Release Availability Documentation

Available Software Releases and Required Base Software for the Focused Business Solution SAP Real Time Offer Management

This document lists the currently available releases for SAP Real Time Offer Management, and for each release, the SAP standard software required to install and use the solution. In addition, the table below lists the different languages available for each release, and per release the date until which SAP offers maintenance. Maintenance scope details can be found under www.service.sap.com/maintenance.

Planned maintenance duration for the product in general is until 31.12.2022. This will be realized by either providing new releases of the software which will be added to the table accordingly or by extending the maintenance period of the existing release levels at given time.

In order to clarify on country availability, please contact an authorized SAP sales representative.

This document can be considered as part of the available documentation for each release of the SAP Real Time Offer Management application.

<table>
<thead>
<tr>
<th>Currently available releases</th>
<th>Required SAP base software</th>
<th>Additionally required enhancement and/or support packages</th>
<th>Installation note</th>
<th>Available Log-On languages</th>
<th>Available documentation languages</th>
<th>Maintenance until</th>
</tr>
</thead>
</table>

1) In order to request the availability of a subsequent but not yet released SAP Enhancement Package for usage with the software, please notify SAP twelve (12) weeks in advance in writing via a support message submitted under the message component CRM-BF-RTD before the intended application of the SAP Enhancement Package.

2) The installation notes contain additional information about the installation prerequisites.

3) According to the SAP Globalization Standard, the translation scope varies depending on the language. English is the only language in which all product documentation is available. Certain types of documentation (such as guides or Customizing documentation) may not be available in all the languages listed here.

4) These languages are for Power Users using the BLS, Applications Toolkit and the Configuration Manager. All 30 SAP languages are supported at the end-user level (e.g. Interaction Center Agent).