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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.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop-based Process Automation Design</td>
<td>SAP Intelligent Robotic Process Automation provides a software component installed on a supported OS that you use to author a process automation.</td>
</tr>
<tr>
<td>Cloud-based Process Automation Assembly</td>
<td>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.</td>
</tr>
<tr>
<td>Integration of third-party technologies</td>
<td>The SAP Intelligent Robotic Process Automation Desktop Studio allows you to integrate third-party technologies to capture, record, and integrate actions.</td>
</tr>
<tr>
<td>Script-based and workflow-based process automation design</td>
<td>Process Automation Programing Model supports Script-based and Workflow-based paradigm.</td>
</tr>
<tr>
<td>Visual Debugger for process automation</td>
<td>The SAP Intelligent Robotic Process Automation Desktop Studio helps you to debug your process automations on both local and remote clients.</td>
</tr>
<tr>
<td>Flow activities to model clicks, selections and many more</td>
<td>When you build a process automation, you can use rich built-in activities to connect steps together.</td>
</tr>
<tr>
<td>Access to a wide range of technologies</td>
<td>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.</td>
</tr>
<tr>
<td>Access to SAP applications</td>
<td>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.</td>
</tr>
<tr>
<td>OCR Connector for Surface Control</td>
<td>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).</td>
</tr>
<tr>
<td>Direct access to Microsoft Office tools</td>
<td>A set of simplified libraries help you to access Microsoft Office components and files such as Excel, Word, or Outlook.</td>
</tr>
<tr>
<td>Cloud-based Orchestration</td>
<td>SAP Intelligent Robotic Process Automation Factory is a cloud component, built on SAP Cloud Platform, that allows you to manage environments, agent groups and trust relationship.</td>
</tr>
<tr>
<td>Cloud-based Monitoring and Dashboarding</td>
<td>SAP Intelligent Robotic Process Automation Factory is a cloud component that allows you to monitor agents, package deployment and job execution.</td>
</tr>
<tr>
<td>Feature</td>
<td>Use</td>
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</tr>
<tr>
<td>Business Activity Monitoring</td>
<td>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.</td>
</tr>
<tr>
<td>Centralized package distribution</td>
<td>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.</td>
</tr>
<tr>
<td>Built-in life cycle support of Cloud-based artifacts</td>
<td>Packages can be deployed, versioned and bound to different environments with different states (preview, release, and so on).</td>
</tr>
<tr>
<td>Attended and Unattended Bot using a hybrid deployment model</td>
<td>Desktop Agents are deployed on-premise and can work in attended mode, unattended mode or both based on pre-defined availability.</td>
</tr>
<tr>
<td>Seamless Integration based on API Trigger and Notifier</td>
<td>Using API Trigger and Notifier, you can integrate SAP Conversational AI and a wide range of API-based events.</td>
</tr>
<tr>
<td>Multiple language support</td>
<td>All components of SAP Intelligent Robotic Process Automation support five languages (English, French, German, Japanese, Spanish) including most of the documentation available in the help portal.</td>
</tr>
<tr>
<td>Access to pre-built content</td>
<td>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.</td>
</tr>
<tr>
<td>SAP Cloud Platform security and identity integration</td>
<td>The cloud-based component relies on SAP Cloud Platform and leverages identity management and profile management.</td>
</tr>
</tbody>
</table>
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

**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

<table>
<thead>
<tr>
<th>Availability Aspect</th>
<th>Description</th>
</tr>
</thead>
</table>
| Platform availability | - 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  |

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

<table>
<thead>
<tr>
<th>Regions</th>
<th>SAP Cloud Platform is hosted in different regions (see <a href="#">Availability of SAP Cloud Platform Services</a>).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infrastructures</td>
<td>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.</td>
</tr>
</tbody>
</table>
| Environments | SAP Cloud Platform offers the Cloud Foundry, Neo, and ABAP development environments:  
- 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. |
<table>
<thead>
<tr>
<th>Availability Aspect</th>
<th>Description</th>
</tr>
</thead>
</table>
| Languages           | Supported language for all components:  
|                     | • English  
|                     | Supported language for SAP Intelligent Robotic Process Automation Factory:  
|                     | • English  
|                     | • French  
|                     | • German  
|                     | • Japanese  
|                     | • Russian  
|                     | • Simplified Chinese  
|                     | • Spanish  
|                     | • Traditional Chinese  
|                     | The central web-based administration user interface for SAP Cloud Platform supports the following languages:  
|                     | • Chinese  
|                     | • English  
|                     | • Japanese  
|                     | • Korean  
|                     | • Russian  
|                     | • Simplified Chinese  
|                     | • Traditional Chinese  
|                     | For language availability of other user interfaces refer to the respective detailed feature scope description.  
|                     | The SAP Cloud Platform documentation on SAP Help Portal supports the following languages:  
|                     | • Chinese  
|                     | • English  
|                     | • Japanese  
|                     | • Russian  
|                     | • Simplified Chinese  
|                     | • Traditional Chinese  
| Accessibility       | SAP Cloud Platform provides accessibility support in its administration and development tools, and the customer documentation. This includes:  
|                     | • 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

<table>
<thead>
<tr>
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</tr>
</thead>
</table>
| Integration         | - 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      | The free trial of SAP Cloud Platform is available for testing and exploring:  
                      | - Productive and beta features and services  
                      | - Administration and development tools  
                      | - Application deployment  
                      | - Databases  
                      | - Community  
                      | - Support  
                      | You are not allowed to use productively the applications deployed using the free trial access. |

### 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.

### Metrics and Quotas

- Up to 100 environments can be defined per tenant
- Up to 100 variables can be defined per environment
- Up to 100 agent groups can be defined per tenant
- Up to 1000 packages-versions can be imported per tenant
- Up to 1000 packages can be deployed 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.

**i Note**

By the end of 2020, Mozilla Firefox will no longer be a supported browser for SAP Intelligent RPA. As a result, the SAP Intelligent RPA extensions for Firefox won’t be maintained anymore: please be aware that issues may be introduced if and when Firefox makes significant changes.

- Mozilla Firefox version 65 and greater.

**i Note**

By the end of 2020, Mozilla Firefox will no longer be a supported browser for SAP Intelligent RPA. As a result, the SAP Intelligent RPA extensions for Firefox won’t be maintained anymore: please be aware that issues may be introduced if and when Firefox makes significant changes.

- 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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