

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 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.
Integration of third-party technologies	The SAP Intelligent Robotic Process Automation Desktop Studio allows 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 debugging 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 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.
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.
Cloud-based Orchestration	SAP Intelligent Robotic Process Automation Factory is a cloud component, built on SAP Cloud Platform, that allows you to manage Environments, Hierarchies and Trust relationship.
Cloud-based Monitoring and Dashboarding	SAP Intelligent Robotic Process Automation Factory is a cloud component that allows you to monitor package deployment and job execution.
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.
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.

Feature	Use
SAP Cloud Platform security and identity integration	The cloud-based component relies on SAP Cloud Platform and leverages identity management, profile management.

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

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

iNote

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 Cloud Platform is hosted in different regions (see Availability of SAP Cloud Platform Services).
Infrastructures	SAP Cloud Platform 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 Cloud Platform 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:</p> <ul style="list-style-type: none"> • English • French • German • Japanese • Spanish <p>The central web-based administration user interface for SAP Cloud Platform supports the following languages:</p> <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
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

Availability Aspect	Description
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.
- (Neo environment only) Upload limit: an application deployed on SAP Cloud Platform 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.

i Note

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

Metrics and Quotas

- Up to 100 environments can be defined per tenant
- Up to 100 variables can be defined per environment
- Up to 100 hierarchies can be defined per tenant
- Up to 1000 packages-versions can be imported per tenant
- Up to 1000 deployments can be defined per tenant
- Up to 5000 triggers can be defined per tenant
- Up to 5 triggers can be defined per deployment

6 Browser Support

- Microsoft Internet Explorer 11.
- Mozilla Firefox ESR version 50 and greater.
- Mozilla Firefox version 65 and greater.
- Google Chrome version 70 and greater.

Only 32-bit browsers are supported. In the case of IE11, “Enhanced Protected Mode” (64-bit content processes) is supported. IE 11 application itself (the “Manager” process) is always 64-bit on 64-bit systems and it is supported. Extension is part of the on-premise tools setup and it is not available through a store.

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

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](#) .

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