

Last Update 29-Jan-25

Supplier to Pioneer Services

Change	#	Country	Entity Name	Business Address	Description and Services	Sub-processor	GDPR Third Country	FSI material sub-outsourcing
update	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. Partner Managed Cloud (PMC)	X	(X)	X
update	2	Switzerland	msg global solutions AG	Thurgauerstrasse 39 8050 Zürich/Oerlikon, Switzerland	Maintenance and Software Support for Software Product "FPSL"	X		
update	3	Germany	EY ifb SE	Zeppelinstraße 4-8 50667 Köln, Germany	Maintenance and Software Support for Software Product "FPSL" and "FSDM"	X		
update	4	Germany	ConVista Consulting AG	Im Zollhafen 15/17, 50678 Köln-Rheinauhafen, Germany	Maintenance and Software Support for Software Product "ICM"	X		
update	5	Germany	axantis AG	Zettachring 2, 70567 Stuttgart, Germany	Maintenance and Software Support for Software Product "Complex Loans"	X		
update	6	Germany	alseda GmbH	Gerbermühlstraße 9, 60594 Frankfurt, Germany	Maintenance and Software Support for Software Product "Payment Engine" and Support Services for AMS	X		
update	7	Germany	Compiricus AG	Graf-Adolf-Platz6, 40213 Düsseldorf, Germany	Maintenance and Support for Software Product "FSSR"	X		X
update	9	Germany	ponturo consulting AG	Wilhelm-Leuschner-Straße 81, Frankfurt, Germany	Maintenance and Support for Software Product "FPSL"	X		

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update	10	Germany	iCAT – IT-Consulting and Technology AG	Rheinparkstr. 2, 65203 Wiesbaden, Germany	Maintenance and Support for Software Product "CYT"	X		
update	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	
	13	Germany	Ivanti Germany GmbH	Taunusanlage 8 D-60329 Frankfurt a. Main, Germany	Provider of the Software support ticket tooling (SaaS) provided solely from within the territory of the EU/EEA, Switzerland, and countries with an adequacy decision	X		X
update	14	Germany	Capgemini Deutschland	Potsdamer Platz 5 D-10785 Berlin, Germany	Maintenance and Support for Software Product "Card Management"	X		
update	15	India	Capgemini Technology Services India Limited	No. 14, Rajiv Gandhi Infotech Park Hinjewadi Phase-III, MIDC-SEZ, Village Man, Taluka Mulshi, 411057 PUNE, Maharashtra India	Maintenance and Support for Software Product "LMS"	X	X	
	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
update	17	Germany	msg systems AG	Robert-Bürkle-Straße 1, 85737 Ismaning, Germany	Maintenance and Software Support for Software Product "PMQ" und "PM.auto"	X		X
update	18	Germany	msg global solutions Deutschland GmbH	Robert-Bürkle-Straße 1, 85737 Ismaning, Germany	Maintenance and Software Support for Software Product "Policy Management" und "Claims Management"	X		X

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new	19	Germany	One Line Consulting GmbH	Erlengrund 23, 68789 St. Leon-Rot, Germany	Maintenance and Software Support for Software Product "FOF"	X		
new	20	Germany	Advades GmbH	Kaiserstr. 7, 35745 Herborn, Germany	Maintenance and Software Support for Software Product "FCL"	X		
new	21	Polen	Crestt Sp.	Warsaw, at Rejtana 17 str., 02-516 Warsaw, Poland	Maintenance and Software Support for Software Product "FC" and "C4B" and Support Services for AMS	X		
new	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	
new	23	USA	DYCSI Inc.	111 Congress Ave Ste 500, Austin, Texas 78701	Support Services for AMS	X	X	
new	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	X	X	
new	25	Poland	Fixtra PSA	Włodarzewska 62C/8 str 02-384 Warsaw	Support Services for AMS	X	X	
new	26	USA	Strates Consulting International LLC	1200 Ponce de Leon BLVD, STE703, Coral Gables, FL 33134	Support Services for AMS	X	X	
new	27	Poland	GATech	Wrocław Borowska 283b, 50-556 Poland	Support Services for Infrastructure	X		X
update	28	Australia	Atlassian Headquarter	341 George Street, Sydney, NSW 2000	Provider of the AMS Tool for Service Management, Knowledge Database and Project Management	X	X	X
new	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					

Acronyms		
C4B	Cloud for Banking	
CYT	SAP S/4HANA for capital yield tax	
ECP Content	Country specific content provided with SAP S/4HANA Financial Asset Management, statutory reporting add-on	
FC	Pioneer Financial Control	
FCL	Pioneer Finance Data Suite, Finance Consumption Layer	
FOF	Pioneer Finance Data Suite, Finance Open Integration Framework	
FPSL	SAP S/4HANA for financial products subledger	
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	
LMS	SAP Liquidity Management for Banking	
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	