SAP Information Sheet
SAP Services | SAP Enterprise Support

World-Class Support for Regulated Industries

Businesses today need support that is more than a help desk clearing tickets as fast as possible. This is possible with SAP® Enterprise Support services, advanced security edition. Yes, it helps you implement, operate, and innovate. But this strategic support engagement, based on SAP Enterprise Support, helps you comply with advanced security regulations and data-privacy requirements with less effort.

Summary

Firms active in aerospace and defense, banking, insurance, high tech, and the public sector employ airtight authentication measures to control access to their systems. They may also need to limit access to users in certain countries or locations. Clearly, a support offering is wanted that extends beyond their SAP applications to provide end-to-end support for their entire software platform while meeting their individual advanced security requirements. Now you can fulfill your advanced security requirements and still take advantage of SAP Enterprise Support services – including services delivered remotely by the SAP Active Global Support organization that require system or data access.

Business Challenges

- Satisfy internal and industry-specific advanced security requirements and regulations
- Extend security for support processes requiring remote system or data access
- Introduce end-to-end support for SAP and non-SAP solutions

Key Features

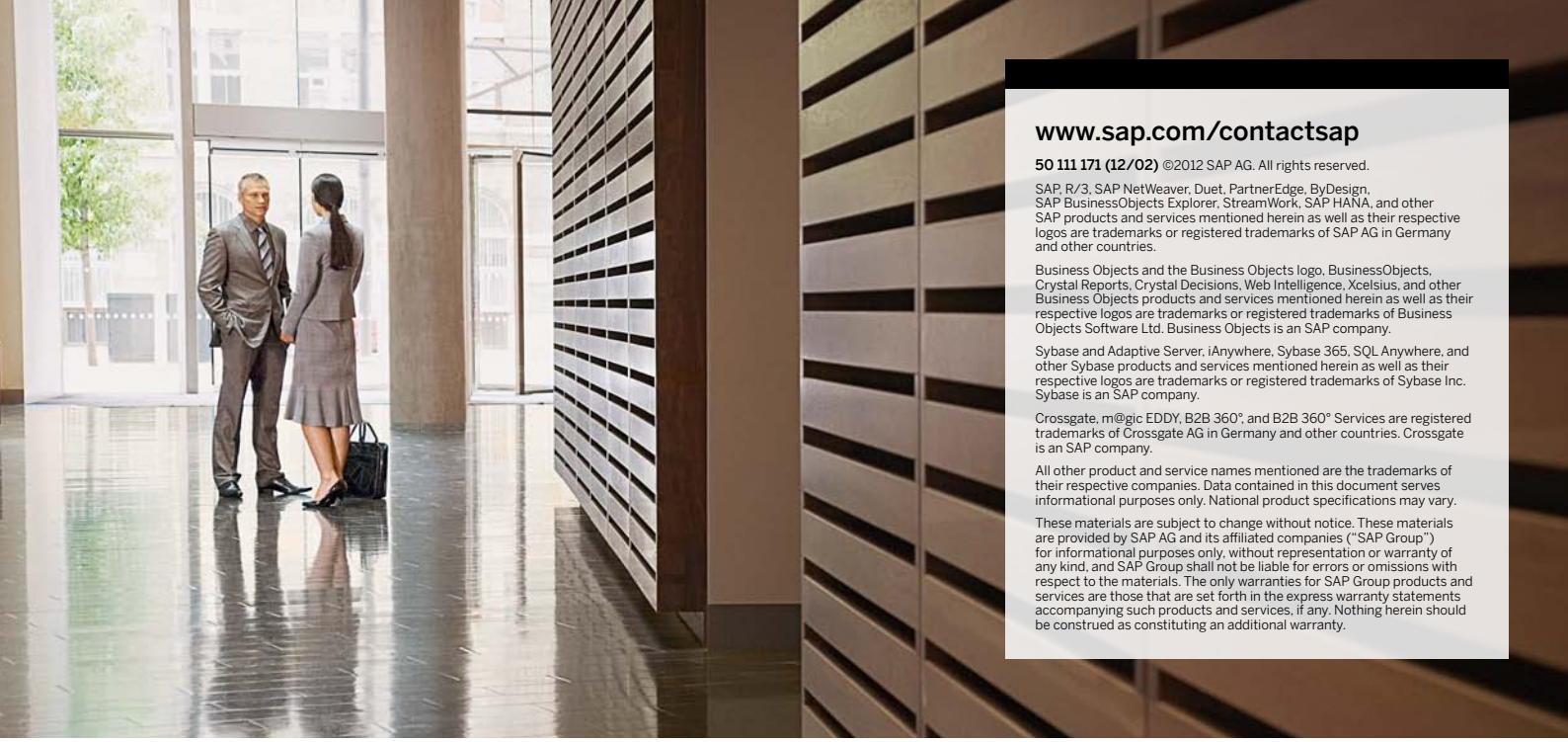
- **Support services with advanced security** – Employ secure remote system access and perform secure remote analysis for message solving and remote service delivery from specifically designated countries and locations to meet your individual data security policies and legal regulations
- **SAP Enterprise Support** – Maximize the stability, availability, and performance of your solution landscape and access support experts via the SAP Enterprise Support Academy program

Business Benefits

- **Satisfy specific security requirements** with service and support that conform to your data protection and security regulations
- **Gain greater benefit** from SAP Enterprise Support services and leverage the security-cleared support advisory center
- **Realize low total cost of ownership** with improved functionality

For More Information

Visit us at www.service.sap.com/securesupport.



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APPLY ADVANCED SECURITY IN SENSITIVE ENVIRONMENTS

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

Through the advanced security edition of SAP Enterprise Support, you can now meet your stringent security requirements – including the requirements of your data policy – while receiving remote services delivered by SAP AGS.

COMPLEMENT SAP ENTERPRISE SUPPORT

SAP Enterprise Support, advanced security edition, was designed specifically to meet the requirements of highly regulated industries. It allows you to use all the services it offers while conforming to your security mandates. Under this offering, SAP support personnel process unclassified messages via restricted remote access. To cover data security policies and legal regulations, we conduct remote system access and analysis from specifically designated countries or locations by authorized persons.

MEET YOUR SPECIFIC SECURITY NEEDS

While the services included in SAP Enterprise Support, advanced security edition, satisfy a full array of demanding security requirements, they can also be customized to fulfill the specific regulatory requirements of your organization and industry. To address your concerns regarding 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.

GAIN FULL BENEFIT FROM SAP ENTERPRISE SUPPORT SERVICES

Take advantage of these services and realize a host of business benefits:

- Satisfy specific security policies and legal regulations while accessing valuable remote services
- Benefit from SAP support services and their added flexibility for remote service delivery and message solving
- Enjoy greater efficiency through on-time, within-budget implementations and vastly improved operations

Improve your business agility. Leverage innovation accelerators, such as enhancement packages and specific services, to realize the benefits of your investment rapidly.

SIGN ON TO THE ADVANCED SECURITY EDITION OF SAP ENTERPRISE SUPPORT

For more information about SAP Enterprise Support, advanced security edition, and how it can meet your industry-specific security requirements, contact us at sap_secure_support_services@sap.com or visit us online at www.service.sap.com/securesupport.