

The USU logo is displayed in a bold, blue, sans-serif font within a white rectangular box in the top left corner. The background of the entire page is a photograph of three business professionals in a modern office setting. A woman with long brown hair, wearing a dark blue polka-dot shirt, is leaning over a glass table and writing on a document with a white marker. To her left, another woman with long dark hair, wearing a white polka-dot top and a beige cardigan, is looking at the document. To the right, a man with short dark hair, wearing a green sweater, is standing and looking down at the table. On the table, there are two glasses of water and some colorful sticky notes.

**USU**

Smart Guide

# **SAP® Cloud Licensing Guide**

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# Intro

As an SAP customer, you may feel increasing pressure to move your ERP systems to cloud-based platforms. Since Cloud ERP systems are relatively new to the market, many companies are just starting to consider how to transition to the cloud. Although the adoption rate is still low, some SAP customers have already implemented or are seriously considering one of SAP's cloud solutions.

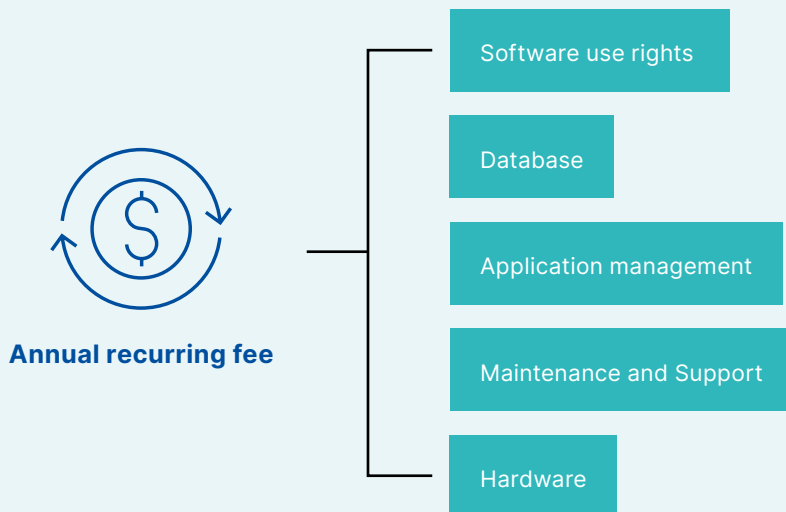
Those that have already invested are likely to invest more in cloud solutions in the future.

For customers considering a cloud solution, many factors need to be considered to ensure that cloud service contracts are relevant and that customers get the maximum benefit from their cloud negotiations. This guide will help you:

- Gain firm insights into how SAP cloud agreements are now structured
- Collect the key internal data to consider when moving to the cloud
- Negotiate the best cloud software prices and contracts with SAP

# Subscription

SAP cloud solutions are primarily made available as term licenses – typically lasting for three to five years with an annual subscription fee, based on estimated use that includes:





The renewal length is typically 1-3 years and can be defined in the contract. Organisations have the option to "ramp up" their license count based on expected usage in each year of the contract.

## SAP S/4HANA Cloud

### Product options

- SAP S/4HANA Cloud
- SAP S/4HANA Cloud – Extended Edition (EX) (formerly single-tenant edition)
- SAP S/4HANA Cloud – Essentials Edition (ES) (formerly multi-tenant edition)
- SAP S/4HANA – private cloud
- SAP S/4HANA on-premises

## One SAP S/4HANA: the right solution for each customer cloud journey

|                             | Cloud ERP*   |  | ERP in the Cloud  |
|-----------------------------|--|--|---|
|                             |                   |  |  |
|                             | SAP S/4HANA Cloud  | SAP S/4HANA Cloud, single tenant edition   | SAP S/4HANA   |
| <b>Implementation</b>       | Greenfield with data migration   | Greenfield with data and configuration migration                                       | Greenfield or conversion of existing implementations                                |
| <b>Functional Scope</b>     | Business configuration of standardized core ERP and select LOB processes                           | Full functional S/4HANA scope of core ERP and extended LOB and industry processes      | Full functional S/4HANA scope of core ERP and extended LOB and industry processes   |
| <b>Industries Supported</b> | In-depth support for professional services and component manufacturing; more industries on roadmap | All industries supported   | All industries supported  |
| <b>Extensibility</b>        | S/4HANA Extensibility Framework and extensions via SCP, using whitelisted APIs                     | S/4HANA Extensibility Framework and extensions via SCP, with full extensibility option | Customization, modification, and extensibility possible                             |
| <b>Innovation Cycle</b>     | Quarterly  | Up to 2 upgrades a year  | Annual; speed of adoption on customers' schedule                                    |
| <b>Deployment Benefits</b>  | Multi-tenant environment, Lowest TCO and fastest time to value                                     | Single-tenant environment Low TCO and fast time to value                               | Customer controlled deployment and implementation efforts                           |
| <b>Licensing</b>            | Subscription licensing   | Subscription licensing   | BYOL + infrastructure subscription  |
| <b>Infrastructure</b>       | Shared public cloud  | Dedicated system landscape on cloud infrastructure                                     | Customer specific system landscape Runs on SAP HANA Enterprise Cloud                |

### SAP S/4HANA Cloud essentials edition (ES)

Commonly used by net new customers that want the full cloud approach with regular quarterly upgrades that include new configuration and new software. Also used for subsidiaries alongside SAP on-premise implementations.

- Infrastructure: public cloud shared with other customers and hosted and operated by SAP only
- License: subscription for Software as a Service

### SAP S/4HANA Cloud extended edition (EX)

Has advantages of the cloud with more flexibility and control. Has standardized infrastructure processes, services and SLAs. There must be more than a certain minimum number of users i.e. this option is for mid and large size customers.

- Infrastructure: dedicated landscape on cloud infrastructure operated by SAP (SAP or Hyperscaler e.g. Microsoft Azure, AWS, Google Cloud)
- License: subscription for Software as a Service

## Metrics/License types

### User access

S/4HANA provides user categories to differentiate between levels of access to core capabilities. This metric applies to individuals authorized to access the Cloud Service. Users are measured as individual persons that log on to the Cloud Service through the Cloud Service user interface. Three subscription use packages of the Cloud Service are available:

#### 01 | Productivity Use (7018653) –

mostly data consumption capabilities or lightweight tasks. Unit price is approx. €300 per unit.

#### 02 | Functional Use (7018654) –

address basic business capabilities within a line of business. Unit price is approx. €1,200 per unit

#### 03 | Professional Use (7018652) –

full access to all S/4HANA Cloud capabilities, including all analytics, planning, and configuration capabilities. Unit price is approx. €3,500 per unit. This license requires a minimum of 8 blocks.



|   | Productivity Use | Functional Use | Professional Use |
|---|------------------|----------------|------------------|
| Time & Attendance Management                  | ✓                | ✓              | ✓                |
| Self-Service Requisitioning                   | ✓                | ✓              | ✓                |
| Asset Management & Maintenance                |                  | ✓              | ✓                |
| Treasury and Accounting                       |                  | ✓              | ✓                |
| Manufacturing Execution                       |                  | ✓              | ✓                |
| Inventory and Order Management                |                  | ✓              | ✓                |
| Operational Procurement & Supplier Management |                  | ✓              | ✓                |
| Financial Consolidation, Planning & Analysis  |                  |                | ✓                |
| Process & Production Planning                 |                  |                | ✓                |

## October 2020 S/4HANA Enterprise Management – use rights update

Corresponding Solution Capabilities

| S/4HANA Enterprise Management for Professional use, MC: 7018652   | S/4HANA Enterprise Management for Functional use, MC: 7018654  | S/4HANA Enterprise Management for Productivity use, MC: 7018653   |
|---|--|---|
| <p>All Solution Capabilities offered by the Software, within the Enterprise Management license</p> <p><b>Supply Chain Management</b><br/> Goods Movement<br/> Inventory Analytics &amp; Control<br/> Returnable Packaging Logistics<br/> Warehouse Management<br/> Delivery Management<br/> Transportation Management<br/> Available to Promise<br/> Physical Inventory<br/> Handling Unit Management<br/> Batch Management<br/> Serial Number Management</p> <p><b>Manufacturing</b><br/> Material Requirements Planning<br/> External Processing<br/> Production Execution<br/> Subcontracting<br/> Just-in-time Processing<br/> Kanban<br/> Production Control<br/> Repetitive Manufacturing<br/> Quality Planning<br/> Quality Improvement<br/> Quality Inspection<br/> Production BOM Management<br/> Recipe/Routing Management<br/> Manufacturing Analytics</p> | <p><b>Asset Management</b><br/> Maintenance Planning and Scheduling<br/> Maintenance Execution</p> <p><b>Enterprise Information Management</b><br/> Master Data Maintenance</p> <p><b>R&amp;D and Engineering</b><br/> Project Financial Control<br/> Project Logistics Control<br/> Variant Configuration<br/> Product Development Foundation</p> <p><b>Service</b><br/> Warranty Management<br/> Service Request Management<br/> Service Order Management<br/> Service Fulfillment<br/> Service Billing<br/> Customer Engagement<br/> Packaged Service Offerings<br/> Business Solution Contract Management<br/> Service Contract Management<br/> Service Parts Fulfillment<br/> Service Monitoring and Analytics<br/> In-House Repair</p> | <p><b>Sales</b><br/> Sales Quotation Management<br/> Sales Contract Management<br/> Sales Order Management and Processing<br/> Price Management<br/> Incentive and Commission Management<br/> Opportunity Management<br/> Sales Lead Management<br/> Activity Management<br/> Account and Contact Management<br/> Sales Master Data Management<br/> Sales Billing<br/> Solution Billing<br/> Sales Rebates Manufacturing<br/> Claims, returns and refund mgmt.<br/> Sales Monitoring and Analytics</p> <p><b>HR</b><br/> Organizational Management<br/> Time Sheet</p> <p><b>Sourcing and Procurement</b><br/> Self-Service Requisitioning</p> <p><b>Display Use Rights</b><br/> Approval Use Rights</p> <p><b>Supply Chain Management</b><br/> Goods Movement<br/> Warehouse Management<br/> Delivery Management<br/> Available to Promise<br/> Transportation Management<br/> Physical Inventory<br/> Handling Unit Management<br/> Batch Management<br/> Serial Number Management</p> <p><b>Asset Management</b><br/> Maintenance Demand Processing</p> <p><b>Manufacturing</b><br/> Material Requirements Planning<br/> Production Execution<br/> Production Control</p> <p><b>Asset Management</b><br/> Maintenance Execution</p> <p><b>HR</b><br/> Organizational Management<br/> Time Sheet</p> <p><b>Sourcing and Procurement</b><br/> Self-Service Requisitioning</p> <p><b>Display use Rights</b><br/> Approval Use Rights</p> <p><b>NEW UPDATES to SUR Q4_2020</b></p> |

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Source: SAP Q4 2020

## Full Usage Equivalent (FUE)

The license model of S/4HANA Enterprise Cloud is based on Full-Usage-Equivalents (FUE). FUE's can be distributed to any of the 3 different Cloud Use types with the respective weighted factor:

| License type     | Ratio | License quantity | FUE quantity |
|------------------|-------|------------------|--------------|
| Productivity Use | 30:1  | 30               | 1            |
| Functional Use   | 3:1   | 30               | 10           |
| Professional Use | 1:1   | 30               | 30           |

### Example



**1,200 Productivity Use  
licenses = 40 FUE licenses**



**300 Functional Use licenses  
= 100 FUE licenses**



**45 Professional Use licenses  
= 45 FUE licenses**

→ So your existing 1,545 licenses would become 185 FUE licenses.



## SAP S/4HANA Cloud Licensing

### Direct User Access to Digital Core

#### Color Code

Minimum use type for capability in this LoB

The more expensive use type always **includes the capabilities of the cheaper use type**: the use type SAP S/4HANA Cloud for advanced use includes the capabilities SAP S/4HANA Cloud for core use; the use type license SAP S/4HANA Cloud for core use includes the capabilities of SAP S/4HANA Cloud for self-service use.

Each license includes **Display Rights** i.e. the right to display/view all transactional data and all master data in the S/4HANA system.

**Master Data Maintenance** for all areas is covered by **SAP S/4HANA Cloud for core use** and by SAP S/4HANA Cloud for advanced use.

Legally binding use type definition in: [SAP S/4HANA Cloud Service Description](#)

|                        | SAP S/4HANA Cloud for self-service use   | SAP S/4HANA Cloud for core use          | SAP S/4HANA Cloud for advanced use |
|------------------------|--|---|------------------------------------|
| Asset Management       | Maintenance Execution  | All                                     | All                                |
| Finance                | None   | None                                    | All                                |
| HR                     | Organizational Management*<br>Time Sheet   | Organizational Management<br>Time Sheet | All                                |
| Manufacturing          | Material Requirements Planning<br>Production Control<br>Production Execution   | All                                     | All                                |
| R&D / Engineering      | None   | All                                     | All                                |
| Sales                  | None   | All                                     | All                                |
| Service                | None   | All                                     | All                                |
| Sourcing & Procurement | Self-Service Requisitioning  | Self-Service Requisitioning             | All                                |
| Supply Chain           | Available to Promise<br>Delivery Management<br>Goods Movements<br>Physical Inventory*<br>Transportation Management<br>Warehouse Management | All                                     | All                                |

## Infrastructure add-ons

Additional licenses are available for purchase to extend or protect your S/4HANA environment, these include:

- **Memory extensions**
- **Disaster Recovery (DR)**
- **Preferred Success/Care**



## Pricing tiers

The number of pricing tiers available varies depending on the product. For example:

| Product  | # of pricing tiers |
|--|--------------------|
| <b>SAP S/4HANA Cloud for enterprise management</b>                             | 6                  |
| <b>SAP S/4HANA Cloud for advanced payment management, single cloud edition</b> | 5                  |
| <b>SAP S/4HANA Cloud for accounting integration, single cloud edition</b>      | 3                  |

## Maintenance requirements

You must have active maintenance at all times. You can put licenses “on hold” which means you no longer have to pay for maintenance for those licenses. Beware - if you then use one of these “on hold” licenses at a later date, you will be required to pay back maintenance for each year since you placed it “on hold”.

You are allowed to cancel a whole contract if you no longer need the licenses, but this may negatively impact your pricing level with SAP.

## Indirect/Digital Access

A new licensing model designed to address the “indirect Access” scenarios where SAP is used by non-human users such as bots and 3rd party systems. It is based on the type and quantity of documents produced and accessed.

| Document Type                    | Description  | Counted at line item level* |
|----------------------------------|--|-----------------------------|
| <b>Sales</b>                     | A record representing materials or services sold or quoted                           | Yes                         |
| <b>Invoice</b>                   | A record representing materials or services being billed                             | Yes                         |
| <b>Purchase</b>                  | A record representing materials or services being ordered/<br>requested              | Yes                         |
| <b>Service &amp; Maintenance</b> | A record representing details of work, problems, processing<br>status, and/or claims | No                          |
| <b>Manufacturing</b>             | A record representing manufacturing details  | No                          |
| <b>Quality Management</b>        | A record representing details of defects or inspection results                       | No                          |
| <b>Financial</b>                 | A record representing accounting info in a financial journal                         | Yes                         |
| <b>Material</b>                  | A record representing materials being received, issues or<br>transferred             | Yes                         |

\*“Counted at the line item level” means each line item counts as a separate document.

The license quantity is based on the initial document creation – the example SAP give is that if a sales document is automatically processed and creates further documents (i.e. an invoice or financial document), SAP would charge only for the initial sales document.

There are volume discounts available, meaning the price per document decreases as the total volume of documents increases. Previous SAP price lists have shown there are several different price ranges which decrease every few thousand documents (i.e.: 1-1000, 1001-5000, 5001-10000, 10001-15000).



The calculation is:

**Number of documents x Multiplier x unit price = Total cost**

## Digital Access Adoption Program (DAAP)

An existing SAP customer that wants to switch to the new price model is required to purchase the licenses up front. The challenge is estimating how many documents will be created by external applications in the 12 months. The price model is new, so there's no experience guiding the estimations. Your first step in the Digital Access Adoption Program will be choosing how to measure your documents.

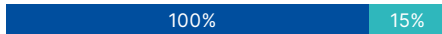
SAP has provided an estimation note for S/4 HANA (2644172) that you can install to help you with the assessment. This can measure past usage but gives a rough, usually high, estimated total – one issue is that it doesn't factor in documents that have been deleted or cancelled.

The other option is to update your SAP systems to use the SAP Passport tool. The drawback is the Passport tool doesn't account for past indirect access, so it must run for at least a month, which when multiplied by 12, gives you a rough annual estimate of your document license demand. Ideally, you would measure with the Passport tool for a full year before making the switch to the new licensing model. If you choose to extrapolate your annual calculation from a short period, ensure you choose a period that is representative of the average month. For example, running the tool over a busy period such as Christmas will likely lead to an inflated annual total.

The second step in the DAAP is to choose a financial incentive. Customers can choose between:

- Option A: Licensing 115% of their demand and paying only for the 15% excess
- Option B: Licensing 100% of the document count and receiving a 90% discount

## A



Customer licenses at least 115% (15% growth) of current estimated document use and the license fee charged for this transaction is only for such licensed growth\*\*.



1.150.000  
documents  
licensed  
overall



150.000  
documents that  
are actually  
paid for

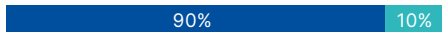


Standalone  
order form!



No additional  
discounts  
negotiable!

## B



Customer licenses at least 100% of current estimated document use receives a 90% discount on Digital Access.



1.000.000  
documents  
licensed  
overall



100.000  
documents that  
are actually  
paid for



Combine'able  
within otherwise  
used order  
forms



90% discount  
only for Digital  
access within  
this order form!

As this diagram shows, Financial option A is more expensive overall, but does provide room for future growth. Option B is less expensive, but for a 5% reduction in cost you receive 15% fewer licensed documents. However, you also have a lower maintenance base, so if your document count decreases instead of increases in the next year, you don't add to your maintenance baggage.

In some cases, the per document price can be lower for Option A (with the higher overall numbers) but this is not always the case. Make sure you calculate your specific need in detail before deciding.

## Memory

With an initial subscription to any of the user type licenses (see above), SAP includes 100GB of HANA memory storage for customer use. Should this limit be reached, additional memory can be added in 1GB increments. Add text about managing memory – you can become underlicensed on storage, SAP will look in audits

# SAP Analytics Cloud

SAP Analytics Cloud (formerly SAP BusinessObjects Cloud) is a single cloud solution that combines various analytics capabilities – including planning, predictive analytics, and business intelligence (BI) – into a single SaaS solution.

## Product options and metrics

| Product               | Metric                    |
|-----------------------|---------------------------|
| For Planning          | Users                     |
| For BI                | Users/Concurrent sessions |
| Test Tenant           | Tenant                    |
| SAP HANA Upgrade      | GB of Memory              |
| SAP Digital Boardroom | Installations/Flat fee    |
| SAP Analytics Hub     | Users                     |

→ Additional storage is available via add-on licenses.

Where products have “public” and “private” options, this refers to the environments in which they can be installed:



**01 | Public** = Public cloud providers such as Microsoft Azure and Amazon AWS



**02 | Private** = On-premises or in dedicated SAP environments

## Users

The “User” metric is defined as “individuals authorized to access the Cloud Service and is paid for monthly in arrears based on the peak usage of the previous month.

Example:

Minimum of **10 blocks** required for public cloud use – maximum cost

---

= €26,000 per month

Minimum of **20 blocks** for private cloud use – maximum cost

---

= €42,000 per month

## For planning

Available in Standard and Professional editions – public only.

## For BI

Available in Standard and Professional editions – both private. There is also a feature limited public option.

### Concurrent sessions metric

Defined as “the aggregated number of sessions accessing the Cloud Service at any one time”. A session refers to the time between logon and logoff or time out and is defined as a unique:

- User
- Application
- Platform

Accessing the cloud service – directly or indirectly – where that user, application, or platform has been assigned an SAP role that consumes a concurrent license. This is paid in arrears at the end of each month, with the quantity based on the peak number of users in the previous month.



## Test Tenant

Available in 3 different variants based on GB size – 64GB, 128GB, and 256GB – but licensed based on tenants. Private edition only.

## SAP Digital Boardroom

Available in both public and private options, this is licensed based on number of installations which SAP define as:

“Sets of one or more multi-touch screens designed for multiple viewers and installed at a Customer site, facilitating interaction with the Cloud Service.”

There is also an “unlimited” version of each, which is licensed via a flat fee.



## SAP Analytics Hub

There are 2 editions available, both licensed with the User metric.

## Maintenance requirements

You must have active maintenance at all times. You can put licenses “on hold” which means you no longer have to pay for maintenance for those licenses. Beware - if you then use one of these “on hold” licenses at a later date, you will be required to pay back maintenance for each year since you placed it “on hold”.

You are allowed to cancel a whole contract if you no longer need the licenses, but this may negatively impact your pricing level with SAP.

# SAP SuccessFactors

## Product options

SAP SuccessFactors can be purchased either as a complete suite or individual modules such as recruiting or compensation planning. Overall, there are more than 40 options available and additionally, SAP periodically create additional packages of various individual modules, which are priced separately.

When considering costs for an SAP SuccessFactors project, be aware that there are often additional IaaS (Infrastructure-as-a-Service) and PaaS (Platform-as-a-Service) products such as “Cloud Integration” required – and these are licensed and charged separately.

## Types of use

### Standard use

“User” licenses are for individuals authorized to access the Cloud Service. Users are measured as individuals with an active profile in the Cloud Service and whose data is processed in the Cloud Service. For clarification, a single User with multiple contracts or roles such as concurrent employment or global assignments shall be counted as one User.

### Functional use

“Functional use” licenses are for individuals with limited or no access to SAP SuccessFactors but whose data is still managed within the solution. Categories of individuals Include but are not limited to:

- Non-employee (includes contingent/contractors)
- Former employees who retain active usage rights (i.e. terminated employees who are still granted system access, retirees)
- Individuals with a limited or temporary employee relationship during a 12-month period

## Additional options

Additional options and add-on licenses are charged at a flat fee.

### Test tenant

Customer subscriptions of the following SuccessFactors solutions contain certain entitlements for the provisioning of tenants:

- Employee Central
- Compensation
- Performance & Goals
- Succession & Development
- Recruiting Management
- Recruiting Marketing
- Recruiting Posting
- Onboarding
- Learning
- Workforce Planning
- Workforce Analytics
- Validated Learning
- Jam

### There are 2 additional test tenant commercial options available:

- [Additional test tenant in Preview environment](#)
- [Additional test tenant in Production environment.](#)

SAP and the customer must enter into an Order Form that includes a line item with one or both of these products expressly listed. Subscriptions to additional test tenants are subject to additional subscription fees and the terms and conditions of the Agreement. This provides an extra test tenant in the preview and production environment for all cloud-based SAP SuccessFactors solutions, excluding the SAP SuccessFactors Recruiting Marketing and SAP SuccessFactors Employee Central Payroll solutions.

### Other add-on licenses include:

- 01 | Content storage:** 25GB increments to increase Learning content storage
- 02 | Content bandwidth:** 100GB increments to increase the LMS content bandwidth, over the 250MB per active user base allocation

### Bundle packages

Bundle packages are products with more than 1 SAP SuccessFactors product bundled together. The following bundle packages are currently available for customers:

- Enterprise Basic Package
- Enterprise Package
- Talent Management Package
- Advanced Learning Package
- Perform and Rewards Package



## Metrics/License types

### Metrics for SuccessFactors include:

- % of net revenue
- Employees
- GB of bandwidth
- GB of storage
- Job posting
- Tenants
- Transactions
- Users

Users are measured as individuals with an active profile in the Cloud Service and/or whose data has been processed in the Cloud Service.

## Pricing tiers

These can be found in the non-public SAP PCL and many of the various SuccessFactors products, such as Recruiting Management, Recruiting Posting, Compensation etc., have different pricing tiers – although there are approximately 9 per product.

## Maintenance requirements

All SAP SuccessFactors must have active support, which is priced at 20% of the license cost per annum. You must have active maintenance at all times. You can put licenses “on hold” which means you no longer have to pay for maintenance for those licenses. Beware - if you then use one of these “on hold” licenses at a later date, you will be required to pay back maintenance for each year since you placed it “on hold”. You are allowed to cancel a whole contract if you no longer need the licenses, but this may negatively impact your pricing level with SAP.

# SAP Ariba

**Ariba is the provider of the Ariba Network, a cloud based B2B marketplace across 190 countries where buyers, customers, and suppliers can find each other and do business. Like eBay or Amazon, Ariba supports both buyers and sellers.**

The platform enables sellers and suppliers to manage their catalogue, offers, sales and invoices. In turn, buyers and customers can search for suppliers, negotiate prices, source goods and services, and track spend. Ariba also provides additional functionality to manage compliance and business issues, as well as requests for proposal, requests for quotation and requests for proposals. SAP Ariba is licensed under the Consumption model where organisations pay in arrears based on their usage.

## Product options

### SAP Ariba Solutions

Part of the Intelligent Spend Management suite of solutions, SAP Ariba itself is also defined as a suite of solutions, categorized under portfolios including:

- SAP Ariba Supplier Management
- SAP Ariba Strategic Sourcing (a.k.a. indirect spend)
- SAP Ariba Solutions for Direct Spend (a.k.a. supply chain)
- SAP Ariba Procurement (buying)
- SAP Ariba Financial Supply Chain (invoicing)

## Metrics/License types

There are a variety of metrics used across the Ariba product portfolio including:

- |                          |                |
|--------------------------|----------------|
| • Team Member            | • Spend        |
| • % of net recurring fee | • Suppliers    |
| • Documents              | • Tenants      |
| • Flat fee               | • Transactions |
| • Process                | • Users        |

## Pricing tiers

SAP Ariba has the same flexible pricing scheme typical for SAP products, meaning that each client receives a separate SMB/enterprise pricing plan tailored to his needs.

SAP Ariba provides different plans based on the number of transactions allowed under each plan. There are also customized plans based on your business needs.

### Common SAP Ariba plans include:

- Select
- Premier
- Enterprise
- Enterprise Plus

| Plan            | Monthly Price | Transaction Volume Threshold          |
|-----------------|---------------|---------------------------------------|
| Select          | \$ 50         | \$50,000 to less than \$250,000       |
| Premier         | \$ 495        | \$250,000 to less than \$1,000,000    |
| Enterprise      | \$ 2495       | \$1,000,000 to less than \$10,000,000 |
| Enterprise Plus | \$ 7495       | \$10,000,000 or more                  |

## Fee types

There are two types of fees payable for SAP Ariba and they are:

### 01 | Transaction fees

Based on the financial volume you transact annually with all customers through Ariba Network.

### 02 | Subscription fees

Based on the number of documents you transact annually with all customers, as well as your technology usage.

### Transaction fees are split into four chargeable levels:

- Bronze
- Silver
- Gold
- Platinum

### and subscription fees are split into four different chargeable levels:

- Select
- Premier
- Enterprise
- Enterprise Plus

Organisations are required to pay both Transaction and Subscription fees to SAP.

## Chargeable transaction volume threshold

| Country or Region                                 | Currency           | Chargeable Transaction Volume Threshold |
|---|--------------------|---|
| <b>Americas</b>                                   |                    |   |
| <b>North America – United States and Mexico</b>   | U.S. dollar        | USD 50,000                              |
| <b>North America – Canada</b>                     | Canadian dollar    | CAD 65,000                              |
| <b>Central America</b>                            | U.S. dollar        | USD 50,000                              |
| <b>South America (except Brazil)</b>              | U.S. dollar        | USD 50,000                              |
| <b>Asia Pacific (APAC)</b>                        |                    |   |
| <b>Australia</b>                                  | Australian dollar  | AUD 68,250                              |
| <b>China</b>                                      | U.S. dollar        | USD 50,000                              |
| <b>Japan</b>                                      | Japanese yen       | JPY 5,550,000                           |
| <b>Singapore</b>                                  | Singapore dollar   | SGD 68,450                              |
| <b>Other APAC</b>                                 | U.S. dollar        | USD 50,000                              |
| <b>Europe, the Middle East, and Africa (EMEA)</b> |                    |   |
| <b>Switzerland</b>                                | Swiss franc        | CHF 49,500                              |
| <b>United Kingdom</b>                             | British pound      | GBP 38,750                              |
| <b>Other EMEA</b>                                 | Euro               | EUR 43,250                              |
|   | South African rand | ZAR 705,000                             |

→ If a customer does not cross these thresholds or has less than five documents, no fees are payable

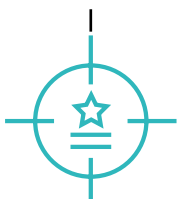
## Annual cap

This represents a maximum annual limit on transaction fees as per the table below:

| Country or Region                                 | Annual Cap: Maximum Annual Transaction Fees for High-Volume Customer Relationships |
|---|--|
| <b>Americas</b>                                   |  |
| North America – United States and Mexico          | USD 20,000   |
| North America – Canada                            | CAD 26,000   |
| Central America                                   | USD 20,000   |
| South America (except Brazil)                     | USD 20,000   |
| <b>Asia Pacific (APAC)</b>                        |  |
| Australia   | AUD 27,300   |
| China   | USD 20,000   |
| Japan   | JPY 2,220,000  |
| Singapore   | SGD 27,375   |
| Other APAC  | USD 20,000   |
| <b>Europe, the Middle East, and Africa (EMEA)</b> |  |
| Switzerland                                       | CHF 19,800   |
| United Kingdom                                    | GBP 15,500   |
| Other EMEA  | EUR 17,300<br>ZAR 282,00   |

## Subscriptions based on usage

Enterprise account subscriptions are determined by the number of documents transacted on Ariba Network within a 12-month period as well as the extent of the automation technologies and support that your business requires. Starting with Premium, the increasing tiers provide additional functionality, tools, and services.



### 01 | Premium

The no-cost Premium subscription level includes:

- Reporting functionality
- Document repository and status
- Account administration features
- PunchOut and CIF catalogs
- Access to payment capabilities
- Toll-free phone and webform access to SAP Ariba customer support



### 02 | Bronze

In addition to Premium benefits, the bronze subscription level offers:

- One free response to a buyer RFI/RFQ posting through the SAP Ariba Discovery™ service
- Guidance from our supplier commerce consulting team
- Collaborative commerce training courses
- Ability to showcase your Ariba Network expertise on your company website and marketing



### 03 | Silver

The Silver level subscription adds:

- Integration and access to technical support
- Ability to automate the submission and receipt of order-to-cash
- Two free sales opportunity responses on SAP Ariba Discovery
- Unlimited use of EDI and cXML- based integration protocols
- Unlimited post-deployment technical support for assistance with technical issues



### 04 | Gold

The Gold subscription adds:

- Unlimited free sales opportunity responses through SAP Ariba Discovery
- Priority access to the supplier commerce consulting



### 05 | Platinum

The Platinum subscription adds:

- Connectivity solutions, support, and validation
- A pass to SAP Ariba Live

## Enterprise Account: Subscription Guidelines and Benefits

|   | Premium                    | Bronze   | Silver   | Gold  | Platinum  |
|---|----------------------------|--|--|---|---|
| <b>Gain visibility into customer processes</b>  |                            |  |  |   |   |
| <b>Collaborate with customers on key order-to-invoice documents</b>                       | Up to 4 documents per year | 5 to 24 documents per year                                 | 25 to 99 documents per year                                | 100 to 499 documents per year                       | 500+ documents per year                             |
| <b>Electronically archive tax invoices (for specific countries)</b>                       | Up to 4 invoices per year  | 5 to 24 invoices per year                                  | 25 to 99 invoices per year                                 | 100 to 499 invoices per year                        | 500+ invoices per year                              |
| <b>Participate in educational training courses on cXML and catalog e-learning courses</b> |                            | Included   | Included   | Included  | Included  |
| <b>Obtain direct access to supplier enablement experts for onboarding assistance</b>      | Included                   | Included   | Included   | Included  | Included  |
| <b>Increase revenue opportunities from new and existing customers</b>                     |                            |  |  |   |   |
| <b>Respond to sales opportunities and collaborate with buyers ready to buy</b>            |                            | Unlimited proposals; 1 sales opportunity response per year | Unlimited proposals; 2 sales opportunity response per year | Unlimited proposals and sales opportunity responses | Unlimited proposals and sales opportunity responses |
| <b>Network with customers and prospects at SAP Ariba Live</b>                             |                            |  |  |   | 1 pass per year                                     |

## Maintenance requirements

All SAP Ariba licenses must have active support, which is priced at 20% of the license cost per annum. You must have active maintenance at all times. You can put licenses “on hold” which means you no longer have to pay for maintenance for those licenses. Beware - if you then use one of these “on hold” licenses at a later date, you will be required to pay back maintenance for each year since you placed it “on hold”.

You are permitted to cancel an entire contract if you no longer need the licenses, but this may negatively impact your pricing level with SAP.

# SAP Concur

Concur is a cloud-based expense and travel management software solution that enables executives to manage travel expenses. It allows finance executives to monitor expenses and cash flows related to travel expenditures.

## Modules include:

- Request
- Budget
- Travel
- Drive
- Expense
- (Audit) Service
- Intelligence

## Metrics/License types

SAP Concur is priced based on either:

- The total number of reports
- A percentage of the expense report's value.

## General structure of the Concur license model

### Number of Expense Reports

As a customer, you must forecast the number of Expense Reports expected to be generated over the next 3 years (at least) and the unit price depends on volume. The number of pricing tiers is not publicly available. If you exceed the number of "reports per billing period" (usually quarterly but yearly can be negotiated), you pay the incremental unit price, which is approximately 25% of the purchased units price.

If you forecast the volume of reports too conservatively, you run the risk of paying the higher incremental price for any reports over your stated amount. However, if you estimate the volume to give spare capacity for growth or unanticipated spikes, you may end up paying for things you don't use. Finding the balance for this issue will differ between organisations but is certainly something which you should consider and also review periodically.

## Pricing tiers

### Concur comes in several varieties:

- Standard = \$8 per report
- Professional = Price on request

### Additional professional features include:

- Advanced approval workflows
- Multiple reimbursement accounts

**Premium** = Price on request; Premium offers custom configuration capabilities for complex customer environments

### Also available are:

- Small Business
- Government
- "Concurforce" – for Salesforce Sales Cloud customers



## Maintenance requirements

All SAP Concur licenses must have active support, which is priced at 20% of the estimated annual cost. You must have active maintenance at all times. You can put licenses "on hold" which means you no longer have to pay for maintenance for those licenses. Beware - if you then use one of these "on hold" licenses at a later date, you will be required to pay back maintenance for each year since you placed it "on hold".

You are permitted to cancel an entire contract if you no longer need the licenses, but this may negatively impact your pricing level with SAP.

## About USU

USU is the leading provider of software and services for IT & Customer Service Management. Companies around the world use our solutions to respond to their changing customer and employee needs. We enable smarter services, simpler workflows, and better collaboration for their success in demanding, dynamic markets. For Software Asset Management (SAM), enterprise customers and over 50 Global Fortune 500 companies use our solution portfolio to optimize their software use, assess audit risk, and find millions in savings. We offer flexible, tailored SAM services with the largest in-house team in the industry, and manage the software licenses of all vendors across the data center, cloud, and hybrid environments.

## About The ITAM Review

The ITAM Review began in 2008 so that anyone involved in the SAM or ITAM industry could share their expertise, feedback and opinions of the technology and services in the market for the benefit of others. Driven by knowledge, our focus is to empower every ITAM professional throughout their career, every step of the way, providing the support, skills and confidence to succeed. The ITAM Review exists to champion the business value of the ITAM profession, develop ITAM industry leaders, and enable organisations worldwide to extract best value from their technology investments whilst minimising risk.

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