

# SAP Trust Center

## Keeping Our Customer's Data Safe



SAP Trust Center Program Team, SAP  
May 23, 2019

# Legal disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this document, except if such damages were caused by SAP's willful misconduct or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

# Meet the Speakers

**Katharina  
Mader**

SAP Trust Center Fellow



**Lisa  
Rogage**

SAP Trust Center Product Owner





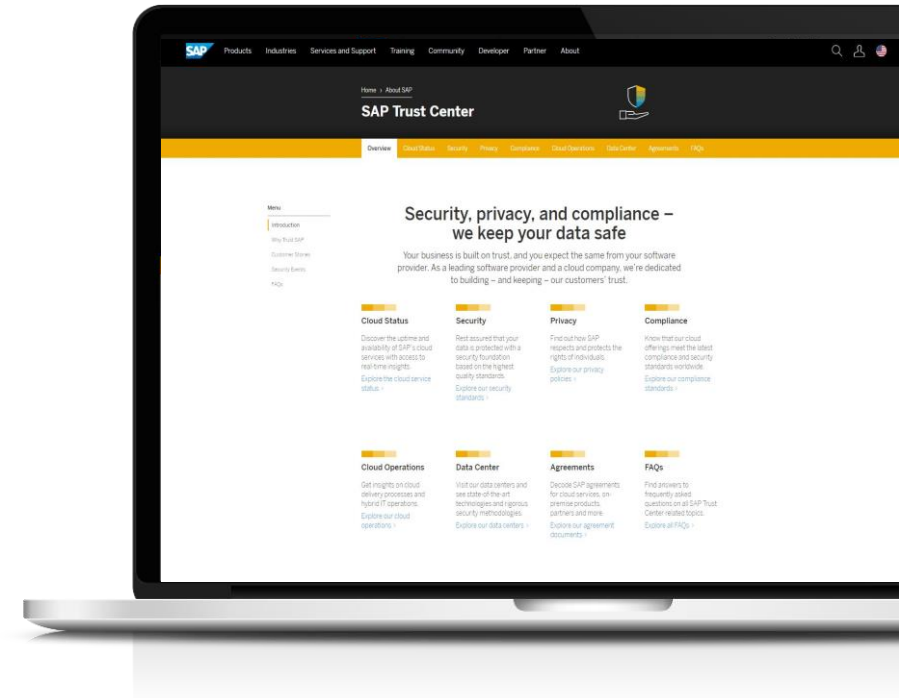
**SAP Trust Center** provides unified and easy access to all SAP trust-related content, such as security, privacy, and compliance.

# Why does SAP offer the SAP Trust Center?

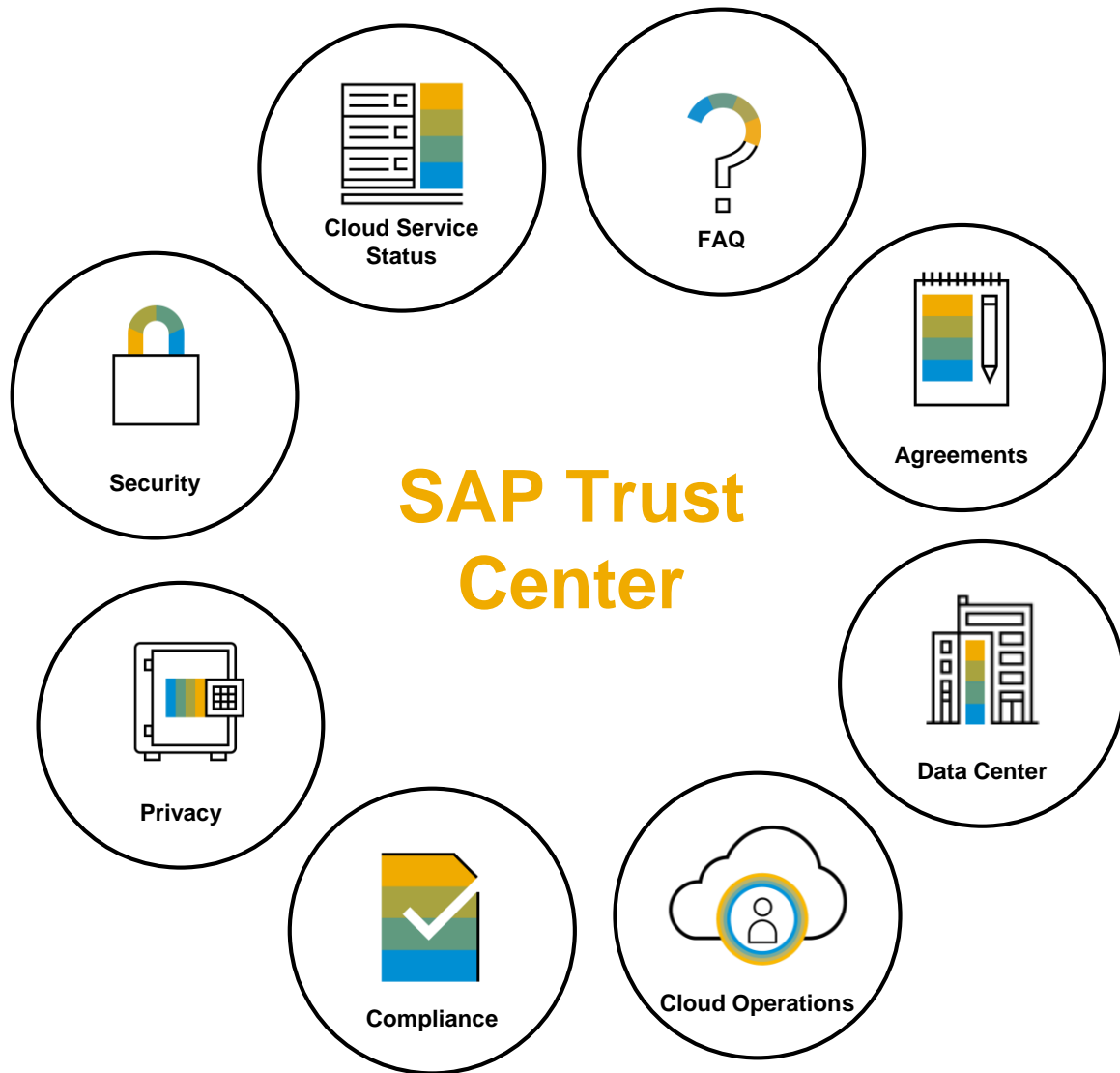
Your business is built on trust, and you expect the same from your software provider. As a leading software provider and a cloud company, SAP is dedicated to building – and keeping – our customers' trust.

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.



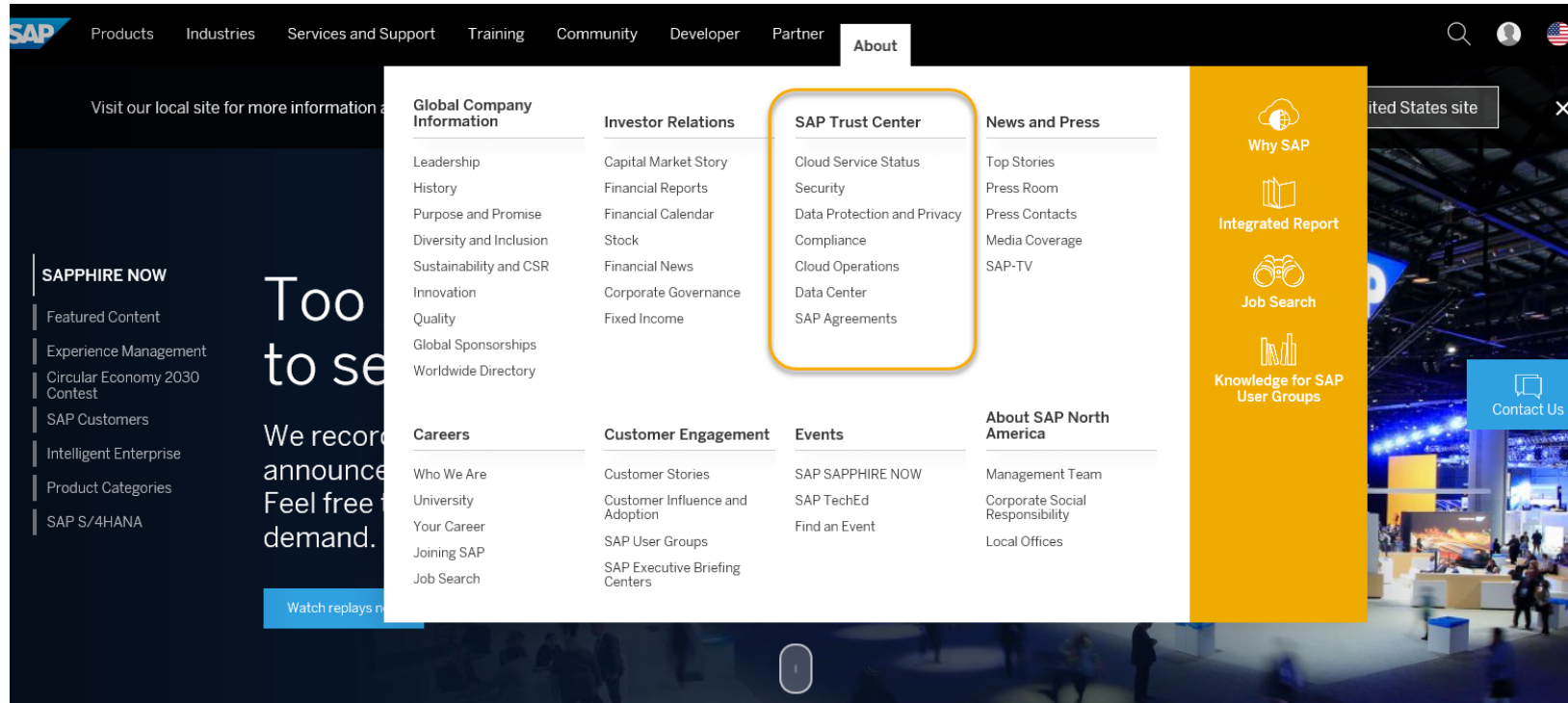
# What to expect from the SAP Trust Center



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.

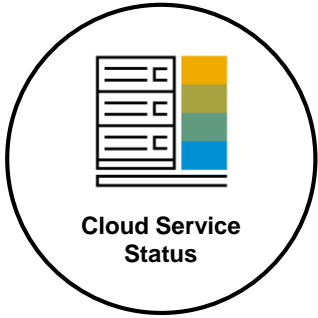
# How can I access the SAP Trust Center?



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](https://www.sap.com/trust-center) or by opening the “about” menu on [www.sap.com](https://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.

Select a product

SAP Fieldglass

Select a time zone

UTC+2 - 11:15 AM

Previous week Next week

	Current Status	Mon 5/6/19	Tue 5/7/19	Wed 5/8/19	Thu	Fri 5/10/19	Sat 5/11/19	Sun 5/12/19
Fieldglass Enterprise ▲	✓	✓	✓	✓	✓	✓	✓	✗
Netherlands: Amsterdam	✓	✓	✓	✓	✓	✓	✓	✗
USA: San Jose, CA	✓	✓	✓	✓	✓	✓	✓	✗
Fieldglass Flex ▲	✓	✓	✓	✓	✓	✓	✓	✗
Netherlands: Amsterdam	✓	✓	✓	✓	✓	✓	✓	✗
USA: San Jose, CA	✓	✓	✓	✓	✓	✓	✓	✗

Last updated: a few seconds ago

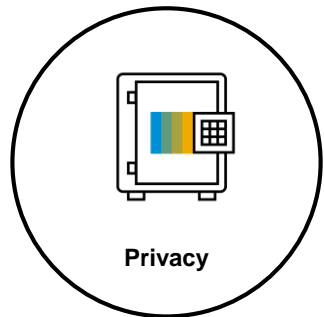
✓ Normal
ⓘ Details on Incident
✗ Scheduled Maintenance



# SECURITY AND PRIVACY



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](#) .



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



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.

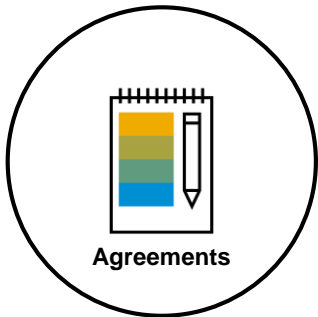


[Cloud Operations](#) provides transparency into **cloud service delivery** and availability, as well as **hybrid IT landscapes**, describing how to achieve a smooth and efficient operation of hybrid solution landscapes.

# DATA CENTERS, AGREEMENTS, AND FAQ



[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.



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.



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 and 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:

**SAPTrustCenter@sap.com**

# Thank you.

Contact information:

**Lisa Rogage**

Dietmar-Hopp-Allee 16  
69190 Walldorf

E [lisa.Rogage@sap.com](mailto:lisa.Rogage@sap.com)  
T +49 6227 7-52886

Contact information:

**Katharina Mader**

Dietmar-Hopp-Allee 16  
69190 Walldorf

E [katharina.mader@sap.com](mailto:katharina.mader@sap.com)  
T +49 6227 7-67508

Follow us



[www.sap.com/contactsap](http://www.sap.com/contactsap)

© 2019 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See [www.sap.com/copyright](http://www.sap.com/copyright) for additional trademark information and notices.