

Vivek Chopade <vivek.chopade@vishvaraj.in>

Re: Vishvaraj Environment Private Limited - Risk Letter

1 message

SAHIBA Tyagi (IN) <sahiba.tyagi@pwc.com>

Fri, Jun 27, 2025 at 12:19 PM

To: "Gaurang Ghanshyambhai Patel (IN)" <gaurang.p.patel@pwc.com>, "Pritesh Kumar (IN)"<pritesh.k.kumar@pwc.com>, "Devarsh Dave (IN)" <devarsh.dave@pwc.com>Cc: Atish patil <atish.patil@vishvaraj.in>, Vivek Chopade <vivek.chopade@vishvaraj.in>

Hi Devarsh,

As discussed, please share your observations.

Thanks & Regards,

Sahiba Tyagi

PwC | Senior Associate | One Consulting | SAP

PricewaterhouseCoopers Services LLP

From: Gaurang Ghanshyambhai Patel (IN) <gaurang.p.patel@pwc.com>**Sent:** 26 June 2025 11:41 AM**To:** SAHIBA Tyagi (IN) <sahiba.tyagi@pwc.com>; Pritesh Kumar (IN) <pritesh.k.kumar@pwc.com>; Devarsh Dave (IN) <devarsh.dave@pwc.com>**Cc:** Atish patil <atish.patil@vishvaraj.in>; Vivek Chopade <vivek.chopade@vishvaraj.in>**Subject:** Re: Vishvaraj Environment Private Limited - Risk Letter

++ PwC team

@SAHIBA Tyagi (IN): Please update status on this.

Thanks & Regards,

Gaurang Patel

From: Atish Patil <atish.patil@vishvaraj.in>**Sent:** Wednesday, April 2, 2025 3:02 PM**To:** Vivek Chopade <vivek.chopade@vishvaraj.in>; Gaurang Patel (IN) <gaurang.p.patel@pwc.com>**Subject:** Fwd: Vishvaraj Environment Private Limited - Risk Letter

FYI

----- Forwarded message -----

From: **SAP Private Cloud** <no_reply_private_cloud@sap.com>

Date: Wed, Apr 2, 2025 at 1:38 PM

Subject: Vishvaraj Environment Private Limited - Risk Letter

To: rahul.nerurkar@vilindia.com <rahul.nerurkar@vilindia.com>, rahul.nerurkar@vishvaraj.in <rahul.nerurkar@vishvaraj.in>, atish.patil@vilindia.com <atish.patil@vilindia.com>

NO REPLY EMAIL – If required, please contact the defined email address in the attached document

 THE BEST RUN

Customer Risk Letter



Dear Valued Customer,

SAP Enterprise Cloud Services aims to protect and safeguard your business. We are here to support and guide you through the important changes required to avoid, if possible, any impact to the quality of our services.

With respect to this, please find herewith attached the Risk Letter, which contains and addresses current critical risk(s) that were informed and discussed with your team previously.

As outlined in the Agreement between the parties, if Customer fails to cooperate with the scheduling and/or performance of such maintenance activities in a timely manner as recommended by SAP, Customer shall be solely responsible for any issues in the Cloud Service, including unexpected downtime as well as any violation to the Service Level Agreement for SAP Cloud Services ("SLA") that results from these business-critical risks.

As your trusted technology business partner, we will always remain at your disposal to review all the risks outlined and support you towards a successful risk mitigation.

As of today, with this email and Risk Letter you are accepting the risk(s) and potential business impact(s) mentioned in the letter, so far and if the risk(s) still persist.

We would like to hear from you at your earliest convenience shall there be questions. You and/or your operations teams can reach back to the defined contact in the attached document.

Risk will be deemed as closed, with the effective date of the full implementation of the entire guidance provided by SAP to close the risk as described in the Risk Letter.

We entrust you are the main recipient of this important message and if it should be redirected to another party or colleague within your organization, please forward it without undue delay. Thank you for your cooperation.

Sincerely,



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