

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™

Table of Contents

4 Protecting the Customer

- 4 Product Security Response Team:
A Central Point of Contact
- 4 A Global Network of Security Researchers
- 5 Monthly Patch Day



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, 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.

Encouraging partnerships with security researchers worldwide in order to share expertise with SAP is key to early identification of vulnerabilities.



© 2014 SAP AG or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG (or an SAP affiliate company) in Germany and other countries. Please see <http://www.sap.com/corporate-en/legal/copyright/index.epx#trademark> for additional trademark information and notices. Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP AG or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP AG or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP AG or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP AG or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP AG's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP AG or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.



The Best-Run Businesses Run SAP™