SAP Trust Center
Keeping Our Customer's Data Safe

SAP Trust Center Program Team, SAP
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THE BEST RUN **SAP**

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Meet the Speakers

Katharina
Mader

SAP Trust Center Fellow
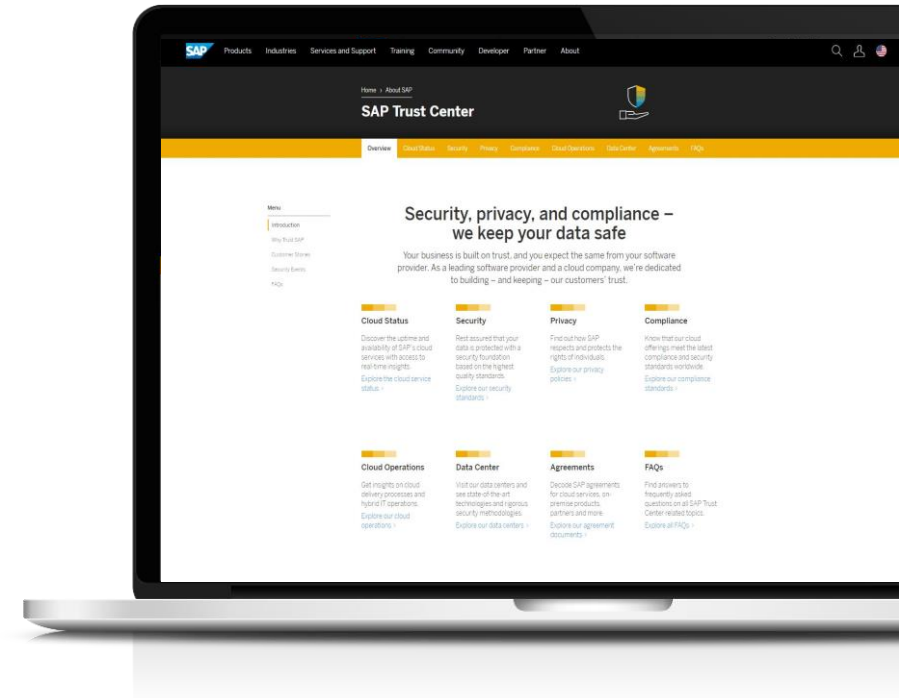
Lisa
Rogage

SAP Trust Center Product Owner

SAP Trust Center provides unified and easy access to all SAP trust-related content, such as security, privacy, and compliance.
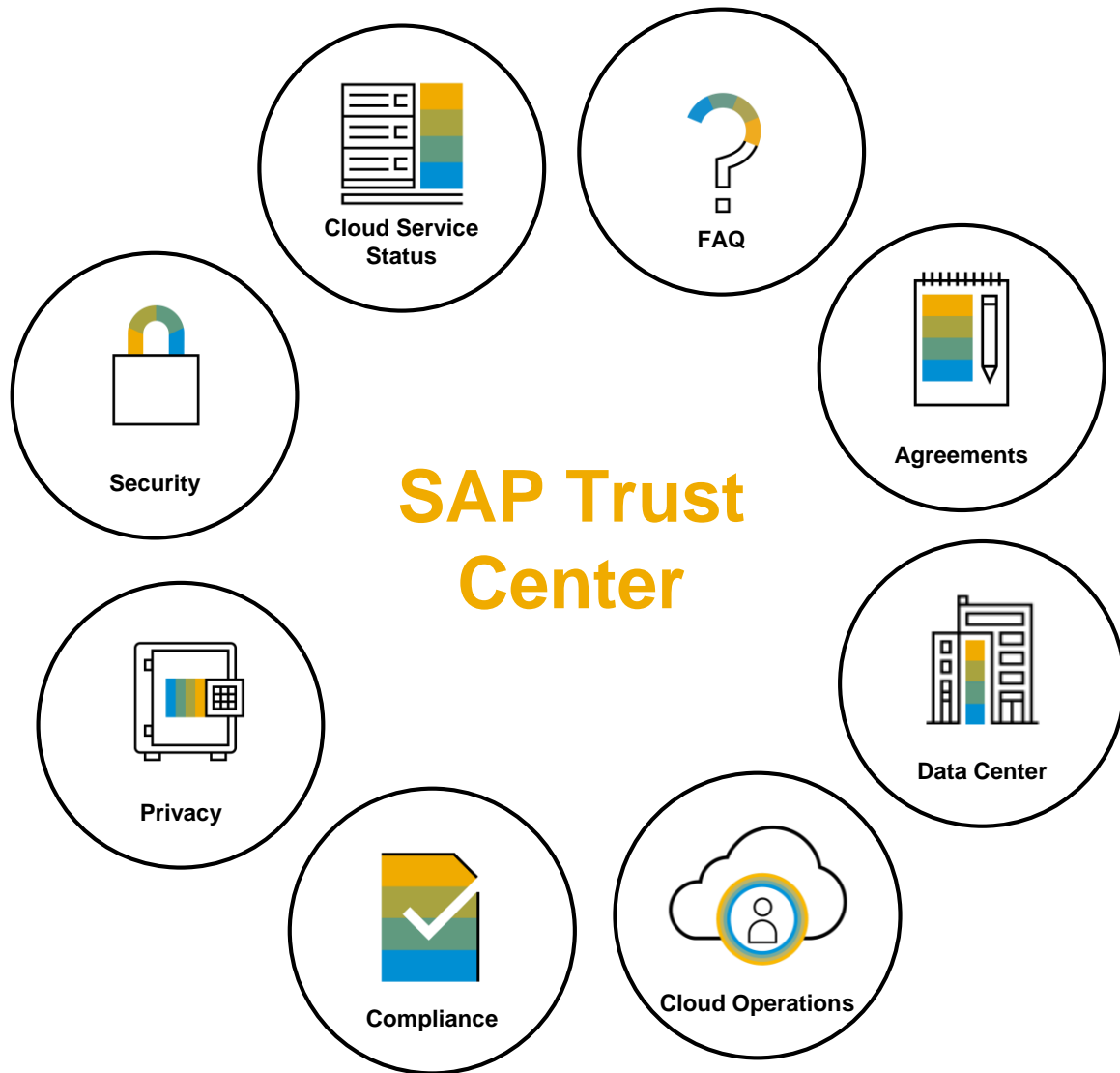
Why does SAP offer the SAP Trust Center?

Your business is built on trust, and you expect the same from your software provider. As a leading software provider and a cloud company, SAP is dedicated to building – and keeping – our customers' trust.

One of the critical requirements that companies evaluate is the underlying security and trust architecture of the services and products.

SAP showcases via the SAP Trust Center the way it protects our customers' assets from internal and external threats, maintains the privacy of data, remains available and reliable, and performs consistently.

What to expect from the SAP Trust Center

SAP Trust Center

- Cloud Service Status
- FAQ
- Agreements
- Data Center
- Cloud Operations
- Compliance
- Privacy
- Security

The SAP Trust Center includes topics such as security, data center operations, data privacy, compliance and certificates, and typical cloud, on premise and partner agreements, which will assist you with **sales and renewal processes**.

It serves as an **engagement center** where users can initiate requests, engage with SAP via chat and email, and collect all assets and information they require.

How can I access the SAP Trust Center?
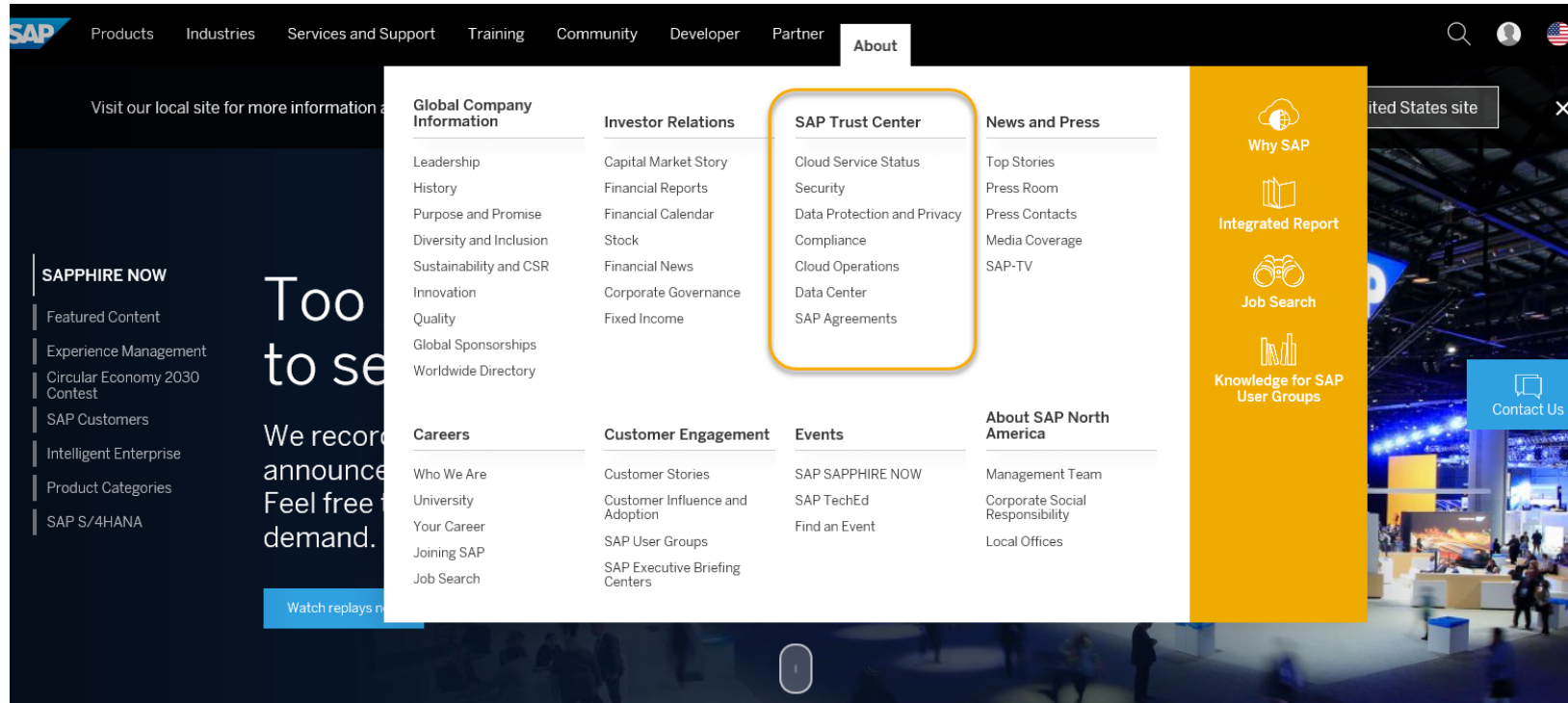
The SAP Trust Center is a **public-facing website**, targeted towards customer, prospects, and partners.

Everyone can access the website via www.sap.com/trust-center or by opening the "about" menu on www.sap.com.

CLOUD SERVICE STATUS
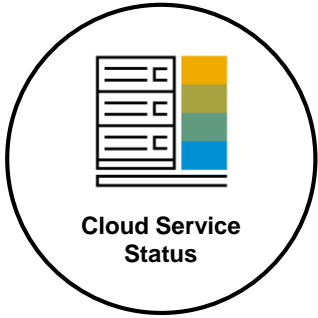
The Cloud Service Status shows **live data on the performance of our cloud services worldwide**. The overview provides full transparency on service availability, incidents, and history information. SAP cloud services onboarding ongoing.

SECURITY AND PRIVACY

Security

The Security section offers several topics around product security, cybersecurity, security offerings and securing the intelligent enterprise. Visitors can read **whitepapers, guides, and articles** on respective topics, report a security issue, and learn about processor-based vulnerabilities .
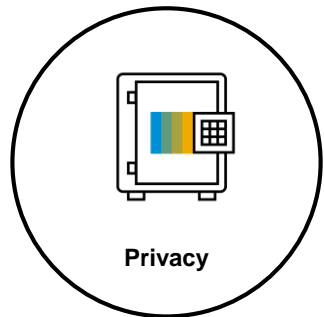
Privacy

Here you can learn all about how SAP respects and protects the rights of individuals, in particular the right to **data protection and privacy** during the processing and use of information.

COMPLIANCE AND CLOUD OPERATIONS

Compliance

Get the assurance you need to know that our products and services meet the latest **compliance and security standards**. We regularly check compliance through external reviews and audits and follow one common framework, including data security and privacy regulations, worldwide.
Use the compliance finder to easily search for certifications, attestations as well as to request SOC reports.

Cloud Operations

Cloud Operations provides transparency into **cloud service delivery** and availability, as well as **hybrid IT landscapes**, describing how to achieve a smooth and efficient operation of hybrid solution landscapes.

DATA CENTERS, AGREEMENTS, AND FAQ

Data Center

View a map of all **active SAP data centers**, find out how a data center works, how we secure our data centers, what security methodologies SAP uses to protect data virtually and physically against data breaches and much more. In addition, you can take a virtual tour of an SAP Data Center.
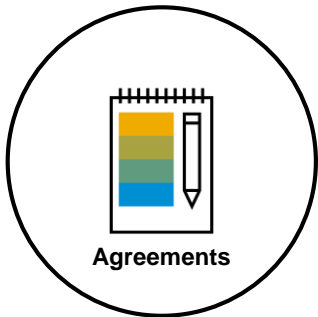
Agreements

Find various agreement documents containing the **contractual components and building blocks** for cloud, software, and service offerings from SAP. When referenced in specific order forms, these agreement documents form the basis of a customer's contractual relationship with SAP.

FAQ

A selection of the **questions and answers** covering data privacy, security, compliance, agreements, and more.

How can I benefit from the SAP Trust Center:

SAP Trust Center provides

- Insightful overview of availability service, maintenance windows and incidents of SAP cloud services

- Overview of measures SAP takes to ensure security within products ad services

- SAP's seriousness when it comes to privacy agreements and regulation corresponding to EU General Data Protection Regulation (GDPR)

- Easy access to ISO-certificates, Accreditation of British Standard Institution (BSI), search for and request service organization and control reports for SAP Cloud services

Feedback and Questions

Please reach out to us - we are looking forward to your feedback:

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Thank you.

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