



Feature Scope Description | PUBLIC
2021-09-23

Feature Scope Description for Launchpad Service

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1 About This Document

This document describes the **features** that are available in SAP Launchpad service. The availability of some of the features may depend on your license agreement with SAP.

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

i Note

This document does not include any information about:

- **Packages and pricing** available for SAP Launchpad service. For more information, see [SAP Discovery Center](#).

2 Features

Get a high-level overview about the features of SAP Launchpad service.


The SAP Launchpad service enables organizations to establish a central point of access to SAP (e.g. SAP S/4HANA), custom-built, and third party applications and extensions, both on the cloud and on premise.

The following features are available for SAP Launchpad service:

- | | |
|---|---|
| Application Integration | Provide business users a central point of access for apps and tasks, with seamless integration to various UI technologies and third-party apps. |
| Intuitive and Engaging User Experience | A role-based, personalized launchpad with a flexible content structure that follows the SAP Fiori 3 design guidelines. |
| Integrations | Integration with central SAP BTP services, such as inbox and cloud identity services. |
| Extensibility | Extensible framework for customizations using shell plugins and custom branding. |

3 Service Availability

This section describes the service availability aspects.

Availability Aspect	Description
Regions	See SAP Discovery Center  .
Infrastructure	<p>SAP Launchpad service runs on several underlying <i>Infrastructure-as-a-Service</i> technologies and regions owned by our partner infrastructure providers, including Amazon Web Services, Microsoft Azure, Google Cloud Platform, Alibaba Cloud, and NS2.</p> <p>On AWS data centers, the SAP Launchpad service supports the concept of Availability Zones (AZ). An AZ setup, provides a higher availability, fault tolerance, and scalability, than a single data center when there are infrastructure issues. For more information, see Availability Zones in the Cloud Foundry Environment</p>
Environments	SAP Launchpad service runs in the SAP BTP, Cloud Foundry environment.

Availability Aspect	Description
Languages	<p>The web-based administration user interface of SAP Launchpad service is available in the following languages:</p> <ul style="list-style-type: none"> • Arabic • Chinese (China) • Czech • Danish • Dutch • English • English (British) • French • French (Swiss) • German • German (Swiss) • Hebrew • Hungarian • Italian • Italian (Swiss) • Japanese • Norwegian • Polish • Portuguese • Russian • Spanish • Spanish (Mexico) • Turkish <p>The SAP Launchpad service documentation on SAP Help Portal is available in the following languages:</p> <ul style="list-style-type: none"> • Chinese • English • Japanese
Accessibility	<p>SAP Launchpad service provides accessibility support in its tools and the customer documentation. This includes:</p> <ul style="list-style-type: none"> • Texts and information • UI elements via attributes and element IDs • Orientation and navigation throughout the UI • User interaction
Free trial use	<p>SAP Launchpad service is included in the free trial for the platform, with restrictions regarding the the number of sites, roles, and content providers.</p>

4 Compliance and Security

SAP Launchpad service ensures cloud security at multiple levels:

i Note

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

Certificates and Reports

SAP Launchpad service regularly undergoes audits and reviews of its policies and controls.

i Note

Note that these assets were created before our branding changes related to SAP technology were announced on January 2021.

- For the complete list of compliance and security standards that the <service-short-name> is compliant with, see [SAP Business Technology Platform ISO Certificates](#).
- For the complete list of Service Organizational Control (SOC) audit reports available for the <service-short-name> is, see [SAP Cloud Platform SOC Reports](#).

Regions

To learn how SAP data centers are built, operated, and secured, see [Data Center](#).

Data Protection

SAP Launchpad service follows SAP's global data protection and privacy guidelines. For more information on the guidelines, see [Data Privacy](#).

To access the Personal Data Processing policy for your region, see [Personal Data Processing for SAP Cloud Services](#).

5 Service Level Agreement

The Service Level Agreement (SLA) is a contract between SAP and its customers that forms the basis of your contractual relationship with SAP when referenced in specific order forms.

i Note

This Service Level Agreement 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.

- The **order form** is the ordering document to subscribe to cloud services from SAP. It defines the commercial terms and lays out the agreement structure. The order form also incorporates several other documents that relate to the SLA.
See [Sample Order Form](#).
- The **Service Level Agreement for SAP Cloud Services** applies to any cloud service on the SAP price list, defining downtime, credits, update windows, and others.
See [Service Level Agreement for SAP Cloud Services](#).
- The **SAP Business Technology Platform Supplement** overrides the Service Level Agreement for SAP Cloud Services in case of deviations and specifies the SLA for SAP Business Technology Platform in general.
For more information, see [SAP Business Technology Platform Supplement](#).

Additionally, the **General Terms and Conditions for SAP Cloud Services** warrants the SLA and provides the available remedy if SAP fails to meet its SLA. For more information, see [General Terms and Conditions for SAP Cloud Services](#).

Maintenance Windows and Major Upgrade Windows

The maintenance and major upgrade windows are defined in the Service Level Agreement for Cloud Services. SAP may update these windows from time to time in accordance with the Agreement.

The following windows apply for the SAP Launchpad service:

Maintenance Windows				Major Upgrade Windows				
MENA	APJ	Europe	Americas	Frequency	MENA	APJ	Europe	Americas
Zero down-time	Zero down-time	Zero down-time	Zero down-time	Up to 4 times per year		FRI 2 pm (UTC) (4 hrs)	FRI 10 pm (UTC) (4 hrs)	FRI 4 am (UTC) (4 hrs)

For the latest information, see [Maintenance Windows and Major Upgrade Windows for SAP Cloud Services](#) and search for SAP Business Technology Platform.

6 Browser Support

Overview of the browser support

For the runtime UIs of the service, the same scope of supported browsers and platforms as stated for SAPUI5 , excluding Web View, and Windows Phone. Note the additional information section about the `sap.m` mobile library of SAPUI5.

For the design-time UIs of the service, the same scope of supported browsers and platforms as stated for SAPUI5 desktop services.



For more information, see [Browser and Platform Support - SAPUI5](#).

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Bias-Free Language

SAP supports a culture of diversity and inclusion. Whenever possible, we use unbiased language in our documentation to refer to people of all cultures, ethnicities, genders, and abilities.

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