SPECIFIC CONDITIONS - SAP HANA on Private Cloud

Version: August 13, 2026

Changes:
This updated version aims to:

- **Remove the exception to the replacement of certain types of Host Servers;**
- **Add a new feature**

Previous version:
The previous version of this document is available here.

INTRODUCTION

The service provided by OVHcloud involves making certain specific types of servers available to the Client as described below (the "**Service**").

1. DEFINITION AND ACRONYMS

"SAP Publisher": Third-Party Provider from which the Client directly or indirectly acquires all the rights necessary to use the "SAP HANA" database.

"RHEL": RedHat Enterprise Linux.

"SLES": SUSE Linux Enterprise Server.

2. PURPOSE

The purpose of these SC is to define the specific conditions applicable to the Service.

They complement the GTS, the SC for Hosted Private Cloud VMware on OVHcloud, the SC for Logs Data Platform if applicable, and the SC for Public Cloud Services, as well as the applicable SC for Support Services, all of which also apply to the Service.

If there is a contradiction or inconsistency, these SC shall prevail.

3. SERVICE DESCRIPTION

As part of the Service, OVHcloud provides the Client with Host Servers from the "OVHcloud Managed VMware vSphere®, Hyperconverged Storage" and "OVHcloud Managed VMware vSphere®, Software-Defined Datacenter" commercial ranges from the " Hosted Private Cloud VMware on OVHcloud" service. The Host Servers from these ranges also comply with the SAP Publisher's requirements for installing the SAP HANA databases.

The pricing, specifications and hardware configurations are set out and available online on the OVHcloud Website.

The Host Servers are preconfigured by OVHcloud, but it is the Client's responsibility to ensure that all best practices for deploying and configuring SAP HANA databases with a VMware® hypervisor are properly followed.

The Client is reminded that the division of tasks and responsibilities between the Client and OVHcloud is set out in Annex 1 to the SC for VMware on OVHcloud.

In this regard, the Client should note that the Service does not include Linux OS licences particularly in an SAP context (i.e. SLES for SAP Applications and RHEL for SAP Solutions), or SAP licences and SAP source files (binaries), and that the Client must verify whether the conditions of use for a Third-Party Product licence are compatible with the Service.

It is the Client's responsibility to ensure that the SAP HANA databases are only installed and verified by an expert who holds the necessary certifications with the SAP Publisher. Failure to do so may result in the Client being unable to benefit from the publisher's support.

As part of the Service, OVHcloud may also provide the Client with additional features such as:

- A SUSE Linux Enterprise Server for SAP Applications OS image;
- The OVHcloud Backint Agent for SAP HANA databases;
- Pre-installation of the SAP HANA database;
- Tools for extracting and analysing SAP logs via the OVHcloud Logs Data Platform;
- SAP infrastructure deployment and configuration modules as code (e.g. Terraform, Ansible, etc.);
- SAP pre-installation wizard.

It being specified that OVHcloud does not provide any commitments for these features.

4. TERMS AND CONDITIONS OF USE

In addition to these SC, the Client must have also agreed to the applicable GTS, the SC for Hosted Private Cloud VMware on OVHcloud, and SC for Support Services (i.e. OVHcloud *Business* or *Enterprise* support) for the duration of the Service.

The Client must also have agreed to the SC for Logs Data Platform in order to use SAP log extraction and analysis tools via the OVHcloud Logs Data Platform, and the SC for Public Cloud Services, including Annex 7 thereto (i.e. SC – OVHcloud Storage Services), in order to use the OVHcloud Backint Agent for SAP HANA databases.

5. SUPPORT

The Client is reminded that as part of the Service, and in particular the Support chosen, OVHcloud will not respond to any request or question from the Client relating to Third-Party Products. The Client must send such requests or questions directly to the Third-Party Product's publisher as part of their separate contractual relationship.