

Feature Scope Description | PUBLIC
2026-08-20

Feature Scope Description for SAP AI Core

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1 About This Document

This document describes the **features** that are available in the SAP AI Core 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 AI Core. Features that are not included in this feature scope description might require a separate license.

> **Note**
>
> This document does not include any information about:
>
> - **Packages and pricing** available for SAP AI Core. For more information, see SAP Discovery Center.

2 Features

Get a high-level overview about the features of SAP AI Core.

SAP AI Core is a service within the SAP Business Technology Platform. It's designed to manage the execution and operations of AI assets in a standardized, scalable, and hyperscaler-agnostic manner. It seamlessly integrates with SAP solutions, allowing any AI function to be easily implemented using open-source frameworks. SAP AI Core supports full lifecycle management of AI scenarios. Users can access generative AI capabilities and prompt lifecycle management through the generative AI hub.

The following features are available for SAP AI Core:

Generative AI hub	Access generative AI models for prompt development and experimentation. Manage the lifecycle and evaluation of prompts and generative AI workflows.
Execute pipelines	Execute pipelines as a batch job, for example, to preprocess or train your models, or perform batch inference.
Serve inference requests	Deploy a trained machine learning model as a Web service to serve inference requests of trained models with high performance.
Manage the AI scenario lifecycle	Manage your ML artifacts and workflows, such as model training, metrics tracking, data, models, and model deployments via a uniform API lifecycle.
Benefit from multitenancy support	Use this service in tenant-aware applications. Implement multi-tenant services to segregate your AI assets and executions to isolate your tenants within SAP AI Core.
Integrate your cloud infrastructure	Register your Docker registry, synchronize your AI content from your git repository, and register your object store for training data and trained models. Productize your AI content and expose it as a service to consumers in the SAP BTP marketplace.

3 Service Availability

This section describes the service availability aspects.

Availability Aspect	Description
Regions	See SAP Discovery Center.
Infrastructure	SAP AI Core runs on Amazon Web Services.
Environments	SAP AI Core runs in the Kubernetes environment.
Languages	The central web-based administration user interface of SAP BTP, including SAP AI Core, is available in the following languages: • Chinese • English • Japanese • Korean The SAP AI Core documentation on SAP Help Portal is available in the following languages: • English

4 Compliance and Security

SAP AI Core ensures cloud security at multiple levels:

Certificates and Reports

SAP AI Core regularly undergoes audits and reviews of its policies and controls.

> **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 SAP AI Core is compliant with, see SAP Business Technology Platform ISO Certificates.
- For the complete list of Service Organizational Control (SOC) audit reports available for the SAP AI Core service, see SAP Business Technology Platform SOC Reports.

Data Protection

SAP AI Core 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.

- 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 Service Description Guide** provides information on the SAP AI Core service, including any deviations to the SLA.
  For more information, see SAP Business Technology Platform Service Description Guide.

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 AI Core service:

Maintenance Windows				Major Upgrade Windows				
MENA	**APJ**	**Europe**	**Americas**	**Frequency**	**MENA**	**APJ**	**Europe**	**Americas**
FRI 7 p.m. (UTC) (3 hrs)	SAT 3 p.m. (UTC) (3 hrs)	SAT 10 p.m. (UTC) (3 hrs)	SUN 4 a.m. (UTC) (3 hrs)	Up to 4 times per year	–	FRI 10 p.m. (UTC) (24 hrs)	SAT 5 a.m. (UTC) (24 hrs)	SAT 11 a.m. (UTC) (24 hrs)

For the latest information, see Maintenance Windows and Major Upgrade Windows for SAP Cloud Services and search for your service.

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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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