

Last Update 19-Nov-25

Supplier to Pioneer Services

Change	#	Country	Entity Name	Business Address	Description and Services	Sub-processor	GDPR Third Country	FSI material sub-outsourcing
	1	Germany	SAP SE	Dietmar-Hopp-Allee 16, 69190 Walldorf, Germany	(1) Provides Service Desk for SAP products where SAP Pioneer is a reseller and for RISE (private cloud edition) where Pioneer Solutions run on RISE. (2) Support und Maintenance of FSCD (Resell)	X		X
updated	1.a	related local contracting country	related local SAP Affiliate		Local Provider for SAP Services delivered by SAP SE incl. PMC and MSP	X	(X)	X
removed	2							
updated	3	Germany	EY ifb SE	Zeppelinstraße 4-8 50667 Köln, Germany	Maintenance and Software Support for Software Product "FSDM"	X		
	4	Germany	ConVista Consulting AG	Im Zollhafen 15/17, 50678 Köln-Rheinauhafen, Germany	Maintenance and Software Support for Software Product "ICM" (tailored to needs)	X		
updated	5	Germany	Christian Löbel	19 rue des Vignes, L-5657 Mondorf-les-Brains, Luxembourg	Maintenance and Software Support for Software Product "Complex Loans"	X		
	6	Germany	alseda GmbH	Gerbermühlstraße 9, 60594 Frankfurt, Germany	Maintenance and Software Support for Software Product "Payment Engine" and Support Services for AMS (tailored to needs)	X		
update	7	Germany	x1F Products GmbH	Nymphenburger Straße 1 80335 München, Germany	Maintenance and Support for Software Product "FSSR"	X		X
removed	9							
	10	Germany	iCAT – IT-Consulting and Technology AG	Rheinparkstr. 2, 65203 Wiesbaden, Germany	Maintenance and Support for Software Product "CYT"	X		

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	12	USA	LeverX International, LLC	800 W El Camino Real, Suite 180, 94040, Mountain View, CA	Maintenance and Support for Software Product "Complex Loans" and "Card Management"	X	X	
removed	13							
removed	14							
removed	15							
	16	Germany	Microsoft Deutschland GmbH	Walter-Gropius-Strasse 5, 80807 München, Germany	Azure Active Directory for Cherwell access; Office365 usage incl. Sharpoint and Team for data exchange on demand.	X		X
	17	Germany	msg systems AG	Robert-Bürkle-Straße 1, 85737 Ismaning, Germany	Maintenance and Software Support for Software Product "PMQ" und "PM.auto" (Resell)	X		X
removed	18					X		X
updated	19	Germany	One Line Consulting GmbH	Erlengrund 23, 68789 St. Leon-Rot, Germany	Maintenance and Software Support for Software Product "CAS"			
removed	20							
removed	21							
	22	Mexico	DYCSI Solutions S.A. de C.V.	San Carlos 103 1P. Col. Residencial Santa Barbara 1 Sector, San Pedro Garza Garcia, N.L. 66266	Support Services for AMS	X	X	
	23	USA	DYCSI Inc.	111 Congress Ave Ste 500, Austin, Texas 78701	Support Services for AMS	X	X	
	24	Mexico	Bintech	Avenida Barco Viejo Ext. 2506 Int. 2506, Colonia Joya de Mocambo, C.P. 94298, Boca del Rio, Veracruz	Support Services for AMS (tailored to needs)	X	X	
removed	25							
	26	USA	Strates Consulting International LLC	1200 Ponce de Leon BLVD, STE703, Coral Gables, FL 33134	Support Services for AMS (tailored to needs)	X	X	
updated	27	Poland	GATech	Wrocław Borowska 283b, 50-556 Poland	Support Services for C4B Infrastructure	X		

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updated	28	Australia	Atlassian Headquarter	341 George Street, Sydney, NSW 2000	(1)Service Management, Knowledge Database tool for AMS. (1)Project Management tool if specified in SoW	X	X	X
	29	Netherlands	ServiceNow Nederland B.V.	Hoekenrode 3, 1102 BR Amsterdam, Netherlands	Digital platform to manage customer support	X		X

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Legend								
		Subprocessor	X := Supplier processes personal data in the provision of the services provided					
		GDPR Third Country	X := A country, organization or territory not acknowledged by either the European Union under Article 45 of GDPR or under applicable Data Protection Law as a safe country with an adequate level of data protection.					
		FSI Material Outsourcing	X := Supplier provides services that Pioneer pre-qualifies as material Sub-outsourcing under applicable Financial Services regulations, e. g. DORA					
		(x):= Partially applicabe only						
		(tailored to needs)	Indicates that supplier is not continously engaged but on business demand as needed					

Acronyms

AMS	Application Managed Service
C4B	Cloud for Banking
CAS	Cloud Accounting Subledger
CYT	SAP S/4HANA for capital yield tax
FSCD	SAP S/4HANA Insurance for collections and disbursements
FSDM	Pioneer Financial Service Data Management
FSSR	SAP S/4HANA Financial Asset Management, statutory reporting add-on
ICM	SAP S/4HANA Insurance for Incentives and Commissions
MSP	SAP Managed Service Provider
PMC	SAP Partner Managed Cloud
PMQ	SAP S/4HANA for policy management, non-life option, msg.PMQ add-on
PM.Auto	SAP S/4HANA for policy management, non-life option, auto add-on