



Feature Scope Description | PUBLIC
2020-09-07

Feature Scope Description for SAP Cloud Platform

Content

- 1 About This Document. 3**
- 2 Introduction. 4**
- 3 Capabilities. 5**
 - 3.1 Extension Suite - Digital Experience. 6
 - 3.2 Extension Suite - Digital Process Automation. 15
 - 3.3 Extension Suite - Development Efficiency. 17
 - 3.4 Integration Suite. 29
- 4 Security. 39**
- 5 Product Availability. 41**
- 6 Browser Support. 44**
- 7 Service Level Agreement. 45**

1 About This Document

This document describes the features that are available in SAP Cloud Platform.

The availability of some of them may depend on your license agreement with SAP. To illustrate integration with other SAP offerings, the product documentation on the SAP Help Portal might include references to features that aren't included with SAP Cloud Platform. Features that are not included in this feature scope description might require a separate license.

2 Introduction

SAP Cloud Platform is an open platform as a service for developing and running business applications in a fully-provisioned environment.

Using a set of end-to-end services, capabilities, APIs, and tools, you can build new cloud applications as well as extend and integrate applications in the cloud. You can also use SAP Cloud Platform to extend and integrate with existing on-premise systems (hybrid scenarios) or other cloud products.

Read this document for a high-level summary of the features and capabilities available for SAP Cloud Platform,

i Note

This document does not include any information about beta features available for SAP Cloud Platform. Beta features are described in the SAP Cloud Platform documentation on SAP Help Portal.

3 Capabilities

Find out about the capabilities that SAP Cloud Platform provides for cloud application development and lifecycle management. Each capability is represented by a set of features, together with the corresponding price list item.

The features are described in more detail in the linked feature scope descriptions.

This document does not include any information about the packages available for SAP Cloud Platform. For more information, see <https://cloudplatform.sap.com/pricing.html>.

SAP Cloud Platform comes with a set of tools that enable you to develop cloud applications and administrate your accounts, applications, databases, services, and other components. The table shows an overview of the most important tools:

Tool	Description
Developer Tools	Developers can use web-based, Eclipse IDE-based, or console command tools for application development and testing. Based on the chosen development technologies, additional technology- or service-specific tools are available, including software development kits, REST APIs, visual modeling tools, analytics, and others.
Administration UI	The central web-based administration user interface for SAP Cloud Platform provides access to a number of functions for management, configuration, deployment, and operation tasks for accounts, applications, databases, services, and other components: <ul style="list-style-type: none"><li data-bbox="448 1285 1214 1308">• Administrate SAP Cloud Platform and applications running on the platform<li data-bbox="448 1323 847 1346">• Administrate accounts and members<li data-bbox="448 1361 847 1384">• Manage resources, services, security<li data-bbox="448 1400 756 1422">• Monitor application metrics<li data-bbox="448 1438 1129 1460">• Manage cloud deployments centrally across different data centers

3.1 Extension Suite - Digital Experience

Optimize employee engagement and business impact with an intelligent digital workplace.

Feature	Description
<i>Corresponding Price List Item</i>	
Build API and UI based document management capabilities for your business apps.	<p>Achieve more with SAP storage Use Document Management, repository option to securely store and manage your business documents and attachments.</p> <p>Connect to your business storage Bring your choice of CMIS-compliant, on-premise or cloud repository to connect with Document Management and leverage the capabilities of the service.</p> <p>Build document management capabilities Leverage the APIs to build a customized document management layer on your on-premise or cloud applications.</p> <p>Embed with your business applications Embed an easy-to-use, UI5-based, reusable component into your application for document management scenarios.</p> <p>Manage enterprise content Organize your enterprise content with the document management capabilities like file and folder hierarchy, versioning, status management, etc.</p>
<i>Cloud Platform Enterprise Agreement</i>	

Feature

Corresponding Price List Item

Description

[Organize your enterprise content with the ready-to-use web application.](#)

SAP Cloud Platform Document Management, application option

Achieve more with SAP storage

Use Document Management, repository option to securely store and manage your business documents and attachments.

Connect to your business storage

Bring your choice of CMIS-compliant, on-premise or cloud repository to connect with Document Management and leverage the capabilities of the application.

Manage files and folders

Create, edit, download, and delete files and folders. Navigate the file and folder hierarchy using breadcrumbs.

View your documents

View your images, PDFs, and vector graphics using the built-in viewers. Support for other file extensions provided via an option to download the documents.

Restructure your document hierarchy

Move and copy your folders and documents to other folders within your repository.

Manage metadata

View and edit the basic document attributes and folder properties supported by your repository.

Personalize the user interface

Customize your document list by sorting based on the attributes of the documents.

Manage document versions and status

Create one or more versions for the base version of a file. Manage the workflow of a document to avoid unintentional changes.

Feature*Corresponding Price List Item***Description**[Create and manage mobile apps.](#)*SAP Cloud Platform Mobile Services**Cloud Platform Enterprise Agreement*

Mobile Services Supports development for multiple app types, namely: native apps, hybrid apps, web apps, and Mobile Development Kit clients. Define, manage, and monitor your apps through their entire life cycles.

App Updates Intelligent update mechanisms keep your apps and app configurations up-to-date through optimized downloads, and allow you to maintain multiple app versions in the field.

SAP Fiori Client SAP Fiori Client is a native mobile application runtime container that enables you to access SAP Fiori Launchpad in online mode.

Work Offline When offline, switch to the local data source, which is kept current via OData synchronization features and open standards.

Security Choose the authentication types that suit your data protection needs from multiple options.

Push Send updates and notifications from the back-end data source to mobile apps. Use the push desk to send ad-hoc notifications to users of a specific app.

Usage Reporting View app-specific usage analytics, statistics, and reports that comply with GDPR standards.

SAP Mobile Cards Share data from virtually any back end to iPhones in a mobile-friendly format, either online or offline. When online, dynamic updates provide the most up-to-date business data available.

Build or Extend Extend existing on-premise solutions, or use SAP Cloud Platform to

Feature*Corresponding Price List Item***Description**

build a fully cloud-hosted solution that uses HANA as the back end, the Java Runtime, HTML5 app, and mobile app tools.

[Create role-based, multi-channel sites to access business apps and content.](#)

SAP Cloud Platform Portal

Cloud Platform Enterprise Agreement

Intuitive and engaging user experience

Create business sites with pages, apps, out-of-the-box widgets, and a site menu, using SAP Fiori 3 or custom site designs.

Secure access to apps

Use role based navigation and single sign-on to easily access different types of apps such as SAPUI5, SAP GUI for HTML, and Web Dynpro ABAP.

Central entry point for accessing apps

Access apps and integrate content from SAP products and other content providers in a uniform manner, allowing users to centrally access the content they need to fulfill their tasks.

Site administration tools

Use the administration tools to support the entire lifecycle of Portal sites, including themes, transport, translation, templates, and extensions, and more.

Content administration tools

Manage and configure Portal content items such as apps, roles, groups, and catalogs.

Embedded launchpad in business solutions

Add a launchpad module to your business solution and benefit from the launchpad runtime capabilities such as personalization, translation, and custom themes.

Expose business solution for consumption

Expose your business solution as a SaaS content provider and enable users to consume your content through the Portal.

Feature

Corresponding Price List Item

Description

[Build powerful enterprise-ready chatbots using a collaborative end-to-end platform](#)

SAP Conversational AI

Cloud Platform Enterprise Agreement

Train your bot Analyze text inputs and enrich key data in any language with our world-class natural language processing (NLP) technology.

Build your bot Use skills to create adaptable bots in multiple languages. Set up triggers, requirements, and bot responses in rich messaging directly in the Bot Builder. Leverage the bot memory to provide human-like conversations.

Connect your bot Connect chatbots to any SAP solution, external communication channel, or back-end system. Integrate a fallback channel so that conversations can be transferred from your bot to a human agent.

Monitor your bot Understand how customers and employees talk to your chatbot and improve the user experience based on usage and training data through Log Feed, Usage Metrics and Training Analytics.

Version your bot Version your bot and easily deploy it to specific environments. For example, create a new version of your bot and test it in a staging environment before moving it to the production environment.

Create organizations Set up shared accounts – known as organizations – so that groups of people can collaborate on several bots at the same time. You can create private and public organizations.

Assign permissions in organizations Grant a base permission (like "Read only", "Read and write", etc.) to all members of an organization, and additional permissions to teams consisting of one or more members of the organization.

Feature*Corresponding Price List Item***Description****Create an FAQ bot to retrieve answers**

Leverage the simplified bot creation feature using an FAQ file (.csv) that includes a set of pre-defined question and answer pairs. The pre-trained intents and entities along with a set of four pre-defined skills allows you use the FAQ bot out of the box.

SAP Conversational AI Enterprise Edition

Upgrade your account to have your chatbots and data securely isolated in your own enterprise tenant. Take advantage of enterprise-grade features of SAP Cloud Platform such as end-user SSO, SAP Cloud Platform destinations and other time-saving functionalities.

Feature*Corresponding Price List Item***Description**[Design custom themes](#)

Complementary feature

Theming of apps based on SAPUI5

Create your own custom themes based on SAP standard themes, and use them to adapt the visual appearance of your applications based on SAPUI5 to match your company's brand.

WYSIWYG editor with preview pages

Change the values of theming parameters and immediately see what your custom theme will look like when it is applied to an application.

Saving custom themes as HTML5 apps

Custom themes are saved to your SAP Cloud Platform account as HTML5 applications.

Automatic upgrade of themes

You can upgrade your themes automatically to match the required version of SAPUI5.

Different level of theming

Quick theming (basic cross-technology theme settings) Expert theming (technology-specific theme settings) Manual LESS or CSS editing

Color palette for reuse

Specify a set of parameters with the main color values defining your corporate branding.

Control picker

Simply select controls in the preview page to display a list of parameters that can be used to change its appearance.

Cross-technology theming

SAPUI5 standard libraries (including SAP Fiori applications and SAP Fiori launchpad) Unified Rendering technologies (such as Web Dynpro ABAP and Floorplan Manager - For use with S/4HANA Cloud or Export/Import only)

Feature*Corresponding Price List Item***Description**

[Extend existing SAP systems with custom apps using SAP Cloud Platform services.](#)

SAP Cloud Platform Rapid Application Development by Mendix

Quickly build apps

Build SAP business apps faster, with fewer resources, and better collaboration between developers and their business users

Leverage services without writing code

Simply design and model applications with low-code tools and pre-built components and connect to core business and third-party services

Develop extensions to SAP apps

Extend existing SAP systems with custom applications and use all the cloud services available on SAP Cloud Platform

[Analyze usage of your websites and web applications.](#)

Cloud Platform Enterprise Agreement

Optimize your analytics

Gather an in-depth analysis of your website's user interactions using prepackaged and customized reporting.

Manage multiple web applications

Set up unique work spaces for various business units with one solution. Register multiple websites and track them independently.

Benefit from prepackaged content

Analyze various aspects of user interaction like overall behavior, clicks, navigation, geography, technology, and social media interactions.

Create custom reporting solutions

Build your own dashboards and reports with both standard and personalized metrics.

Protect data and privacy

Manage and monitor the data you send to SAP Web Analytics using simple UI steps.

Integrate with SAP solutions

Integrate easily with solutions like SAPUI5 applications and SAP Fiori Launchpad to track and measure their usage.

Feature*Corresponding Price List Item***Description**

Provides all analytics capabilities for all users in one product

SAP Analytics Cloud

Stories Stories are at the center of the SAP Analytics Cloud experience. They let you explore data interactively to find insights, visualize information with charts and tables, and share, present, and comment on your findings with colleagues.

Models A model is a representation of large amounts of business data, using common business terminology. There are two types of models in SAP Analytics Cloud: Analytics models and Planning models.

Planning Planning involves typing values into table cells in SAP Analytics Cloud. Additional features support more complex planning tasks. These include tools for making structured changes to data from the model, and a version-management features.

Allocations Create allocation processes for planning models and then perform structured allocations. Values are then distributed from the source dimension to one or multiple target dimensions, which receive a portion of the distributed value.

SAP Digital Boardroom Use the SAP Digital Boardroom to transform your executive meetings. Replace static presentations and stale information with interactive discussions based on real data – allowing you to make fact-based decisions to drive your business.

Mobile App Use the SAP Analytics Cloud mobile app and access your analytics anywhere and anytime.

Collaboration Use social collaboration options to support and optimize group decision-making processes.

Feature	Description
Corresponding Price List Item	<p>Connections Create and maintain connections to remote systems. Connections allow you to import data into SAP Analytics Cloud or create live data connections to remote SAP HANA systems. You can also schedule a data import from a remote system.</p>

3.2 Extension Suite - Digital Process Automation

Discover and improve live business processes to maximize efficiency.

Feature	Description
<p>Corresponding Price List Item</p> <p>Configure the process flow without IT involvement to improve process efficiency.</p> <p>Commercially available in SAP Cloud Platform Workflow</p>	<p>Digitize workflows Create workflows from simple approvals to end-to-end processes to maximize efficiency across your organization.</p> <p>Manage decisions Digitize and automate decision making with business rules to increase flexibility and compliance.</p> <p>Achieve end-to-end process visibility Make smarter decisions by proactively identifying process bottlenecks and issues.</p> <p>Discover and manage predelivered content Discover, configure, and manage processes and decisions with predefined content.</p> <p>Configure processes Configure the process flow with a low-code to no-code approach using process variants and decisions to enable compliance and efficiency.</p>
<p>Digitize and automate decision making with business rules.</p> <p>Commercially available in SAP Cloud Platform Workflow</p>	<p>Manage rules in a web-based application Manage the lifecycle of business rule projects across business systems using a central repository. Deploy rule services to multiple runtime environments like SAP Cloud Platform rule runtime, SAP S/4HANA Cloud, SAP S/4HANA or SAP HANA.</p> <p>Embed business rules Embed business rules like decision tables and text rules in SaaS application user interface using SAP UI5 Rule Builder Control. Offers an in-app experience for business users to configure dynamic business policies without affecting the user experience.</p>

Feature

Corresponding Price
List Item

Description

Gain insights into end-to-end processes that come from SAP or non-SAP sources.

SAP Cloud Platform
Process Visibility

Correlate to form an end-to-end process

Streamline end-to-end processes and avoid the optimization on parts of the process.

Classify Process Status

Enables identification and resolution of issues in real time to have an immediate and positive impact.

Identify Process Bottle-necks

Understand reasons for process inefficiency and transform process based on facts and with confidence.

Configure Process Workspace

Create and organize process performance indicators to understand current and past process performance.

Out-of-the-box visibility on workflow

Out-of-the-box visibility on workflows from SAP Cloud Platform Workflow for immediate time to value.

Design, configure, and execute automation projects.

SAP Intelligent Robotic Process Automation

Cloud Platform Enterprise Agreement

Desktop-based process automation design.

SAP Intelligent Robotic Process Automation provides a software component installed on a supported OS that you use to author a process automation.

Integration of third-party technologies.

Integrate third-party technologies to capture, record, and integrate actions with the SAP Intelligent Robotic Process Automation Desktop Studio.

Visual Debugger for process automation.

Debug your process automations on both local and remote clients thanks to the SAP Intelligent Robotic Process Automation Desktop Studio.

Cloud-based Orchestration.

Manage Environments, Hierarchies and Trust relationship with the cloud component SAP Intelligent Robotic Process Automation Factory, built on SAP Cloud Platform.

Cloud-based Monitoring and Dashboarding.

Monitor package deployment and job execution with the cloud component SAP Intelligent Robotic Process Automation Factory.

Centralized package distribution.

Using the cloud-based component SAP Intelligent Robotic Process Automation Factory, you can configure and distribute your process automation packages for attended or unattended use.

SAP Cloud Platform security.

The cloud-based SAP Intelligent Robotic Process Automation Factory relies on SAP Cloud Platform and leverages identity management, profile management.

Feature Corresponding Price List Item	Description	
Build, run, and manage workflows.	Model workflows	Design workflows based on Business Process Model and Notation (BPMN) in a graphical editor. Model workflow user interfaces using forms.
SAP Cloud Platform Workflow	Monitor and manage workflows	Monitor and manage workflow definitions and workflow instances. Start new workflow instances.
Cloud Platform Enterprise Agreement	Process tasks in an inbox	See all tasks assigned to you. Search and filter for specific tasks, see task details and complete the task.

3.3 Extension Suite - Development Efficiency

Develop robust, secure and scalable cloud extensions.

Feature Corresponding Price List Item	Description	
Reliable real-time notifications about your solutions.	Delivery of Platform Events	Receive crucial technical information about the availability of your resources or some issues that might require your action, which is exposed from key platform services like application and database monitoring services, lifecycle management solutions, and so on.
SAP Cloud Platform Alert Notification	Filtering Events	Choose which are the events that you are interested in and subscribe for receiving them.
Cloud Platform Enterprise Agreement	Many Delivery Options	Receive an event to a preferred communication channel or monitoring tool, such as e-mail, Slack or Microsoft teams channel, your custom webhook or well-known ticket management system like VictorOps and ServiceNow.
	Post and Receive Events from Your Own Application	Create and receive an event related to your own application using a simple REST API. You can also benefit from an open-source Java library if your application is Java-based. Those events can be received in a channel of choice.
	Common Event Model	Alert Notification converts the alerts of all SAP Cloud Platform solutions to a common format. This means that it is no longer required to switch between different event schemas or to support different format converters.

Feature <i>Corresponding Price List Item</i>	Description	
Create, store, access, and analyze application logs.	Structured and rich log messages	Benefit from automatically structured log messages stored in Elasticsearch, harmonized across different runtimes, with meta-data, metrics, and custom values which offer a rich basis for deep analysis.
<i>SAP Cloud Platform Application Logging</i>	Web-based Kibana UI	View, search, and analyze logs via the powerful Kibana technology with predefined dashboards and quickly identify relevant spots via interactive exploration.
<i>Cloud Platform Enterprise Agreement</i>	Log libraries for Java and Node.js apps	Use dedicated open source logging libraries for simple log production for Java and Node.js applications in the Cloud Foundry environment.
	Retention period	Exploit the retention period of up to 7 days which lets you do a post-mortem analysis.
<i>Application runtime on SAP Cloud Platform.</i>	Develop polyglot applications	Build on open standards with SAP Java, Python, and Node.js buildpacks or bring your own language with community buildpacks for PHP, Ruby, Go.
<i>SAP Cloud Platform Application Runtime</i>	Manage the lifecycle of applications	Start, stop, scale and configure distributed cloud applications using standard Cloud Foundry tools, our cockpit and dev-ops capabilities.
<i>Cloud Platform Enterprise Agreement</i>	Optimize development and operations	Use the rich set of SAP Cloud Platform Cloud Foundry services including messaging, persistence, and many other capabilities.
	Use the application programming model	Use languages, libraries and APIs tailored for full-stack development on SAP Cloud Platform.
<i>Configure and run predefined continuous integration and delivery pipelines.</i>	Configure predefined CI/CD pipelines	Configure predefined continuous integration and delivery pipelines for SAP Cloud Application Programming Model and SAPUI5 projects.
<i>Cloud Platform Enterprise Agreement</i>	Connect your GitHub.com repository	Connect SAP Cloud Platform Continuous Integration and Delivery with your repository on GitHub.com.
	Create and store credentials	Create and store credentials to connect SAP Cloud Platform Continuous Integration and Delivery with a private repository on GitHub.com.
	Run predefined CI/CD pipelines	Run predefined continuous integration and delivery pipelines for SAP Cloud Application Programming Model and SAPUI5 projects.
	Monitor the build status	Monitor the status of your builds and view their detailed logs.

Feature <i>Corresponding Price List Item</i>	Description	
<i>Cloud Platform Enterprise Agreement</i>	Store passwords and keys	Use the repository to store cryptographic keys and passwords for business applications in the Cloud Foundry environment.
	Retrieve credentials	Retrieve passwords and keys to use them for authentication to external services.
	Manage service instances	Create and bind service instances by using SAP Cloud Platform cockpit or Cloud Foundry command line interface (CF CLI).
<i>Cloud Platform Enterprise Agreement</i>	Create service keys	Create a service key if you need to use a service instance from an external application or an application deployed in another space.
	Configure and expose your application under your own domain.	<p>Access to your domain Configure your application with a name that is easily recognizable by your customers.</p> <p>Application identity protection Upload a TLS/SSL certificate to help secure your application identity and data transmitted between the browser and your application.</p>
<i>SAP Cloud Platform Custom Domain</i>		
<i>Cloud Platform Enterprise Agreement</i>		
<i>Cloud Platform Enterprise Agreement</i>	Block or delete personal data	<p>Business purpose supervision Define residence rules and retention rules for the legal grounds defined for a business purpose.</p> <p>Data subject deletion Identify data subjects for deletion and send the deletion request to the applications.</p> <p>Retention and Residence Rules Handling Devise, modify, and eliminate retention rules to determine when the data should be blocked/deleted for a business purpose.</p>

Feature Corresponding Price List Item	Description	
Identity Authentication secures authentication and single sign-on for users in the cloud. SAP Cloud Identity Services - Identity Authentication Cloud Platform Enterprise Agreement	Authentication and SSO	Choose one of the supported authentication methods to control access to your application, like Form, SPNEGO, Social, or TFA. Use SAML 2.0 protocol to provide single sign-on. Integrate your application programmatically using authentication via API.
	Configure Risk-Based Authentication	Help enforce two-factor authentication based on IP ranges, user groups, user type, or authentication method to manage access to a business application.
	Delegate Authentication	Delegate authentication to a 3rd party or on-premise IdP, as default or based on a condition like IdP, e-mail domain, user type or user group, and thus enable SSO across on-premise and the cloud.
	Use API	Use SCIM REST API to manage users and groups, invite users, customize end-user UI texts in any language.
Define and manage jobs and Cloud Foundry tasks Cloud Platform Enterprise Agreement	Use flexible schedule formats	Flexibly choose between cron and human-readable date formats for your schedules.
	Get secure access	Run jobs on behalf of an application by using an OAuth authentication mechanism.
	Schedule synchronously or asynchronously	Define and manage jobs that either run long-running tasks or at scheduled intervals.
	Optimize your resources usage	Run Cloud Foundry tasks asynchronously and thereby optimize your resources usage.
Stores and manages creation, upload, download, and deletion of objects. Cloud Platform Enterprise Agreement	Easy and secure access	Creates object store (AWS S3 buckets, Azure Blob container or Google Cloud Storage buckets) and passes secure credentials to the application to access the buckets.
	High availability	Ensures that the storage for solutions is available to the maximum, without any interruptions.
	High durability	Ensures durability as the underlying technologies that we use provide storage replication.
	Scalability	Offers highly scalable storage that can be used by cloud foundry applications to store and manage objects.

Feature	Description	
Corresponding Price List Item		
Manage transports	Better control of changes	By enabling transport management, you add better control for the propagation of SAP Cloud Platform changes towards your production cloud environments
Cloud Platform Enterprise Agreement Complementary feature	Fully cloud-based	Handle transports without the need for an on-premise system, other additional infrastructure, or any third-party services
	Integrated experience	Trigger transports directly from enabled app-specific content creation tools (such as from SAP Cloud Platform Integration Web UI)
	Transport various types of content	Handle the transport of development content (in form of Multitarget Application archives) and application-specific content (such as SAP Cloud Platform Integration iFlows)
	Transport to different environments	Source and target subaccounts of transports can reside in different global accounts. SAP Cloud Platform Transport Management can handle transports in Neo and in Cloud Foundry environments.
	Model also complex transport landscapes	Model logical representations of your source and target SAP Cloud Platform subaccounts and connecting routes between them – allows also modelling of complex landscapes, such as of star topologies
	Complement CI/CD approaches	Increase control concerning the propagation of changes towards your production environment by integrating transport management with your continuous integration/continuous delivery (CI/CD) solution
	Flexibly handle imports	Import all transport requests of an import queue in one go or import only selected requests. Full imports can also be scheduled to run automatically.
Manage application authorizations and trusted connections to identity providers.	Use your corporate or a default IdP	Enable user management for your applications by handling authentication to an external identity provider. Start with SAP ID service as a pre-configured easy-to-use identity provider. Switch to your corporate identity provider for customized user management.
	Enable role-based access to applications	Enable different privileges to users accessing your applications based on roles.

Feature Corresponding Price List Item	Description	
Scale your applications automatically Complementary feature	Scale your applications automatically	Automatically increase or decrease the number of application instances to meet the changing demands of application resources.
	Make your scaling resource-specific	Scale your applications on the basis of any standard metric type, such as memory consumed, CPU, response time, or throughput.
	Define custom metrics	Scale your applications by defining custom metrics that match their needs.
	Manage your costs effectively	Use a prepaid cloud credit balance to only pay only for resources you have consumed.
Control rollout of features Complementary feature	Switch a functionality on and off	Using the Boolean feature flags, you can receive either true or false when evaluating the flag.
	Use different variations	Using the String feature flags, you can receive have two or more text variations when evaluating the flag.
	Use a direct delivery	You can activate a certain functionality for a dedicated set of values of the identifier query parameter that your application sends to the Feature Flags service when the feature flag is evaluated.
	Use a percentage delivery	You can distribute the variations you have defined among your tenants without targeting specific ones.
	Export and import flags	You can export all the flags from one service instance and import them in another, keeping all the settings.
Offers high availability, backup and restore and disk space handling. Cloud Platform Enterprise Agreement	High Availability	System or component operates continuously for a desirably long duration of time, as MongoDB is managed by SAP on the cloud, with new features and enhancements made available as rolling updates.
	Backup and Restore	SAP takes automated backups at periodic intervals and retains the backup data for 14 days. This reduces the chance of data loss allowing you to recover data.
	Disk Space Handling	Proactive prevention of database crash with a warning when the MongoDB database is filled to 98% disk usage.

Feature Corresponding Price List Item	Description	
<p>Consume an object-relational database with PostgreSQL on SAP Cloud Platform</p> <p>Cloud Platform Enterprise Agreement</p>	Uninterrupted access	The high availability and automatic failover mechanism ensures uninterrupted access.
	Managed backup and restore	The automated backup and restore capability ensures timely recovery of the PostgreSQL database system from unfortunate system crash.
	Object-oriented design	Objects, classes, and inheritance are supported in database schemas and in the query language.
<p>Ensures uninterrupted business transactions by providing high availability.</p> <p>Cloud Platform Enterprise Agreement</p>	High availability	Redis contains an in-built replication mechanism based on the master-slave model, uninterrupted business transactions.
	Multi-utility tool	An in-memory data structure store used as a database, cache, and message broker. It supports strings, hashes, lists, and sets.
<p>Create cloud extensions in a serverless environment.</p> <p>Cloud Platform Enterprise Agreement</p>	Holistic user experience	The Extension Center business application provides a full-fledged user interface to build and manage your serverless extensions.
	Fully-managed environment	Run your cloud-native extensions in a fully-managed, serverless environment decoupled from your digital core.
	Extend business logic	Create serverless functions that can be triggered on demand as defined in your extension.
	Connected systems	Connect your SAP systems to access highly available, scalable, and resilient OData APIs.

Feature

Corresponding
Price List Item

Description

Create sourcing strategies, create reservations, and calculate availability.

SAP Customer
Order Sourcing

Create sourcing strategies

You can use the Strategy Builder app to create and change sourcing strategies or delete them, when they are no longer needed. Sourcing strategies can be assigned to your online shop, for example, and are the basis for sourcing runs.

Manage sources and source lists

You can use APIs to upload, retrieve, and delete sources and their master data, and group sources in source lists. Sources and source lists are used for modeling sourcing strategies. You can also create source lists in the Strategy Builder app.

Manage temporary reservations

You can use APIs to create, retrieve, update, and delete temporary reservations used to reserve products for a consumer who is in the checkout process to buy the products. These reservations prevent the same product from being promised to different consumers.

Calculate product availability

You can use APIs to upload availability raw data. Based on this data and on temporary reservations, the system calculates which products are available to sell and in what quantity across all source types such as stores or distribution centers.

Calculate sourcing results

You can use APIs to calculate a sourcing result for one or multiple products with specific identifiers. When it calculates the sourcing result, the system runs through the assigned sourcing strategy.

Extend service with custom attributes

You can extend the service by creating, updating, or deleting custom attributes according to your needs. Custom attributes can be used in your sourcing strategies in combination with a sourcing rule or sourcing filters, hence influencing sourcing results.

Add a carrier

You can use APIs to create, retrieve, update, and delete carriers and carrier services.

Upload and download market data from your own sources across landscapes.

SAP Market Rates Management, Bring Your Own Rates data option

Cloud Platform Enterprise Agreement

Bring Your Own Rates

Upload market rates from from your own sources and download them in the SAP S/4HANA or JSON format.

Upload Once to Download Many Times

Upload your market rates once and manage your downloads by using SAP S/4HANA. Multiple SAP S/4HANA on-premise or cloud instances can download data from the application at the same time.

Add Up To 12 Data Types

Upload up to 12 market data types using a single upload API and download any or all market rates using one download API.

Use the Manage Market Rates Application

Read, query, and delete your market data information by using the Manage Market Rates application. Sort through market data categories, and view records for each category.

Access Business Logging

Access business messages about your market data uploads, downloads, and delete operations.

Feature <i>Corresponding Price List Item</i>	Description
Get market rates from Refinitiv.	Get Refinitiv Data Get market rates data from Refinitiv and use them productively in your landscapes.
<i>SAP Market Rates Management, Refinitiv data option</i>	Get Up To Ten Market Rate Types Get up to ten types of market rate, including credit and basis spreads and volatilities, from a single download endpoint.
<i>Cloud Platform Enterprise Agreement</i>	Bring Your Own Rates Upload your own market rates by using the upload endpoint and download them along with your Refinitiv data.
	Integrate With SAP S/4HANA Configure the Refinitiv data option for Market Rates Management in your SAP S/4HANA on-premise or Cloud system to get Refinitiv data that you can import into your system according to your business needs.
	Get Average and Historical Rates Get market data for a date range and month-end average rates. In your request payload, when you input a date range, your query is treated as a request for historical rates. You can also request average rates at the end of a month.
Calculate effective sales prices by applying promotional rules.	Calculate effective sales prices You can use APIs to calculate effective sales prices for one product or a set of products by applying promotional rules.
<i>SAP Omnichannel Promotion Pricing</i>	Read promotions and prices You can use APIs to read your promotions and regular prices. In this way, you can also check your uploaded data.
	Delete promotions and prices You can use APIs to delete obsolete promotions and regular prices in your cloud environment. You can delete your data by using various filters, for example, the expiry date.
	Configure the price calculation You can use the Configure Omnichannel Promotion Pricing app to customize your price calculations.
	Upload your data You can use APIs to send your promotions and regular prices to your cloud environment.

Feature Corresponding Price List Item	Description	
Develop, test, build, deploy, and extend consumer-grade apps for business users. SAP Web IDE Full-Stack Cloud Platform Enterprise Agreement	Build SaaS apps and extend S/4HANA	Develop full-stack apps, including, UI, business logic, and database layers, to implement SaaS solutions and extend S/4HANA cloud services.
	SAP Leonardo (IoT) applications	Develop dashboard and analytic apps for Big Data and IoT scenarios using IoT application services available on SAP Cloud Platform.
	Build apps with SAP Fiori UX principles	Build SAP Fiori apps using SAPUI5 JavaScript UI library and SAP Fiori guidelines. Use SAP Web IDE to enable new business scenarios.
	Extend and customize SAP Fiori apps	Extend standard SAP Fiori apps. Use code or a graphical editors to easily take advantage of SAP Fiori app extension points.
	Mobile application development	Create, package, and deploy native apps using codeless tools or hybrid mobile SAP Fiori apps based on Apache Cordova and Kapsel.
	Enrich the SAP Web IDE dev experience	Extend with custom features. Use an SDK to add app templates, capabilities or integrate with external tools.
	Tight integration	Use SAP design-time and runtime services, technology, and platforms, e.g. Git, SAPUI5, SAP Fiori launchpad, SAP Fiori Cloud, and more.
Reusable master data services for business partner domain on SAP Cloud Platform SAP Cloud Platform Master Data for business partners Cloud Platform Enterprise Agreement	Manage business partner records	Create, read, and update business partner records with customer or supplier master attributes in SAP Cloud Platform Master Data for business partners.
	Replicate business partner records	Replicate business partner records between SAP Cloud Platform Master Data for business partners and the leading system. The records can be consumed by SaaS applications.
	Key mapping	Map business partner records that are linked in the leading system with the records in SAP Cloud Platform maintained using SAP Cloud Platform Master Data for business partners.
	Key mapping distribution	Distribute business partner key mapping information from SAP Cloud Platform Master Data for business partners to multiple consuming applications.
	Distribute business partner records	Distribute business partner records (along with customer attributes) from SAP Cloud Platform Master Data for business partners to multiple consuming applications (leading and non-leading systems).
	Perform duplicate checks	Check for existing duplicates before creating a business partner record in SAP Cloud Platform using SAP Cloud Platform Master Data for business partners.
	Extensibility	Add custom fields (as per pre-defined scopes) on SAP Cloud Platform Master Data for business partners service Data Model, and distribute to multiple consuming applications from SAP Cloud Platform.

Feature Corresponding Price List Item	Description	
Expose strategic KPIs and OPIs as SAP Fiori apps without needing to write code. SAP Smart Business Service	Alerting on breach of KPIs	Configure alerts to enable better monitoring of the KPIs.
	Embedded Analytics	Embed Smart Business runtime artifacts into customer applications enabling them to bring both transaction and analytic information to the same page.
	Configure Fiori Elements	Configure overview page and analytical list page Fiori elements in a code-less manner.
	Analytic Annotations	Inject analytic annotations into OData services.
	Transport KPI Content Across Systems	Download selected entities and then upload them to the target system using the same app in the target account.
	Translation for KPI content	Integrate with translation services for KPI content.
Infuse your applications with intelligence. SAP Leonardo Machine Learning Foundation Cloud Platform Enterprise Agreement	Onboarding of multiple service providers	Access a centralized infrastructure to onboard multiple service providers who are responsible for providing machine learning services.
	Data management	Store and retrieve data to train machine learning services offline and to derive a machine learning model.
	Model repository	Store and retrieve machine learning models that are derived via a training infrastructure.
	Access to trained models	Access a centralized infrastructure for trained machine learning models with real-time inferences.
	Secure communication channels	Leverage an authorization framework that is used to secure the communication channels between API management, the machine learning services, and SAP Leonardo Machine Learning Foundation.
Categorize and process incoming service requests using machine learning Cloud Platform Enterprise Agreement	Text Classification	Predict the categories of new incoming service tickets. Based on historical service tickets that have been classified into different categories, you can predict the categories of new incoming service tickets.
	Solution Recommendation	Receive similar solution proposals by leveraging service tickets solved in the past. Based on historical resolved service tickets, you can receive similar solution proposals.

Feature		
Corresponding Price List Item	Description	
Develop custom business solutions for processing geo-referenced data	Start quickly with content	Access industry models for risk prediction, anomaly detection, and classification
	Build location-aware business apps	Extend spatial services into custom applications through a single abstracted layer
SAP Cloud Platform SAP HANA Spatial Services	Act with live spatial intelligence	Gain situational awareness by enriching business data with global surface information of the planet and analyzing it in context
Use machine learning to automate your document information extraction processes	Information Extraction	Automate the extraction of relevant information from business documents. The Document API takes document files as input and returns header fields and line items as structured data.
	Data Enrichment	Match a business document to an enrichment data record based on the document's extracted information. The Data API takes document files as input and returns the ID of the matching enrichment data records.
Cloud Platform Enterprise Agreement	Template-based Extraction (Beta)	Use sample document files to create templates to extract information from other similar business documents.
Get insights from big data on ready-to use, managed Hadoop and Spark clusters	Manage large data sets	Store and process any type of data from a fully managed data lake on a highly scalable platform.
	Train machine-learning models	Gain insights and build intelligence into your systems by training models on notebooks using built-in machine learning algorithms.
	Perform analytics	Visualize and analyze large data sets using standard interfaces like JDBC and ODBC.
Cloud Platform Enterprise Agreement	Leverage operational support	An SAP operations team tunes, manages, monitors, and upgrades your software platform and infrastructure.
Apply machine learning to classify data records	Manage training data	Perform tasks related to the dataset that will be used to train the machine learning model.
	Manage machine learning model	Perform tasks related to the machine learning model that will be used to classify records.
Cloud Platform Enterprise Agreement	Classify records	Classify records specifying which deployed machine learning model should be used.

Feature <i>Corresponding Price List Item</i>	Description
Classify business documents into user-defined categories using machine learning	Classify PDF documents Process PDF documents and receive classification proposals based on previous customized categories.
	Automate document processing Apply machine learning to automate the management and processing of large amounts of business documents.
<i>Cloud Platform Enterprise Agreement</i>	

3.4 Integration Suite

Integrate applications on premise and in the cloud.

Feature <i>Corresponding Price List Item</i>	Description
Manage APIs <i>SAP Cloud Platform API Management Cloud Platform Enterprise Agreement</i>	Create omni-channel experiences Use API Designer and Open APIs to create a omni-channel mobile experience across devices.
	Secure your digital assets, interfaces Help protect your data and digital assets in this hyper-connected world. Get deep insights on API usage.
	Manage the end-to-end lifecycle of APIs Scale billions of API calls to unlock new opportunities, new business potential and add additional value.
	Engage developers and partners Developer Portal simplifies sharing managed APIs and collaborations with customers, partners, and developers.
	Grow new revenue streams Monetize your data and digital assets with help of API Portal. Upsell and cross-sell through your ecosystem.
	Evolve B2B integrations Extend solutions with additional SAP Cloud Platform capabilities for mobile, offline and integration.

Feature

Corresponding Price
List Item

Description

Integrate data and processes coming from different applications and spanning different organizations.

SAP Cloud Platform
Integration

Cloud Platform Enter-
prise Agreement

Implement diverse scenarios

Integrate processes and data in application-to-application (A2A) and business-to-business (B2B) scenarios.

Connect to multiple endpoints

Integrate various applications and data sources from SAP and non-SAP, on premise, as well as the cloud. SAP Cloud Platform Integration comes with a set of prebuilt adapters.

Customize SAP integration scenarios

Benefit from prepackaged integration content to jump-start integration projects and to set up productive scenarios with only minimum effort. You can extend predefined integration flows according to your requirements.

Develop custom adapters

Use the adapter SDK to build your own custom adapters for additional connectivity needs.

Access public APIs

Customize the access to SAP Cloud Platform Integration with our public OData APIs.

Set up secure and reliable communication

Use our core integration and security capabilities for the safe and reliable processing of messages. Configure the way how messages are exchanged within an integration scenario so that the data involved is protected according to the newest security standards.

Implement various communication modes

Orchestrate business processes and integrate data in synchronous as well as in asynchronous scenarios. SAP Cloud Platform Integration also supports reliable messaging processes based on asynchronous decoupling implemented by using queuing mechanisms.

Integrate with SAP Process Orchestration

Use SAP Cloud Platform Integration and SAP's on-premise integration Platform, SAP Process Orchestration, seamlessly integrated.

Connectivity between cloud applications and on-premise systems.

Complementary feature

Access on-premise systems

Easier, faster deployment of hybrid solutions compared to traditional reverse proxy approaches with no firewall configuration changes.

Choose from multiple supported protocols

Access HTTP and RFC protocols for cloud to on-premise communication and JDBC/ODBC for communication with cloud databases.

Access cloud databases via JDBC/ODBC

Access your cloud databases as if they're running locally in your network, using your existing database or replication tools.

Propagate cloud user identity

Enable users to log on to on-premise systems without providing a password, by forwarding their logged-on identity from the cloud.

Feature

Corresponding Price
List Item

Description

Create and manage Hyperledger Fabric blockchain service instances. <i>Hyperledger Fabric on SAP Cloud Platform</i> <i>Cloud Platform Enterprise Agreement</i>	Create service instances	Rapidly deploy service instances, complete with parameters and application binding, on a dedicated SAP Cloud Platform cockpit.
	Build secure networks	Build and manage secure Hyperledger Fabric networks using join request and join approval .JSON files.
	Configure channels	Configure and manage permissioned Hyperledger Fabric channels with service keys, supported by "channelID" and "channelSecret" parameters.
	Deploy and explore chaincode	Use your channel dashboard to deploy, test, and upgrade your chaincode. Once deployed use the Blockchain explorer to view and analyze your blocks, hashes, and transaction IDs.
	Bring your own network	Connect SAP business processes to a blockchain network that is provisioned and operated externally.
Create and manage MultiChain service instances. <i>MultiChain on SAP Cloud Platform</i> <i>Cloud Platform Enterprise Agreement</i>	Service instance creation	Efficiently create and deploy MultiChain development service instances and nodes using a dedicated SAP Cloud Platform Cockpit.
	Build MultiChain networks	Use node addresses, access URLs, and APIs to create "connect_url" parameters, enabling you to rapidly and securely build your MultiChain networks.
	Access blockchain parameters	Use the MultiChain dashboard to access a complementary range of Blockchain Parameters specific to your node.
	Visibility	Make use of the Transaction, Blocks, Streams, and Assets sections of the dashboard to give you a full insight into your MultiChain development.
	Permission management	Grant connect, create, send, mine, receive, activate, issue, and admin permissions to specific node addresses in your network.
	Bring your own network	Connect SAP business processes to a blockchain network that is provisioned and operated externally.

Feature Corresponding Price List Item	Description	
Accelerate the connectivity with third-party cloud applications	Accelerate the application connectivity	Use pre-built connectors to simplify, standardize, and accelerate the connectivity with third-party cloud applications. These pre-built connectors are kept up-to-date with changes in their underlying APIs.
<i>SAP Cloud Platform Open Connectors</i>	Use common resources	Map data in common resources to transform fields provided by one or more third-party applications into a normalized resource at SAP.
<i>Cloud Platform Enterprise Agreement</i>	Create formula templates and instances	Use formula templates and instances to build workflows that are independent of specific third-party cloud applications. Use different step types and triggers, such as events or schedules.
	Upload and download data in bulk	Upload and download data in bulk in a normalized way, regardless of the underlying service architecture.
Create and manage Quorum service instances.	Control node access	Create and manage permissioned service keys, allowing you to control access to your Quorum node.
<i>Quorum on SAP Cloud Platform</i>	Create service instances	Rapidly deploy service instances, complete with parameters and application binding, on a dedicated SAP Cloud Platform cockpit.
<i>Cloud Platform Enterprise Agreement</i>	Bring your own network	Connect SAP business processes to a blockchain network that is provisioned and operated externally.
Integrate blockchain applications into your existing systems	Flexibility	Combine your preferred Blockchain technology with your desired service, allowing you to efficiently implement Blockchain into your workflows.
commercially available in <i>Hyperledger Fabric</i> on <i>SAP Cloud Platform</i> and <i>MultiChain</i> on <i>SAP Cloud Platform</i>	Visibility	Make use of service dashboards to view your node configurations, explore your chaincode, and analyze your statistics.
	API Support	Connected access to the SAP API Business Hub, giving you a range of object, attribution, and collection calls.

Feature

Corresponding Price
List Item

Description

Connect applications,
services, and systems

SAP Cloud Platform
Enterprise Messaging

Cloud Platform Enter-
prise Agreement

Build event-driven extensions

Subscribe to business events from core SAP systems like SAP S/4HANA, SAP SuccessFactors, SAP Concur, and SAP Cloud for Customer or third-party sources to enable cloud-native extensions to respond to the latest business developments.

Publish business events

Publish business events from SAP and non-SAP sources across hybrid landscapes from the digital core to extension applications through event-driven architecture.

Seamless connectivity

Provides reliable data transmission for extension and integration scenarios through decoupled communication.

Decouple communication

Decouples communication using standard asynchronous messaging patterns and supports open protocols for effective decoupling of devices and applications.

Onboard and manage devices, sensors and their capabilities, manage users and tenants, and monitor real-time data flow.

SAP Cloud Platform
Internet of Things

Cloud Platform Enter-
prise Agreement

Manage at scale

Manage complete lifecycle of a large number of IoT devices from onboarding to decommissioning.

Connect securely

Use a wide variety of Internet of Things protocols to connect securely to devices.

Collect and process sensor data

Collect and process sensor data at scale and store it on the SAP Cloud Platform for use by other applications.

Connect remote devices

Collect sensor data from remote devices based on rules using locally-installed IoT Edge Platform.

Send commands

Switch off device or trigger software updates by sending commands from SAP Cloud Platform IoT to sensors.

Build protocol adapters and interceptors

Use the SAP Cloud Platform Internet of Things SDK to build communication protocol adapters and interceptors.

Feature

Corresponding Price
List Item

Description

Infuse your applications with intelligence and extract value from distributed data <i>SAP Data Intelligence</i>	Data management	Curate, ingest, integrate, and refine different types of data (structured, unstructured, or streaming) across the enterprise to train or serve machine learning or advanced analytics model.
	Model repository	Store and retrieve machine learning models that are derived via a training infrastructure.
	Machine learning training and inference	Use your business data to train your machine learning models and to gain new insights into your data.
	Data landscape management	Connect to diverse systems natively and remotely; support data access, integration, and replication; support system-level configuration and user access management; and support view, control, and auditing of data operation in the connected data landscape.
	Data preparation	Allows business users to acquire, enrich, and enhance data in a user-friendly, spreadsheet-like user interface.
	Data pipelines	Provide flow-based application development with built-in and custom operators. Allow graphically-built, data-driven applications. Reuse pipelines to scale and increase efficiency. Connect and reuse SAP processing engines and common open-source engines.
	Data orchestration	Define and execute tasks including data pipelines, file operations, and data flow graphs. Orchestrate and execute workflows in a defined order.
	Metadata management	Manage metadata across diverse and distributed data sets; create a repository of extracted metadata; build semantic relationships across extracted metadata; and preview diverse source data in a common format.

Feature

Corresponding Price
List Item

Description

Connect IoT sensor
data with business ob-
jects and processes

**Application
Programming
Interface (API)**

A collection of fine-granular micro-services that provide access to the core entities of SAP IoT, such as business partner, authorization, and thing.

SAP Leonardo IoT,
Business Services

**Device Connec-
tivity**

A fully integrated abstraction layer taking care of managing, and connecting to, physical devices. Device Connectivity presents the various kinds of physical devices in a uniform way so that they can be matched with the virtual things in an IoT scenario.

Cloud Platform Enter-
prise Agreement

**Mass data
processing**

Sensor data generated by things that are onboarded on the platform are stored in a multi-component, high-performance database system built around SAP HANA, SAP's in-memory database.

**Time series
analysis**

Thing sensor data can be clustered and analyzed based on individually defined timeframes as a basis for trend observations, predictive maintenance scenarios, or similar use cases.

**Rule-based
data process-
ing**

Apps for rule-based processing of events that occur during ingestion of time series data. The apps cover the following aspects: Rule definition, Actions triggered by user-defined events, Templates for notifications.

**Reuse controls
and UI tem-
plates**

A collection of easy-to-use building blocks that enable you to create an IoT-based analytical application from within SAP Web IDE.

Query Modeler

A tool that helps you analyzing time series data generated by sensors in various dimensions.

Feature

Corresponding Price
List Item

Description

Connect IoT sensor
data with business ob-
jects and processes

SAP Leonardo IoT,
Business Services

Cloud Platform Enter-
prise Agreement

**Application
Programming
Interface (API)**

A collection of fine-granular micro-services that provide access to the core entities of SAP IoT, such as business partner, authorization, and thing.

**Device Connec-
tivity**

A fully integrated abstraction layer taking care of managing, and connecting to, physical devices. Device Connectivity presents the various kinds of physical devices in a uniform way so that they can be matched with the virtual things in an IoT scenario.

**Mass data
processing**

Sensor data generated by things that are onboarded on the platform are stored in a multi-component, high-performance database system built around SAP HANA, SAP's in-memory database.

**Time series
analysis**

Thing sensor data can be clustered and analyzed based on individually defined timeframes as a basis for trend observations, predictive maintenance scenarios, or similar use cases.

**Rule-based
data process-
ing**

Apps for rule-based processing of events that occur during ingestion of time series data. The apps cover the following aspects: Rule definition, Actions triggered by user-defined events, Templates for notifications.

**Reuse controls
and UI tem-
plates**

A collection of easy-to-use building blocks that enable you to create an IoT-based analytical application from within SAP Web IDE.

Query Modeler

A tool that helps you analyzing time series data generated by sensors in various dimensions.

Feature

Corresponding Price
List Item

Description

Infuse your applications with intelligence and extract value from distributed data <i>SAP Data Intelligence</i>	Data management	Curate, ingest, integrate, and refine different types of data (structured, unstructured, or streaming) across the enterprise to train or serve machine learning or advanced analytics model.
	Model repository	Store and retrieve machine learning models that are derived via a training infrastructure.
	Machine learning training and inference	Use your business data to train your machine learning models and to gain new insights into your data.
	Data landscape management	Connect to diverse systems natively and remotely; support data access, integration, and replication; support system-level configuration and user access management; and support view, control, and auditing of data operation in the connected data landscape.
	Data preparation	Allows business users to acquire, enrich, and enhance data in a user-friendly, spreadsheet-like user interface.
	Data pipelines	Provide flow-based application development with built-in and custom operators. Allow graphically-built, data-driven applications. Reuse pipelines to scale and increase efficiency. Connect and reuse SAP processing engines and common open-source engines.
	Data orchestration	Define and execute tasks including data pipelines, file operations, and data flow graphs. Orchestrate and execute workflows in a defined order.
	Metadata management	Manage metadata across diverse and distributed data sets; create a repository of extracted metadata; build semantic relationships across extracted metadata; and preview diverse source data in a common format.

Feature

Corresponding Price
List Item

Description

Onboard and manage devices, sensors and their capabilities, manage users and tenants, and monitor real-time data flow. <i>SAP Cloud Platform Internet of Things</i> <i>Cloud Platform Enterprise Agreement</i>	Manage at scale	Manage complete lifecycle of a large number of IoT devices from onboarding to decommissioning.
	Connect securely	Use a wide variety of Internet of Things protocols to connect securely to devices.
	Collect and process sensor data	Collect and process sensor data at scale and store it on the SAP Cloud Platform for use by other applications.
	Connect remote devices	Collect sensor data from remote devices based on rules using locally-installed IoT Edge Platform.
	Send commands	Switch off device or trigger software updates by sending commands from SAP Cloud Platform IoT to sensors.
	Build protocol adapters and interceptors	Use the SAP Cloud Platform Internet of Things SDK to build communication protocol adapters and interceptors.

4 Security

SAP Cloud Platform ensures cloud security at multiple levels:

Security Compliance

- ISO 27001 compliance
- SSAE16-SOC 1/ISAE3402 and SSAE16-SOC 2 compliance

For a complete list of global operating standards that SAP is compliant with, see [SAP Trust Center](#).

i Note

These compliance and security standards apply to data centers operated by SAP. For more information about the security compliance for data centers operated by an SAP partner, contact your operator.

Regions

- Physical customer data integrity via secured world-class data centers
- Fenced network protection of cloud communication
- Secure encrypted communication over TLS
- Continuous monitoring and logging
- Virus scanning
- 24/7 protection from around the globe

Data Protection

- User access control with revocable and expiring authorizations
- SAP employee trainings in security and data governance

Transparency

- Timely communication of penetration attempts and known security vulnerabilities

Multi-Layer Security

- Data isolation and application sandboxing (secure application runtime containers)
- Manage identities for all SAP applications
- Propagate identities through solutions to identify users and secure access
- Support of identity federation with SAML 2.0 identity providers
- Support of integration with an external user store
- Encryption and key management
- Secure application network communication
- Provide distributed application logging for compliance

i Note

The responsibility of ensuring proper usage of SAP Cloud Platform application security capabilities or certification by the respective security authorities is to be handled by SAP customers and partners.

5 Product Availability

This section describes the product availability aspects and the product restrictions.

Availability Aspect	Description
Platform availability	<ul style="list-style-type: none">• Latency: network latency depends on various factors, no precise information can be provided on a general level• Resilience: system can regain stable state after disruption• Scalability: system responds to peaks in resource requirements• Extensibility: system can integrate other technologies <p>Service Level Agreement for SAP Cloud Services</p> <p>For more information, see https://www.sap.com/about/agreements/cloud-services.html?search=Service%20Level%20Agreement&sort=latest_asc.</p>
Regions	SAP Cloud Platform Service Level Agreement for SAP Cloud is hosted in different regions. For information on the availability of SAP Cloud Platform capabilities and services according to region and infrastructure provider, see SAP Cloud Platform Regions and Service Portfolio .
Infrastructures	SAP Cloud Platform runs on several underlying infrastructure as a service technologies and regions owned by our partner infrastructure providers, for example Amazon Web Services and Microsoft Azure.
Environments	SAP Cloud Platform offers the Cloud Foundry and ABAP development environments: <ul style="list-style-type: none">• Cloud Foundry is available for 12-factor- and microservice-based applications and services and applications using non-Java runtimes, IoT, and machine learning scenarios, and multiple other runtimes. SAP HANA applications developed for on-premise can run on Cloud Foundry.• ABAP is available for building ABAP-based applications and extensions, allowing you to transform on-premise ABAP custom code to the cloud.
Languages	The central web-based administration user interface for SAP Cloud Platform supports the following languages: <ul style="list-style-type: none">• Chinese• English• Japanese• Korean <p>For language availability of other user interfaces refer to the respective detailed feature scope description.</p> <p>The SAP Cloud Platform documentation on SAP Help Portal supports the following languages:</p> <ul style="list-style-type: none">• Chinese• English• Japanese

Availability Aspect	Description
Accessibility	<p>SAP Cloud Platform provides accessibility support in its administration and development tools, and the customer documentation. This includes:</p> <ul style="list-style-type: none"> • High-contrast black theme for the administration UI • Texts and information • UI elements via attributes and element IDs • Orientation and navigation throughout the UI • User interaction
Integration	<ul style="list-style-type: none"> • Integrates with other SAP or third-party cloud products and platforms • Includes a comprehensive set of services for connectivity and integration with your cloud based applications • Facilitates secure integration with on-premise systems running software from SAP and other vendors
Free trial use	<p>The free trial of SAP Cloud Platform is available for testing and exploring:</p> <ul style="list-style-type: none"> • Productive and beta features and services • Administration and development tools • Application deployment • Databases • Community • Support <p>You are not allowed to use productively the applications deployed using the free trial access.</p>

Restrictions

- Some customer contracts include EU access, which means that we only use European subprocessors to access personal data in cloud services, such as when we provide support. We currently cannot guarantee EU access in the Cloud Foundry environment. If your contract includes EU access, we cannot move services to the Cloud Foundry environment, without changing your contract.
- Service-specific restrictions are described in the respective capability section in this document or in the linked feature scope descriptions for the separately licensed services.

i Note

Further restrictions may apply when using the product on an infrastructure hosted by a third-party provider.

Related Information

<https://www.sap.com/about/cloud-trust-center.html> 

6 Browser Support

For UIs of the platform itself, such as the web-based administration interface for SAP Cloud Platform, the following browsers are supported on Microsoft Windows PCs and, where mentioned below, on macOS:

Browser	Versions
Google Chrome	Latest version
Mozilla Firefox	Extended Support Release (ESR) and latest version
Microsoft Internet Explorer	11
Microsoft Edge	Latest Current Branch for Business
Safari	Latest two versions (for macOS only)

7 Service Level Agreement

This agreement document for cloud service offerings from SAP forms the basis of your contractual relationship with SAP when referenced in specific order forms.

This document contains a specific section about SAP Cloud Platform covering uptime, credits, update windows, and others.

For more information, see [Service Level Agreement for SAP Cloud Services](#) .

i Note



The Service Level Agreement for SAP Cloud Services covers cloud service offerings that are operated by SAP. For more information about the service level agreement for cloud service offerings operated by an SAP partner, contact your operator.

Important Disclaimers and Legal Information

Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- Links with the icon : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
 - The content of the linked-to site is not SAP documentation. You may not infer any product claims against SAP based on this information.
 - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.
- Links with the icon : You are leaving the documentation for that particular SAP product or service and are entering a SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

Videos Hosted on External Platforms

Some videos may point to third-party video hosting platforms. SAP cannot guarantee the future availability of videos stored on these platforms. Furthermore, any advertisements or other content hosted on these platforms (for example, suggested videos or by navigating to other videos hosted on the same site), are not within the control or responsibility of SAP.

Beta and Other Experimental Features

Experimental features are not part of the officially delivered scope that SAP guarantees for future releases. This means that experimental features may be changed by SAP at any time for any reason without notice. Experimental features are not for productive use. You may not demonstrate, test, examine, evaluate or otherwise use the experimental features in a live operating environment or with data that has not been sufficiently backed up.

The purpose of experimental features is to get feedback early on, allowing customers and partners to influence the future product accordingly. By providing your feedback (e.g. in the SAP Community), you accept that intellectual property rights of the contributions or derivative works shall remain the exclusive property of SAP.

Example Code

Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

Gender-Related Language

We try not to use gender-specific word forms and formulations. As appropriate for context and readability, SAP may use masculine word forms to refer to all genders.

© 2020 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.

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.

Please see <https://www.sap.com/about/legal/trademark.html> for additional trademark information and notices.