	
Finalize Field Communications Plan			N. Engels	01 Mar	15 April	20%	R			
Finalize Field Engagement Training Plan			N. Engels	01 Mar	30 April	10%	R			
Establish communication framework for regional status update			N. Engels	01 Mar	31 Dec	100%				✓

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

MOVE – Service & Support



Work Packages Progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status		Actual cost to date in <currency>	Forecast at completion in <currency>
10 Oct 2007	01 Sept 2007	30 Sept 2007	Martin Riedel		Y	Available on request	Available on request

Milestones - 2007

Status of the major milestones for the work package as defined in the program charter.

Key Accomplishments & Planned Activities

Top accomplishments during the period covered by this report.

Milestones	Target Date	Status*	Accomplishments	Planned Activities for Next Period
Defined key upgrade service	31. May	C	<ul style="list-style-type: none"> • QUA version 2.0 developed & globally launch started • QUA demand continues to be strong; delivered 320 times globally • "Coach for Upgrade" service defined • GDC support for field services has improved; continues monitoring established • Project towards Value Assessment service defined and started • First reference for QUA available 	<ul style="list-style-type: none"> • Map upgrade services and define key service content and delivery • Define QUE 3.0 based on outcome of mapping process • Find new naming for QUA and QUE to better differentiate and position • Investigate delivery readiness in regions • Analyze terms and conditions to have partners delivering services • Finalize scoping and timeline for Value Assessment project, including engagement model with VE-US as well as use of the VLM-Tool • Strengthen alignment with AGS • Investigate Service (and tool) readiness for Partners
Defined service ready for global positioning and delivery	31. Jun	C		
Global service portfolio ready	31. Oct.	IP		
Process for continuous improvement of services established	31. Oct.	IP		
Decision on service delivery through partners	30. Nov.	P		
First version of GSS/AGS/support engagement model ready	31. Dec.	P		
Second version of upgrade service portfolio ready	31. Dec.	P		

* Status notation: P = Pending IP = In Progress OH = On Hold C = Completed

Key Issues or Concerns

Top Issues or risks

Issue / Risk	Region(s)	Plan of Action	Responsible
Staffing of the Director and team Alignment/connect services Services Partner ready	Global Global Global	<ul style="list-style-type: none"> • Accelerate hiring measures • Newly assigned • Newly assigned 	M. Riedel, MMT A. Stengel, T. Schefold, L. Dick M. Blaesi

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

MOVE – Service & Support



Work Packages Progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status			Actual cost to date in <currency>	Forecast at completion in <currency>
10 Oct 2007	01 Sept 2007	30 Sept 2007	Martin Riedel		Y			

Major Deliverables - 2007 <small>(Global work packages or projects)</small>	Lead	Planned Start	Planned Finish	Percentage of Completion	Status		
Sign off engagement model with Field Services	tbd	01 Jan	31 May	65%	R		
Finalized and agreed on MOVE key Services	tbd	01 Jan	31 May	90%		G	
Outline upgrade services based on customer feedback, e.g. ASUG, DSAG, SAPPHIRE	tbd	01 Jan	31 Dec	70%	Y		
Collect and provide documentation for key SAP offerings for upgrade service for project planning and execution (key countries)	tbd	01 Jan	31 Mar	70%	Y		
Collect and provide documentation for approach, methodology, tools required and deliverables of current SAP upgrade service offerings and transfer to focused service offering	tbd	01 Jan	31 Mar	70%	R		
Proposal for aligned focused service offering in detail in regards to approach, methodology, tools required and deliverables	tbd	01 Jan	31 May	80%	Y		
Revised and agreed common upgrade service offering for execution with Field Services	tbd	01 Jan	31 Dec	60%		G	
Communicate internally toward common and comprehensive message	tbd	01 Jan	31 Dec	60%		G	
Analyze and prepare possibilities to enable partners for positioning and execution and address issues in regards to scale, IP, competition, quality	tbd	01 Mar	30 Jun	20%	R		
Common positioning of service and support upgrade offering	tbd	01 Jun	30 Sep	40%	Y		

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

MOVE – Partner Enablement



Work Packages Progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status	Actual cost to date in kEUR	Forecast at completion in kEUR
10 Oct. 2007	01 Sept. 2007	30 Sept. 2007	Marcus Blaesi	Y		

Milestones 2007

Status of the major milestones for the work package as defined in the program charter.

Key Accomplishments & Planned Activities

Top accomplishments during the period covered by this report.

Milestone	Target Completion Date	Status*	Accomplishments Quarter 03/07	Planned Activities for Quarter 4/07
Provision of an overarching engagement framework for SI/Technology partners	05 Mar	C	<ul style="list-style-type: none"> Channel Partner support for solution migration established, KPI target for 2007 already met Global SI Partner segmentation done, reflecting current focus on SI partners Simplified KPI tracking established New partner training/webinars delivered and roll-out started UCC partner support established, first regional operational plans developed 14 Global SI partners educated about MOVE; Tier 1 collaboration models with IBM, Capgemini and HP started Joint go-to-market started with IBM (DB2), Microsoft (SQL), HP (EMEA, US); Global IBM-led roadshow in preparation Additional partner marketing activities are in execution, e.g. "Quick Reference Guide" for key local partners 	<ul style="list-style-type: none"> Completion of partner segmentation Deliver new partner support offerings globally, e.g. new partner trainings for the positioning of upgrades Further development of partner enablement offering (value prop. toolkit, sales guide, tools, etc.) Enhance go-to-market support for Tier 1 / Tier 2 and Channel Partners Successful deployment of the database campaigns (MS, IBM DB2) Run engagements with technology partners (e.g. Intel, MSFT) Deliver and new partner incentives, e.g. reference case program Increasing upgrade demand through partners positioning industry-specific or functional value propositions
5 consultants globally staffed and trained to support top Channel Partners in migrating their R/3-based solutions	30 Apr	C		
Complete regional roll-out of partner engagement model / guidelines across all regional Alliance Management teams	10 May	C		
Detailed segmentation of Partner Ecosystem by size, geography, industry and value prop.	01 Jul	IP		
Comprehensive partner support offering globally available, trained and delivered	01 Aug	IP		
Partner strategy and engagement with "Supporting Partner Segments", e.g. ISV's, BPO/ITO-providers developed and executed	01 Oct	C		

Key Issues or Concerns Top Issues or risks

Issue / Risk	Region(s)	Plan of Action	Responsible
Staffing of global team	Global	Hiring out of given candidates pipelines	M. Blaesi
Insufficient reporting quality of SI-partner (country data)	ALL	Change measuring towards growth rate than based on absolute number	M. Blaesi

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

MOVE – Partner Enablement – Deliverables Overview



Work Packages Progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status		Actual cost to date in kEUR	Forecast at completion in kEUR
10 Oct. 2007	01 Sept. 2007	30 Sept. 2007	Marcus Blaesi		Y		

Major Deliverables - 2007 (Global work packages or projects)	Lead	Planned Start	Planned Finish	Percentage of Completion	Status		
Global team hired and set up	M. Blaesi	01 Jan	31 Mar	50%	R		
Partner strategy / focus areas for 2007 defined; engagement frame defined	M. Blaesi	01 Jan	01 Mar	100%			✓
Visibility in key global partner marketing assets ensured, e.g. newsletter, webinars, expert sessions, playbook, Sapphire, World Tour, Teched, etc.	M. Blaesi K. Turner	01 Jan	01 Mar	100%			✓
5 consultants globally staffed and trained to support top Channel Partners in migrating their R/3-based solutions	M. Blaesi, UCC Heads	01 Jan	28 Feb	100%			✓
Services from SAP field services available for partners / services from SAP FS that could be delivered through partners defined (rescheduled due staffing)	M. Blaesi	15 Mar	31 Dec	75%	Y		
Stable and sustainable engagement model with internal partner management, esp. for global, key local SI-partners and channel partners established	M. Blaesi	01 Jan	25 Apr	100%			✓
Regional engagements/relationship between partners and UCC's established (EMEA delayed due to hiring delay, partially compensated via Partner Ops.)	M. Blaesi UCC Heads	01 Apr	15 May	100%			✓
Partner KPI tracking process and tool across regions (internal/external); pilot in EMEA-N established	M. Blaesi	01 Apr	20 May	100%			✓
Segmentation of ecosystem (size, geography, industry, value prop.) detailed	M. Blaesi	01 Jan	01 Jul	75%	Y		
Provide additional partner incentives where partners can demonstrate upgrade competence	M. Blaesi	01 May	01 Oct	50%	Y		
Comprehensive, multi-regional engagement models with min. 3 Global SI's established, including industry-specific positioning / value propositions	V. Rayan M. Blaesi	01 Jan	01 Aug	100%			✓
Comprehensive SI-partner enablement offer provided; including education, value proposition, tools, services and go-to-market support, aligned with partner classification/incentive structure	M. Blaesi	01 Jan	01 Aug	85%	Y		
Engagement models with Technology, ITO, BPO and ISV partners established to increase market momentum with supporting messaging (selected partners)	M. Blaesi	01 Jul	01 Sep	100%			✓
Co-marketing campaigns on regional / local level conducted to create pull effect via Global SI's, key local partners and supporting partner segments	M. Blaesi	01 Aug	01 Nov	85%		G	

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

MOVE – Products, Tools and Knowledge Management



Regional Work Packages Progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status		Actual cost to date in <currency>	Forecast at completion in <currency>
10 Oct. 2007	01 Sept. 2007	30 Sept. 2007	Thiem		Y		

Milestones - 2007

Status of the major milestones for the work package as defined in the program charter.

Milestone	Target Completion Date	Status	Accomplishments	Planned Activities for Next Period
Present new approach to resolve MDMP/Unicode issue	13 Apr	C	<ul style="list-style-type: none"> MDMP/Unicode issue resolution: Issue resolution completed, decision document distributed, waiting for final Board decision Upgrade Dependency Matrix <ul style="list-style-type: none"> Tool development planning started Approval for development project received / resources available Alignment with stakeholders ongoing Alignment of investment buckets ongoing Upgrade Cookbook (V2) <ul style="list-style-type: none"> First review of draft carried out Document revised and structure changed New review and delivery date planned Upgrade Knowledge Platform concept available Upgrade tools portfolio creation started 	<ul style="list-style-type: none"> Upgrade Dependency Matrix <ul style="list-style-type: none"> Finalize review of content Continue development project planning and finalize resource commitments Continue definition of permanent maintenance process Reduction of dependencies (to be planned) 2nd review of Upgrade Cookbook (V2) and alignment with stakeholders Creation of draft upgrade tools portfolio Upgrade Knowledge Platform: new content creation, start of blog, clean-up of outdated documents Working to engage necessary resources
Upgrade Dependency Matrix: Decision about concept and further developments	31 Aug	C		
Upgrade Dependency Matrix: Tool development plan available	31 Oct	IP		
Upgrade Cookbook (version 2) Draft	31 Aug	C		
Upgrade Cookbook (version 2) available	30 Nov	IP		
Create upgrade tools portfolio	31 Oct	IP		
Upgrade Knowledge Platform available	31 Dec	IP		

* Status notation: P = Pending IP = In Progress OH = On Hold C = Completed

Key Issues or Concerns Top Issues or risks

Issue / Risk	Region(s)	Plan of Action	Responsible
Staffing and on-boarding of new resources			S. Thiem
Upgrade Dependency Matrix: <ul style="list-style-type: none"> Phased tool development was not accepted due to complex tool landscape and limited availability of expert know-how 		Adapt tool development plan	S. Thiem

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

MOVE – Products, Tools and Knowledge Management



Regional Work Packages Progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status		Actual cost to date in <currency>	Forecast at completion in <currency>
10 Oct. 2007	01 Sept. 2007	30 Sept. 2007	Thiem		Y		

Major Deliverables - 2007 <small>(Global work packages or projects)</small>	Lead	Planned Start	Planned Finish	Completion Rate	Component Status			
Team Staffing	Steffen Thiem	01 Jan	30 Mar	70%	R			
Alignment of investment buckets	Steffen Thiem	15 Sep 06	31 Dec 07	n.a.		Y		
MDMP/ Unicode issue resolution	Steffen Thiem	15 Feb	13 Apr	99%			G	
Upgrade Dependency Matrix (concept and alignment)	Steffen Thiem	01 Mar	31 Aug	100%			G	
Upgrade Dependency Matrix (tool development plan/ Upgrade Dep. Analyzer)	Steffen Thiem	01 Aug	31 Oct	30%		Y		
Upgrade Cookbook (version2)	Steffen Thiem	01 Jun	30 Nov	80%		Y		
Upgrade Tools Portfolio	Steffen Thiem	01 Aug	30 Sept	30%		Y		
Upgrade Knowledge Platform	Steffen Thiem	01 Jun	31 Dec	50%			G	

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

Field Services Programs

- ESOA Roadmap & Extended Services
- FS ME Program
- ISV Service Portfolio
- Service Productization
- Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

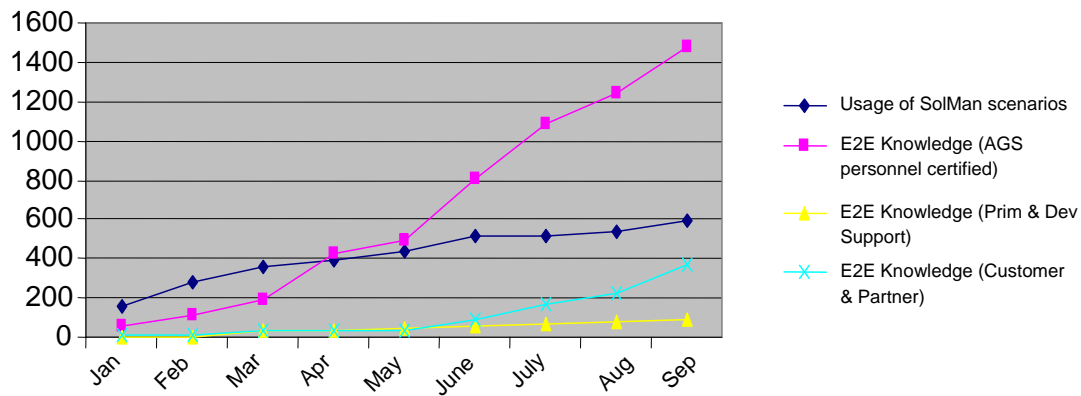
- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business

Appendix



E2E Adoption Summary September 2007:

- SAP AGS organization prepared for mass adoption: 1,500 colleagues are certified now in E2E
- E2E Solution Operations offerings established – first pilots sold
- E2E Trainings get more traction: ~400 customers signed up for certification
- Many events campaigned with E2E Solution Operations
 - Successful ASUG User Group webcast campaign with over 750 attendees
 - TechEd Las Vegas, CCC Salzburg, some ASUG chapter meetings, MAX Adobe 2007 Chicago, DKOM Karlsruhe, etc.
- Run SAP development project started in Berlin in collaboration with SAP Consulting (LGD)



- Changes Feb2007: Targets got increased to reflect the effect on our customer base rather than just a small segment.

■ Notes for March 2007 report:

- ◆ RCA estimate March: 40 (only customers with latest SolMan SupportPack are sending data on RCA back to SAP)
- ◆ No OTO estimated yet.

■ Material Numbers:

- ◆ 7003298 Solution Manager Extended Service Desk
- ◆ 7003440 SEP

E2E Solution Operations Adoption – Details SEP 2007

Source: E2E Solution Operations Support Reporting Oct. 2nd, 2007



Summary September 2007:

- E2E Solution Operations Services to be sold by SAP Field (CEM, AEs)
 - So far, marketing campaign only conducted “AGS internal” to MaxAttention customers
- Need full support by the FKOMs of all regions
- Due to the lack of adoption the expected savings on the support cost thru E2E Solution Operations is in jeopardy

Usage of SolMan Scenarios (¹) (Data base: all SolMan installations)	Actual			Q2 goals	Actual			Q3 goals	Target 2007
	Apr	May	Jun		Jul	Aug	Sep		
❗ Root Cause Analysis	85	87	90	300	95	98	112	1,000	1,500
❗ Change Request Management	160	165	169	300	243	246	261	600	850
✅ Business Process Monitoring	153	160	182	175	205	209	217	200	250
Upgrade Planning	44	120	182	100	280	286	300	250	300
Additional Sales Revenue thru Solution Manager (number of contracts)									
⚠ Solution Support Enablement Package (SEP)	0	0	0	10	5	8	14	20	30
HP-Mercury Adapter (in development)	n/a	n/a	n/a	n/a	n/a	0	1	5	30
E2E Solution Operations Program (number of delivered services)									
❗ Solution Operations Starter Packages	n/a	n/a	n/a	n/a	n/a	n/a	10	100	550

- APR RCA: = 1 (Siemens)
- Adoption goals were increased to reflect the wider customer segment: Top2000 now – instead of top300 before.



Field Services Programs

- ESOA Roadmap & Extended Services
- FS ME Program
- ISV Service Portfolio
- Service Productization
- Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business



Appendix

SAP MaxAttention Revenues per Region: Comparison ACT 07 / BUD 07

Source: MaxAttention Status Reporting September 2007



Posting period Profit Center	HY1				ACT 07/ BUD 07
	ACT 07	FC 07	BUD 07	ACT 06	
	* 1.000 €				
EMEA	23.382	23.382	21.450	11.258	1.931
AMERICAS & APJ	17.160	17.160	4.075	7.290	13.085
Global Field Operations	40.542	40.542	25.526	18.549	15.016
Global Marketing	0	0	0	0	0
Global Sales & Admin	0	0	0	0	0
Customer Solutions & Operations	40.542	40.542	25.526	18.549	15.016
Research & Breakthrough Innovation	0	0	0	0	0
Product Technology Group	0	0	0	0	0
Global Service & Support	244	244	0	135	244
SAP Group Operative	40.785	40.785	25.526	18.683	15.260

Posting period Profit Center	HY2				ACT 07/ BUD 07
	ACT 07*	FC 07	BUD 07	ACT 06	
	* 1.000 €				
EMEA	23.408	18.745	23.649	16.788	-242
AMERICAS & APJ	17.167	7.501	4.073	15.297	13.094
Global Field Operations	40.575	26.246	27.722	32.085	12.853
Global Marketing	0	0	0	0	0
Global Sales & Admin	0	0	0	0	0
Customer Solutions & Operations	40.575	26.246	27.722	32.085	12.853
Research & Breakthrough Innovation	0	0	0	0	0
Product Technology Group	0	0	0	0	0
Global Service & Support	57	780	0	259	57
SAP Group Operative	40.632	27.026	27.722	32.344	12.910

* Actual HY2 = Actual posted for Sept 07 (10,8 m€) + Accruals Oct -Dec 07 (29,8 m€) = 40,6 m€
Invoice Pool 2007 + Accruals Oct -Dec 07 = 23,3 m€

SAP MaxAttention Revenues per Region: Comparison FC 07 / BUD 07

Source: MaxAttention Status Reporting September 2007



ACT Jan – Sept 2007	
Posting period	
Profit Center	* 1.000 €
EMEA	37.416
AMERICAS & APJ	29.036
Global Field Operations	66.452
Global Marketing	
Global Sales & Admin	
Customer Solutions & Operations	66.452
Research & Breakthrough Innovation	
Product Technology Group	
Global Service & Support	300
SAP Group Operative	66.752

		ACT 07 Jan – Sept	FC 07 Jan – Sept	BUD 07** per location	Act 06 Jan – Dec	Delta FC 07/BUD 07**
Company code		* 1.000 €	* 1.000 €	* 1.000 €	* 1.000 €	* 1.000 €
0008	SAP AMERICA, INC.	16.125	24.188	16.375	7.717	7.813
0002	SAP Schweiz	9.012	13.517	8.523	4.849	4.994
0023	SAP Deutschland AG &	8.412	12.618	8.297	6.160	4.321
0005	SAP France SA	3.868	5.802	4.296	538	1.506
0010	SAP Italia S.p.A.	3.452	5.178	2.968	1.402	2.210
0007	SAP UK Limited	3.355	5.032	3.147	1.760	1.885
0009	SAP Canada	2.529	3.793	1.889	906	1.904
0004	SAP Nederland BV	2.430	3.645	2.655	1.044	990
0060	SAP Brasil Ltda.	1.897	2.845	0	892	2.845
0062	SAP Andina y d.Carib	1.766	2.649	1.094	1.357	1.555
0017	SAP Africa (Pty) Ltd	1.638	2.457	2.166	484	291
0035	SAP Mexico	1.513	2.270	1.090	681	1.179
0251	SAP GOVERNMENT S&S I	1.355	2.033	938	510	1.095
0012	SAP Sweden	1.245	1.867	874	418	994
0032	SAP Japan Co., Ltd.	1.228	1.842	1.463	1.045	380
0011	SAP Denmark	1.162	1.743	787	519	956
0235	SAP CIS LLC	947	1.420	350	278	1.079
0018	SAP Norway	689	1.034	558	0	476
0014	SAP AUSTRALIA PTY LT	660	990	927	53	63
0001	SAP AG	585	878	667	657	211
0016	NV SAP Belgium SA	497	746	353	0	393
0061	SAP Argentina	451	677	395	0	282
0065	SAP Public Services,	435	653	355	0	297
0038	SAP CHINA	347	520	453	1	67
0039	SAP Korea, Ltd.	321	482	486	0	-4
0265	SAP Retail, Inc.	221	331	169	-51	163
0046	SAP Finland	204	306	230	56	76
0074	SAP HONG KONG	185	278	197	0	81
0006	SAP Espana	176	265	193	932	72
0256	SAP TURKEY	45	68	47	44	21
0015	SAP ASIA PTE LTD	37	56	39	113	17
0069	SAP Andina y d.Carib	27	40	19	23	21
0013	SAP NEW ZEALAND LIM	0	0	0	0	0
0206	SAP Public Services	-62	-92	0	0	-92
Overall Result		66.752	100.128	62.000	32.389	38.128

**assumption

SAP MaxAttention Management Summary

Source: MaxAttention Status Reporting September 2007



	Comments	Status
Revenue	<p>Actuals Q1.07 = + 18,9 m€</p> <p>Actuals Q2.07 = + 21,9 m€</p> <p>Actuals Q3.07 = + 26,0 m€</p>	
Budget	<p>Budget 2007 -> 62,0 m€ overachieved including pipeline (98,3 m€) = overachieved excluding pipeline (90,1 m€) = overachieved</p> <p>Target/BUD 2008 not yet approved.</p>	
Capacity	<p>Completely booked with Escalations and MaxAttention Safeguarding contracts Complex Escalations (large complex projects like Navy, Lockheed Martin P&G etc.) grow dramatically in US</p> <p>New technologies move to the next level of usage (Volume, Availability, Performance). All US customers deploy those before the ERP2005 upgrade. (Portal, BI/BIA, ESS/MSS, MDM, CRM, XI)</p>	

SAP MaxAttention Financial Cases

Source: MaxAttention Status Reporting September 2007



Cases	2004 – 2006	2007	2008+	Comments
	2004 – until Dec 2006	until Dec 2007	effective in 2008 – 2013	
in m€				Profitability 63%
	Revenue assured 2006	Revenue assured 2007		
Current Case				
<ul style="list-style-type: none"> reflects the current situation achieve all renewals 	expired until Dec 2006 19,5 74,4 baseline assured (Actuals 2004 – 2006 cum.)	w/w Pipeline weighted (all phases A,B,C,D) 8,2 new 23,2 renewed 21,5 expire 2007 2,3 expire in Dec 07 5,7 43,1 baseline assured	w/w pipeline weighted (all phases A,B,C,D) 64,4 121,9 baseline assured (Invoice Pool 2008-2013)	Cumulated (2004 – 2013) 305,9 m€ Cumulated (2007 – 2013) 212,0 m€
Best Case				
<ul style="list-style-type: none"> see current case with w/w weighted pipeline (Phase A) with w/w unweighted pipeline (Phase A,B,C,D in 2008+) 	expired until Dec 2006 19,5 74,4 baseline assured (Actuals 2004 – 2006 cum.)	w/w Pipeline weighted (all phases A,B,C,D) 8,2 new 23,2 renewed 21,5 expire 2007 2,3 expire in Dec 07 5,7 43,1 baseline assured	new / renewals / w/w unweighted pipeline (all phases A,B,C,D) 137,9 121,9 baseline assured (Invoice Pool 2008-2013)	Cumulated (2004 – 2013) 452,0 m€ Cumulated (2007 – 2013) 358,1 m€

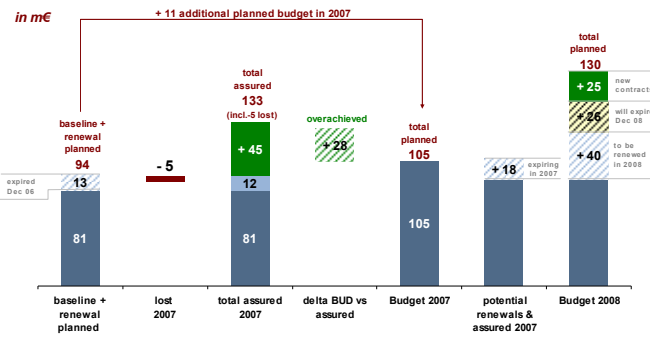
* Revenue assured = Actuals Jan – Sept 2007 + Invoice Pool 2007 -> Datasource: Customer Overview New

SAP MaxAttention Contracts

Source: MaxAttention Status Reporting September 2007



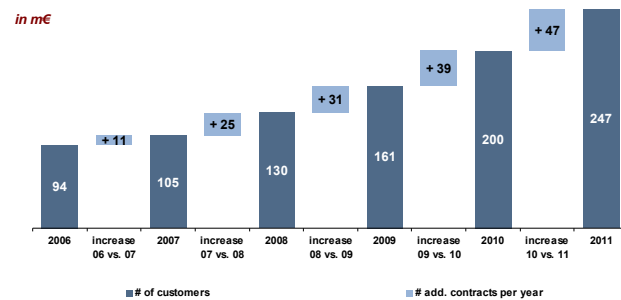
Contract trending New and Renewal Contracts



Key Message

- 45 new contracts in 2007
- Top 6 Opportunities:
Barclays Bank, BASF, George Weston Foods Ltd., IM Corp., Pepsi International, Postbank

Contract trending by 2011



Key Message

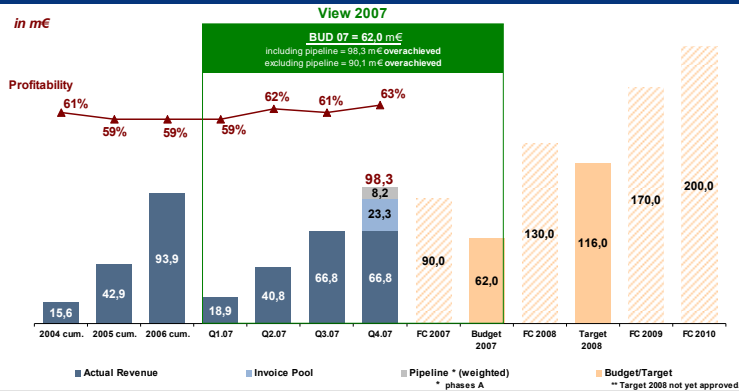
- Total planned 105 contracts for 2007
- + 28 new contracts overachieved
- 5 contracts not renewed

SAP MaxAttention Financials

Source: MaxAttention Status Reporting September 2007



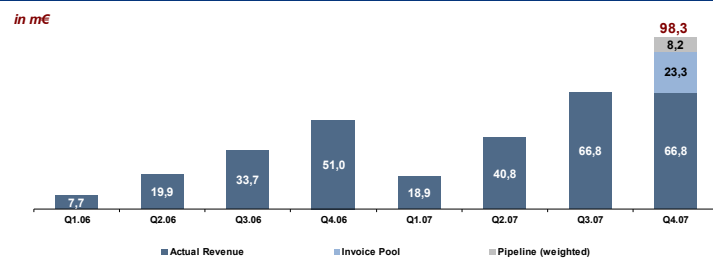
Financial Overview 2004 – 2010



Key Message

- Actuals Q3.07 = + 26,0 m€
- Budget 2007 -> 62 m€ overachieved
including pipeline (98,3 m€) = overachieved
excluding pipeline (90,1 m€) = overachieved
- Target/BUD 08 not yet approved.
- Profitability = 63%

Financial Overview in Quarters 2006 vs. 2007



Key Message

- Actuals Q1.07 vs. Q1.06
-> increase of 11,2 m€ (145%)
- Actuals Q2.07 vs. Q2.06
-> increase of 20,9 m€ (105%)
- Actuals Q3.07 vs. Q3.06
-> increase of 33,1 m€ (98%)

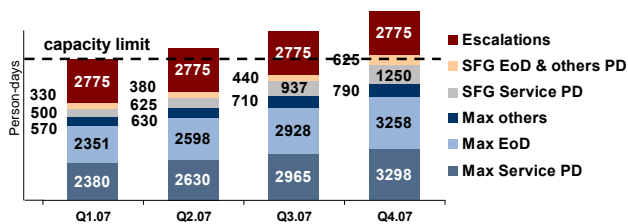
SAP MaxAttention Delivery Capacity Stretched to the limit

Source: MaxAttention Status Reporting September 2007



Today:

- Completely booked with Escalations and MaxAttention Safeguarding contracts
- Complex Escalations (large complex projects like Navy, Lockheed Martin P&G, etc) grow dramatically in US
- New technologies move to the next level of usage (Volume, Availability, Performance). All US customers deploy those before the ERP2005 upgrade. (Portal, BI/BIA, ESS/MSS, MDM, CRM, XI)



**Starting the second quarter we either deliver our MaxAttention/Safeguarding contracts or deliver escalations
No Service Development anymore**



SAP must sell MaxAttention to the right customers, or we cannot deliver anymore

SAP MaxAttention Delivery Capacity Key constraints and immediate actions

Source: MaxAttention Status Reporting September 2007



Key Constraints:

- We have not enough TQMs and EAs by far. Within the next six months we have to double them
- Too many escalations (complex projects and message escalations)

Immediate Actions:

- Mandatory MaxAttention sales lists per region with reporting to Leo, Bill, Ernie and Henning
- EA/TQM bootcamps right now
- Increase remote delivery in MaxAttention contracts
- Q3 and Q4 hiring for COEs to manage 2008 capacity
- Integrate IBU resources
- Establish Regional E2E Solution Operations RIGs (Align Netweaver RIG)



Field Services Programs

- ESOA Roadmap & Extended Services
- FS ME Program
- ISV Service Portfolio
- Service Productization
- Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business



Appendix

Premium Support – Management Summary

Source: Premium Support Report September 2007



- Premium Support Sales 2007 YTD results in 10.1 M€ estimated revenue (**218** active Premium Support contracts in total)
- The Premium Support Sales objectives 2007 can be reached - the actual revenue is only 5.7 M€, but there is 3.8 M€ in the invoice pool + 0.6 M€ weighted pipeline for Q4 2007
- 14 customers agreed on a customer profile about Premium Support, further 30 customer profiles are in the pipeline
- Q3 2007: North America closed 10 Premium Support contracts, Latin America 3, EMEA 15 and APJ 10 Premium Support contracts

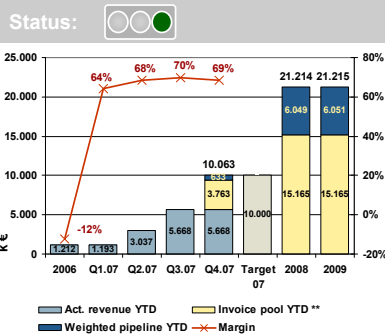
	KPI	2007		Status
Financial View & Pipeline				
■ Premium Support maintenance revenue budget 2007 of 10.0 M€ can be achieved	Actual revenue	YTD	5.7 M€	<div><div></div><div></div><div></div></div>
	Estimated revenue (2007)	YTD	10.1 M€	<div><div></div><div></div><div></div></div>
■ CRM Premium Support pipeline	Weighted CRM PS pipeline	Q4	4.8 M€	<div><div></div><div></div><div></div></div>
	Unweighted CRM PS pipeline	Q4	12.9 M€	<div><div></div><div></div><div></div></div>
■ Premium Support is still not offered in association with every new license deal ≥ 500 k€ (w/o license deals of MaxAttention customers and GAAs)	# Posted PS deals cum. / # Posted license deals ≥ 500 k€ cum.	YTD	18%	<div><div></div><div></div><div></div></div>
■ Premium Support lost opportunities according to CRM PS Pipeline	# Lost PS opportunities	YTD	27	<div><div></div><div></div><div></div></div>
■ No. of closed Premium Support contracts in 2007	# PS contracts	YTD	133	<div><div></div><div></div><div></div></div>
Delivery				
■ SLA's: Prio 1 – 97%, Prio 2 – 100% fulfilled	# Incoming prio 1+2 messages	YTD	2826	<div><div></div><div></div><div></div></div>
■ Due to the big increase of contracts our delivery capacity is no longer sufficient. ■ 15 additional FTE are needed (Product Support) – budget request 2008 ■ MaxAttention and SFG sales success will impact delivery of PS in Solution Operations Support (budget request 2008)	# FTE cum.	YTD	54	<div><div></div><div></div><div></div></div>
References				
■ 14 customers agreed on a customer profile about Premium Support, further 30 customer profiles are in the pipeline	# Customer profiles	YTD	14	<div><div></div><div></div><div></div></div>
	# Reference customers	YTD	11	<div><div></div><div></div><div></div></div>
	# Customer video testimonials	YTD	1	<div><div></div><div></div><div></div></div>
	# Customer profiles in pipeline	YTD	30	<div><div></div><div></div><div></div></div>

Premium Support – Management Summary

Source: Premium Support Report September 2007



Revenue Year End (cumulated)



Data Source:
Act. revenue: Finance Workplace (P&L)
Invoice pool: Software Contracts Administration (ISP)
Pipeline: BW Query YCRMS_GLSTAND_SO_RAW (IWP)

Slide Owner: S. Mohr
Data pull was on October 10, 2007

Weighted / Unweighted Pipeline in 2007

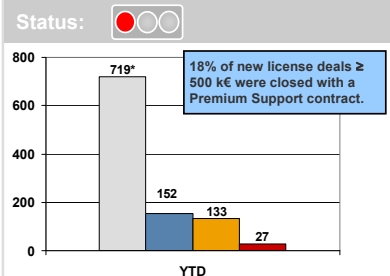
Status: ○○○●

	Opport.	Weighted* Pipeline (k€)	Unweighted** Pipeline (k€)
North America	90	3.180	7.157
Latin America	12	266	568
EMEA	40	1.152	4.217
APJ	10	185	908
Total	152	4.783	12.851

1. **Weighted:** absolute deal volume weighted by probability of deal closure (e.g. deal in phase A has 90% probability of contract closure)
2. **Unweighted:** absolute deal volume
3. The absolute deal value of a Premium Support opportunity is calculated on a 12 month period value
4. 'Commitment Flag' was not considered
5. Only opportunities in status 'in process' in Q4 2007 were considered.

Data Source: BW Query YCRMS_GLSTAND_SO_RAW (IWP)
Slide Owner: M. Menges
Data pull was on October 1, 2007

Conversion Rate



18% of new license deals ≥ 500 k€ were closed with a Premium Support contract.

*w/o license deals of MaxAttention customers and GAAs
Comment: Of 27 opportunities set to "lost", only 10 included Premium Support deals. The other 17 lost opportunities were pure license deals.

Data Source:
New license deals: Order Entry Report
Opportunities BW Query YCRMS_GLSTAND_SO_RAW (IWP)
Booked contracts: Software Contracts Administration (ISP)

Slide Owner: M. Menges
Data pull was on October 1, 2007

Key Message

- Targeted revenue (end of 2007): 10.0 M€
- Actual revenue: 5.7 M€
- Estimated revenue (2007): 10.1M€

Key Message

- 152 opportunities are currently in the pipeline
- Weighted pipeline: 4.8 M€
- Unweighted pipeline: 12.9 M€

Key Message

- 719 license deals ≥ 500k€
- 124 contracts (93%) were signed by new names in 2007

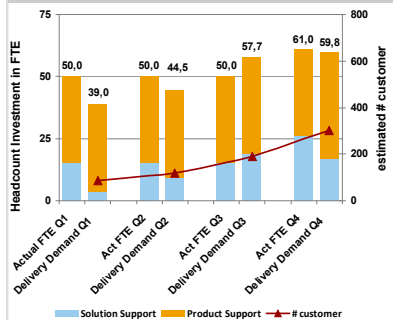
Premium Support – Management Summary

Source: Premium Support Report September 2007



Headcount Investment (cumulated)

Status: ● ○ ○



Slide Owner: S. Mohr

Data provided by: S.Weinbrecht/V.Sambel/T.Tschaut

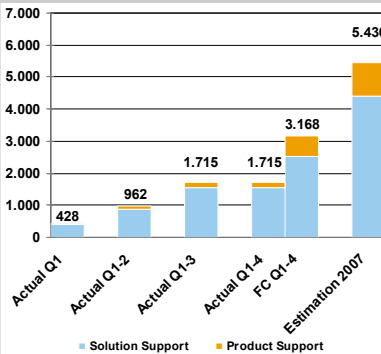
Data pull was on October 10, 2007

Key Message

- High increase of delivery demand is based on pipeline values **(Quality of pipeline needs to be watched carefully)**
- **Comment Product Support:** Due to a tense overall capacity in Product Support additional Premium Support customers require a budget increase in Product Support or will be serviced at the expense of Standard Support customers or coverage of further products. (The initial Product Support resource budget of 35 FTEs was calculated for about 100 Premium Support customers to provide a global minimum functional coverage.)
- **Comment Solution Support:** Due to overall success of MaxAttention and Safeguarding Sales, the delivery capacity in Solution Support will not be sufficient to delivery Premium Support Advisory and CQCs if PS Sales continues to grow.

Cost of Delivery Overview (cumulated)

Status: ○ ● ○



Comment:

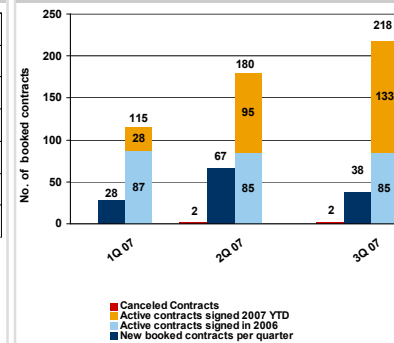
- Costs of Product Support are calculated based on Premium Support message receipt
 - Estimation 2007 is based on 10 Mio € revenue
- Slide Owner: S. Mohr
Data pull was on October 10, 2007

Key Message

- Estimated cost of delivery (without onetime invest) based on actual revenue, invoice pool and weighted pipeline of the respective period.
- Delivery costs are expected to increase in 2008, as most contracts are closed with new net customer who will go live in 2008 and beyond.

Booked Contracts

Status: ○ ● ○



Data source: Software Contracts Administration (SCA – ISP)
Slide Owner: M. Menges
Data pull was on October 1, 2007

Key Message

- Number of booked contracts in 2007: 133
- Number of canceled contracts: 2
- Reasons for cancellation:
 - ♦ Project has been stopped
 - ♦ Contract migration to MaxAttention

Premium Support – Management Summary

Source: Premium Support Report September 2007



Top 10 Customer Deals

Status: ● ○ ○

Customer	New Name	Existing Customer	Coverage	Sales Org	Contract Volume in €
1. Tesoro Companies, Inc.		x	100%	SAP USA	607.858
2. Dixons Stores Group Retail Ltd	x		100%	SAP UK Limited	499.005
3. IGT		x	100%	SAP USA	356.074
4. KDDI CORPORATION	x		100%	SAP Japan Co., Ltd.	345.798
5. Pacer International	x		100%	SAP USA	333.595
6. Inchcape Management	x		100%	SAP UK Limited	286.566
7. The Manitowoc Company, Inc.	x		100%	SAP USA	232.701
8. Albany International Corp	x		100%	SAP USA	229.823
9. LensCrafters Inc.	x		100%	Khimetrics, Inc.	207.266
10. Birds Eye Iglo Ltd	x		100%	SAP UK Limited	205.490
Total					3.304.176

Data source: Software Contracts Administration (SCA – ISP)
Slide Owner: M. Menges
Data pull was on October 1, 2007

Average Contract Volume per Region

Status: ○ ○ ●

Region	Total Volume of Contracts (€)	Booked Contracts		Average Volume per Contract (€)
		#	%	
North America	7.256.717	101	46%	71.849
Latin America	861.378	22	10%	39.154
EMEA	4.727.797	66	30%	71.633
APJ	1.765.751	29	13%	60.888
Total	14.611.643	218	100%	67.026

The absolute deal value of a PS contract is calculated on a 12 month period value.

Data source: Software Contracts Administration (SCA – ISP)
Slide Owner: M. Menges
Data pull was on October 1, 2007

Key Message

- Out of the Top 10 deals
 - 6 are closed in the US, 3 in EMEA and 1 in Japan
- The Top 10 deals represent 23% of the overall Premium Support annual revenue

Key Message

- The average deal size is currently 67K €
- 46% of the Premium Support contracts have been closed in North America
- 30% of the Premium Support contracts have been closed in EMEA

Premium Support – Management Summary

Source: Premium Support Report September 2007



Booked Contracts – Distribution by Region

Status:

North America		
Sales Org	Contracts	%
Canada	5	2%
United States	96	44%
Total	101	46%

Latin America		
Sales Org	Contracts	%
Mexico	8	4%
Chile	5	2%
Brazil	4	2%
Puerto Rico	3	1%
Argentina	1	0,5%
Venezuela	1	0,5%
Total	22	10%

EMEA		
Sales Org	Contracts	%
Germany	17	8%
Austria	9	4%
United Kingdom	8	4%
Italy	6	3%
France	5	2%
Switzerland	5	2%
Netherlands	3	1%
Belgium	2	1%
Russia	2	1%
Spain	2	1%
Finland	1	0,5%
Greece	1	0,5%
Polen	1	0,5%
Public Serv. Pty	1	0,5%
SAP Africa (Pty) Ltd	1	0,5%
Sweden	1	0,5%
Turkey	1	0,5%
Total	66	30%

APJ		
Sales Org	Contracts	%
Japan	18	8%
India	3	1%
China	3	1%
Australia	1	0,5%
Indonesia	1	0,5%
New Zealand	1	0,5%
Singapore	1	0,5%
Thailand	1	0,5%
Total	29	13%

Global		
Region	Contracts	%
North America	101	46%
Latin America	22	10%
EMEA	66	30%
APJ	29	13%
Total	218	100%

- Data source: Software Contracts Administration (SCA – ISP)
- Data pull was on October 1, 2007



Field Services Programs

- ESOA Roadmap & Extended Services
- FS ME Program
- ISV Service Portfolio
- Service Productization
- Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business



Appendix

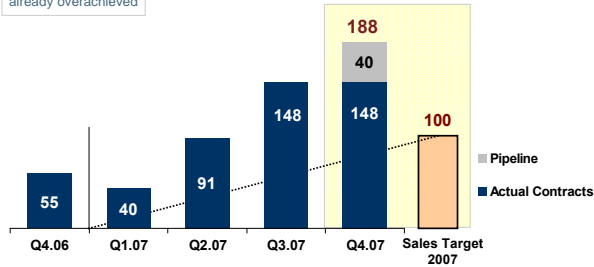
SAP Safeguarding Management Summary

Source: SAP Safeguarding Status Report September 2007



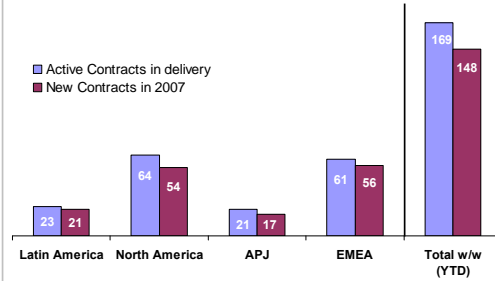
1 # Signed Contracts 2007 vs. Sales Target (cumulated per year)

2007 Sales Target
already overachieved

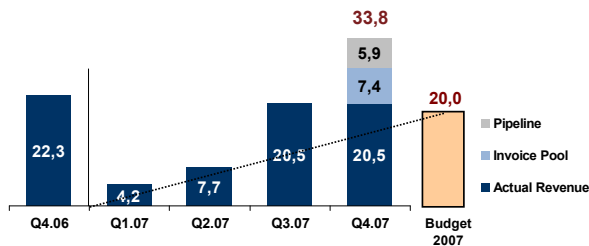


2 # Signed Contracts 2007 vs. Active Contracts (per region)

Active Contracts in delivery
New Contracts in 2007



3 SAP Safeguarding Revenue (m€)



SUMMARY

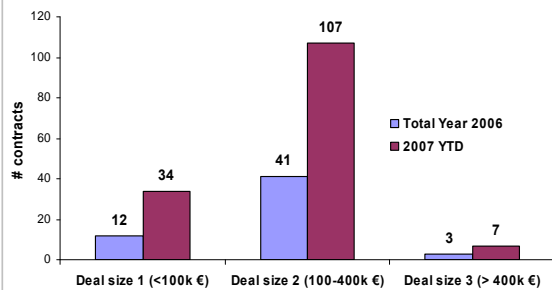
- SAP Safeguarding Sales Target for 2007 (100 contracts) overachieved by 48 contracts (Actuals: 148)
 - Expected Sales Target achievement in 2007: 188%
 - Actual Opportunities: 352
- Signed contracts in 2007 YTD: 148 (total value: 25,5m €)
 - Active contracts in delivery: 169
- Actual revenue: 20,5m € (Invoice Pool 2007: 7,4m €)
 - Forecast: 33,8m € (Budget: 20,0m €)
 - Expected Budget Target achievement: 169%
 - Average Deal Size in 2007: 182k €

SAP Safeguarding Average Deal Size

Source: SAP Safeguarding Status Report September 2007

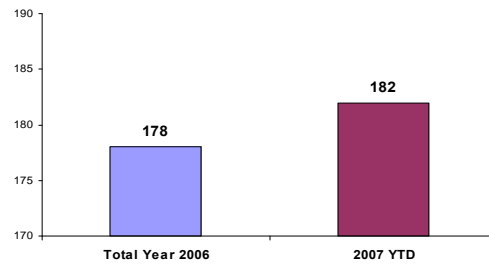


Number of contracts per deal size (2006 vs. 2007 YTD)



# Contracts	Total Year 2006	2007 YTD
Deal size 1 (<100k €)	12	34
Deal size 2 (100-400k €)	41	107
Deal size 3 (> 400k €)	3	7

Average deal size in k€ (2006 vs. 2007 YTD)



	Total Year 2006	2007 YTD
Average deal size in T€	178	182



Field Services Programs

- ESOA Roadmap & Extended Services
- FS ME Program
- ISV Service Portfolio
- Service Productization
- Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business



Appendix

Safe Passage - Progress Report



Program Manager	Sponsors	Start Date	Planned End Date	Planned Costs
Thomas Ziemer	Gerhard Oswald, Léo Apotheker	January 2005	-	-

Program Description

- Service & Support as key differentiator for Safe Passage license business
- Support of PSFT/JDE/SEBL/BAAN solutions to reduce Oracles maintenance revenue (via TomorrowNow)
- Deliver packaged Migration Services for a smooth transition (SAP ADM)

Program Objectives

- Operationalize maintenance offering
- Implement migration tools
- Complement offering with Education/Consulting

Key Performance Indicators (KPI) For Program

(List the performance indicators that are tracked for this program)

- Signed Safe Passage Deals
- Signed TomorrowNow Deals
- Safe Passage License Revenue
- TomorrowNow Revenue
- Maintenance Volume taken away from Oracle by TNow
- Pipeline Growth Safe Passage
- Pipeline Growth TomorrowNow

Overall Program progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status	Actual cost to date in <currency>	Forecast at completion in <currency>
Sep 25, 2007	Jun 1, 2007	Aug 31, 2007	T. Ziemer	Y	-	-

Program Components

(Global work packages/projects as well as regional rollout work packages)

Work Package or Project Title	Lead	Planned Start	Planned Finish	Component Status			
Due Diligence for Lawson/Intertia (TNow)	Service Business Development	Mar 2007	Dec 2007		H		
TNow Business Extension for Oracle E-Business Suite	Service Business Development	Jan 2007	Dec 2007		H		
TNow Business Extension for Hyperion	Service Business Development	Mar 2007	Dec 2007		H		
Hyperion Sales & Marketing Campaign	Global Marketing	Jul 2007	Dec 2007			G	
Cross-Sell Program (TNow → SAP)	Service Business Development	Jan 2007	Dec 2007			G	

- R** = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required
H = On Hold

- G** = According to plan and no open issues
✓ = Closed/Completed

Safe Passage - Progress Report



Program Milestones

Status of the major milestones for the program as defined in the program charter.

Program Key Accomplishments & Planned Activities

Top accomplishments during the period covered by this report.

Milestone	Target Completion Date	Status*	Accomplishments	Planned Activities for Next Period
Acquisition & Integration of TomorrowNow	Jan 2005	C	<ul style="list-style-type: none"> Ramp Up projects for SAP ADM continue in EMEA SAP ADM Baan enhancement activities Re-work Safe Passage and SAP ADM assets Conducted two German Baan Infodays via partners TNow AEs now directly involved in SAP opportunities TNow signed several Siebel maintenance contracts Launched TNow operations in Mexico, signed first Latin America deal in February 2007 TNow signed first Baan contract in February 2007 Completion of analyst and press road show in the US ADM Releases successfully rolled-out TNow and Safe Passage Services presented @ Sapphire 	<ul style="list-style-type: none"> Active SAP ADM Project acquisition in US and EMEA Reactivate SAP ADM content development Relaunch Safe Passage Partner program Reinforce Biz Development in APJ Evaluation of Data Migration also for Hyperion Global Baan Safe Passage launch Hyperion Safe Passage program launch Reimplement Service offering TNow conversion program targeted at SMBs TNow business expansion to Spain and Italy
ADM Release I	Oct 2005	C		
ADM Release II	May 2006	C		
ADM Release III	Nov 2006	C		
ADM Release IV	Jun 2007	C		
Globalization of Business Model (foundation of TNow Australia, Latin America set-up)	Dec 2006	C		
Siebel as 3rd Service Business Line established	May 2006	C		
Baan as 4th Service Business Line established	Dec 2006	C		
TNow @ Sapphire 2007	May 2007	C		
Set-up of Oracle EBS and Hyperion as further Service Business Lines in Preparation	Dec 2007	OH		

* Status notation: P = Pending IP = In Progress OH = On Hold C = Completed

Key Issues or Concerns

Top Issues or risks

Issue / Risk	Plan of Action	Responsible
Oracle Lawsuit	In Progress (case management conference before Judge Martin Jenkins on Sep 25, 2007)	Legal

Safe Passage - KPI Dashboard



Status as of Sep 25, 2007

Reported by T. Ziemer

Measure / KPI	Global QIII 2006		Global QIV 2006		Global QI 2007		Global QII 2007		Global QIII 2007	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Signed Safe Passage Deals		148		193		32		86		99
Signed Tomorrow Now Deals	140	142	225	228	70	76	150	135	240	176
SP License Revenue		€ 185.5M		€ 206.8M		€ 50.0M		€ 100.0M		€ 119.0M
Tomorrow Now Revenue	€ 6.3M	€ 6.1M	€ 9.5M	€ 9.0M	€ 3.7M	€ 3.4M	€ 8.2M	€ 6.8M	€ 11.0M	€ 9.4M
Maintenance Volume taken away from Oracle by TNow	€ 28.0M	€ 32.3M	€ 40.0M	€ 41.4M	€ 48.0M	€ 46.2M	€ 58.0M	€ 48.4M	€ 70.0M	€ 49.1M
Pipeline Growth SP		311 open Opps		231 open Opps		348 open Opps		323 open Opps		246 open Opps
Pipeline Growth TNow		863 open Opps		816 open Opps		846 open Opps		813 open Opps		850 open Opps



Field Services Programs

- ESOA Roadmap & Extended Services
- FS ME Program
- ISV Service Portfolio
- Service Productization
- Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business



Appendix

Service & Support programs for ME channel business - Progress Report



Program Manager	Sponsors	Start Date	Planned End Date	Planned Costs
Wolfgang Faisst	U. Hommel, K. H. Hess, M. Schwarz, W. Krips, H. P. Klaey	1 Jan 06	No end	Available on request

Program Description

Build the services offerings to support the development and growth of SAP in the Small and Midsize Enterprise Market

Program Objectives

- Active Portfolio Management : Develop a Service Portfolio roadmap and planning cycle
- Protect services and support profitability and develop new business opportunities for SAP and Partners
- Support quality ecosystem growth through partner enablement programs

Key Performance Indicators (KPI) For Program

(List the performance indicators that are tracked for this program)

Overall Program progress

Date of report	Reporting period start date	Reporting period end date	Submitted by	Overall Status		Actual cost to date in <currency>	Forecast at completion in <currency>
Oct 02	Sep 1	Oct 2	Wolfgang Faisst, Heike Laube, Mario Fritsch		G	Available on request	Available on request

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

Service & Support programs for ME channel business - Progress Report



Program Components
(Global work packages/projects as well as regional rollout work packages)

Work Package or Project Title	Lead	Planned Start	Planned Finish	Component Status			
Service Benefits Package	H. Laube	Oct 07	Apr 08				
• SBP Communication Deliverables for version 2.0	H. Laube / St. Wagner	Sep 07	Dec 07			G	
• SBP replenishment (PE Spring Release 08)	H. Laube / St. Wagner	Oct 07	Mar 08			G	
• SBP multi-office invoice (PE Spring Release 08)	H. Laube / B. Glasstetter	Oct 07	Mar 08	R			
• SBP paid services	tbd	tbd	tbd				
ME Maintenance & Support Model (A1)	M. Fritsch / H. Laube / M.Rink / H. Hirsch						
• A1 maintenance contract template revision	M. Fritsch / M. Loehle	Mar 07	Aug 07				✓
• Partner Communication Package	M.Rink / H. Hirsch	Sep 07	Oct 07			G	
• Partner Roadmap & Checklist	M.Rink / H. Hirsch	Oct 07	Mar 08		Y		
• ME Message Billing (A1)	M. Fritsch / W.Ritter	Oct 07	Dec 07			G	
ME Implementation Incentive	H. Laube / T. Scerry	tbd	tbd				
ME- Product Qualification process	J. Graf, A. Pichardo	Jun 06	Mar 07			G	✓
ME-Reduce proactive and reactive svcs within maintenance	A. Reuther, V. Reinstorf	Aug 06	Aug 07			G	✓
ME- VAR support consultant curriculum program	Stefan Wagner, Heike Laube	Jun 06	Oct 07			G	✓

Note:

-SE-related project & portfolio progress (= SAP Business One) is reported via B1 EMT Meeting

-SAP Business ByDesign is covered thru separate project tracking & reporting

R = Behind plan or urgent open issue; project sponsor decision required
Y = Behind plan or open issue; project management action required

G = According to plan and no open issues
✓ = Closed/Completed

Service & Support programs for ME channel business - Progress Report



Program Milestones

Status of the major milestones for the program as defined in the program charter.

Program Key Accomplishments & Planned Activities

Top accomplishments during the period covered by this report.

Milestone	Target Completion Date	Status*	Accomplishments	Planned Activities for Next Period
SME- Service Benefits Package	Apr 08	IP	<ul style="list-style-type: none"> 3rd invoicing loop for Q3 2007 started Alignment on program pricing (& entitlement) across different PartnerEdge partner tracks 	<ul style="list-style-type: none"> Produce communication deliverables for deployment of version 2.0 with Fall Release 2007 Project submission to PE Spring Release2008 (replenishment, hierarchy/multi-office)
SBP Paid Services	Mar 08	P		<ul style="list-style-type: none"> Build proposal with CSO & Custom Development on how PSD can be used to actively position (= sell) consulting and CD services to channel partners. Initial discussions with respective parties show eagerness to leverage PSD.
ME Maintenance & Support Model (A1 VAR) with Solution Manager: - Support Consultant Curriculum - Partner Communication Package - Partner Roadmap for Support Center Set-Up - Message Billing	Mar 08	IP	<ul style="list-style-type: none"> Certification exam available in all countries Landing page in Channel Partner portal live Partner workshop with channel DE to introduce new support infrastructure, processes & enablement; collecting deployment requirements 	<ul style="list-style-type: none"> Build Initial communication package for channel VARs by end of October Build VAR roadmap for setting up support infrastructure & processes Alignment meeting with AGS to intensify project support After top-ten country approach, now SME regional communication for expansion into global process w. Q4
ME Implementation Incentive		P		<ul style="list-style-type: none"> Build proposal on how to incent and reward partners for good implementation projects and providing good support to customers Consider inclusion in Pinnacle Award

* Status notation: P = Pending IP = In Progress OH = On Hold C = Completed

Service & Support programs for ME channel business - Progress Report



Key Issues or Concerns Top Issues or risks

Issue / Risk	Plan of Action	Responsible
PE deployment in SAP Japan most likely postponed until PE Spring Release 2008 - due to <ul style="list-style-type: none">country-specific deviations in partner type mgmtmissing program for 2nd tier partnersSAP direct support for A1 required as standardSBP delivery requested in Japanese / out of JP	<ul style="list-style-type: none">Refined SBP business case for JP submitted to regionAnswer still pendingWorkshop scheduled for Oct 10/11	M. Schmitt and SAP Japan
SBP Multi-office Invoice, important for some of the economically weaker regions, but potential budget constraint on PRM side	<ul style="list-style-type: none">Requirements & scenarios submitted to PE program team	B. Puschmann

Field Services Programs

- ESOA Roadmap & Extended Services
- FS ME Program
- ISV Service Portfolio
- Service Productization
- Upgrade Services for SAP ERP (Project MOVE)

Global Service & Support Programs

- E2E Solution Operations Support
- MaxAttention
- Premium Support
- Safeguarding Services
- Safe Passage
- GSS ME Channel Business

**Appendix**

New Customer Consumed Services - Roadmap Summary

Focus on Services for the Business Suite



BS		BS 07		BS		BS		2008 BS	
Q1		Q2		Q3		Q4		Q1	
<ul style="list-style-type: none">■ SAP Netweaver Master Data Management (FS-Edu)<ul style="list-style-type: none">- GDS- Data Modeling■ SAP Technical Upgrade Service Package (FS-Cons)■ SAP Project Review Service (FS-Cons)■ SAP Technical Installation Service Package (FS-Cons)		<ul style="list-style-type: none">■ SAP Netweaver Master Data Management (FS-Edu)<ul style="list-style-type: none">- Print Publishing- Certification Solution Consultant SAP Netweaver 2004■ E2E Appl. Management Expert (FS-Edu)<ul style="list-style-type: none">- Root Cause Analysis Certification- Change Control Management Certification■ E2E Business Process Expert Business Process Integration and Automation Certification (FS-Edu)■ E2E Program Manager – Technical Upgrade Management Certification (FS-Edu)■ SAP Data Migration Service Package (FS-Cons)		<ul style="list-style-type: none">■ Duet Assessment Workshop (FS-Cons)■ Work Center Assessment (FS-Cons)■ Master Data Quality Analysis Service (FS-Cons)■ Certified Associate SOA Enterprise Architect (FS-Edu)■ Certified Professional Enterprise SOA Architect (FS-Edu)■ Certified Business Process Associate (FS-Edu)■ Global Risk Compliance: Liberator 5.2 (FS-Edu)■ Duet 1.0 (FS-Edu)■ CPM (FS-Edu)		<ul style="list-style-type: none">■ Business Strategy for Enterprise SOA (FS-Cons)■ Organizational Planning and Governance (FS-Cons)■ Business Process Innovation Enterprise SOA (FS-Cons)■ Value Assessment for Enterprise SOA (FS-Cons)■ Enterprise Services Modeling for Enterprise SOA (FS-Cons)■ IT Strategy Realization (FS-Cons)■ Technical Upgrade Assessment (FS-Cons)■ Master Data System Sizing Service (FS-Cons)■ Certified Business Process Professional (FS-Edu)■ Community Network Forums (Product Support)■ Help Desk (Product Support)■ Value Based Risk Management (Product Support)- Roadmap- Benefit Evaluation■ SAP General Ledger Migration (CD)		<ul style="list-style-type: none">■ Duet Packaged Services (FS-Cons)■ Master Data Quality (FS-Cons)<ul style="list-style-type: none">- Full Analysis Service- Quick Analysis Service- Monitoring Service- Enhancement Services■ Master Data Governance Service (FS-Cons)■ Master Data Quality (FS-Cons)■ Development Boot Camp (CD)	
<div>Customer Consumed Services not included for:<ul style="list-style-type: none">■ B1■ A1S■ Solution Operation Support</div>									
BS SAP Business Suite		A1 SAP All-in-one						BS	

New Partner Consumed Services – Roadmap Summary



2007				2008	
Q1	Q2	Q3	Q4	Q1	Q4
<ul style="list-style-type: none"> ■ SAP Netweaver Master Data Management (FS-Edu) <ul style="list-style-type: none"> • GDS • Data Modeling 	<ul style="list-style-type: none"> ■ Partner Coaching (FS-Cons) ■ SAP Netweaver Master Data Management (FS-Edu) <ul style="list-style-type: none"> • Print Publishing • Certification Solution Consultant SAP Netweaver 2004 ■ E2E Appl. Management Expert (FS-Edu) <ul style="list-style-type: none"> • Root Cause Analysis Certification • Change Control Management Certification ■ E2E Business Process Expert – Business Process Integration and Automation Certification (FS-Edu) ■ E2E Program Manager – Technical Upgrade Management Certification (FS-Edu) 	<ul style="list-style-type: none"> ■ A1 VAR Support Enablement (PSD) ■ Certified Associate SOA Enterprise Architect (FS-Edu) ■ Certified Professional Enterprise SOA Architect (FS-Edu) ■ Certified Business Process Associate (FS-Edu) ■ Global Risk & Compliance: Compliance Calibrator 5.2 (FS-Edu) ■ Duet 1.0 (FS-Edu) ■ CPM (FS-Edu) ■ Development System Landscapes (extended) (ICC) 	<ul style="list-style-type: none"> ■ Partner Service Advisor (PSD) ■ Certified Business Process Professional (FS-Edu) ■ Premium Qualification (ICC) ■ ESOA Roadmap for SSPs (ICC) ■ ESOA Certifications Services Consumption (ICC) ■ Provider Expert on Demand Services (AMS Expert on Demand) (BPO) 	<ul style="list-style-type: none"> ■ SSP Enabler Qualification (ICC) ■ Composite Application Development (CD) ■ Development Boot Camp (CD) 	<ul style="list-style-type: none"> ■ ESOA Certifications- Services Provisioning (ICC)
<p>VAR Value-added-Reseller</p> <p>SI System Integrator</p>	<p>SSP Software Solution Provider</p> <p>BPO Business Process Outsourcing Partner</p>	<p>AMS Application Management Services Provider</p>			
<p>▲ Relevant for all partner types, <u>except</u> for VARs.</p>					



No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.

SAP, R/3, mySAP, mySAP.com, xApps, xApp, SAP NetWeaver, Duet, Business ByDesign, ByDesign, PartnerEdge and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world. All other product and service names mentioned and associated logos displayed are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

The information in this document is proprietary to SAP. This document is a preliminary version and not subject to your license agreement or any other agreement with SAP. This document contains only intended strategies, developments, and functionalities of the SAP® product and is not intended to be binding upon SAP to any particular course of business, product strategy, and/or development. SAP assumes no responsibility for errors or omissions in this document. SAP does not warrant the accuracy or completeness of the information, text, graphics, links, or other items contained within this material. This document is provided without a warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

SAP shall have no liability for damages of any kind including without limitation direct, special, indirect, or consequential damages that may result from the use of these materials. This limitation shall not apply in cases of intent or gross negligence.

The statutory liability for personal injury and defective products is not affected. SAP has no control over the information that you may access through the use of hot links contained in these materials and does not endorse your use of third-party Web pages nor provide any warranty whatsoever relating to third-party Web pages

Weitergabe und Vervielfältigung dieser Publikation oder von Teilen daraus sind, zu welchem Zweck und in welcher Form auch immer, ohne die ausdrückliche schriftliche Genehmigung durch SAP AG nicht gestattet. In dieser Publikation enthaltene Informationen können ohne vorherige Ankündigung geändert werden.

Einige von der SAP AG und deren Vertriebspartnern vertriebene Softwareprodukte können Softwarekomponenten umfassen, die Eigentum anderer Softwarehersteller sind.

SAP, R/3, mySAP, mySAP.com, xApps, xApp, SAP NetWeaver, Duet, Business ByDesign, ByDesign, PartnerEdge und andere in diesem Dokument erwähnte SAP-Produkte und Services sowie die dazugehörigen Logos sind Marken oder eingetragene Marken der SAP AG in Deutschland und in mehreren anderen Ländern weltweit. Alle anderen in diesem Dokument erwähnten Namen von Produkten und Services sowie die damit verbundenen Firmenlogos sind Marken der jeweiligen Unternehmen. Die Angaben im Text sind unverbindlich und dienen lediglich zu Informationszwecken. Produkte können länderspezifische Unterschiede aufweisen.

Die in diesem Dokument enthaltenen Informationen sind Eigentum von SAP. Dieses Dokument ist eine Vorabversion und unterliegt nicht Ihrer Lizenzvereinbarung oder einer anderen Vereinbarung mit SAP. Dieses Dokument enthält nur vorgesehene Strategien, Entwicklungen und Funktionen des SAP®-Produkts und ist für SAP nicht bindend, einen bestimmten Geschäftsweg, eine Produktstrategie bzw. -entwicklung einzuschlagen. SAP übernimmt keine Verantwortung für Fehler oder Auslassungen in diesen Materialien. SAP garantiert nicht die Richtigkeit oder Vollständigkeit der Informationen, Texte, Grafiken, Links oder anderer in diesen Materialien enthaltenen Elemente. Diese Publikation wird ohne jegliche Gewähr, weder ausdrücklich noch stillschweigend, bereitgestellt. Dies gilt u. a., aber nicht ausschließlich, hinsichtlich der Gewährleistung der Marktgängigkeit und der Eignung für einen bestimmten Zweck sowie für die Gewährleistung der Nichtverletzung geltenden Rechts.

SAP übernimmt keine Haftung für Schäden jeglicher Art, einschließlich und ohne Einschränkung für direkte, spezielle, indirekte oder Folgeschäden im Zusammenhang mit der Verwendung dieser Unterlagen. Diese Einschränkung gilt nicht bei Vorsatz oder grober Fahrlässigkeit.

Die gesetzliche Haftung bei Personenschäden oder die Produkthaftung bleibt unberührt. Die Informationen, auf die Sie möglicherweise über die in diesem Material enthaltenen Hotlinks zugreifen, unterliegen nicht dem Einfluss von SAP, und SAP unterstützt nicht die Nutzung von Internetseiten Dritter durch Sie und gibt keinerlei Gewährleistungen oder Zusagen über Internetseiten Dritter ab.

Alle Rechte vorbehalten.