Product Schedule: ibSphere CRM

Draft for approval. Do not use for binding orders or approved customer deliveries. Complete open fields before use; legal and commercial review is required.

1. Purpose and agreed scope

ibSphere CRM extends SAP Business One with CRM functions. The project includes capabilities for business partners and contacts, activities, opportunities, quotations and reporting. A release-specific specification states which functions are approved and included in the ordered version. A development build, demonstration or preview is not approval for customer delivery.

Complete before ordering: item and edition [____]; approved version/build [____]; included modules and write functions [____]; expressly excluded functions [____]; scope per user, SAP company, tenant and instance [____]; production, test and replacement environments [____]. Blank fields in this draft must not be used as promised functionality.

2. Operation and prerequisites

The project to date comprises an extension for SAP Business One Web Client and a configuration service. It uses SAP Business One Service Layer and existing SAP permissions. The final delivery architecture and installation guide are defined for the approved release. SAP licences and infrastructure are not automatically included in the ibSphere licence.

Approval matrix: SAP Business One version/feature package [____]; Web Client/Service Layer [____]; HANA and/or SQL Server with individually tested versions [____]; server/client operating systems [____]; browsers [____]; resources [____]; network, TLS and permissions [____]. Only combinations expressly approved in the matrix are supported. The ability to establish a connection does not replace evidence of compatibility.

3. Licensing and delivery

The order selects a perpetual licence or subscription. It identifies the licensed SAP system number and permitted companies and environments. The intended process provides a download and ten-day interim licence only after purchase, followed by an assigned full licence. This intended process must be demonstrated by an end-to-end test before customer sales; contract documents do not themselves implement licence enforcement.

The approved package must include installation and user guidance, the release-specific product schedule, agreed contract versions, privacy/security information and actual third-party licence texts. A software bill of materials (SBOM), checksums, provenance and approval records, and installation and rollback instructions form part of the release process. Customer-specific licence files and evidence are delivered separately with access controls.

4. Data, interfaces and security

Business data is processed in the agreed SAP/customer environment. Configured write functions may create or modify SAP records. Optional mail, calendar, campaign or AI connections are included only when individually agreed and approved. Recipients, data scope, transfer locations and required agreements must be determined before activation. The licence does not provide a blanket waiver of that review.

Security contact: security@inceptumgroup.de. Product-specific support start [____], binding support end [____], supported release lines [____], update route [____], data export/expiry behaviour [____]. A support-period assessment is in progress in the project; this document does not infer an already approved period or any CRA/CE declaration of conformity from that work.