

SAP Solution in Detail

SAP Solutions for Governance, Risk, and Compliance

SAP Process Control

Ensure Effective Controls and Ongoing Compliance



The Best-Run Businesses Run SAP®

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Quick Facts

Summary

The SAP® Process Control application enables executives in finance, compliance, auditing, internal controls, and operations to focus resources on high-impact processes, regulations, and risks and helps you achieve effective controls and ongoing compliance. With extensive reporting capabilities, and automated control testing and monitoring of business processes using predefined and configurable rules, the software helps you gain continuous insight into the status of your company's compliance and controls. It integrates with SAP solutions and non-SAP systems, and it helps you improve compliance and business process quality at optimal cost.

Objectives

- Focus on key risks and regulations, with consistent practices
- Scale to regulatory and business demands while optimizing cost
- Unify programs and automate tasks for insight and accountability

Solution

- Unified framework for managing controls focused on key risks, materiality, and mandates
- Automated control testing and continuous monitoring
- Collaborative workflows, offline forms, and mobile apps enabling policy management, control evaluation, and sign-off
- Issue management using best-practice remediation workflows, tracking, escalation, and auditing

Benefits

- Lower testing and audit costs through automation
- Multicompliance with efficient, scalable programs and prioritized resources
- Continuous insight with consistent, timely information
- Earlier gap detection and faster action with reliable, current information for better decisions
- Better quality at optimal cost with effective remediation, reduced risk, and improved performance

Learn more

Visit us on the Web at www.sap.com/grc.



Focus Your Resources on High-Impact Processes, Regulations, and Risks

Governance, risk, and compliance (GRC) programs require businesses to deal with hundreds of complex business process controls and manage massive amounts of information across many different systems and business operations. The SAP® Process Control application helps you focus resources on key risks, the most critical regulatory requirements, and high-impact processes while **enabling better decisions based on continuous insight** into your organization's compliance and controls status.

ELIMINATING MANUAL PROCESSES

Current methods for controlling business processes often are highly manual, time-consuming, and unreliable. As such, it's possible that you aren't always prioritizing your resources appropriately to address the most critical regulations, business processes, and higher-impact risks.

The implications of ineffective control management are many. To address strains on the business, organizations often respond by increasing staff and implementing manual processes to monitor controls and react to alerts. This haphazard approach is costly, inefficient, and prone to error. At worst, it can result in undetected fraud, regulatory violations, or inaccurate business reporting and eventually directly impact stock performance and brand reputation.

SAP solutions can help you overcome these challenges – so you can manage entities and processes across the enterprise based on key risks, materiality, and critical internal and external mandates.

FOCUSING ON WHAT'S MOST IMPORTANT

By focusing your internal control management resources on the areas of most importance and highest risk, you can increase the consistency of and confidence in control information across the enterprise – and improve the quality of your key business processes.

The SAP Process Control application enables you to manage a wide range of compliance and business policy initiatives in one system, with different access, reporting, and configuration options for each one. At the same time, your initiatives can share common services such as the same workflow planning and scheduling functions.

For example, you might choose to use corrective and preventive action (CAPA) features for operational compliance but opt not to use the sign-off functionality. Then, for financial compliance, you could do the opposite: turn on the sign-off and aggregation-of-deficiencies features but disable CAPA features.

Focusing control management resources on the areas of most importance and highest risk ultimately **improves the quality of key business processes.**



Benefits of a Unified Repository

SAP Process Control gives you a unified repository for maintaining compliance and internal control information, helping ensure cross-function standardization and increased efficiency. You can manage multiple external compliance initiatives and internal policies within a single solution, enabling consistency and rationalization across your organization.

The traceability of user activity enables compliance assurance and visibility. Cross-function accountability is supported by workflow-based procedures for certification and sign-off.

Important benefits derived from this unified functional architecture include:

- **Greater consistency** by utilizing master data catalogs across multiple compliance initiatives
- **Increased accountability** with simultaneous support for regulatory requirements and internal policy mandates
- **More-efficient processes** with shared control testing and assessments
- **Flexible options and workflows** with, for example, various remediation plan options depending on regulatory compliance requirements, or a configurable user interface that adapts to the user's role

Information on remediation plans, rules, and control history is maintained in a single location, allowing for optimized workflows across multiple compliance initiatives. Because of this common location, available across the organization, you can access, share, and reuse information much more efficiently, greatly reducing documentation efforts and maintenance.

Organization and Prioritization of Controls

The solution also supports multilevel hierarchies, so you can set up structures depicting organization units and business processes and map these to the relevant financial accounts, risks, and controls (entity-level controls and at subprocess levels). You can leverage account information and risk assessments to help support scoping decisions in each compliance initiative, and you can focus on the most material and risk-bearing areas of the business.

A Single System of Record

An overall benefit of this centralized and unified functional architecture of SAP Process Control is a single system of record for your company's risk, compliance, and internal control activities. The information is readily available and does not require complex reporting processes to extract and assemble data from fractured systems. This helps ensure audit integrity of enterprise-wide GRC initiatives and gives your executives confidence in maintaining control across the operations.

Integration with SAP Solutions for GRC

Additionally, SAP Process Control integrates with other SAP solutions for GRC on a unified SAP NetWeaver® technology platform. In particular, when using the SAP Risk Management application, you can use the risk assessment results to target the most critical business units and processes, whether they bear compliance risks or any other types of risks, and help ensure policies and effective controls are in place to mitigate those risks. Working together, SAP solutions for GRC enable proactive risk monitoring across end-to-end business processes.



EMBEDDING RISKS AND CONTROLS INTO YOUR BUSINESS PROCESSES

With SAP solutions for GRC, you can use a standardized central framework with risks and controls embedded into key business processes. The solutions support a standardized taxonomy with a common language for risk and control activities. This taxonomy helps you to align controls with business performance objectives across the organization. The result is a greatly expanded ability to monitor performance against compliance and control management requirements.

For example, SAP Process Control lets you monitor the following types of key business processes:

- **Reconcile to report** – The financial close process is extremely vulnerable to error and miscalculation, particularly if your business has multiple locations and financial applications. SAP Process Control guards against these risks by enabling you to closely monitor subledgers, general ledgers, and financial consolidations while also allowing you to reduce manual controls, streamline the financial close, and ensure the accuracy of financial results.
- **Order to cash** – The order-to-cash business process concludes with revenue recognition, making it vital that you have the right controls in place to prevent human error and intentional manipulation. With SAP Process Control, you can use continuous control monitoring to identify revenue leakage, improper shipping cutoffs, and other potentially fraudulent activities. As a result, it helps you ensure control effectiveness and efficiency for your order management, inventory, accounts receivable, and general ledger applications.
- **Procure to pay** – SAP Process Control helps you enforce corporate procurement policies and establish improved controls over spend transactions, thereby increasing the effectiveness and efficiency of purchasing, inventory, and accounts payable applications. You can monitor the status of procure-to-pay activities as they are processed by multiple applications across the enterprise. The software gives you better visibility into how transactions are impacting working capital, as well as a way to eliminate instances of duplicate vendor payments, lost discounts, and improperly valued inventory.
- **IT processes** – SAP Process Control monitors controls across your IT landscape to help ensure proper change control management and to prevent the introduction of risks into production environments. These controls can help you ensure the integrity of enterprise system data, the reliability of application processing, and the proper development and implementation of software.

SAP Process Control enables a cross-system approach to control monitoring, with **insight across enterprise operations** for control effectiveness.



OPTIMIZING PROGRAMS THROUGH SHARED CONTROLS

Document multiple compliance and control initiatives and optimize programs through shared controls. Through its robust multicompliance framework, SAP Process Control enables you to document, test, and report across regulations and control management initiatives, thus reducing effort, increasing visibility, and moving toward more streamlined and harmonized GRC processes.

For example, from the same screen, you can document a control once and assign it to as many regulations and initiatives as applicable, while capturing needed data that might be specific to each regulation. So you document once and use the documentation many times.

ENABLING CENTRALIZED AND FLEXIBLE PLANNING

SAP Process Control enables centralized yet flexible planning of control assessment and testing. You can plan control evaluation cycles and share results among multiple compliance and control management initiatives. You also have flexibility for regional control requirements, supporting data overrides of standard and regulation-specific control data to reflect region-specific needs.

If the central team wishes to schedule evaluations centrally in a shared mode, control owners can test once but use the results many times. This reuse contributes to significant savings in time and effort and also helps make things easier as your company expands into new geographies and adopts new regulations and initiatives.

Taken together, these features and functionality within the application give companies and executives much more power over the burden of compliance and control management. This shows up in the ability to manage increasingly complex global business operations without increasing staff. Further, with greater confidence in the information, executives can make better decisions and help reduce the impact of fraud and other irregularities.

Easier and Quicker Access to Critical Information

With the latest release of SAP solutions for GRC, SAP Process Control offers a new experience for your users, providing all the key information they need on their home page based on their role. They can also customize their workspace to optimize navigation and maximize their productivity.

In addition, new “Google-like” text search facilities enable quick access to the specific data they need.



SAP solutions help you **manage business entities and processes** based on key risks, materiality, and internal and external mandates.



Provide Continuous Insight into the Status of Compliance and Controls

SAP Process Control enables continuous insight into the status of compliance and controls. You need holistic and near-real-time visibility on the status of your compliance and internal controls. Obtaining such visibility entails comprehensive control evaluation and automation, continuous control monitoring, and a wide range of reports and dashboards that clearly highlight areas of concern and support efficient and timely decisions.

Traditional manual methods may yield a fragmented view of what is happening across the organization and limit your ability to spot issues in a timely manner and react effectively. Increasingly, you face new compliance demands, regulation changes, and pressures by authorities or industry bodies, which adds to the challenges. And with international operations, you encounter yet more regulatory restrictions to which you must adapt quickly and effectively.

The need for quick response often leads to a proliferation of duplicate and contradictory processes and documentation standards. Companies then define and implement duplicate controls that can number in the hundreds and create a huge monitoring burden. Resources are strained to monitor these controls effectively and manage time-consuming and costly inspections and audits.

With SAP Process Control, faster alerting and tracking of control deficiencies give your process owners and decision makers the ability to manage the effectiveness of controls at any time, across any system. Users in your organization have the necessary information in time to make better decisions, mitigate risk based on alerts, and limit the impact of irregularities and fraud.

PROVIDING TOOLS FOR CONTINUOUS INSIGHT

SAP Process Control enables comprehensive online and offline control evaluation using best-practice workflows and configurable forms. Automated workflows and notifications promote enterprise-wide accountability and confidence in decision making.

Workflows

Automated workflows help control owners and decision makers understand control readings and alerts so they can react efficiently and effectively. This shortens audit cycles and reduces overall compliance expense by automating the certification and sign-off process and also by helping ensure that all appropriate stakeholders are involved in the relevant business processes.

Information on issues, rules, and control history is maintained in one location, so you can **access, share, and reuse information more efficiently.**



Notifications

The workflows also include automated notifications to minimize manual intervention. As key processes are defined and rules are established, the application allows for key owners, organizations, or stakeholders to be flagged for notification on key events. This further helps to optimize compliance activities by notifying the critical process participants in a timely manner when action is required on their part.

Offline Forms

Today, due to limited system connectivity and auditor travel schedules, much testing and audit work is completed offline. SAP Process Control supports offline activities with interactive forms for compliance and controls assessments, testing, review, issues, and remediation. Sent via e-mail, these forms offer the same information as with online activities.

This functionality is supported by the SAP Interactive Forms software by Adobe, essentially PDF forms that accept and store user input. You can route these forms to the user's in-box and enable offline performance of control evaluations, identification, and processing of related issues and completion of remediation activities. As each task is

completed, the user simply submits his or her "paperwork" (evaluations, supporting evidence, and so on) via e-mail to the system, and the system automates the processing and updating of the relevant information.

Although the process involves use of offline forms, the routing of tasks continues to use the predefined workflows, so that each task gets to the right person at the right time in the right order.

SAP Interactive Forms requires limited setup because it uses existing features of the SAP solutions for GRC such as surveys, test plans, user-defined fields, workflow, and so on. In addition, minor customizations such as adding logos and simple cosmetic changes can usually be done without further licensing.

ENABLING CONTINUOUS MONITORING ACROSS BUSINESS SYSTEMS

To excel in today's global regulatory environment, companies need a comprehensive cross-system approach to control monitoring, with insight across enterprise operations to ensure control effectiveness. The SAP Process Control application supports continuous monitoring of control effectiveness across regulatory and control management requirements.



SAP solutions for GRC support a common language for risk and control activities, helping you align **controls and better monitor compliance efforts.**

The application works with both SAP and non-SAP software systems and can support automated controls to extend continuous monitoring to non-SAP environments and provide unified reporting (see Figure 1). This functionality applies to a growing list of non-SAP environments including Oracle, Oracle’s PeopleSoft, and JD Edwards, as well as legacy and custom applications. The automated controls allow for continuous monitoring of non-SAP enterprise resource planning (ERP), financial, and other system-based process controls, working to identify fraud and irregularities.

The combination of cross-system visibility and continuous monitoring enables companies to be in a much better position to spot and react to deficiencies. In many current environments, enterprises rely on overburdened staff and manual control monitoring in order to identify problems. With the automation enabled by SAP Process Control, this is no longer necessary. When continuous control monitoring is used, manual effort is significantly reduced

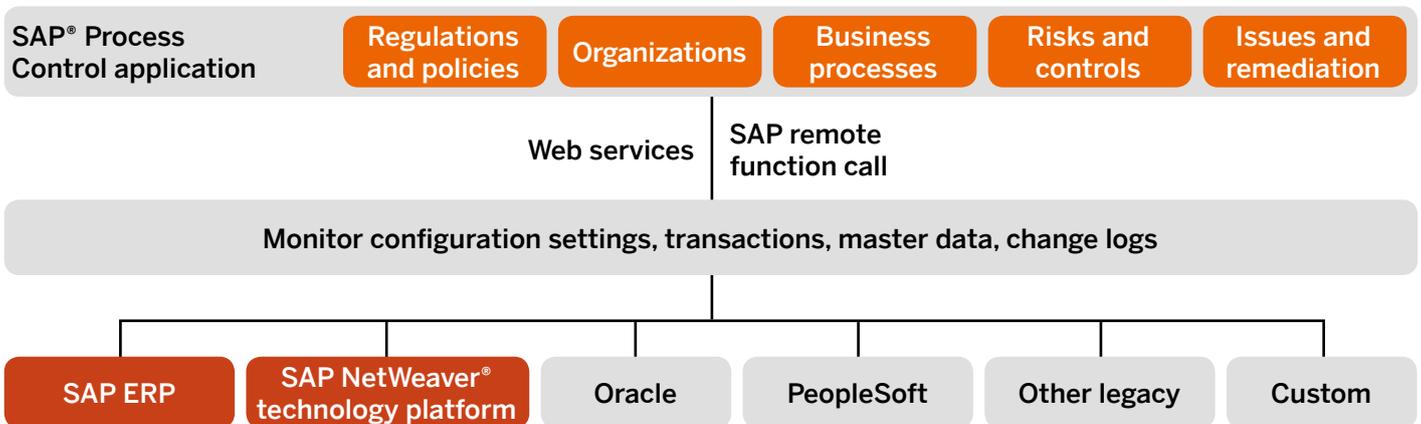
or eliminated and irregularities trigger alerts immediately. These can further be processed as issues and remediated as required.

With an automated rules framework that enables quick deployment, this application delivers cross-system visibility and a unified repository of compliance information for managing multiple compliance and control management programs efficiently.

Boost Monitoring Capabilities with SAP HANA®
In the latest version, core SAP solutions for GRC – including SAP Process Control – can optionally be used on the SAP HANA® database.

Higher volume data management and faster responses can therefore be obtained, and you also can take advantage of the advanced analytic capabilities of SAP HANA Live for SAP solutions for GRC. The analytics foundation provides the technical infrastructure to enable data from the SAP solutions for GRC to be used by SAP HANA for analytics processing.

Figure 1: Continuous Control Monitoring for Business Process Quality and Compliance



This means in particular that a specific scenario is delivered to run continuous control monitoring in SAP Process Control on SAP HANA. Data stored in SAP HANA is made available to the automated rules engine in SAP Process Control, so you can monitor controls across a wider range of systems and with great performance, despite potentially very large data volumes.

GETTING THE MOST OUT OF DASHBOARDS AND REPORTING

Using SAP BusinessObjects™ business intelligence solutions (SAP BusinessObjects BI solutions), SAP Process Control offers extensive dashboard and multidimensional reporting functionality.

SAP Process Control includes a wide range of both predefined and customizable reports that enable an enterprise-wide view of control status (see Figure 2). The application provides over 40 reports and dashboards and incorporates SAP Crystal Reports® software to facilitate the creation of customized reports and deployment of advanced features such as combined graphics and text reporting.

Having a wealth of reports readily available gives your control managers a comprehensive perspective across systems and the organization, and it helps ensure transparency. This is essential for effective and continuous monitoring, risk and alert assessment, and decision making.

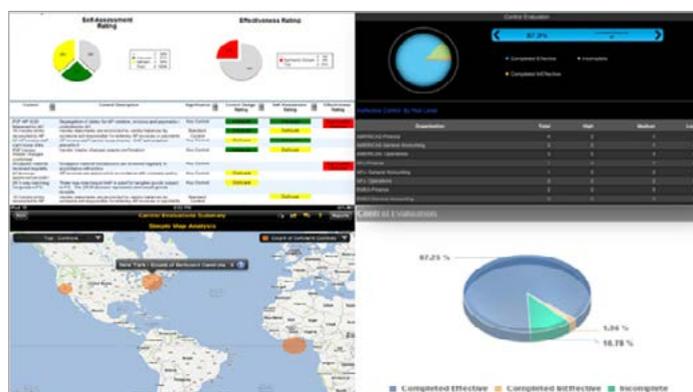
The combination of integration with SAP and non-SAP business systems, automated workflows, and comprehensive reporting reinforce visibility, better decision making, and coordination in both

compliance activities and remediation plan development. In addition, you can adapt to changes in business needs or in organizational structure, and workflows and reports can be readily updated. An intuitive user interface and framework helps you to implement these changes through configuration. There are no back-end entities to be managed or updated.

The latest version of SAP solutions for GRC includes the addition of the operational data provider (ODP) feature, which further enhances reporting capabilities. With ODP functionality, your users can create and modify dashboards and reports using a variety of BI tools that best adapt to their reporting needs. Support for ad hoc queries allows quick decisions.

ODP relies on predefined models, so your users don't need to understand the underlying structure of GRC data; instead, they can use familiar business denominations to manipulate fields.

Figure 2: Reports and Dashboards for Continuous Insight into the Status of Controls



Improve Compliance and Business Process Quality at Optimal Cost

SAP Process Control offers robust control automation, best-practice workflows, comprehensive testing, and optional mobile access. These rich features can help your organization reduce compliance and audit cost while increasing compliance assurance and improving the reliability and quality of business processes.

GRC best practices involve continuous monitoring, ongoing new control and rule creation, and well-documented issue management. This, in turn, requires comprehensive software solutions and an architecture that enables collaboration and communication across a wide range of software systems (both SAP and non-SAP) and across organizational functions. Traditional methods are inadequate and costly. Attempting to accomplish effective and continuous control monitoring with fragmented point solutions is tedious, resource intensive, and filled with risks.

SAP solutions for GRC are designed to efficiently enable documentation and implementation of automated controls that support any framework. Users can readily automate the testing and continuous monitoring of controls – compliance and control activities that are typically very costly and manually intensive. This leads to a much more

efficient compliance environment and effective business processes, facilitating reduced staff requirements, less manual intervention, and significant reduction of overall compliance-related costs.

MANAGING POLICIES WITH COLLABORATIVE TOOLS

You can use collaborative tools, including workflows, surveys, and mobile applications, for policy enforcement, evaluation, and comprehensive policy communication and acceptance. SAP Process Control helps you to manage well the traditional policy lifecycle of creating, reviewing, approving, and publishing policy versions. You can identify organizations, user groups, or persons subject to policies through the mapping of organization units, business processes, and activities.

The solution's extensive capabilities and best-practice workflows let you document policies, distribute policies and new versions or policy updates, and manage policy acknowledgments or other types of stakeholder responses through quizzes or surveys. This functionality is critical to ensure policies are clearly communicated, understood, and accepted by key stakeholders. Additionally, you can link policies to risks and use manual or automated controls to monitor their effectiveness.

Faster alerting and tracking of control deficiencies helps you manage the effectiveness of controls for **better decision making and mitigation of risks.**



To support the process, you can distribute and accept policies via e-mail using SAP Interactive Forms and also via the SAP GRC Policy Survey mobile app (see Figure 3), which is currently available for the Apple iPad (iOS 5 and higher) and Microsoft Windows 8 tablet. The mobile app helps speed up communication of important policies to remote personnel in a timely manner, and it helps to better enforce accountability with a more intuitive acknowledgment procedure.

Attestation of Control Performance with Disclosure Surveys

In the latest version of SAP Process Control, disclosure surveys have been added to facilitate the confirmation of the performance of controls individually or for a business process. This is especially useful when multiple people in your organization can each answer a survey to provide supporting information and evidence of control performance. Then, a reviewer sees all responses and can more easily determine if additional work is necessary.

This disclosure survey feature also provides streamlined workflow-based surveys aggregated by user. Instead of doing them one by one, each user is able to answer all surveys for the controls or processes he or she owns.

Similarly, process owners can use this feature to respond to surveys asking about process efficiency and effectiveness for purposes of continuous improvement and benchmarking across the corporate enterprise.

This feature also complements the traditional sign-off process, which routes surveys hierarchically from lower to higher organization levels and freezes the organization's data in the system. Since you

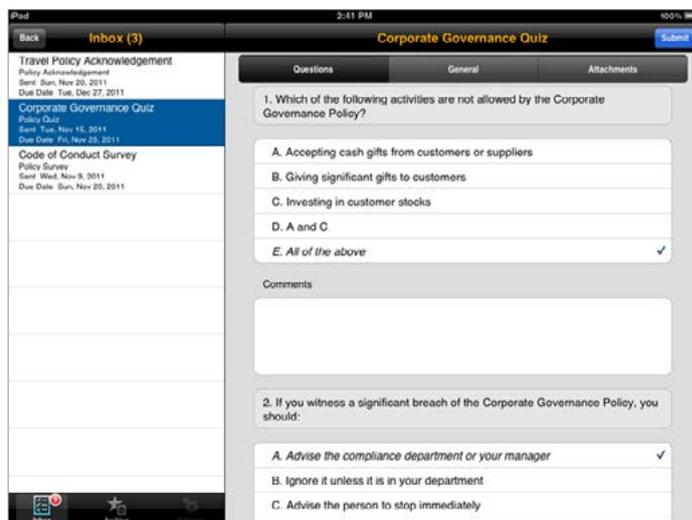
can send disclosure surveys to all relevant users at the same time – without depending on hierarchy – you don't need to freeze the related data. Optionally, you can allow users to raise ad hoc issues during the disclosure process.

Overall, this survey feature increases the flexibility of disclosures while streamlining the response and review process. It helps increase accountability and auditability, giving management confidence in the reliability of compliance and control processes.

ENABLING AUTOMATED TESTING

SAP Process Control enables the automated testing of controls using predefined rules and a configurable rules engine. As a comprehensive compliance and control management solution, the application delivers functionality for continuous monitoring and automated testing across systems – all within one application.

Figure 3: SAP® GRC Policy Survey Mobile App Lets Users Read and Accept New Policies



The application allows you to maintain controls and rules in a single location, so you can view and manage them holistically, reducing the risk of duplication or conflicting remediation efforts and alerts.

Configurable Rules to Jump-Start Your Monitoring Activities

SAP Process Control accelerates implementation with key delivered business content and allows for the quick creation of new rules. The application includes predefined rules for critical controls to monitor SAP Business Suite applications. You can use these rules along with industry-standard content to dramatically speed the definition and implementation of new rules.

Automated Rules Framework

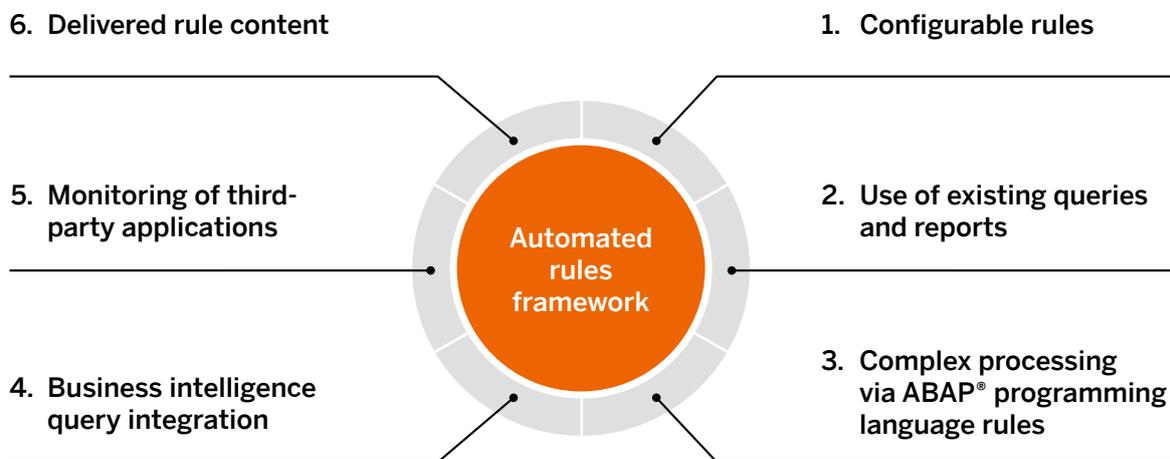
The application includes an automated rules framework, depicted in Figure 4, which enables your business users to create unlimited tests to monitor critical setups and transactions for violations and unacceptable risks. This feature can be imple-

mented in an SAP ERP application landscape or configured to address specific monitoring requirements across different landscapes. Further, all the content and activity reporting is stored in a centralized repository for user activity traceability, compliance control, and overall transparency.

Example: Procure to Pay

Consider the example of a key business process such as procure to pay. Testing of key controls for this process can involve a lot of investigation, reports, and checks, given the number of activities, stakeholders, documents, and data involved. More specifically, attempting to detect errors or fraudulent activity – such as bypassing approvals by splitting invoices – requires monitoring massive volumes of records and checks against broad criteria, conditions, and thresholds. A number of existing GRC solutions can aid this effort to some degree with basic sampling techniques, but this still involves extensive manual time and effort that is far from error proof.

Figure 4: Automated Rules Framework to Build New Rules Quickly and Improve Compliance



By using automated control tests in SAP Process Control, this type of critical monitoring can be performed by the system on a continuous basis, and it can be configured to help ensure that erroneous or potentially illegal transactions are tracked. Clearly, this functionality helps reduce the risk that deficiencies or potential fraud will go undetected, while helping ensure compliance and drastically cutting the cost of effective controls.

MANAGING ISSUES WITH BEST PRACTICES

The application enables you to manage a wide range of issues by using best-practice workflows and tracking and escalation functionality. It can integrate with audit management functionality to monitor the remediation of top issues. A key area of the application that promotes confidence in decision making is the centralization of issues and remediation plans, providing visibility on the status of issue resolution at any time.

The benefit of remediation workflows within SAP Process Control is that they greatly accelerate your ability to react to deficiencies and to identify fraud, reducing the overall impact to your company and its business results. Also, your critical process owners have the ability to track the remediation progress of their issues at any time.

Knowing that continuous monitoring capabilities exist and a robust remediation process is provided to tackle identified issues, your executives can have increased confidence in the complex activities across their business.

Outside of the standard control evaluation processes, issue management capabilities enable a reporting process for broad risk, compliance, and control management issues, and they support the central categorization and treatment of issues, allowing flexible determination of appropriate responses or remediation procedures. Based on this, SAP Process Control provides management with enterprise-wide visibility of issues and their remediation statuses.

SAP Process Control also integrates audit management functionality to enable the sharing of internal controls, issues, and findings between compliance, internal control, and audit teams. GRC business risks drive audit mission steps, and controls can be shared and assigned to audit programs. You can also share issues and remediation to enable reporting based on a common repository. This enhances end-to-end, risk-based audit planning and management and helps create synergy between auditing, compliance, and control management teams while reducing the workload.

Cross-system visibility and a unified repository helps you manage multiple compliance and control management programs efficiently.



ALIGNING WITH INDUSTRY AND LINE-OF-BUSINESS REQUIREMENTS

SAP solutions for GRC permit integration of third-party content, so you can better align processes with industry and line-of-business requirements.

Content requirements vary by region, country, line of business, domain, and industry. In addition, regulatory requirements change frequently, especially in some industries such as financial services and healthcare. Organizations also prefer to leverage best-practice standards, frameworks, and methodologies for risk and compliance management.

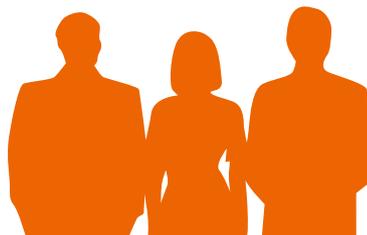
SAP solutions for GRC combine powerful functionality for automated control monitoring and ready-to-use content for critical risks and controls, helping to lower the total cost of ownership and improve ROI in your compliance and control management programs.

You can also use content packages that incorporate best-practice risk and control frameworks and libraries, such as those of the Committee of Sponsoring Organizations of the Treadway Commission (COSO), International Financial Reporting Standards (IFRS), Standard & Poor's (S&P), and Basel, and also from industry content providers. These libraries can be incorporated into the control framework of SAP Process Control through automated tools, which also facilitate content management.

This approach for content management, coupled with industry and line-of-business initiatives for SAP solutions for GRC and our network of partners marketed through the SAP EcoHub solution marketplace, can help you better protect your organization's value and better adapt to compliance and control management requirements that constantly evolve.

FIND OUT MORE

To learn more about how SAP Process Control can help your organization, call your SAP representative today or visit us on the Web at www.sap.com/grc.



Audit management functionality enables the **sharing of internal controls, issues, and findings** between compliance, internal control, and audit teams.

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