

SAP Security Concepts and Implementation

# The Product Security Response Team at SAP

## Keeping SAP® Software Secure at Customer Sites



The Best-Run Businesses Run SAP™

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SAP is committed to identifying and addressing any security issues in SAP® software installed at customer sites before they can be exploited. Collaborating closely with security research companies and experts worldwide helps SAP identify vulnerabilities early to keep SAP software secure. The **product security response team is key** to this strategy.

The product security response team at SAP helps customers:

- Benefit from the security insight of independent security researchers
- Leverage security notes released on monthly patch days to protect SAP software products installed at customer sites effectively and efficiently
- Sharpen customer awareness of emerging risks and vulnerabilities



# Protecting the Customer

## **PRODUCT SECURITY RESPONSE TEAM: A CENTRAL POINT OF CONTACT**

The product security response team has been authorized on behalf of SAP to handle and act upon vulnerabilities reported in SAP products by external security researchers, including hackers. The team is made up of trained security professionals experienced at managing responsible disclosures. It collaborates with the development teams within SAP to help ensure speedy patch deliveries.

## **A GLOBAL NETWORK OF SECURITY RESEARCHERS**

Encouraging partnerships with external security researchers from around the world and enabling them to share their expertise with SAP is key to early identification of vulnerabilities. Security researchers communicate with the product security response team by reporting finds to [secure@sap.com](mailto:secure@sap.com), a secure mailbox that is monitored constantly by experts in the team. This global collaboration of experts assists SAP in protecting customers against the latest-breaking threats.





## MONTHLY PATCH DAY

In coordinating the fix and release of security notes from SAP on the second Tuesday of every month – dubbed security patch day at SAP – the product security response team facilitates the planning of security updates, which boosts software security levels at customer sites.

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