

World-Class Security for Highly Regulated Industries



The Best-Run Businesses Run SAP™

Advanced security in sensitive environments

Advanced security in sensitive environments

Organizations in the aerospace and defense, banking, insurance, and high-tech industries – as well as in the public sector – require [airtight authentication](#) to access their IT systems. They must often limit access in certain countries or locations. The advanced security edition of the SAP® Enterprise Support offering provides extensive support for such sophisticated security needs.

The advanced security edition of SAP Enterprise Support helps small and midsize organizations meet complex security regulations and data privacy requirements. The offering remotely delivers individual services that involve system or data access – via the SAP Active Global Support (SAP AGS) organization. These services can maximize the stability, availability, and performance of your entire solution landscape – for SAP and non-SAP software.

SAP AGS has more than 10 years of experience delivering secure support services. The advanced security edition of SAP Enterprise Support offers robust support for processing and resolving incident messages – along with a dedicated SAP advisor who has received personnel security clearance.

You can process unclassified incident messages from specific countries or locations and restrict remote access for system analysis. Receiving remote continuous quality checks from these countries or locations helps you meet legal requirements and internal data security.



Advanced support for your specific security needs

Advanced support for your specific security needs

The advanced security edition of SAP Enterprise Support was designed to meet the requirements of highly regulated industries – as well as the specific security mandates of individual organizations – by providing remote services and processing incident messages to meet your needs.

Services included in the offering satisfy a wide range of demanding security requirements for all of your software initiatives. And you can customize the services to meet the specific regulatory requirements of your organization and industry.

You get support for advanced, secure connections to enhance data privacy and protection – as well as secure message processing and even secure delivery of continuous quality checks.

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Get expert guidance that helps you avoid common mistakes.



Objectives

Solution

Benefits

Quick Facts

Advanced support for your specific security needs

SAP support personnel process unclassified messages and deliver continuous quality checks via restricted remote access. To meet particular data security policies and legal regulations, you can limit remote access for any kind of support tasks to specific countries, locations, and personnel (such as passport holders of certain countries).

We place a router – that you provide and administrate – in a dedicated, physically secure environment in the SAP data center. Any remote access is then directed through this device, which is fully under your control.

To maximize security, you also retain control of the configuration and connection. Should you wish to enhance the security level of system access, you can combine this infrastructure solution with a two-factor authentication process.



Enhancement packages and specific services help you realize the benefits of your investment as soon as possible.



Maximize security, stability, availability, and performance

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The advanced security edition of SAP Enterprise Support helps you implement, operate, and innovate with your solutions more effectively. Support services delivered throughout the software lifecycle help you achieve your goals through empowerment, collaboration, and automation.

To empower your IT group, the SAP Enterprise Support Academy program provides a wide range of support offerings and educational content. By helping members of your staff develop their skills and boost their knowledge, the SAP Enterprise Support Academy makes it easier to maintain operational standards, run at peak performance, and accelerate innovation throughout your organization.

On the collaboration front, we provide direct support through security-cleared SAP experts who engage with you to address your needs, coordinate service delivery, and help ensure positive technical and business outcomes. You have access to a powerful help desk that keeps you up and running.

We give you the tools to automate what can be automated and dramatically accelerate the execution of IT tasks. By saving time, money, and energy, your IT team can better support the strategic goals of your business. Monitoring tools and IT analytics help you maintain the stability, availability, and performance of your SAP and non-SAP solutions and proactively detect risks before they impact your business.





Objectives

Solution

Benefits

Quick Facts

Summary

The advanced security edition of the SAP® Enterprise Support offering supports the security needs of organizations in the public sector and highly regulated industries. It helps you meet complex regulations and data privacy requirements with services delivered remotely by the SAP Active Global Support organization. Through collaboration, empowerment, and automation, we help you achieve your goals throughout the software lifecycle.

Objectives

- Comply with advanced internal and industry-specific security requirements and regulations
- Extend security for support processes that require remote system or data access
- Provide comprehensive security support for SAP and non-SAP solutions

Solution

- Secure, remote access and analysis of systems for resolving incident messages
- Remote service delivery from specifically designated countries and locations
- Access to support experts via the SAP Enterprise Support Academy program

Benefits

- Compliance with your data-protection and security regulations
- On-time, within-budget implementations and vastly improved operations
- Lower costs due to operational efficiencies and expert guidance
- Improved business agility through enhancement packages and specific services

Learn more

To learn more, contact sap_secure_support_services@sap.com or go to www.service.sap.com/securesupport (s-user login is required).



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