

Subprocessor (name and address)	Description of the affected part of performance
PfalzKom, Gesellschaft für Telekommunikation mbH Koschatplatz 1 67061 Ludwigshafen Germany	Provider of data center in Mutterstadt
ServiceNow, Inc. 2225 Lawson Lane Santa Clara, CA 95054 USA	Operation of ticket system/Multi Cloud Orchestration data center in Europe
Syntax Systems, s.r.o. Aupark Tower Košice Protifašistických bojovníkov 11 040 01 Košice Slovak Republic	Ticket and Operational Support; IT Services
Syntax Information Technology S.L.U. Carrer del Llucanes 38 08022 Barcelona	Ticket and Operational Support; IT Services
Syntax Systems USA, LP 601 Keystone Park Drive, Suite 600 NC 27560 Morrisville USA	Ticket and Operational Support; IT Services
Syntax Systems USA, LP dba Illumiti 199 Wells Avenue, Suite 214 Newton, Massachusetts, 02459 USA	Ticket and Operational Support; IT Services
Syntax Systems Limited dba Illumiti Suite 500, 123 Commerce Valley Drive East,	Ticket and Operational Support; IT Services

Thornhill, Ontario, L3T 7W8 Canada	
Syntax Systems Private Limited 561. 6th Floor Building number 5, Solitaire Corporate Park, Andheri – Ghatkopar Link Road, Chakala, Andheri (E) Mumbai – 400093	Ticket and Operational Support; IT Services
Syntax Systems (Suzhou) Co. Ltd A1/A2, Floor 5, Technology Plaza, International Sci-Tech. Park, No. 1355 Jinjihu Boulevard, Industrial Park Souzhou, Jiangsu, 215021 China	Ticket and Operational Support; IT Services
Enterprise Syntax Cloud Mexico, S.A. de C.V. Piso 3, CP., Av. de los Insurgentes Sur 670 Col del Valle Nte, 03100 Ciudad de México, D.F. Mexico	Ticket and Operational Support; IT Services
Rhenus Data Office GmbH Industriestr. 5 48301 Nottuln Germany	Destruction of data carriers
Cisco Corporate Headquarters 170 West Tasman Dr. San Jose, CA 95135 USA	Endpoint Protection
Microsoft Corporation One Microsoft Way Redmond, WA 98052 USA	Software Services, e.g. Office 365, SPLA licensing and Azure Data Center Services

SAP Deutschland SE & Co. KG Hasso-Plattner-Ring 7 69190 Walldorf Germany	SAP Support, as far as expressly agreed with the customer
Amazon Web Services, Inc. 410 Terry Avenue North Seattle, WA 98109-5210 USA Amazon Web Services EMEA SARL 39 Avenue John F. Kennedy 1855 Luxembourg	Cloud Services, as far as expressly agreed with the customer
Xiting GmbH Obere Ringstraße 17 79859 Schluchsee Germany	Analysis and optimization of SAP authorizations, as well as consultancy and support in this context within the scope of Application Management Security Services, as far as expressly agreed with the customer.
abresa GmbH Katharina-Paulus-Straße 8 65824 Schwalbach Germany	Applicable for Application Management Security Services when expressly commissioned by the customer. Consultancy and support for SAP HR.
Consilio GmbH Einsteinring 22 85609 Aschheim/Dornach Germany	Applicable for Application Management Security Services when expressly commissioned by the customer. Consultancy and support for SAP software.
entplexit GmbH Kölner Straße 12 65760 Eschborn Germany	Applicable for SAP Archiving Services when expressly commissioned by the customer. Consultancy and support for SAP data archiving.

Syntax Systems Ltd 111 Robert-Bourassa Blvd, Suite 4500 Montreal (Québec) H3C 2M1 — Canada (a Syntax Company)	Consulting Services / AMS.
Beyond Technologies Consulting (USA) 111 Town Square Pl., Suite 1203 Jersey City, New Jersey, 07310, USA (a Syntax Company)	Consulting Services / AMS.
Beyond Technologies SAS 93, avenue Charles de Gaulle 92200 Neuilly-sur-Seine, France (a Syntax Company)	Consulting Services / AMS.
Beyond Technologies South Africa (Pty) Ltd Knightsbridge Office Park 33 Sloane Street, Block B, 1st Floor Gauteng, Bryanston, 2191, South Africa (a Syntax Company)	Consulting Services / AMS.
BTMA SAS, Casanearshore, Shore 2B - 6th floor, 1100 El Qods Blvd (Sidi Maârouf, 20520 Casablanca, Morocco (a Syntax Company)	Consulting Services / AMS.

**Subcontractors of the above mentioned service providers are not mentioned here. The aforementioned subcontractors are also permitted to include subcontractors, subject to compliance with the corresponding obligations imposed on the subcontractors in this agreement. Information on relevant subcontractors of the above-listed companies will be provided upon request.*