**SAP Information Sheet**
SAP Services – SAP Advanced Secure Support Services

# SAP® Advanced Secure Support Services for Highly Regulated Industries

Is your industry mandated to comply with strict security regulations and data-privacy requirements? With SAP advanced secure support services from the SAP Active Global Support organization, even companies required to adhere to the highest levels of security can now do so while remotely accessing SAP Enterprise Support or SAP MaxAttention services.


## Summary

Firms active in aerospace and defense, banking, insurance, high tech, public sector, and defense and security often require strong authentication to access systems and may need to limit access to users in certain countries or locations. Now you can address your security requirements and still take advantage of the value of SAP® Enterprise Support or SAP MaxAttention™ services – even the services delivered remotely by the SAP Active Global Support organization that require system or data access.


## Business Challenges

- Satisfy internal and industry-specific security requirements and regulations
- Extend security for support processes requiring remote system or data access

## Key Features

- **Remote support** – Employ secure remote system access and perform secure remote analysis from specifically designated countries and locations to meet your data security policy and legal regulations
- **Message solving** – Determine who has access to incident messages and who is authorized to view classified information through message classification
- **Data handling** – Rely on security-cleared SAP support personnel working from separated and controlled rooms (secure rooms) that conform to international standards for electronic shielding and support for isolated networks

## Business Benefits

- **Satisfy your specific security requirements** with service and support that fully meet your data protection and secrecy regulations
- **Gain more benefit** from SAP Enterprise Support and SAP MaxAttention services
- **Reduce costs** by lowering effort when special support cases arise

## For More Information

Contact us at sap_secure_support_services@sap.com or visit us online at www.service.sap.com/securesupport.

www.sap.com/contactsap

**50 105 843 (12/05)** ©2012 SAP AG. All rights reserved.

SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP BusinessObjects Explorer, StreamWork, SAP HANA, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects Software Ltd. Business Objects is an SAP company.

Sybase and Adaptive Server, iAnywhere, Sybase 365, SQL Anywhere, and other Sybase products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Sybase Inc. Sybase is an SAP company. Crossgate, m@gic EDDY, B2B 360°, and B2B 360° Services are registered trademarks of Crossgate AG in Germany and other countries. Crossgate is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group 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.

## APPLY MAXIMUM SECURITY IN SENSITIVE ENVIRONMENTS

The SAP® Active Global Support (SAP AGS) organization delivers SAP Enterprise Support services and SAP MaxAttention™ services to help you maximize the stability, availability, and performance of your entire solution landscape. But organizations in highly regulated industries such as yours may not be able to benefit from certain of the SAP support services requiring remote system access. What's more, your system and data classifications may limit access to users in certain countries or locations.

Through SAP advanced secure support services, you may meet your specific security requirements – including your own data policy – while accessing remote services delivered by SAP AGS.

## COMPLEMENT SAP ENTERPRISE SUPPORT AND SAP MAXATTENTION

SAP advanced secure support services were designed specifically to complement SAP Enterprise Support and SAP MaxAttention, allowing you to use all the services they offer while conforming to your highest security mandates. Under this offering, SAP support personnel process unclassified messages via restricted remote access and appropriately handle classified messages. To cover data security policies and legal regulations, we conduct remote system access and analysis from specifically designated countries or locations by authorized persons. Moreover, as needed, we can leverage security-cleared support personnel; separated, shielded, and controlled rooms; and technologies to classify support messages for further processing.

## MEET YOUR SPECIFIC SECURITY NEEDS

While these services meet an array of demanding security requirements, they can be customized to satisfy the specific regulatory requirements of your organization and industry. To address your concerns around data privacy and protection, SAP can place your router in a dedicated, physically secured environment in the SAP data center. Any remote access is then routed through this device, while you retain control of the configuration and connection, thereby imposing utmost security. Moreover, we can limit the remote access of SAP support engineers to your systems so that a standard remote connection can be used only from specifically designated countries and by authorized persons. We can also employ a strong authentication mechanism to satisfy data security policies.

## REALIZE FULL BENEFITS FROM SAP ENTERPRISE SUPPORT

Take advantage of SAP advanced secure support services and realize a range of benefits:

- Satisfy specific security policies and legal regulations while accessing valuable remote services
- Enjoy additional value due to thorough integration of the services with SAP AGS
- Gain more benefit from other premium SAP support service offerings due to additional flexibility for remote service delivery and message solving
- Reduce the costs and time associated with meeting stringent security requirements

## TAKE ADVANTAGE OF REMOTE SUPPORT TODAY

For more information about how you can engage SAP advanced secure support services to complement SAP Enterprise Support and SAP MaxAttention and meet your highest security requirements, contact us at sap_secure_support_services@sap.com or visit us online at www.service.sap.com/securesupport.

These services meet an array of demanding security requirements and can be customized to satisfy the specific regulatory requirements of your organization and industry.