

Feature Scope Description | PUBLIC
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Feature Scope Description

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1 About This Document

This document describes the features that are available with SAP Intelligent Robotic Process Automation.

To illustrate integration with other SAP offerings, the product documentation on SAP Help Portal might include references to features that aren't included with this service. Features that are not included in this feature scope description may require a separate license.

2 Introduction

With SAP Intelligent Robotic Process Automation, you can automate your workflows and bring together data from disparate systems in real time. Adding machine learning capabilities enables SAP Intelligent Robotic Process Automation to learn from previous experiences, make more accurate decisions, and ultimately accelerate business processes. Employees are then able to focus on higher-value activities such as defining business strategies and building customer relationships.

SAP Intelligent Robotic Process Automation is a hybrid solution made of three components:

- Design the automation processes with the Cloud Studio or the on-premise Desktop Studio.
- Orchestrate the automation processes with the cloud Factory.
- Execute the automation processes with the on-premise Desktop Agent(s).

3 Features

This list provides an overview of the key features offered by SAP Intelligent Robotic Process Automation.

Feature	Use
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.
Cloud-based Process Automation Design	SAP Intelligent Robotic Process Automation Cloud Studio provides a HTML-based solution that you use to author a process automation.
Cloud-based Process Automation Assembly	SAP Intelligent Robotic Process Automation Cloud Studio provides a HTML-based solution for designing long lasting process automation by leveraging existing Desktop Studio Packages, User Tasks from SAP Workflow, and much more. Included with Cloud Factory.
Integration of third-party technologies	The SAP Intelligent Robotic Process Automation Desktop Studio and Cloud Studio allow you to integrate third-party technologies to capture, record, and integrate actions.
Script-based and workflow-based process automation design	Process Automation Programming Model supports Script-based and Workflow-based paradigm.
Visual Debugger for process automation	The SAP Intelligent Robotic Process Automation Desktop Studio helps you to debug your process automations on both local and remote clients.
Flow activities to model clicks, selections and many more	When you build a process automation, you can use rich built-in activities to connect steps together.
Access to a wide range of technologies	SAP Intelligent Robotic Process Automation provides various drivers that help you to automate your processes. You can use them, for example, to retrieve data from a user interface or API.
Access to SAP applications	SAP Intelligent Robotic Process Automation provides a set of connectors that you can use to access SAP applications such as SAP GUI for Windows or SAP S/4HANA.
OCR Connector for Surface Control	The SAP Intelligent Robotic Process Automation Desktop Studio provides a built-in OCR connector for capturing Applications which are often not accessible with regular connectors. Three languages are supported (English, French and German).
Direct access to Microsoft Office tools	A set of simplified libraries help you to access Microsoft Office components and files such as Excel, Word, or Outlook.

Feature	Use
Cloud-based Orchestration	SAP Intelligent Robotic Process Automation Factory is a cloud component, built on SAP BTP, that allows you to manage environments, agent groups and trust relationship.
Cloud-based Monitoring and Dashboarding	SAP Intelligent Robotic Process Automation Factory is a cloud component that allows you to monitor agents, package deployment and job execution.
Business Activity Monitoring	A set of methods and events can be added within a Process Automation Step for enabling detailed information. The resulting data is stored securely in Cloud Factory and can be retrieved - based on user profile - in an open format (csv) for later use in another tool.
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. This cloud-based component works seamlessly with Desktop Agents that are deployed on-premise and is solely associated with your tenant subscription.
Built-in life cycle support of Cloud-based artifacts	Packages can be deployed, versioned and bound to different environments with different states (preview, release, and so on).
Attended and Unattended Bot using a hybrid deployment model	Desktop Agents are deployed on-premise and can work in attended mode, unattended mode or both based on pre-defined availability.
Seamless Integration based on API Trigger and Notifier	Using API Trigger and Notifier, you can integrate SAP Conversational AI and a wide range of API-based events.
Multiple language support	All components of SAP Intelligent Robotic Process Automation support eight languages (English, French, German, Japanese, Spanish, Russian, Simplified and Traditional Chinese) including most of the documentation available in the help portal.
Access to pre-built content	Pre-built content can be used for bootstrapping your Intelligent Robotic Process Automation journey. Some of them have been designed in such a way that almost no further authoring is needed.
SAP Business Technology Platform (BTP) security and identity integration	The cloud-based component relies on SAP BTP and leverages identity management and profile management.

4 Security

SAP Cloud Business Technology Platform ensures cloud security at multiple levels:

Security Compliance

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

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 Intelligent Robotic Process Automation 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>For more information, see Service Level Agreement for SAP Cloud Services.</p>
Regions	SAP BTP is hosted in different regions (see Availability of SAP BTP Services).
Infrastructures	SAP BTP runs on several underlying infrastructure as a service technologies, including SAP data centers and data centers owned by other infrastructure providers, for example Amazon Web Services.
Environments	SAP BTP offers the Cloud Foundry, Neo, 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.• Neo is available for developing HTML5-based, SAP HANA, and Java applications.• ABAP is available for building ABAP-based applications and extensions, allowing you to transform on-premise ABAP custom code to the cloud.

Availability Aspect	Description
Languages	<p>Supported language for all components:</p> <ul style="list-style-type: none"> • English <p>Supported language for SAP Intelligent Robotic Process Automation Factory, Cloud Studio and Desktop Agent:</p> <ul style="list-style-type: none"> • English • French • German • Japanese • Russian • Simplified Chinese • Spanish • Traditional Chinese • Korean • Portuguese (Brazil) • Italian <p>The central web-based administration user interface for SAP BTP supports the following languages:</p> <ul style="list-style-type: none"> • English • Japanese • Korean • Russian • Simplified Chinese • Traditional Chinese <p>For language availability of other user interfaces refer to the respective detailed feature scope description.</p> <p>The SAP BTP documentation on SAP Help Portal supports the following languages:</p> <ul style="list-style-type: none"> • English • Japanese • Simplified Chinese
Accessibility	<p>SAP BTP 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

Availability Aspect	Description
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 BTP 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.
- (Neo environment only) Upload limit: an application deployed on SAP BTP can be up to 1.5 GB. If the application is packaged as a WAR file, the size of the unzipped content is taken into account.
- 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.

Note

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

Metrics and Quotas

Tenant level

- Up to 500 projects can be defined per tenant
- Up to 5000 package versions can be generated or imported per tenant
- Up to 1000 debug package versions can be generated per tenant
- Up to 100 environments can be defined per tenant
- Up to 100 agents can be active at the same time per tenant (active means all statuses except disconnected)

- Up to 100 agent groups can be defined per tenant
- Up to 10000 agent groups size (nb of elements) can be defined per tenant
- Up to 100 agent tag (1) can be defined per tenant
- Up to 100000 Jobs (aka active "run") can be defined per tenant
- Up to 100 alerts (aka notification alerts) can be defined per tenant
- Up to 10 mass registration token can be defined per tenant
- Up to 100000 artifact content can be defined per tenant

Project Level

- Up to 100 application capture can be defined per project
- Up to 100 automations of Screen can be defined per project
- Up to 100 scenarios can be defined per project
- Up to 100 data type can be defined per project
- Up to 100 processes can be defined per project
- Up to 100 files can be defined per project
- Up to 100 desktop packages can be defined per project
- Up to 100 user tasks can be defined per project
- Up to 100 environment variables can be defined per project
- Up to 100 non-SDK Direct Dependencies can be defined per project
- Up to 100 SDK Modules can be defined per project
- Up to 1 bundle can be defined per project
- Up to 1 project pane can be defined per project
- Up to 50 alerts (within a project) can be defined per project
- No limit for defining SDK Dependencies

Environment Level

- Up to 1000 packages can be deployed per environment
- Up to 10000 debug packages can be deployed per environment
- Up to 1000 triggers can be defined per environment
- Up to 1000 notifiers can be defined per environment
- Up to 100 environment variable (1st gen) for desktop studio can be defined per environment
- Up to 100 API keys can be defined per environment

6 Browser Support

- Google Chrome version 90 and greater.

i Note

Google Chrome's current version is supported. SAP works to maintain compatibility with Google Chrome, but new releases may cause issues. Extension installation requires Chrome to be connected to the Internet

- Microsoft Edge version 90 and greater.

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 BTP covering uptime, credits, update windows, and others.



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

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