

SAP Corporate Glossary

March 3, 2022

Note: Use CTRL-F in Acrobat Reader to search for dedicated terms

A

ABAP – Proprietary SAP software programming language.

ABAP file formats – Free open source offering that provides file formats that define and specify the file representation for ABAP development objects.

Academic Competence Center (ACC) – Physical locations that partner with SAP University Alliances and University Competence Centers (UCCs) to provide language translation services and local curriculum and technical support in certain regions. There are six ACCs across the globe in Australia, Austria, Russia, South Africa, Taiwan, and Switzerland. See “SAP University Alliances” and “University Competence Center (UCC).”

Acceleration Collective – Pro bono consulting initiative from SAP Corporate Social Responsibility (SAP CSR) launched in 2021 in collaboration with MovingWorlds that trains SAP employees who volunteer their expertise to nonprofits and social enterprises. See “SAP Corporate Social Responsibility (SAP CSR).”

accessibility – Umbrella term for efforts to ensure that the environment at SAP and large global events hosted by SAP are accessible for differently-abled people, such as by adding live and closed captioning on videos and keynote screens. SAP endeavors to ensure that SAP software is accessible to the differently-abled.

activation services – Umbrella term for the group of activation services and related support offerings organized under the SAP Services and Support portfolio. See “SAP Services and Support.”

Act to Grow – Internal program that helps employees explore career development opportunities. This program works with other development initiatives at SAP. Act to Grow focuses on helping employees take an active role in their own professional development.

add-on – Software application that is technically dependent on – and can only be installed on top of – another application. See “application.”

Africa Code Week – Corporate social responsibility initiative led by SAP initiated in 2015 to help instill digital literacy and coding skills in the young generation across African countries. This program works closely with private, public, and non-profit partners to drive sustainable learning impact across Africa. The 2020 program extended reach from 27 to 54 countries through the switch to all-virtual teaching, a new mobile app, a continent-wide coding competition, and online “train-the-trainer” sessions to empower teachers with critical digital teaching skills.

AI cockpit – See “SAP AI Launchpad.”

Americas’ SAP Users’ Group (ASUG) (www.asug.com) – Non-profit organization comprising customer companies dedicated to providing educational and networking opportunities in support of SAP software and implementation. User groups are established in regions around the world to share knowledge and influence SAP development efforts. ASUG is the largest user group with more than 100,000 members from thousands of companies across the SAP ecosystem.

analytics – Discovery and communication of meaningful patterns in data. The term is applied to business data to describe, predict, and improve business performance; recommend action; and guide

decision making across all organizations and functions in a company. Analytics helps companies gain new insight and understanding of their business performance based on data and statistical methods. See “SAP Analytics” and “SAP Unified Analytics.”

app – Short for “application,” this term is used at SAP exclusively for mobile or Web applications. See “mobile app(s).”

AppGyver – Company SAP acquired in 2021 and its namesake no-code platform. See “SAP AppGyver.”

application – Software that enables organizations to address specific business needs and to perform certain business processes or activities. An application may comprise one software product or multiple software products, components, or instances. See “app.”

application lifecycle management – Processes, tools, services, and organizational model used to manage SAP and third-party software throughout the solution lifecycle, from concept to phase-out. This recommended approach to application lifecycle management (ALM) enables companies to adopt innovations from SAP rapidly and gain optimal value from their business solutions. See “SAP Solution Manager” and “SAP Cloud ALM.”

Ariba – See “SAP Ariba.”

Ariba Network – Business commerce network where companies of all sizes can connect to their trading partners anywhere, at any time from any application or device to buy, sell, and manage their cash more efficiently and effectively than ever before. Companies around the world use Ariba Network to simplify interenterprise commerce and enhance the results they deliver. Ariba Network is one of the networks that make up SAP Business Network. See “SAP Business Network.”

artificial intelligence (AI) – The standard definition of AI refers to the simulation of human intelligence processes by machines and computer systems. These processes include learning through the acquisition of information and rules for using information; reasoning through using the rules to reach approximate or definite conclusions; and by self-correction. AI capabilities are built into many SAP solutions. See “machine learning” and “Intelligent Enterprise.”

Artificial Intelligence (AI) Ethics Advisory Panel – SAP-external panel made up of experts from academia, industry, and public policy that advises SAP on how to further develop and operationalize the company’s guiding principles for AI. The panel works closely with the SAP-internal Artificial Intelligence (AI) Ethics Steering Committee. See “artificial intelligence (AI)” and “Artificial Intelligence (AI) Ethics Steering Committee.”

Artificial Intelligence (AI) Ethics Steering Committee – SAP-internal panel that guides SAP’s internal efforts to implement and enforce AI ethics in the company’s operations and policies. It comprises SAP executives from all Board areas with supervision of topics relevant to guiding and implementing AI ethics. The panel works closely with the SAP-external AI Ethics Advisory Panel. See “artificial intelligence” and “AI Ethics Advisory Panel.”

augmented analytics – Approach to data analytics that employs the use of machine learning and natural language processing (NLP) to automate analysis processes normally done by a specialist or data scientist. Machine learning automates complex analytics processes such as data preparation and insight generation. NLP lets even untrained business users ask questions of data and get answers in an easy, conversational way. See “analytics,” “machine learning,” “SAP Analytics Cloud,” and “SAP Conversational AI.”

Autism at Work – Groundbreaking outreach program launched in 2013 at SAP that connects autistic people with potential employment at SAP. The program taps into an underutilized talent source, reducing barriers of entry so qualified individuals can fully develop their potential. Figures from 2020 show that SAP has employed individuals on the autism spectrum in 27 different roles, in 16 countries, and 34 locations through this program. See “Autism Inclusion Network” and “SAP Autism Inclusion Pledge.”

Autism Inclusion Network – SAP-wide employee-led network group focused on spreading autism acceptance. See “Autism at Work” and “SAP Autism Inclusion Pledge.”

B

Belt and Road Initiative – Global infrastructure development strategy adopted by the Chinese government in 2013 to invest in nearly 70 countries and international organizations. SAP actively supports the initiative, aiming at unleashing the full potential of China’s prosperity. See “EU Connectivity Strategy” and “China Access from SAP.”

benchmarking – Process of measuring products, services, and practices against those of leading companies, which can also be used as a reference point of measurement for evaluating best practices.

best practice – Management concept that involves devising a method of process that most effectively produces a desired outcome. SAP applications use business best practices to help customers automate common business processes through software and technology. See “SAP Best Practices.”

bias-free language – Language free from expressions or words that reflect prejudice against a specific group of people. In this way, all people are treated equally and are equally represented in communication, no matter their ethnicity, cultural or religious background, gender, or similar. See “inclusive language” and “Business Beyond Bias.”

Big Data – Large volume of data created by billions of connected devices and people generating a tremendous amount of information about their behavior, location, and activity. This availability of massive amounts of data requires companies to rethink technology architecture and database structures. See “SAP Big Data Services.”

blockchain – Based on distributed ledgers, blockchain technology securely records information across peer-to-peer networks. This intelligent technology is still developing and areas for business application are growing. SAP also offers blockchain services. See “SAP Blockchain Business Services.”

Bring Your Own License (BYOL) – Deployment option and licensing model that lets companies use their licenses flexibly, whether on premise, or in the cloud. Key features of the BYOL option are greater flexibility, reduced upfront costs, increased freedom of use, and in-depth tracking and reporting. The BYOL option is available for SAP HANA Cloud and SAP HANA Enterprise Cloud. See “SAP HANA Cloud” and “SAP HANA Enterprise Cloud.”

brownfield – As part of a brownfield migration, a customer’s system is retained where possible, and business disruption is kept to a minimum. A brownfield migration can be less costly than a greenfield migration, as processes that already work well do not need to be rebuilt from scratch so customers can retain their investments by converting existing systems and brownfield migrations into the cloud. SAP applies this approach to migrating customer platforms to SAP S/4HANA Cloud, starting with a customer’s existing system landscape. Brownfield migrations must be carried out in one go (“big bang”). See “greenfield” and “RISE with SAP.”

Build Customers for Life – Program that focuses on establishing unified post-sales process standards and supporting IT infrastructure across all cloud offerings. It enables one harmonized customer experience across both digital and direct interaction points to deliver one lifecycle experience across the SAP portfolio.

Building the Skills for the Future – Global initiative that is part of SAP’s People Strategy. The focus is on attracting the best and most diverse talent and continuously up-/reskilling the SAP workforce. See “People Strategy.”

Built-In Support – Service whereby an intelligent support assistant delivers help and support to customers directly through their SAP application. This eliminates the need for a user to leave the business context to get help or request support and enables the use of situational context to offer intelligent and proactive support. This service follows SAP’s Next-Generation Support approach. See “Next-Generation Support” and “digital support assistant.”

Business Beyond Bias – Concept addressed by SAP SuccessFactors solutions that helps support diversity, equity, inclusion, and belonging by mitigating bias and embedding fair and equitable processes throughout the employee life cycle. Solutions in SAP SuccessFactors HXM Suite cover the full range of talent decision-making processes, including decisions around whom to hire, how to manage, and whom to develop, reward, and promote. Organizations can make informed decisions, preventing, detecting, and eliminating bias right where it occurs. See “bias-free language” and “SAP SuccessFactors Human Experience Management (HXM) Suite.”

Business Builder – User role for low-code/no-code services offered as part of SAP Extension Suite. See “SAP Extension Suite.”

business data platform – See “SAP HANA.”

Business Health Culture Index (BHCI) – Indicator of the extent to which SAP successfully offers employees a working environment that promotes health, supporting their long-term employability and their active engagement in reaching SAP’s ambitious corporate goals. BHCI is calculated based on the results of the engagement survey program “#Unfiltered.” See “Employee Engagement Index” and “#Unfiltered.”

business intelligence (BI) – Software that enables users to analyze an organization’s raw data and make fact-based decisions. BI-related processes include data mining, analytical processing, querying, and reporting. Business intelligence offerings from SAP include SAP BusinessObjects BI solutions, SAP Crystal Reports, as well as the SAP BusinessObjects BI platform.

business network – Online service that connects businesses and their systems to those of their trading partners and enables new processes and information and insight sharing only possible in a digital environment. See “SAP Business Network.”

business priority – Important focus for a line of business, industry, or technology area which SAP addresses with end-to-end solutions. See “end-to-end solution.”

business process – Set of logically related activities performed within an organization to complete a defined business task. SAP provides software and technology that enable and support business processes. Order processing and payroll are typical examples.

business process assessment service – Service that provides customers with data insights in business process improvement opportunities based on a business process intelligence report.

business process intelligence (BPI) – Common foundation for a business process semantic layer that contains capabilities for process insights and process improvements. SAP acquired BPI leader Signavio in 2021 to deliver a comprehensive portfolio of BPI solutions that allow users to turn process insights into actions to help drive digital transformation. See “Signavio GmbH” and “business process intelligence (BPI) bundle.”

business process intelligence (BPI) bundle – Priced bundle that allows customers to pick and choose select products from the BPI portfolio that they want to purchase together. These products are SAP Signavio Process Intelligence; SAP Signavio Process Manager; SAP Signavio Process Governance; SAP Signavio Process Governance Collaborator; SAP Signavio Process Collaboration Hub; SAP Signavio Journey Modeler; SAP Intelligent Robotic Process Automation; and SAP Workflow Management. See “Signavio GmbH” and “SAP Signavio Process Transformation Suite.”

business process intelligence starter pack for RISE with SAP – Available for free to customers with the RISE with SAP solution. It allows them to try out SAP Signavio solutions before committing to a purchase. Currently includes a Process Discovery report and starter packs for SAP Process Insights, SAP Signavio Process Manager, and SAP Signavio Collaboration Hub. See “RISE with SAP” and “business process intelligence (BPI).”

business transformation as a service – See “driving business innovation together” and “RISE with SAP.”

Business Transformation Tour – Collaborative “moving experience” from SAP and Intel. The tour involves about 40 (currently online) locations across EMEA and APJ, focusing on the role of IT to drive

innovation, and includes the new RISE with SAP solution. Formerly called Data Innovation Tour. See “RISE with SAP.”

business user – Employees who spend significant time finding and sharing information, collaborating with others, coordinating projects, devising strategy or operational tactics, and coming up with new ideas based on information gathered from multiple sources. Also called “knowledge or information workers” or “business consumers.”

C

CallidusCloud/Callidus Software – See “SAP Customer Experience,” “SAP Sales Cloud,” “SAP Service Cloud,” and “SAP CPQ.”

Call to Lead – SAP program that brings together thought leaders and executives from across industries to share personal experiences and best practices for creating and supporting diverse and inclusive communities. Call to Lead Unplugged is the related event series for executives to network and share their stories about thought leadership and customer experience.

carbon emissions – Umbrella term for all gross or net carbon emission issued and measured for SAP. SAP defines gross carbon emissions as the sum of all greenhouse gas emissions, measured and reported as CO₂ equivalents (CO₂e). Net carbon emissions include the compensation with renewable energy electricity and carbon or offsets.

carbon (emission) offsets – Unit of carbon dioxide-equivalent (CO₂ equivalent) that is reduced, avoided, or sequestered to compensate for emissions occurring elsewhere.

carbon impact – Term used for SAP’s ambitious short-term and long-term carbon reduction targets. SAP measures the net carbon emissions according to the Greenhouse Gas (GHG) Protocol. The net carbon emissions are calculated by deducting emission savings such as self-produced renewable electricity, Energy Attribute Certificates (EACs), and carbon offsets from our gross carbon emissions. See “carbon emissions.”

carbon neutral – Goal or state of emitting net zero greenhouse gases for certain activities. This includes reducing emissions, but also using renewable electricity certificates or carbon offsets.

Catena-X – Business network for the automotive industry built jointly by SAP and selected partners, innovators, and industry leaders in close cooperation with the German Ministry of Economics. The network fosters efficient collaboration on network-aware industry cloud solutions to better support value creation along the automotive value chain. See “industry cloud” and “SAP for Automotive.”

Changing the Way We Lead – Global initiative that is part of SAP’s People Strategy. The focus is on driving for accountability and empowerment, in a healthy, inclusive, and diverse environment. See “People Strategy.”

Chasing Zero – SAP’s vision of “zero emissions, zero waste, and zero inequality.” In line with SAP’s purpose to “help the world run better and improve people’s lives,” the Chasing Zero objective is to create positive economic, environmental, and social impact within planetary boundaries with special focus on climate action, circular economy, social responsibility, and holistic steering and reporting.

China Access from SAP – Service that restricts remote access to on-premise systems in China with software solutions acquired from SAP and to comply with the requirements of Chinese cybersecurity laws. See “EU Connectivity Strategy.”

Circular Economy – Internal program and initiative at SAP aimed at promoting and creating solutions aimed at the circular economy, a resilient industrial system that is restorative or regenerative by intention and design for example, by eliminating waste, saving finite resources through recycling or reuse.

Clarabridge (www.clarabridge.com) – Company acquired by Qualtrics in 2021 to adding omnichannel conversational analytics to Qualtrics XM Platform. See “Qualtrics International Inc.” and “Qualtrics XM Platform.”

Climate 21 – Co-innovation with SAP customers to develop technology to track, analyze, and report the carbon footprint of customers' products along the entire value chain. New sustainability solutions analyze carbon footprints and enable business ecology management. Part of the wider SAP solutions for sustainability portfolio and Chasing Zero initiative. See "SAP Product Carbon Footprint Analytics," "SAP Product Footprint Management," "SAP Business Ecology Management," "SAP solutions for sustainability," and "Chasing Zero."

cloud computing – Generic term for flexible, IT-related services available through, or hosted on, the Internet for consumers and business, including storage, computing power, software development environments, and applications, combined with service delivery. Accessed as needed "in the cloud," these services eliminate the need for in-house IT resources. See "cloud service model."

cloud credit(s) – As part of the consumption-based commercial model for SAP Business Technology Platform (SAP BTP), cloud credits are the monetary value for prepaid service consumption. These credits are acquired through the Cloud Platform Enterprise Agreement (CPEA) through a pre-investment. With cloud credits as a payment equivalent, customers can consume the cloud services they need. See "CPEA" and "SAP Business Technology Platform (SAP BTP)."

cloud deployment models – The different infrastructure, software lifecycle management, and licensing models used for deploying software, that is, where software runs and how much control and flexibility a customer has to manage it.

Cloud ERP – Term used at SAP to refer to cloud enterprise resource planning (ERP) and enterprise management functionality available in SAP solutions, including SAP S/4HANA Cloud. It replaces the term "digital core" used in the past. It is not the name of an individual product, suite, or portfolio.

Cloud Foundry – Open source, industry-standard platform-as-a-service (PaaS) technology for developing and deploying cloud applications in both private and public cloud environments backed by the largest technology companies in the world. Its container-based architecture runs apps in any language on any choice of cloud platform. A Cloud Foundry environment is available for SAP BTP. See "platform as a service (PaaS)" and "SAP Business Technology Platform (SAP BTP)."

Cloud Platform Enterprise Agreement – See "CPEA."

cloud service model – "As-a-service" offerings where cloud services are offered as infrastructure as a service (IaaS), platform as a service (PaaS), or software as a service (SaaS).

cloud solutions from SAP – Category used to communicate all of SAP offerings and efforts related to the cloud, including platform, managed services, solutions, technology, and infrastructure.

Code of Ethics and Business Conduct – Global compliance document communicated to all SAP employees globally that contains a fundamental set of rules that define how SAP conducts business and require the highest levels of integrity and ethics. The Code sets the standard for dealings with customers, partners, competitors, and vendors, and each employee is bound by it. It is adapted locally and translated into local languages. SAP also expects partners and suppliers to commit to meeting the high standards of integrity and sustainability through the SAP Partner Code of Conduct and the SAP Supplier Code of Conduct. The name of the document was extended to include the term "Ethics" in 2021.

co-generation unit – Usage of a heat engine or power station to generate electricity and heat simultaneously from a single source. Also known as "Combined Heat and Power" or CHP. Using fuel to produce electricity and heat at the same time in a joint unit is more efficient and cost-effective than separate generation in two different units.

co-location data center – Contracted third-party data center where servers and other equipment from many different companies are co-located in one data center. The hardware is usually owned by the companies themselves and simply housed (and sometimes maintained) by data center staff.

Company-Wide Experience (XM) – Global program that offers standardizing experience initiatives and methodologies to help identify and improve experience gaps across SAP. Goals are to sharpen

overall customer focus, ensure a consistent end-to-end experience for customers, and improve on customer feedback through research conducted using Qualtrics solutions.

component – Modular piece of software offering functions accessible through interfaces.

Concur Expense – Cloud solution that helps customers track, analyze, and report on spending. It does not include the travel management capabilities found in Concur Travel & Expense. See “Concur Travel & Expense.”

Concur Expense Management Suite – Single-priced suite made up of Concur Expense, Concur Request, Expenselt, SAP Solution Integration, and a single sign-on service. Add-ons are available for analytics, cost control, travel, and more.

Concur Experience Optimizer – New solution that combines the listening and analysis capabilities of Qualtrics EmployeeXM, with operational intelligence data from Concur Travel & Expense solutions. The solution aims to help companies design travel programs for the hybrid workplace, improve spend management processes, and increase employee retention. See “Concur Travel & Expense” and “Qualtrics EmployeeXM.”

Concur Invoice – Solution designed to help organizations transform manual invoice tasks into automated and digital processes. This solution is particularly useful for customers whose employees are working from home.

Concur Travel & Expense – Signature offering from acquired company Concur that helps businesses simplify the entire travel expense management process, from spend requests to reconciliation, with an integrated expense reporting solution. Easy-to-use tools help improve productivity, increase compliance, and gain control over spend. See “SAP Concur.”

Connecting with Purpose – Video series for social media from SAP4Good featuring interviews with the SAP Corporate Social Responsibility (SAP CSR) team and partners from around the world. See “SAP Corporate Social Responsibility (SAP CSR).”
connectivity – Framework that describes the interrelatedness of SAP’s social, environmental, and economic performance. Based on statistical analysis, it allowed SAP to quantify the impact of non-financial measures on the operating profit offering a holistic understanding of SAP’s value creation.

Content Discovery – Internal tool that gives sales and presales employees access to and ideas for standard content such as SAP road map presentations, value decks, suggestions for storyboards, and transformation stories and session materials. Formerly called Customer Engagement Platform.

Coresystems – See “SAP Field Service Management” and “SAP Customer Experience.”

Corona-Warn-App (www.coronawarn.app) – Open source project and contact tracing app co-designed by SAP, Deutsche Telekom subsidiary T-Systems, and other partners to track COVID-19 infections and break transmission chains in Germany. The app was launched by the German government mid-2020. Since October 2020, the app has been connected to other COVID-19 contact tracing apps in Europe enabled through a system called the European Union (EU) interoperability gateway, an intergovernmental and cross-border initiative. The app also allows users to upload vaccine and testing certificates and QR codes.

Corporate Oncology Program for Employees (COPE) – Physician-ordered health benefit offered to eligible employees who have been diagnosed with cancer. COPE provides free and confidential access to an in-depth molecular-medical analysis aimed at helping physicians make better-informed treatment decisions. The program is currently available in five pilot countries to eligible SAP employees who have been diagnosed with cancer.

corporate social responsibility – See “SAP Corporate Social Responsibility (SAP CSR).”

COVID-19 Recognition Plan – Benefit plan add-on for extra payouts in recognition of employees’ engagement during the COVID-19 pandemic with eligible employees receiving Restricted Stock Units (RSUs).

COVID Response Alliance for Social Entrepreneurs (<http://www.weforum.org/covid-alliance-for-social-entrepreneurs>) – Alliance launched in April 2020 to mobilize support for social entrepreneurs on the frontlines of the pandemic. These vital first responders have a key role to play in driving an inclusive recovery. SAP, as part of the alliance, co-initiated by the Schwab Foundation and others and supported by the World Economic Forum, is partnering with companies including IKEA, EY, and Unilever as well as partners such as Acumen and Yunus Social Business, to mobilize data and infrastructure resources in support of more than 100,000 social entrepreneurs that collectively impact two billion people and play a vital role in the pandemic recovery.

COVID-19 Vaccination Programs – SAP-wide initiative to offer SAP employees (and dependents) access to voluntary vaccinations. The vaccination campaign was carried out in line with local government regulations, as well as medical, ethical, and legal principles regarding vaccine prioritization. See “Health and Well-Being.”

CPEA – Agreement and order form between SAP and customers used to purchase cloud credits as part of the consumption-based commercial model for SAP Business Technology Platform. Formerly called Cloud Platform Enterprise Agreement. See “SAP Business Technology Platform (SAP BTP).”

Custom Code Migration – App that runs on SAP BTP and remotely analyzes the custom code on a customer’s legacy SAP system. Any unused code is identified and can be removed during system conversions to SAP S/4HANA Cloud and other upgraded systems. The app is one of the tools that is included in the RISE with SAP solution. See “RISE with SAP” and “SAP S/4HANA Cloud.”

customer engagement lifecycle – Model that provides an integrated framework of practices to help create and deliver customer value. The phases of the customer engagement lifecycle represent the common route followed by the SAP and the customer teams in the process of identifying, delivering, operating, and managing solutions that best fit the customer’s needs.

Customer Engagement Platform – See “Content Discovery.”

Customer First – Internal global initiative that focuses on efforts to improve the way everyone at SAP works and cares for SAP customers by ensuring the company provides a consistent, positive, end-to-end experience that delivers successful outcomes.

Customer Influence and Adoption – Overall customer program made up of four different offerings that enable SAP customers to influence and adopt SAP innovations throughout the product lifecycle, at no extra charge. See “SAP Customer Connection,” “SAP Customer Engagement Initiative,” “SAP Continuous Influence,” and “SAP Early Adopter Care.”

Customer Lifetime Value – Index that measures the value customers get from SAP solutions when they grow their businesses and accelerate their move to the cloud. SAP partners build innovative extensions for SAP applications on SAP BTP and in doing so successfully enhance the Customer Lifetime Value with SAP. Hence, by providing innovations that extend SAP applications, partners can influence the adoption of the best SAP technologies to support customers’ unique business needs. See “Intelligent Enterprise” and “SAP Business Technology Platform (SAP BTP).”

Customer Net Promoter Score (NPS) – Metric that describes the willingness of customers to recommend or promote an organization or company to others. It is defined as the percentage of customers that are likely to recommend an organization or company to friends or colleagues (promoters) minus the percentage of customers that are unlikely to do so. As such, Customer NPS is allows us to directly understand what our customers are thinking and identify key pain points for action. Because of the importance of customers to SAP, Customer NPS is one of SAP’s main KPIs.

Customer Success – SAP Executive Board area combining the former SAP Digital Business Services and Global Customer Operations created in February 2020. The organization is responsible for global service and support delivery as well as portfolio management, maintenance go-to-market activities, mobile services, development of service and solution best practices, learning content development, and management of SAP user groups and SAP University Alliances.

D

data center electricity – Sum of electricity consumed to provide internal and external computation power in SAP data centers, contracted third-party data centers (co-locations), and hyperscale data centers. See “co-location data center” and “hyperscaler.”

data lake – Method of storing massive repositories of raw data in its native format, including structured, semistructured, and unstructured data. The data structure and requirements are not defined until the data is needed.

data marketplace – New capability for SAP Data Warehouse Cloud launched in 2021 that allows customers to directly integrate data products from external data providers. See “SAP Data Warehouse Cloud.”

data platform (as a service) – See “SAP HANA Cloud.”

data protection and privacy coordinators (DPPC) network – Global network of data protection and privacy coordinators (DPPCs) across all SAP Group entities that process personal data. The network is designed to ensure data protection and privacy compliance on a local level. Local data protection and privacy coordinators increase awareness by conducting local training. Additional regional DPPCs further support and monitor changes to applicable laws. The DPPC network regularly engages with SAP’s government relations team to represent SAP’s interests in the legislative process. See “Global Data Protection and Privacy Policy.”

data warehousing – Electronic collection of information organized for easy access by computer programs. See “SAP Business Warehouse” and “SAP BW/4HANA.”

default release – Most recent release of an SAP software product after it enters the unrestricted shipment phase. The standard software release is shipped to customers unless a specific release is ordered. Usually, the most recent release of an SAP software product is declared the current default release once the restricted shipment phase has ended.

digital core – See “Cloud ERP.”

Digital Partner Network for SAP Fieldglass solutions – Network launched in 2018 as a new ecosystem network to help customers transform how they engage and manage an external workforce of freelancers, contingent workers, independent contractors, and other service providers. See “SAP Fieldglass.”

digital transformation – Concept that refers to the changes associated with the application of digital technology in all aspects of society. Digital technologies empower customers and consumers in a way they never could before, transforming their relationship with brands and products. Businesses need to meet these new challenges or will miss the potential business success to be realized in the digital economy. Through RISE with SAP, SAP offers business transformation as a service to help customers on their digital transformation journey. See “business transformation as a service” and “RISE with SAP.”

Digitalist Magazine by SAP – See “SAP Insights.”

digital support assistant – Contextually aware digital support assistant embedded directly in the application. SAP S/4HANA Cloud is the first solution to be delivered with the embedded assistant that includes intelligent search, intelligent solution matching, and expert chat service. See “Built-In Support.”

Digital Voices – Collaborative initiative between SAP, the companies Deloitte, Delaware, Ordina, and Flexso, as well as the publications De Tijd and L’Echo. The initiative is aimed at executives and decision-makers, featuring roundtables focused on different themes such as audience, sustainability, and customer success.

diversity – The practice or quality of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations, etc. See “SAP Global Diversity & Inclusion Office.”

Drive – Add-on to the Concur Expense solution, this Web service allows businesses to automatically capture distance driven as an automated alternative to self-reported mileage, reducing overspending in organizations. See “Concur Expense.”

Driving SAP's Winning Culture – Global initiative that is part of SAP's People Strategy. The focus is on fostering a culture enabling and rewarding impact and business outcomes. See “People Strategy.”

DSAG (www.dsag.de) – Abbreviation for Deutschsprachige SAP-Anwendergruppe (German-Speaking SAP Users' Group), with more than 60,000 members in more than 3,500-member companies in German-speaking countries (Austria, Germany, and Switzerland).

E

Early College High School – Running in four cities in North America, this program model blends high-school curriculum with college-level coursework and workplace experience to help students develop strong technical, design, and communication skills. The program connects students to career pathways in technology and improves the long-term pipeline of trained talent for the technology sector in North America. In 2018, the founding school, New York City's Business Technology Early College High School (BTECH), graduated 85% of the legacy class, exceeding city graduation averages.

Economics – A 2022 global campaign that highlights how profitability and sustainability can co-exist when bringing together the right partners, technologies, and processes with SAP. See “SAP Cloud for Sustainable Enterprises.”

ecosystem – Construct encompassing SAP and customers and partners that extends the value SAP provides to customers. By bringing together community-based insight, innovative partner solutions, and industry-leading collaboration and co-innovation, it enables customers to extract the greatest possible value from their SAP investments. The SAP ecosystem currently consists of more than 20,000 partners worldwide that build, sell, service, and run SAP solutions and technology.

Edge edition(s) – Version(s) of existing SAP software products or technology designed for, and marketed to, small businesses and midsize companies. These offerings may be streamlined versions, limited scope, or customized functionality of existing software that is targeted to the business needs of small and midsize enterprises (SMEs). The phrase “Edge edition” is added as a qualifier to indicate the nature of the offering. Examples include SAP HANA, Edge edition; SAP Master Data Governance, Edge edition; and SAP Disclosure Management, Edge edition.

Emarsys – A leading omnichannel customer engagement acquired by SAP in 2020. As part of the SAP Customer Experience portfolio, Emarsys solutions change how commerce is managed digitally to deliver hyperpersonalized, omnichannel engagements in real time. See “SAP Customer Experience.”

Embrace – Collaborative initiative between SAP, Microsoft, and global strategic service partners to help bring existing SAP ERP customers to an SAP S/4HANA-centric application landscape in the cloud.

Employee Engagement Index – Score for the level of employee commitment, pride, and loyalty, as well as the feeling of employees of being advocates for their company. The index is calculated based on the results of the engagement survey program “#Unfiltered” powered by Qualtrics. See “Business Health Culture Index (BHCI)” and “#Unfiltered.”

Employee Navigator – Internal-only mobile and Web app that allows SAP employees to access personal and company benefit and service information such as healthcare benefits, employee reimbursements, leave requests, pay slips, and personal and company schedules.

Employee Network Group (ENG) – Umbrella term for voluntary and employee-driven groups coming together to increase their professional and social networks to strengthen professional development. ENGs are closely aligned with employee engagement and retention, career development, and business impact. Examples of ENGs at SAP are Black Employee Network; Business Women's Network; Cultures@SAP; Generations@SAP; Latinos@SAP; Millennials@SAP; and

Pride@SAP, among others. Other companies may refer to these as Employee Resource Groups (ERGs).

employee retention – See “Retention Rate.”

end-to-end process – Set of activities supporting defined management, core, or support processes. Customers can use these activities as a reference to map their own processes. End-to-end solutions aim to address the needs of end-to-end processes. See “end-to-end solution.”

end-to-end solution – Software solution that drives strategic business outcomes and directly contribute to a business priority in an industry, line of business, or technology area. These solutions are structured into solution capabilities that comprise individual software products, instances, and/or license materials. End-to-end solutions provide a business scope with a comprehensive value proposition. See “business priority.”

End User’s Voice – External program that connects end users of SAP software to SAP’s development departments to collaborate on improvements and future features.

Energy Attribute Certificates (EACs) – Certificates that prove that energy has been generated from renewable sources such as solar or wind power. Each EAC represents the environmental benefits of MWh of renewable electricity generation. By purchasing EACs, renewable electricity is generated on your behalf. See also “renewable electricity.”

Energy Management System (ISO50001) – Framework used by organizations across the world to implement a robust energy management system to manage and reduce energy use and costs in a systematic manner.

engagement survey – SAP’s annual employee survey under the theme of #Unfiltered in 2019 started a new era of feedback experience using Qualtrics technology. Formerly called People Survey. See “#Unfiltered.”

Engineers for Good – Pro bono consulting initiative from SAP CSR, developed in partnership with the SAP Academy for Engineering. The initiative connects SAP engineers with non-profit organizations and social enterprises. See “SAP Corporate Social Responsibility (SAP CSR).”

enterprise mobility – Term used in business and industry to refer to the concept and approach to making a business mobile where employees can perform business-related tasks through mobile devices. SAP uses “enterprise mobility” as the umbrella term for an overall mobile strategy.

enterprise resource planning – See “SAP ERP.”

Environmental Management System (ISO14001) – Framework used by organizations across the world to implement a robust environmental management system to manage environmental responsibilities in a systematic manner and to continuously enhance environmental performance.

essential business services from SAP – Portfolio of individual services that are considered critical to businesses during the COVID-19 pandemic. The scenarios contained within this portfolio were created in collaboration with customers and are intended to help companies address business challenges and opportunities caused by the pandemic. Examples include scenarios designed to assess e-commerce performance, optimize inventory, and build technology-based solutions, such as applications for emergency aid.

EU Access for SAP BTP – Specific offering for SAP BTP customers that ensures that data centers used to host personal data are located in the European Economic Area (EEA) or Switzerland, and that SAP will use only European subprocessors to provide support requiring access to personal data. The full specifications of the service can be found in the SAP Personal Data Processing Agreement. See “SAP Business Technology Platform (SAP BTP)” and “EU Access from SAP.”

EU Access from SAP – Service that allows customers to limit access when necessary to customer data during maintenance or delivery of SAP service and support from suppliers outside of the European Union to adhere to company guidelines, local statutory requirements, or industry regulation. See “China Access from SAP” and “EU Access for SAP BTP.”

EU Connectivity Strategy – Global connectivity effort driven by the European Union (EU), seeking to offer countries in Africa, Asia, and Latin America alternatives to China’s Belt and Road Initiative. The objective of the strategy is to enhance connectivity in a rule-based and sustainable manner by means of infrastructure upgrading. SAP actively supports the initiative. See “Belt and Road Initiative.”

EverLoop by SAP – Offering developed as part of the SAP.iO intrapreneurship program. EverLoop by SAP is a cloud solution that connects e-waste generators and recyclers to help facilitate the supply chain between the two and improve the circular economy. See “Circular Economy” and “SAP.iO.”

e-waste (electronic waste) – Any discarded electrical and electronic equipment (EEE) used in our offices and data centers which cannot be refurbished or remarketed due to outdatedness or unreparable dysfunctions. Examples are servers, monitors, or mobile devices. See also “waste of electrical and electronic equipment (WEEE).”

Executive Digital Exchange – Event co-hosted by SAP and partners that brings together world-class speakers and industry leaders around the topic of digitalization.

Expenselt – Mobile app fully integrated in SAP Concur solutions that provides valuable functionality that uses receipt scanning technology powered by machine learning to turn receipts into expense report line items. See “SAP Concur.”

Expense Pay – Add-on to the Concur Expense solution that allows customers to gain greater visibility into all spend by standardizing the process on one end-to-end payment solution. This Web service improves communication, ensures timely payment, reduces or eliminates human intervention to speed up reimbursement time, and helps control cash flow. As regional versions of Expense Pay were retired in June 2021, this term replaces “Expense Pay Global.” See “Concur Expense.”

Experience Management (XM) – Experience Management (XM) solutions from SAP and Qualtrics combine experience data (X-data) and operational data (O-data) to measure and improve the experiences provided to customers and stakeholders. The term refers to both the technology as well as the discipline of seeking out and closing the gaps found in the four core experiences of business – customer, product, employee, and brand. See “Qualtrics XM Platform.”

Evolution Partnership – Initiative launched in June 2020 between IBM and SAP to expand the partnership with new investments and offerings to accelerate the journey of mutual customers to the intelligent enterprise with new industry cloud solutions.

Feather by SAP – Cloud solution that enables fashion brands and retailers to launch, manage, and scale their “re-commerce” business, developed as part of the SAP.iO Venture Studio program. In addition to providing a dedicated platform to support their re-commerce workflows, processes, and activities, this solution tracks key financial, customer, and sustainability performance indicators.

Fieldglass – See “SAP Fieldglass.”

50 Years of Shaping Tomorrow Together – Campaign launched in honor of SAP’s 50th anniversary in 2022. This theme is used as the umbrella message to support events and initiatives to collect and share stories celebrating SAP’s history.

5 & 5 by ’25 – Initiative that is part of the SAP One Billion Lives program in which SAP, along with customers and partners, can set a goal of spending 5% of their company’s addressable procurement spend with social enterprises and 5% with socially diverse suppliers globally by the year 2025. See “SAP One Billion Lives.”

Fit@SAP – Activity challenge platform and Web app that encourages employees to integrate physical activity into their daily lives. Employees can connect their activity trackers, meet colleagues, see their activity progress, and take part in challenges. See “RUN HEALTHY.”

FlexConnect – Internal mobile app offered to colleagues as part of SAP’s Pledge to Flex work program. The app enables employees to network with colleagues, coordinate in-office visits, book a desk or meeting room at their SAP location, and improve their productivity. See “Pledge to Flex.”

flex time – See “Pledge to Flex.”

focused business solution – Targeted software from that addresses process requirements for smaller, more defined markets. These market-ready solutions address business processes where future substantial functional and legal enhancements are possible; they cover a defined geographical area of coverage, with corresponding language availability, and offer standard support offering and transparent support period. See “SAP Innovative Business Solutions.”

Forward (<http://www.sap.com/cmp/oth/forward-series-and-the-future-of-work/index>) – Video series that shines a light on creating a better human experience at work with inspiring stories of thought leaders and visionaries who demonstrate the potential of the Future of Work – flexibility, equity, well-being, continuous learning, and personal and professional growth. As of September 2021, the series replaces the Blank Canvas video series. See “Future of Work.”

Future of Work – SAP-wide initiative that addresses changes in company standards on how to manage and treat our workforce. The goal is to build, create, and maintain an agile and resilient workforce. See “Forward” and “Pledge to Flex.”

G

General Data Protection Regulation (GDPR) – Set of laws that came into force on May 25, 2018, which affects data privacy practices throughout the European Union (EU).

Generation Unlimited (GenU) (www.generationunlimited.org) – Multistakeholder initiative that focuses on creating societal impact. In 2019, SAP and UNICEF initiated a partnership as part of this initiative to address strategic areas within education. This partnership aims to equip and empower young people with the 21st century digital and life skills they need to find suitable work. See “UN Sustainable Development Goals (SDGs or UN Global Goals).”

Gigya – See “SAP Customer Data Cloud” and “SAP Customer Experience.”

Global AI Ethics Policy – Policy to help ensure that SAP’s AI systems are developed, deployed, and sold in line with the ethical standards laid out in our guiding principles. The policy results from the collaboration of the AI Ethics Steering Committee and the AI Ethics Advisory Panel. See “artificial intelligence,” “AI Ethics Steering Committee,” “AI Ethics Advisory Panel,” and “SAP Guiding Principles for Artificial Intelligence (AI).”

Global Anti-Discrimination Policy – Policy to enforce SAP’s commitment to treating all employees with dignity and respect in a workplace free from discrimination and harassment. All employees are to be treated in a fair and sustainable manner. See “Global Health & Safety Policy” and “People Strategy.”

Global Customer Reference Program – Program offering detailed information about reference customers from around the world using a database that channel partners can access to help close a deal with a new SAP customer. Reference customers have agreed to participate in one or more reference activities on behalf of SAP.

Global Data Protection and Privacy Policy – Policy addresses SAP’s data protection governance, and regularly informs the SAP CFO about the status of data protection compliance in the SAP Group. The policy is owned by the global data protection officer (DPO) who monitors the compliance of all activities involving the processing of personal data. The DPO reports to the SAP CFO. See “data protection and privacy coordinators (DPPC) network.”

Global Finance & Administration (GFA) – SAP Executive Board area covering all tasks within the area of responsibility of the SAP CFO, such as accounting and financial planning.

Global Health & Safety Policy – Framework that supports business processes, leadership behavior, and culture by addressing, integrating, and leveraging health, occupational safety, well-being, and stress management topics. The objective is to ensure employees’ long-term employability, engagement, and creativity in developing sustainable value for our organization, for our customers, and for themselves. The policy an integral part of SAP’s long-term commitment to sustainability. See “Global Anti-Discrimination Policy” and “People Strategy.”

Global HR Early Talent – See “SAP Early Talent.”

Global Ombuds Office – Internal team that supports SAP employees with personal and professional difficulties by providing individual consulting, conflict clarification and prevention services, and coaching. Led by the global ombudsperson, the office offers services and support to all SAP employees. See “Global Anti-Discrimination Policy” and “Health and Well-Being.”

Global Partner Operations (GPO) – Organization created at SAP in mid-2014 responsible for all SAP partner relationships. See “SAP PartnerEdge.”

Global SAP CSR Governance Committee – SAP-wide committee established in 2021 to advise and supervise the work of the company's global and regional SAP CSR teams. The committee works closely with several Regional SAP CSR Governance Committees. See “SAP Corporate Social Responsibility (SAP CSR).”

green cloud – Term to describe the SAP strategy to run all internal, external, and hyperscale data centers with 100% renewable electricity through the purchase of Energy Attribute Certificates. See “Energy Attribute Certificates (EACs).”

greenfield – Approach to migrating customer platforms to the public edition of SAP S/4HANA Cloud, starting with a new system landscape. Due to heterogeneous system landscapes, many enterprise customers use a multiplicity of solutions with little to no standardization which results in increased system administration and related costs. In such cases, a greenfield implementation is the easiest way to get started with SAP S/4HANA Cloud, where customers can instantly profit from the business agility, standardized processes, rapid innovation, and fast time to value offered. See “brownfield” and “SAP S/4HANA Cloud.”

greenhouse gas (GHG) footprint – See “carbon emissions.”

Grow SAP – New fixed-term equity plan from 2020 to 2023 that recognizes employees' commitment to SAP and deepens participation in future company performance; it is part of SAP's equity landscape for employees. See “Own SAP” and “Move SAP.”

H

Hadoop – Part of the Apache project sponsored by the Apache Software Foundation, this open source, Java-based programming framework supports the processing of large data sets in a distributed computing environment. As open-source technology, Hadoop is an efficient distributed file system that enables the analysis and processing of very large volumes of data from a great number of varied, structured, and unstructured sources. SAP Distribution for Hadoop software provides redistribution of Apache Hadoop developed by Hortonworks.

Hasso Plattner Founders' Award – Introduced in 2014, this employee award is the highest employee recognition at SAP, presented annually by the CEO to an individual or a team. The award is named after one of the original founders of SAP and current chairman of the SAP Supervisory Board, Prof. Dr. Hasso Plattner.

Health and Well-Being – Index that measures productivity, engagement, innovation, and customer satisfaction. The global pandemic has enforced changes to societal living that are resulting in increasing trends of mental health challenges and sedentary lifestyles. Listening to employees' feedback in the #Unfiltered survey, SAP enhanced health offerings that support a healthy workplace and work culture. See “#Unfiltered.”

healthy workplace – Work environment where employees and managers collaborate to continually improve the health, safety, and wellbeing of all workers and by doing this, sustain the productivity of the business.

Healthy Workplaces Lighten the Load (<https://healthy-workplaces.eu/>) – Campaign by the European Agency for Safety and Health at Work, which enables leaders and employees to discover new ways to lighten the load of life's stressors by fostering healthy working and lifestyle habits for good physical and mental health. SAP joined the campaign in 2021.

Horizons by SAP (<https://www.sap.com/dmc/exp/2020-06-67115/index.html>) – Online journal produced by SAP's New Ventures & Technologies unit that brings together perspectives from SAP and external thought leaders and experts in technology and business innovation. See "New Ventures & Technologies."

"How We Run and Lead" – Relunched version of SAP's core values. The existing five "How We Run" values: Keep the promise; Tell it like it is; Stay curious; Embrace differences; Build bridges, not silos were extended by three additional behaviors for leaders: Unlock potential; Explore possibilities; and Make it happen together.

Human Revolution – Campaign and initiative that drives engagement from HR leaders and practitioners and builds awareness of SAP SuccessFactors solutions.

Humility@SAP – Internal program and initiative that encourages humility in business among SAP employees and groups. See "Employee Network Group (ENG)."

hybrid cloud – Deployment model that uses resources comprised of a mix of two or more distinct cloud deployment models that are integrated by standardized or proprietary technology enabling data and application portability. Also called "hybrid cloud deployment model."

hybrid landscape – Mix of on-premise and any cloud deployment model(s). Alternatively referred to as an "on premise to cloud" or "hybrid environment."

hyperscaler – Third-party providers operating large-scale data center(s) to enable massive, efficient, and robust scalability of computing, system, and server architecture to respond to the increasing demand for cloud computing and Big Data solutions.

I

inclusion – Achievement of a work environment in which all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and can contribute fully to the organization's success. See "SAP Global Diversity & Inclusion Office."

inclusive language – Language free from expressions or words that reflect prejudice. In 2020, SAP started an Inclusive Language Project to review terms that are considered non-inclusive and replace them across the SAP ecosystem. Examples of terms replaced include master/slave and whitelist/blacklist.

independent software vendor (ISV) – Company that makes and sells software products that run on one or more computer hardware or operating system platforms.

industry – Economic sector characterized by a typical value chain, business processes, and set of products and services that the companies operating in it have in common. At SAP, "industries" is also used as a term to differentiate between line-of-business functions such as marketing, procurement, and finance, and those functions specific to an industry. The SAP portfolio addresses the needs of 25 industries and additional subsegments in six industry clusters. See "industry cluster" and "industry segment."

industry cloud – SAP strategy to extend the solution portfolio with innovative industry cloud solutions built by SAP and partners in the cloud, running on the cloud infrastructure of SAP and hyperscaler partners. Industry cloud solutions help customers set up an open business process and technology platform to foster innovation and collaboration between customers, partners, and SAP. SAP's industry cloud is an integral element in the Intelligent Enterprise strategy.

industry cluster – Broad economic sector whose industries have certain aspects of their value chain, business processes, or a set of products and services in common. Examples include consumer industries or discrete manufacturing.

Industry 4.0 – A current trend of automation and data exchange in manufacturing technologies. It includes cyberphysical systems, the Internet of Things (IoT), cloud computing, cognitive computing, and artificial intelligence. See "Industry 4.Now."

Industry 4.Now – Program that aims to refocus SAP’s market presence and increase revenue in the areas covered by Industry 4.0, and to grow awareness of SAP solutions in this space. The program includes go-to-market strategy and further software development.

industry portfolio – Software portfolio that address the business needs of 25 different industries and multiple industry segments.

industry segment – Economic subsector within an industry that is characterized by a typical value chain, business processes, and set of products and services that the companies operating in it have in common. Examples include agribusiness and fashion.

Industry Value Network – SAP program that brings together customers, independent software vendors, system integrators, technology vendors, and SAP to form a network of groups to stimulate co-innovation and the development of high-impact business solutions for an industry.

infrastructure as a service (IaaS) – Processing, storage, network, other computing resources, and typically a defined level of support for consumers to deploy software (such as operating systems and applications). IaaS consumers do not manage underlying cloud infrastructure but may control networking components (such as host firewalls).

in-memory computing – Major advance in information technology that created a dramatic change in computing, analytics, and data storage. Combining advances in multicore processing with more affordable servers, in-memory computing allows information to be stored in the main memory rather than in relational databases to greatly accelerate processing times. It disrupts the traditional IT stack comprised of hardware, middleware, and software, where disk-based relational databases can become bottlenecks.

in-memory database – Database that keeps all active records in main memory rather than on disk. Accessing in-memory records is considerably faster than retrieving them from the disk, significantly increasing performance. SAP HANA is a groundbreaking database that allows businesses to take advantage of in-memory computing. See “SAP HANA.”

in-memory data fabric – Concept that uses smart data access technology from SAP HANA to deliver accelerated business intelligence to customers.

innovation – SAP invests in three types of product and service innovation: continuous innovation, which involves incremental improvements to existing offerings; adjacent innovation, which are enhancements to the existing portfolio using new technologies or applying existing knowledge to new markets; and transformative innovation that exploits new trends, technologies, and business models, yielding revolutionary products and markets.

Innovation Culture Index – Measure from the yearly SAP engagement survey (#Unfiltered) that focuses on how the innovation culture at the company is perceived by SAP employees. Formerly called Innovation Score. See “#Unfiltered.”

Insights to Action – Cross-company collaboration that identified over 20 initiatives to address systemic customer feedback. The program was embedded into the business to ensure faster and more targeted support and solutions for customer issues. Among others, it includes an engagement process spanning regions, solutions, and services. See “Company-Wide Experience (XM).”

Intelligent Enterprise (<https://www.sap.com/products/intelligent-enterprise.html>) – Integrated enterprises that use data to build intelligence. SAP’s Intelligent Enterprise strategy enables customers to become intelligent, sustainable enterprises by integrating data and processes, building flexible value chains, innovating with industry best practices, providing customers the ability to understand and act on their customer, partner, and employee sentiment, and how to manage their environmental impact to grow more resilient, more profitable, and more sustainable. In 2022, the term “sustainable” was added to “intelligent enterprise” to signify the critical need for business to respect the planet and its resources for the future.

Intelligent Enterprise Institute – Institute launched in 2021 with chapters currently in London, Berlin, and New York. The institute provides thought leadership, think tanks and unique events as an

exclusive experience for SAP MaxAttention customers. The Intelligent Enterprise Institute and its labs address customers' key business initiatives around intelligent processes based on our BPI offerings, new data-driven business models, experience management, and sustainability. See "business process intelligence," "Intelligent Enterprise," and "SAP MaxAttention."

intelligent spend management – Set of applications that provide a unified view of a customer's spending to reduce costs, mitigate risks, improve collaboration, and make sure every spend decision is aligned with the business strategy. SAP's intelligent spend management solutions are available under the SAP Ariba, SAP Fieldglass, and SAP Concur brands.

intelligent technologies – Innovative and cutting-edge technology that includes artificial intelligence (AI), machine learning, predictive analytics, edge computing, Internet of Things, among others, as well as these capabilities embedded in SAP applications. Customers and partners can access and apply these capabilities as managed and reusable services running on SAP BTP. See "Intelligent Enterprise," "SAP Business Technology Platform (SAP BTP)," "SAP Extension Suite," and "SAP Integration Suite."

intermodal mobility – To choose different means of transport to get from A to B to get to work (for example, walking to the bus stop, taking a bus, exiting the bus, and hopping on the subway). See "multimodal mobility."

K

key performance indicator (KPI) – Performance figure for which threshold values are defined and against which validation is executed.

Klaus Tschira Innovation Award – Award that honors SAP partners and customers that have contributed a unique and innovative solution in the field of human resources, named in honor of one of the original founders of SAP.

L

Land, Adopt, Consume, Expand (LACE) – Operating model that aligns sales, services, and customer engagement activities for a seamless experience across customer interactions with SAP along the customer lifecycle.

leadership culture and credo ("Do what's right. Make SAP better for generations to come.") – Principles that empower our leaders to make decisions and holds them accountable while focusing on the future of SAP. SAP's leadership culture is reinforced by traditional, peer, and experiential learning journeys. These journeys focus on building management, leadership, and cloud skills to promote a shared understanding and reinforce leadership behavior and accountability. See "Leadership Trust."

Leadership Trust – Fundamental KPI for SAP's success but also for SAP's promise to make the world run better and improve peoples' lives. Leadership Trust results in higher productivity and customer as well as employee retention. It is calculated as a Net Promoter Score (NPS) that results from a question in the annual engagement survey that gauges employees' trust in leaders. Leadership Trust measures the collective effort to foster a work environment based on trust. SAP uses this score to further enhance accountability for leaders and executive management. Formerly called Leadership Trust Score. See "#Unfiltered."

Leadership Trust Score – See "Leadership Trust."

lean – Set of manufacturing principles that first defines customer value, then reorganizes every step required to design, order, build, deliver, and maintain this value across all the organizations and units. As a result, firms can do more with less, respond more quickly to customer needs, create jobs that are more rewarding for employees, and reduce their impact on the environment.

Learning for Life – Program that brings together all skills-building initiatives from SAP CSR, with a focus on supporting future workforce needs, reskilling efforts, and underserved people in the education/tech space, including women and those from culturally diverse backgrounds. Examples of existing initiatives are SAP Women Forward, Autism at Work, and SAP Skills for Africa.

legal change – Correction to SAP software to adapt an SAP software product release to changes in legal and regulatory requirements.

legal entity – Form of organization as defined by the corporate law of the corresponding country.

line of business (LoB) – Internal organizational area or business unit in a company (division) that combines all responsibilities for a product, group, or set of processes, such as sales, purchasing, human resources, finance, marketing, and so on. SAP organizes its functional areas currently into 12 LoBs: asset management, commerce, finance, human resources, manufacturing, marketing, R&D/engineering, sales, service, sourcing and procurement, supply chain management, and sustainability.

long tail – Thesis stating that in the digital age, where massive amounts of virtual and non-virtual products are sold over the Internet (online), companies offering virtual products can make the most of their profit with niche products. Search engine optimization is based on this assumption.

low-code/no-code – Tools launched in 2021 that allow developers as well as non-IT professionals to build business applications, extensions, automations, and workflows using only a little or no code.

M

machine learning – Technology that teaches computers how to perform tasks by learning from data – instead of being explicitly programmed. It uses sophisticated algorithms to “learn” from massive volumes of Big Data. Machine learning describes algorithms that learn from data and support employees to focus on higher value work. See “intelligent technologies” and “artificial intelligence (AI).”

mainstream maintenance – First SAP maintenance phase, which includes the full scope of support. It is followed by an extended maintenance, customer-specific maintenance, or priority-one support phase.

maintenance – Software support comprising support for legal changes and corrections delivered through the SAP Notes tool, support packages, problem support, and access to information and online service channels – depending on the maintenance phase.

maintenance strategy – Set of rules that determine the length and conditions of maintenance for SAP software product releases. Detailed rules can differ depending on the type of application.

managed cloud – Deployment model that implies resources are dedicated to one customer and accessed through a VPN. The infrastructure is owned, managed, and operated by the cloud provider in the cloud provider's data center.

Marketing & Solutions (M&S) – SAP Executive Board area responsible for bringing clarity and energy to differentiated value propositions, ensuring SAP has a modern, outside-in go-to-market approach and ultimately driving growth for SAP. The goal is to provide customers clarity on why SAP is the right cloud partner for their future success, so they view SAP as a trusted, innovative company.

massive open online courses (MOOC) – Large-scale open online training courses with proven classroom learning concepts, including gamification and discussion forums with peers and experts. The offering is accessible via the openSAP platform. See “openSAP.”

master price list – Catalog for customers containing separately priced SAP products as well as terms and conditions.

Mental Health Day – Global initiative to address psychological toll from the COVID-19 pandemic. For one day, SAP encourages people to take time off, a benefit to help ease some of the pandemic's mental health concerns. See “Health and Well-Being.”

Millennials@SAP – Employee Network Group (ENG) that helps millennials advance and develop their careers and the company's business by sharing professional insights, mentoring, best practices, education, and experience. See “Employee Network Group (ENG).”

mobile app(s) – Applications for mobile devices available for download, demo, and purchase on SAP Store and other online stores. Mobile apps are categorized as either business/product or consumer in

focus. At SAP, mobile apps are usually task oriented or allow mobile access to existing enterprise software. See “mobile solution(s).”

mobile solution(s) – Term used to refer to all mobile apps and technology that serve as a foundation for enterprise mobility and seamless integration with core enterprise applications. At SAP, these include mobile apps, such as SAP Mobile Documents, SAP Mobile Start, and SAP Mobile Cards as well as SAP Mobile Platform. See “mobile app(s),” “SAP Mobile Start,” and “SAP Mobile Platform.”

Moments of Service – Internal employee engagement campaign from SAP CSR that promotes service opportunities. This long-standing initiative has been referred to informally as the “SAP Month of Service.” The name was changed to reflect SAP’s commitment to ongoing service. See also “SAP Together” and “SAP Month of Service.”

Move SAP – Long-term incentive plan that incentivizes and rewards employees who provide a significant sustained impact to business success; it is part of SAP’s equity landscape. See “Own SAP” and “Grow SAP.”

multimodal mobility – To choose different means of transport to get from A to B within a given period of time (for example, on Monday you walk to office, Tuesday to Thursday you take your car, and on Friday you take your bicycle). See “intramodal mobility.”

N

neurodiversity – Concept that neurological differences are to be recognized and respected like any other human variation. Neurodiversity challenges the view that certain neurological conditions are inherently pathological and propagates that people having a range of different types of brain, including those with and without autism, should be regarded as part of normal human life. See “Autism at Work” and “SAP Autism Inclusion Pledge.”

New Ventures & Technologies – SAP’s innovation unit in the Technology & Innovation Board area that scouts and develops new businesses as well as explores emerging technologies to solve customers’ current and future challenges. See “Horizons by SAP.”

Next-Generation Partnering – Multiyear transformative movement with new initiatives, programs, tools, and a magnified focus on the ecosystem empowering partners to innovate, with unparalleled economic opportunity and a frictionless business experience is a priority. The goal is to help joint customers realize the power of the intelligent enterprise and lead the experience economy together.

Next-Generation Support – Approach to provide customers with real-time, “always on” customer care through a variety of services and channels, including chats and Web sessions, self-service options, mobile, and social media. The concept also aims to automate service tasks with intelligent tools that are capable of capturing context-sensitive information to proactively provide solutions.

O

One Process Acceleration Layer (OPAL) – SAP-wide initiative to create a single source of truth for process repository, process simulation, process mining and analytics, process collaboration, and enterprise-wide dissemination.

on premise – Deployment model where a software license is purchased and deployed on the servers at the premises of the customer. The customer manages and controls the software.

Open Data Initiative – Partnership initiative established in 2018 between SAP, Microsoft, and Adobe, the goal of which is to meet a core need: to unlock a single view of customers by bringing siloed data together. A shared vision for the secure exchange of data across systems is the basis for this initiative. Customers can enable artificial intelligence-driven business processes to determine compelling insights and intelligence from their now-unified landscape, build trust by incorporating consumer consent, and preferences around data rights and usage.

Open Industry 4.0 Alliance – Collaborative initiative between manufacturers and other asset providers as well as original equipment manufacturers (OEMs) to digitally transform industrial

processes and interoperability. Manufacturers can assist operators in bringing intelligent Industry 4.0 products online quickly through a standard open platform and support ongoing operations. Operators can accelerate deployment and onboarding of new or replacement machines and equipment at lower costs.

openSAP – Educational offering that delivers open online courses (known as “massive open online courses” or MOOCs) to the entire SAP ecosystem and beyond. See “massive open online courses (MOOC).”

open source – Software based on the concept of software developers coming together to build a virtual community and solving a common problem by developing working software that everyone has a right to change. Successful development projects under the open-source model include Linux, a free operating system supported by SAP. See “SAP Open Source.”

OpenUI5 – Open-source version of SAPUI5 with similar capabilities and value proposition to help developers build cross-platform, responsive enterprise applications. It is an open-source project maintained by SAP SE available under the Apache 2.0 license and open to contributions. OpenUI5's core is based on JavaScript, jQuery, and LESS. See “SAPUI5.”

Own SAP – Share purchase plan for SAP employees. Eligible employees can invest a percentage of their base salary to purchase SAP shares with SAP matching 40% of their investment, adding €20 subsidy on top (for non-executives). The plan is part of SAP's equity landscape for employees. See “Move SAP” and “Grow SAP.”

P

Paid Promptly by SAP – Offering developed as part of the SAP.iO Venture Studio entrepreneurship program. The application is targeted towards account receivables departments using SAP S/4HANA Cloud to help them speed up their collection of payments by automating their communication with their customers. Formerly called Paid Pronto by SAP. See “SAP S/4HANA Cloud.”

Partner Direct – Program that offers a selection of SAP products to customers exclusively from SAP partners.

People & Operations (P&O) – SAP Executive Board area that combines excellence in people with the cross-board area mandate of SAP's business operations. It brings human resources and operations functions into one organization.

People Day – Internal company-wide employee event focusing on strategy, goal setting, and development planning with a particular focus on diversity and inclusion. Managers and teams will have the opportunity to discuss SAP's business strategy and what it means for their team's goals and respectively the individual employee's goals.

People Protect – Internal initiative that provides SAP employees with a variety of personal security services, training, and online learning, including crisis management, threat management, travel security, event security, personnel protection, workplace violence prevention, enterprise technology protection, and physical security operations.

PEOPLE Companies That Care – List of companies supporting their employees and their surrounding communities, compiled each year by PEOPLE magazine in partnership with Great Place to Work, that is based on surveys of employees working for companies with offices around the globe. See “#Unfiltered.”

People Strategy – Strategy centered around the overall employee experience and the individual employee journey at SAP. It parallels SAP's strategy to help customers with digital transformation of their businesses by simplifying processes and creating amazing experiences – with a focus on doing the same for employees. See “Building the Skills for the Future,” “Changing the Way We Lead,” and “Driving SAP's Winning Culture.”

People Survey – See “engagement survey” and “#Unfiltered.”

platform as a service (PaaS) – Cloud infrastructure, operating system, programming languages, libraries, services, tools and typically a defined level of support for consumers to deploy consumer-created or acquired applications. PaaS consumers do not manage underlying cloud infrastructure but have control over deployed applications. SAP BTP is the PaaS offering from SAP. See “SAP Business Technology Platform (SAP BTP).”

Pledge to Flex – SAP-wide commitment that empowers our employees to choose when and where to work best as their roles and tasks allow. Flexibility at work is considered a critical factor to attract and retain talent in the tech industry. The initiative also strengthens SAP’s employer brand. The local implementation of flex time along aligned guidelines and country-specific legal regulations is essential to providing an engaging and collaborative working environment. These activities are complemented by efforts to leverage advanced technologies and new facility concepts in frontrunner locations such as Zurich, Montréal, London, and Dublin/Galway. See “Future of Work.”

powered by SAP HANA – SAP offering that runs on the SAP HANA database. Partner solutions or applications that are powered by SAP HANA are certified by SAP to run on SAP HANA. These applications take advantage of distinctive capabilities of SAP HANA to deliver key benefits, such as simpler administration, reduced overhead, and better business intelligence over traditional databases.

Powering Opportunity Through Digital Inclusion – Mission and strategy of the SAP CSR organization that puts SAP’s purpose to help the world run better and improve people’s lives into action. See “SAP Corporate Social Responsibility (SAP CSR).”

premium engagements – Umbrella term for premium service and support offerings SAP ActiveAttention and SAP MaxAttention. The term “engagements” emphasizes a customer’s ongoing relationship with SAP Services and Support. The service bundles offer out-of-the box service plans, providing a prescribed implementation approach and roadmap broken down into phases with individual steps and timelines. Over 30 business scenarios are available. Formerly called premium support engagements. See “SAP ActiveAttention” and “SAP MaxAttention.”

premium success – Category of services that supports large-scale transformation initiatives through a single, strategic, and customized on-site engagement. See “SAP Services and Support.”

premium support engagements – See “premium engagements.”

Pride@SAP – SAP-wide employee-driven network that connects employees identifying as LGBTQ+ and strives for inclusion, both at the workplace and in private. See “Employee Network Group (ENG).”

priority-one support – Additional optional maintenance phase offered after expiration of mainstream maintenance for specific product releases of the SAP BusinessObjects Business Intelligence platform and former SAP BusinessObjects solutions no longer actively sold or marketed. See “SAP BusinessObjects Business Intelligence.”

Pro Bono for Economic Equity – Program launched in 2021, in partnership with PYXERA Global, that supports social and racial justice. Through the program, SAP provides our experience in pro bono (skills-based) volunteering to help Black-owned businesses and social enterprises address systemic and business challenges. The program is modeled after the SAP Social Sabbatical program. See “SAP Corporate Social Responsibility (SAP CSR)” and “SAP Social Sabbatical.”

Procurement Connection – Invitation-only online community that connects procurement professionals to a network of influencers, academics, futurists, and SAP experts to help inspire digital transformation in the area of procurement.

product – A high-level non-versioned software offering that contains functionality and business logic to address a business need. An individual software product comprises software product versions. See “product version.”

Product Availability Matrix (PAM) – Database that bundles technical and release planning information on SAP components for quick reference. Information on the availability of SAP software product and component releases and maintenance end dates, as well as release information, are available.

product category – High-level grouping for the unambiguous classification of software product lines and software products. Examples include financial management and supply chain management. Also called “software product category.”

product footprint – Environmental impact of products, processes, or services by production, usage, and disposal. See “SAP Product Carbon Footprint Analytics.”

product instance – Group of technically dependent software component versions that are part of a (software) product version and must be installed and operated on a single logical system or server. Also known as “software product instance.”

product line – Collection of related software products grouped together that share a common set of features and product names, including all software product releases, versions, editions, options, add-ons, delivery types, and related tools.

product version – One or more software component versions made available at the same time for implementing a well-defined scope of functionality. The versions of a product fulfill the principle of functional continuity. From a delivery point of view, the version indicates the release of a product and can either be standalone or an add-on. Also known as “software product version.”

project success – Category of services that supports the adoption of SAP products and technologies, use of emerging technologies and implementation of or transition to SAP S/4HANA Cloud. See “SAP Services and Support.”

public cloud – Cloud deployment that provides consumers access to a provider’s software applications running in a cloud infrastructure. The resources are located on the premises of the cloud provider, not of the customer, and are shared by multiple customers accessing them through the Internet. SAP S/4HANA Cloud is available as a public cloud offering. See “SAP S/4HANA Cloud.”

Pay-As-You-Go for SAP BTP – Payment model for SAP BTP on a sign-up basis that aims at simplifying the access to and use of SAP BTP. See “SAP Business Technology Platform (SAP BTP).”

Q

Qualtrics BrandXM – Solution that aims to make visible consumer sentiment towards a brand. It is designed to enable companies to manage their brand strategy as well as help monitor key touch points along the consumer journey, integrate online study panels for faster insights, and access complementary data sets to maximize marketing investments.

Qualtrics CoreXM – Solution that provides a foundation for experience management (XM) and is designed to help customers analyze experience data (X-data), improve feedback quality, and take real-time action on insights.

Qualtrics CustomerXM – Solution that enables companies to monitor and improve every key moment along the customer journey using B2B Command Center, Frontline Feedback, Smart Routing, Voice iQ, and various benchmarking capabilities.

Qualtrics Developer Platform – Business platform that helps organizations embed Qualtrics solutions into existing software installations, automate business processes, and bring experience data (X-data) from other channels into Qualtrics.

Qualtrics EmployeeXM – Solution portfolio that has capabilities to gather employee feedback and propose actions for HR to help improve the employee experience allowing companies to attract, engage, and retain the best people. See “Concur Experience Optimizer.”

Qualtrics International Inc. (www.qualtrics.com) – SAP acquired Qualtrics International Inc., the global pioneer of Experience Management (XM) software that organizations use to collect, manage, and act on experience data. In July 2020, SAP took Qualtrics public in early 2021 through an initial public offering (IPO) in the United States. See “Experience Management (XM).”

Qualtrics Partner Network – Group of partners carefully selected for their deep industry knowledge, unique expertise, experience, and insights. This group has been expanded to far more than 100 member companies, including EY, Deloitte Digital, and Korn Ferry.

Qualtrics ProductXM – Solution that offers Conjoint Analysis to automate the testing and analysis of various package combinations to identify consumer preferences by replicating observed behavior.

Qualtrics XM Platform – The technology that came to SAP with the acquisition of Qualtrics International Inc., in 2019. Experience management (XM) refers to both the technology as well as the discipline of seeking out and closing the gaps found in the four core experiences of business – customer, product, employee, and brand.

Quorum on SAP BTP – Cloud service that runs Quorum, an open-source blockchain protocol, on SAP Business Technology Platform. Technically it runs on capabilities that are now available in SAP Integration Suite and SAP Extension Suite. Formerly called Quorum on SAP Cloud Platform.

R

REINVENT – SAP's strategy first introduced in 2020. The underlying vision of this strategy was extended in 2021 to "REINVENT how the world runs as a network of intelligent, sustainable enterprises." In pursuit of this vision, SAP focuses on three areas: (1) Helping customers becoming intelligent and sustainable enterprises; (2) Creating a network of intelligent, sustainable enterprises; (3) Enabling a sustainable world. This strategy is firmly rooted in SAP's goal to be an innovative and trusted partner for SAP customers, supporting them on their journey to reinvent how their businesses run.

release – SAP software product that has a version number, is shipped at a particular time, and has defined maintenance phases.

release-to-customer (RTC) date – Date that marks the initial availability of a release to customers and the beginning of the restricted shipment phase.

Relief.iO – Startup grown out of the SAP.iO program, with the goal of increasing the speed and efficiency of relief activities in disaster zones. The SAP One Billion Lives initiative is run by the Relief.iO startup. See "SAP One Billion Lives."

Renewable Electricity Certificates (RECs) – See "Energy Attribute Certificates (EACs)."

renewable electricity – Shares and types of electricity obtained from renewable sources that are continuously replenished such as hydro, wind, solar, geothermal, and biomass. It is calculated by adding the amounts of renewable electricity produced on-site by SAP's own solar cells and covered by Energy Attribute Certificates (EACs). See "Energy Attribute Certificates (EACs)."

repeatable solution – Customized solutions that start out as projects to address the unique needs of specific customers. After initial release, these solutions have been adapted for purchase by other customers to help them save cost, time, and effort because they do not have to start from scratch. Repeatable solutions are available in selected languages, for defined underlying base software, and offered with product-specific support.

Repository-Based Shipment Channel – Service that gives customers access to download released commercial SAP software components based on purchased licenses.

restricted shipment phase – First phase of a release delivery, which is rolled out within the framework of the SAP Early Adopter Care program. It determines how many customers receive the release and increases distribution in a controlled way. This phase is followed by the unrestricted shipment phase.

Retention Rate – Ratio of the average number of employees minus the employees who voluntarily departed, to the average number of employees, taking into account the past 12 months (in full-time equivalents, FTEs). This ratio puts emphasis on employee-initiated turnover. As opposed to keeping a low turnover rate – which companies generally seek to do – SAP aims to keep the retention rate high.

A higher retention rate signifies that fewer employees are choosing to leave SAP. Formerly called employee retention. See “#Unfiltered.”

RISE with SAP (<https://www.sap.com/products/rise.html>) – Launched in 2021, with innovative transformation packages made available in wave 2 in midyear, RISE with SAP is SAP’s comprehensive solution to help businesses become intelligent, sustainable enterprises in the cloud. Made up of key SAP products, including SAP S/4HANA Cloud, and services from SAP and partners, the solution aims to get customers to the cloud through business transformation. To that end, the solution helps enterprises develop new business models to avoid being disrupted, gain efficiencies to fund innovation, and transform mission-critical systems without business risk. RISE with SAP bundles industry best practices and extensibility, analytics and business process intelligence, outcome-driven services from SAP and partners, as well as a holistic Cloud ERP solution for every business need.

Marketed under the slogan “driving business innovation together,” RISE with SAP refers to the combination of software, technology, and services in the cloud that support customers develop new business models to avoid being disrupted, gain efficiencies to fund innovation, and transform mission-critical systems without business risk. Business transformation packages with software and services for specific industries (automotive, consumer products, industrial machinery and components (now industrial manufacturing), retail, and utilities) and LoB capabilities are available for the RISE with SAP solution. See “SAP S/4HANA Cloud” and “Cloud ERP.”

RISE with SAP Enterprise Agreement – Name of the agreement customers can choose as part of the consumption-based commercial model for the RISE with SAP solution.

RISE with SAP for Human Experience Management (HXM) – Business transformation package introduced as part of wave 2 of RISE with SAP in June 2021 that helps organizations accelerate their people transformation efforts. Customers can add HXM solutions from the SAP portfolio to augment the foundational RISE with SAP solution. See “SAP SuccessFactors Human Experience Management (HXM) Suite.”

RISE with SAP for Modular Cloud ERP – Business transformation package offered as part of wave 2 of RISE with SAP in June 2021 where customers can add ERP modules for IT, HR, procurement, and analytics from the SAP portfolio to augment the foundational RISE with SAP offering. Currently, this LoB transformation package includes SAP Analytics Cloud; SAP Ariba Buying; SAP Cloud Identity Access Governance; and SAP SuccessFactors Employee Central solutions.

RISE with SAP for Qualtrics Experience Management – Business transformation package introduced as part of wave 2 of RISE with SAP in June 2021 where customers can add experience management technology from Qualtrics to augment the foundational RISE with SAP solution.

road map – Product timeline that has a variety of objectives, including communication to customers, users, or other parties interested in the timing of future product releases, the features planned for those releases, general prioritization of features, and in some cases, the requirements of features in enough detail that current and prospective customers can give feedback on the feature itself and the product’s direction. See “SAP road maps” and “SAP Road Map Explorer.”

RUN HEALTHY – Smart health management system that assesses organizational and individual health KPIs in countries or larger organizational units at SAP with the goal of developing an attractive, healthy, and safe working environment. The approach provides transparency on SAP leaders’ and organizations’ ability to care for a healthy culture in a people-oriented work environment. RUN HEALTHY helps drive tailor-made initiatives supporting efforts in building best-in-class employee experience while ensuring compliance with health and safety regulations. See “Fit@SAP.”

S

SAP Activate – Innovation adoption framework that combines SAP Best Practices, methodology, and guided configuration delivered with a reference landscape. The SAP Activate methodology is the SAP guidance for implementation, enhancements, upgrades, or co-innovation of SAP solutions. The framework was first introduced for SAP S/4HANA Cloud and expanded in 2021 to cover spend management and HXM solutions. SAP Activate enables cost-effective, agile, and fast delivery of SAP

solutions to customer and supports deployments in the cloud, on premise, or in hybrid deployment. See “intelligent spend management,” “SAP S/4HANA Cloud,” and “SAP SuccessFactors.”

SAP ActiveAttention – Enhanced engagement services for optimizing solutions and accelerating adoption of technologies without disrupting customer businesses. It is a premium-level engagement similar to the SAP MaxAttention but designed to support smaller businesses requiring a less intense engagement level. Formerly called SAP ActiveEmbedded. See “premium engagements.”

SAP Adaptive Server Enterprise (SAP ASE) – High-performance relational database management system for mission-critical, data-intensive environments. It ensures the highest operational efficiency and throughput on a broad range of platforms. Key features include data encryption to protect from internal and external breaches, partitioning technology for better performance and easier maintenance, and virtualization and clustering capabilities for continuous availability and efficient use of resources.

SAP Advanced Deployment – Service that simplifies and accelerates the deployment of SAP S/4HANA for SAP-led project implementation for planning, design, and execution services. Based on proven SAP Activate methodology and tailored to enterprise’s specific transition scenario, the service streamlines the implementation or migration to a high-performing, sustainable digital core. This end-to-end service offering also contains a complete implementation including execution services for SAP S/4HANA software. It is offered in parallel to SAP Value Assurance service packages, which address partner-led projects. See “SAP Value Assurance.”

SAP Advanced SQL Migration – Tool that enables the migration of SQL code for custom applications from a third-party database to an SAP database.

SAP Advisory Services – Services that help customers turn their digital business vision into executable strategies and exceptional business outcomes by offering support to reimagine business models, design enterprise architectures, and deliver business transformation to realize business value.

SAP AI Business Services – Umbrella name used to refer to cloud services from SAP that provide AI capabilities to applications that a developer is creating. It is not the name of a single product or service. See “artificial intelligence (AI).”

SAP AI Core – Infrastructure that enables a customer’s business applications to become intelligent with artificial intelligence (AI) and machine learning technology and their data to train machine learning services to help automate tasks and processes. See “artificial intelligence (AI).”

SAP AI Launchpad – Internal cockpit that embeds AI capabilities within products across the SAP portfolio. Formerly called AI cockpit.

SAP Alumni Network (<https://sap-alumni.com/>) – Network and online community that provides a platform to reconnect with former colleagues and to unleash the power of a trusted network for the benefit of SAP and the ecosystem.

SAP Analytics – Portfolio of solutions that help customers achieve the power of collective insight in Big Data by providing the right information at the right time to make insightful business decisions, anticipate change, and uncover new opportunities. SAP Analytics solutions cover the areas of business intelligence (BI), data visualization, cloud analytics, enterprise performance management, and governance, risk, compliance, and cybersecurity (GRC), as well as predictive analytics. See “SAP Analytics Cloud.”

SAP Analytics Cloud – Software as a service (SaaS) that allows organizations to close the gap between transactions, data preparation, analysis, and action by providing all analytics capabilities in one offering. SAP Analytics Cloud combines business intelligence (BI), planning, and predictive analytics with capabilities such as simulation and automated discovery in BI, as well as storytelling and predicted forecasts in planning. The solution allows customers to take advantage of high-speed innovation in the cloud, while using their existing on-premise investments. Customers can subscribe to SAP Analytics Cloud as a single solution with specific capabilities that can be licensed separately or together. The SAP Digital Boardroom solution is based on SAP Analytics Cloud. See “SAP Analytics” and “SAP Digital Boardroom.”

SAP Analytics Hub – Solution that provides a single access point to all analytics offerings from SAP and ecosystem partners within a company in a portal-like interface. Users can describe, categorize, and promote reports as well as get personalized recommendations from the solution on cloud and on-premise offerings.

SAP API Business Hub (<https://api.sap.com/>) – Directory of SAP software application programming interfaces (APIs) that can be consumed by developers programmatically to incorporate autonomous blocks of SAP functionality within a custom-developed application.

SAP API Management – Cloud offering that helps customers manage their application programming interfaces; an on-premise edition is also available. In addition, the SAP API Management service for SAP BTP is available as a cloud service running on SAP Business Technology Platform.

SAP App Center – See “SAP Store.”

SAP AppGyver – Cloud-based graphical development environment for building composite apps for Web, mobile, television, and more without the need to use code. It provides pre-built components and templates to help both business users and professional developers get started with building their apps. AppGyver is the name of a company that SAP acquired in 2021.

SAP AppHaus (<https://experience.sap.com/designservices/>) – Co-innovation and training workplace for developers and business professionals with a focus on creative and agile work methodologies and workshops. Its mission is to bring a “Human-Centered Approach to Innovation.” SAP AppHaus has locations in Germany, Korea, and the United States. SAP AppHaus Network is a community of SAP AppHaus locations and likeminded SAP partners to leverage the full potential of SAP technologies, especially SAP BTP.

SAP Ariba – Portfolio that includes cloud solutions for procurement, financials, and sourcing and the signature Ariba Network. Sourcing and procurement solutions marketed under the Ariba and SAP Ariba brands offer an online business-to-business marketplace connecting sellers of goods and services across the globe. See “intelligent spend management.”

SAP Ariba Discovery – One of the SAP Ariba Strategic Sourcing and SAP Ariba Selling and Fulfillment solutions. It was made available free of charge during the COVID-19 pandemic to help buyers source suppliers, goods, and services globally.

SAP Ariba Supplier – See “SAP Business Network Supplier.”

SAP Ariba Supplier Financing – See “SAP Supplier Financing.”

SAP Ariba Supplier Risk – Solution that provides real-time visibility and intelligence on risks across an organization's entire supplier ecosystem.

SAP Ariba Supply Chain Collaboration – Solution that enables enterprises to collaborate with multiple tiers of suppliers, contract manufacturers, co-packers, and other supply-side trading partners on key supply chain planning and execution processes, including forecasts, schedule agreement, orders, quality processes, and supplier managed inventory. By connecting systems and aligning stakeholders and trading partners to a common plan, it can help enterprises orchestrate multitier supply chains to reduce inventory and improve customer service.

“SAP as enabler” – SAP's strategy to create positive impact and to address climate action is implemented through a dual approach. As an enabler, we aim to provide products and services to our customers to reduce their carbon emissions and pave the way towards a low-carbon future together. See “SAP as exemplar.”

“SAP as exemplar” – SAP's strategy to create positive impact and to address climate action is implemented through a dual approach. As an exemplar, we aim to live up to our corporate responsibility and to build climate resilience, and we strive towards leading by example in SAP's business operations and practices by running our own operations more sustainably. See “SAP as enabler.”

SAP Asset Intelligence Network – Cloud subscription-based network hosted by SAP where manufacturers, asset owners, operators, regulators, and service providers can connect to each other. Content related to assets can be shared and stored on the network, and maintenance and service applications can be delivered through the network. See “SAP Business Network” and “SAP Intelligent Asset Management.”

SAP Asset Manager – See “SAP Service and Asset Manager.”

SAP Asset Strategy and Performance Management – Cloud solution built on SAP Asset Intelligence Network that enables plant managers and reliability engineers to measure and improve the performance of their assets and optimize the strategies to manage these assets. See “SAP Intelligent Asset Management.”

SAP Autism Inclusion Pledge – Program that enables SAP to extend the Autism at Work program out to its customer and partner ecosystem, encouraging other companies to create employee opportunities for people with autism. See “Autism at Work” and “Autism Inclusion Network.”

SAP Best Practices – Packages that provide proven methods and tools for organizations to implement best business practices in key areas and a range of industries using SAP software. The packages address small business and midsize companies. They deliver methodology, documentation, and preconfiguration that enable rapid, reliable deployment with quick return on investment.

SAP Best Run Awards – Umbrella name for a group of awards given to celebrate the achievements of the top companies and customers in specific regions. The focus is on those using SAP products to transform their businesses, drive innovation, and succeed in the digital economy.

SAP Big Data Services – Fully-managed cloud data lake service available through SAP BTP. The secure, elastic, and serverless Big Data service uses Apache Hadoop and Spark for storage and processing of huge volumes of structured and unstructured data. It provides enterprise-grade reliability and performance and integrates with SAP HANA. Operations support 24x7 removes the burden of configuring, scaling, and integrating Big Data tools in an enterprise landscape.

SAP Billing and Revenue Innovation Management – Solution that offers customers a billing platform to carry out core billing processes. This solution comprises components for customer financials, flexible solution billing, invoicing, pricing simulation, and subscription order management, as well as a solution extension by DigitalRoute for convergent mediation. Formerly called SAP Hybris Billing.

SAP Blockchain Business Services – Term that refers to cloud services from SAP to help application developers to utilize blockchain capabilities.

SAP BTP Academy – Topic channel on YouTube that provides instructional videos and visual help guides related to SAP Business Technology Platform and different setup and implementation scenarios. Formerly called “SAP Cloud Platform Academy.” See “SAP Business Technology Platform (SAP BTP).”

SAP BTP cockpit – Central point to manage all applications deployed from a single dedicated Web-based user interface. Individual services are categorized according to integration or extension capabilities under the SAP Integration Suite and SAP Extension Suite umbrellas. See “SAP Business Technology Platform (SAP BTP),” “SAP Integration Suite,” and “SAP Extension Suite.”

SAP BTP, Kyma runtime – Runtime included in SAP BTP that supports the development and provisioning of microservices. A free tier option, designed for SAP BTP, Kyma runtime customers, is available when customers select the free tier model for SAP BTP. This option offers the possibility to test various SAP BTP, Kyma runtime capabilities for free. See “SAP Business Technology Platform (BTP).”

SAP Bug Bounty Program – Company-wide program that supports all SAP application areas with bug bounty preparation and target hardening in line with SAP’s product security response and incident management policies. The program facilitates financially motivated vulnerability disclosures (bug bounties) from independent security researchers.

SAP Build – Cloud-based, collaborative design tool that allows app designers and business experts to compose interactive prototypes, making it easier to capture more accurate user feedback and jump-start development.

SAP Business All-in-One – Comprehensive and flexible business management solution targeted to midsize companies with up to 2,500 employees that are looking for a comprehensive, integrated industry-specific ERP solution with built-in best practices.

SAP Business Application Studio – Development environment with new features launched in 2021 that creates a simplified low-code development experience for the professional developer to build applications using existing SAP technology such as the SAP Cloud Application Programming Model and SAP Fiori elements. See “SAP Cloud Application Programming Model” and “SAP Fiori elements.”

SAP Business ByDesign – Complete, integrated business solution delivered in the cloud, ideally suited for growing small to midsize companies and subsidiaries. The affordable suite connects and runs all business processes, including financials, HR, sales, procurement, customer service, and supply chain. The solution is available through a monthly software-as-a-service (SaaS) model. See “SAP solutions for small businesses and midsize companies.”

SAP Business Ecology Management – Solution that gives customers insights into their carbon footprint and assessments of other environmental effects of their products to meet sustainability goals and simplify eco-accounting. This cloud offering is part of the Climate 21 initiative and it is integrated into SAP Business ByDesign and SAP Business One. See “Climate 21,” “SAP Business ByDesign,” and “SAP Business One.”

SAP Business Network – Network of intelligent, sustainable enterprises. The interactive community enables companies to extend their ecosystem, discover new trading partners, and find new opportunities, all through a unified, role-based experience. SAP Business Network aims to bring together Ariba Network, SAP Logistics Business Network, and SAP Asset Intelligence Network to unify the points of interaction and integration across trading partners – from supplier collaboration to logistics coordination and traceability, to equipment usage and maintenance. See “Ariba Network,” “SAP Asset Intelligence Network,” and “SAP Logistics Business Network.”

SAP Business Network Starter Pack – Service that is part of the RISE with SAP solution. See “RISE with SAP” and “SAP S/4HANA Cloud.”

SAP Business Network Supplier – Mobile app that allows suppliers to accept trading relationship requests, process orders, send invoices and view matched leads from SAP Business Network. Formerly called SAP Ariba Supplier. See “SAP Business Network.”

SAP BusinessObjects Business Intelligence – Category of solutions including a business intelligence (BI) platform designed to help optimize business performance and provide business insight by connecting people with information.

SAP Business One – ERP solution designed for small businesses with up to 100 employees, providing a single, integrated solution for managing the entire business across all functions. A cloud version is available as SAP Business One Cloud. See “SAP solutions for small businesses and midsize companies.”

SAP Business One Store – See “SAP Partner Store.”

SAP Business Technology Platform (SAP BTP) – Unified, business-centric platform that helps companies decide confidently, act with integrity, connect processes, data, and experiences, and achieve continued business innovation. SAP BTP comprises solutions spanning database and data management, analytics, application development and integration, and intelligent technologies. It gives users flexibility to choose SAP technologies that provide an intrinsic understanding of data and processes in SAP and third-party applications. SAP BTP is, next to business process intelligence and sustainability management, one of SAP’s three key innovation areas. SAP BTP includes the integration and extension capabilities formerly integrated in SAP Cloud Platform. See “business process intelligence,” “SAP Integration Suite,” “SAP Extension Suite,” and “sustainability management.”

SAP Business Warehouse (SAP BW) – Application that provides a complete view of a company and the tools needed to make the right decisions, optimize processes, and measure strategic success, such as business-critical factors and benchmarks. See “data warehousing.”

SAP BW Bridge – Feature released in Q4/2021 that enables customers to utilize the data integration and staging capabilities of SAP BW/4HANA directly in SAP Data Warehouse Cloud and move their data on premise or to a private cloud. See “SAP BW/4HANA” and “SAP Data Warehouse Cloud.”

SAP BW/4HANA – Data warehouse solution built entirely on SAP HANA that provides customers with enhanced data modeling and governance, so they can manage the availability, integrity, and security of data. The solution can be connected to various data sources, including SAP or unstructured third-party data, such as Hadoop. See “data warehousing.”

SAP Careers (<https://www.sap.com/about/careers.html>) – Web site offering career opportunities for internal and external candidates. The site uses AI services to enhance the search. See “Brilliant Hire by SAP.”

SAP Cares ESG Network – Network of experts in academia, media, and industry brought together to develop sustainability action road maps from original idea to final execution. “ESG” stands for “Environmental, Social, and Governance.”

SAP Catalyst – Internal HR program that identifies select SAP employees who demonstrate both high potential and performance and provides them with special opportunities, including fellowships. It consolidated other top talent and high-potential programs at SAP in April 2016.

SAP Central Business Configuration – Tool for the configuration, implementation, and maintenance of projects with cloud solutions from SAP. It provides a simplified and consistent approach for prospects, customers, partners, and SAP experts to scope, select, and specify their software solution configuration. It currently works with the Intelligent ERP offerings as well as with other cloud solutions from SAP and applications by partners and customers.

SAP Certification – Recognition offered to individuals who have passed a skill certification exam in areas of expertise as well as to partner offerings. The SAP Learning organization manages the certification of individuals; Global Partner Operations (GPO) certifies partner services or offerings or their solution's or product's integration with an SAP offering. See “SAP Global Partner Operations (GPO).”

SAP C/4HANA – See “SAP Customer Experience.”

SAP C/4HANA Movement – See “SAP Customer Experience Movement.”

SAP City Connect – Solution that helps urban organizations and small business owners with tourism development, visitor and crowd management, business event subscriptions, and neighborhood development. Part of the SAP Future Cities initiative. See “SAP Future Cities.”

SAP Cloud – See “cloud solutions from SAP.”

SAP Cloud ALM – Cloud-based tool for application lifecycle management (ALM) that covers all stages of the application lifecycle, from discovery of cloud solution capabilities to implementation, operations, and continuous innovation as well as business value realization and enhancement. It helps track and manage the needs of customers that use (only or predominantly) cloud solutions from SAP. Customers subscribing to a cloud solution from SAP automatically receive SAP Cloud ALM. It is complementary to SAP Solution Manager which provides comparable capabilities for on-premise landscapes. See “application lifecycle management” and “SAP Solution Manager.”

SAP Cloud Application Programming Model – Framework of tools, languages, and libraries designed to help developers rapidly build enterprise applications by offering a consistent end-to-end programming model and development experience. This is tailored to work on SAP Business Technology Platform (SAP BTP) but is planned to eventually be the programming model of choice for any extensions of other SAP cloud offerings. See “SAP Business Application Studio” and “SAP Fiori elements.”

SAP Cloud Application Services – Organization and offerings that enable SAP customers to access (cloud) applications and that provide the infrastructure required. This includes application management, managed data, managed security, and managing testing services. Run data-driven, tested, and secure solutions with application, data, security, and other managed services help manage applications, data, security, and more – so customers can free up time and resources to focus on strategic initiatives. Formerly called SAP Managed Services.

SAP Cloud for Component Manufacturing – Cross-industry cloud solution for component manufacturing companies from the automobile, aerospace and defense, high tech, and industrial machinery and components industries. The solution aims to provide operational excellence for smaller-scale component products.

SAP Cloud for Banking – Solution for the banking industry that runs on SAP BTP and is based on core banking services from SAP, such as SAP Deposits Management, as well as SAP Fiori technology. It provides preconfigured “bank account-as-a-service” capabilities for small and midsize (neo)banks.

SAP Cloud for Customer – See “SAP Sales Cloud” and “SAP Service Cloud.”

SAP Cloud for Energy – Solution for the utilities industry that provides a central repository for all types of data collected around energy management, such as from outage management and network control systems, as well as directly from communication with the power devices. See “SAP Cloud for Sustainable Enterprises.”

SAP Cloud for Financials – Cloud-based financial management solution with an intuitive, easy-to-consume interface and personalized information. It features embedded, dynamic analytics, enabling companies to achieve superior financial insight across the business. This offering for extended financials management includes financial accounting, management accounting, cash-flow management, and project management functionality in a cloud-based application for easy integration with other software.

SAP Cloud for Product Stewardship – Solution running on SAP BTP used to assess, manage, and ensure product compliance and marketability by linking together in-house, supply chain, and regulatory information.

SAP Cloud for Real Estate – Cloud solution that offers customers improved management of real estate assets as well as analytics around the planning and performance.

SAP Cloud for Sustainable Enterprises – A comprehensive cloud offering that integrates data and process to manage carbon footprint, reduce material waste, and achieve social sustainability. Customers can pick and choose from solutions and services that address their sustainability challenges and business opportunities. Positioned as a single offering, it can be tailored to the customer’s needs and extended anytime with industry cloud solutions from SAP and partners. Launched as part of the Economics campaign at World Economic Forum in Davos, Switzerland, in 2022. See “Economics,” “SAP solutions for sustainability,” and “sustainability management.”

SAP Cloud Peering – Offering that provides customer connectivity to SAP HANA Enterprise Cloud and other SAP offerings.

SAP Cloud Platform – As of February 2021, SAP Cloud Platform is sunset as a product and brand name. The offerings formerly available with SAP Cloud Platform continue to be available in SAP Integration Suite and SAP Extension Suite. The capabilities of SAP Cloud Platform form the core of SAP Business Technology Platform (SAP BTP). See “SAP Integration Suite,” “SAP Extension Suite,” and “SAP Business Technology Platform (SAP BTP).”

SAP Cloud Platform Extension Factory – See “SAP Extension Suite.”

SAP Cloud Reliability – Cross-company program in which SAP experts help customers determine the health of their cloud landscape and provide guidance and tools to improve it by detecting, correcting, and preventing problems.

SAP Co-Innovation Lab – Physical location featuring a simulated, heterogeneous data center that incorporates hardware and infrastructure software from various vendors. The lab provides a hands-on

environment for SAP, customers, and partners to innovate, accelerate, and showcase new business solutions and technologies collaboratively. Customers and partners can visit the lab to evaluate the latest SAP and partner solutions in a simulated, real-world infrastructure.

SAP Commerce – Solution that offers customers a platform enabled for the cloud that supports product content management and unified commerce processes. It gives a business a single view of its customers, products, and orders, and its customers a single view of the business. It combines functionality. Formerly called SAP Hybris Commerce.

SAP Commerce Cloud – One of the five solution categories within the SAP Customer Experience portfolio. Individual offerings combine capabilities for product and Web content management, order management, personalization, bundling, and accelerators – all through a built-in omnichannel storefront. SAP Customer Cloud is also the name of a single digital business solution that helps integrate digital and physical customer touchpoints onto a single, robust platform, helping companies deliver a superior omnichannel commerce experience with state-of-the-art security and authentication technology. See “SAP Customer Experience.”

SAP Commerce Cloud on Microsoft Azure – Partnership with Microsoft that combines SAP’s market-leading solution for B2B and B2C scenarios with the Microsoft Azure public cloud infrastructure.

SAP Community (<https://community.sap.com/>) – Online portal with nearly two million members in more than 200 countries, providing individuals with the opportunity to trade experience and insights, pursue business opportunities, and learn from each other. SAP offers distinct communities in the network that offer information, trusted resources, and co-innovation.

SAP Concur – Unified portfolio of offerings for travel and expense management resulting from the acquisition of Concur Technologies in 2014. SAP Concur solutions provide an integrated system for expense, invoice, travel, and spend intelligence in the cloud. These offerings are marketed under the “Concur” brand.

SAP Continuous Influence – Part of the Customer Influence program, this offering provides customers the opportunity to suggest improvements to SAP products directly to the development teams. It is specifically aimed at customers using newer SAP products and cloud solutions that require an open channel with customers for the continuous collection of improvement requests and resolutions. It is similar to the SAP Customer Connection program, which is targeted at customers using on-premise products in maintenance. See “Customer Influence.”

SAP Converged Cloud – Software as a service (SaaS) that offers a managed private cloud, based on the OpenStack technology-based public cloud. It is used by SAP’s internal IT resources as the standard “infrastructure-as-a-service” stack for SAP’s data centers. See “SAP data center.”

SAP Conversational AI – Collection of natural language processing and bot building services that developers and corporations can use to build conversational interfaces or “chat bots” through intent classification, entity detection, question answering, sentiment analysis, and other high-order capabilities. Ready-to-use chat bots are also included. SAP Conversational AI provides a way to build bots that automate conversational interactions through natural language processing within SAP’s intelligent technologies offerings, for example. SAP customers and partners are also able to create their own custom bots with this service. See “artificial intelligence (AI)” and “intelligent technologies.”

SAP Conversational AI Foundation – Technical basis for building conversational applications using state-of-the-art natural language processing (NLP) and machine learning algorithms. You can use the SAP CoPilot digital assistant for the enterprise to expose the apps or use standard channels such as Slack, Microsoft Teams, or Facebook Messenger. See “SAP CoPilot.”

SAP CoPilot – Digital assistant that runs on top of other SAP applications to enable productivity tasks such as real-time information exchange, note-taking, creation of reminders, and creation of draft objects that can be completed later. SAP CoPilot contextualizes, analyzes, and uses informal and unstructured speech to execute actions and present users with business objects, options, and other relevant data in a simple and conversational way.

SAP Corporate Social Responsibility (SAP CSR) – Organization and overall efforts for corporate social responsibility and related social investments that puts the SAP purpose to help the world run better and improve people's lives into action through its mission – powering opportunity through digital inclusion. SAP CSR efforts focus on three strategic program pillars: building digital skills; accelerating best-run non-profits and social enterprises; and connecting employees with purpose. See "SAP4Good."

SAP CPQ – Cloud solution that enables customers, channel partners, and sales teams to configure and price products accurately and efficiently. See "SAP Customer Experience."

SAP Crystal Reports – Software that enables businesses to design interactive reports and connect them to virtually any data source.

SAP Crystal solutions – Integrated, affordable, and user-friendly family of offerings for reporting, dashboarding, presentation, and ad hoc analysis that can empower individuals in organizations of any size to discover and share insight for optimal decision making. With insight into every aspect of the business, companies can monitor performance, identify opportunities for growth, and transform how they run their businesses.

SAP Customer Attribution – Solution that uses multivariate analysis to compute the incremental contribution of all marketing elements simultaneously. It was originally acquired from the company Abakus. It is part of the AP Marketing Cloud solution and the SAP Customer Experience portfolio. See "SAP Marketing Cloud" and "SAP Customer Experience."

SAP Customer Connection – Part of the Customer Influence program, this offering aims to incrementally improve on-premise products and solutions in maintenance that customers are still using. Typically initiated by SAP user groups and special interest groups, the program's focus topics are of limited duration and often focus on a version, component, or audience of a product. Improvements are mostly delivered in SAP Notes or SAP Support Portal for easier consumption. See "Customer Influence."

SAP Customer Data Cloud – One of the five solution categories within the SAP Customer Experience portfolio. It encompasses all products across the customer experience that enable the collection, transparency, and harnessing of customer information. See "SAP Customer Experience."

SAP Customer Data Platform – Offering within the SAP Customer Experience portfolio. The solution aims to deliver personalization and help organizations to know more about their customers based on the ability to collect and manage customer data.

SAP Customer Engagement & Experience Success Center – Newly formed center that provides domain expertise and product insights at the most critical moments of the customer journey, helping drive business outcomes at scale across all SAP solution areas. The center is one pillar of a new customer engagement model owned by the Customer Success Board area. It is made up of experts who help increase our ability to scale and reach all customers. See "Customer Success."

SAP Customer Engagement Initiative – Part of the Customer Influence program, this offering is a structured approach for close end-to-end collaboration between customers and SAP teams during the full development cycle for planned products and solutions and new releases or enhancement packages. This program helps SAP create products and solutions that meet customers' needs, reflect best business practices, and realize process and technology innovations. See "Customer Influence."

SAP Customer Experience – Extensible portfolio of customer experience (CX) solutions that have evolved from traditional customer relationship management (CRM) technology to focus on greater customer centricity. This portfolio brings together solutions from acquired companies (Callidus Software, Coresystems, Gigya, hybris, Emarsys) under one umbrella. See "SAP Commerce Cloud," "SAP Customer Cloud," "SAP Marketing Cloud," "SAP Sales Cloud," and "SAP Service Cloud."

SAP Customer Experience Labs – Physical locations that showcase futuristic prototypes and innovations that demonstrate the potential of SAP Customer Experience offerings.

SAP Customer Experience Movement – Program and initiative that provides customers with tools, assets, and services to promote and accelerate adoption of SAP C/4HANA from on-premise SAP CRM, SAP Marketing, and SAP Commerce solutions to the cloud. It is part of the larger SAP One Movement. Formerly called SAP C/4HANA Movement. See “SAP One Movement.”

SAP Customer Knowledge Circle – Invitation-only speaker program in the ME North region in which industry leaders and professionals, meeting with peers and SAP experts, share ideas and success stories about their partnerships with SAP. Their stories are available through various SAP channels and events.

SAP Customer Relationship Management (SAP CRM) – On-premise application that provides comprehensive software support to help marketing, sales, and service professionals obtain complete customer intelligence that they can leverage to manage customer relationships and customer-related processes effectively. SAP offers CRM applications in on-premise and cloud deployment models.

SAP Customer Success Summit – Annual SAP field sales events (formerly known as SAP Field Kick-Off Meeting, or SAP FKOM) held by the SAP Executive Board area Customer Success. The annual internal enablement event brings together all sales, services, presales, and Virtual Account Team (VAT) colleagues together to provide insight into the SAP strategy, portfolio, road maps, and go-to-market plans. The event debuted January 2021. See “Customer Success.”

SAP data center – Physical facilities around the world used to house computer systems and associated components and meet the highest security standards. Comprised of various interconnected elements, the entire infrastructure is a feat of modern engineering predicated on keeping customer data safe. SAP data centers are currently located in Australia, Brazil, China, Europe, and on the U.S. east coast.

SAP Data Intelligence – Data operations management solution that enables data orchestration, pipelining, and governance as well as agile sharing of all data across a connected data landscape. This solution enables businesses to manage data from numerous sources – SAP or third party – without having to centralize data into one location. Formerly known as SAP Data Hub. A cloud version of this solution is available as SAP Data Intelligence Cloud. See “SAP Data Intelligence Cloud.”

SAP Data Intelligence Cloud – Cloud solution that provides advanced data management, data orchestration, data governance for use cases such as data science techniques and technologies and machine learning capabilities. It offers scalable, open, complete data access and management and enables the automation of workflows and the creation, training, maintenance, and deployment of models and machine learning. The on-premise version of the solution is “SAP Data Intelligence.” See “SAP Data Intelligence.”

SAP Data Network – Cloud-based platform of networked business data that enables users to analyze and gain insight into their own business data, benchmark themselves against their industry competition, and enrich, distribute, and ultimately monetize their own data assets.

SAP Data Space (<http://dataspace-berlin.com/en/>) – Physical space in Berlin where the general public can meet, work, and eat together with innovators, change makers, partners, startups, and artists in a stimulating and innovative environment to discuss topics such as digital transformation.

SAP Data Warehouse Cloud – Integrated and persona-driven data warehouse-as-a-service solution designed for business and IT users with capabilities for data integration, database, data warehousing, and analytics. It is an open solution built on SAP HANA.

SAP Design Thinking – Methodology for routine innovation that brings together the right side of the brain (creative) with the left side of the brain (analytical). This is an umbrella name for all design thinking-related initiatives from SAP.

SAP Development Kick-Off Meeting (SAP d-kom) – Annual internal meeting held virtually and at various SAP locations targeted at SAP software developers to understand SAP’s strategy, discuss road maps, and gain insight on how the software products they build help SAP achieve business goals.

SAP Development Learning – Organization within the People & Operations Board area that is responsible for designing, aligning, and ensuring execution of SAP's overall learning and training activities for all employees.

SAP Development Tools (<https://tools.hana.ondemand.com/>) – Web site where SAP customers, partners, and employees can download development tools for working with SAP products, including ABAP, SAP BTP, SAP HANA, and SAPUI5. See “ABAP”, “SAP Business Technology Platform”, “SAP HANA”, and “SAPUI5.”

SAP Digital Access – Software that provides customers the indirect use of their SAP system through a pay-per-use model. It is available for SAP ERP and SAP S/4HANA Cloud.

SAP Digital Boardroom – Premier solution that contextualizes the boardroom, locations, and devices into a real-time enterprise experience. Powered by SAP HANA and experienced through the SAP S/4HANA Cloud suite and the SAP Analytics Cloud solution, the solution empowers leaders to monitor, simulate, and drive change in a digital economy. See “SAP Analytics Cloud.”

SAP Digital Commerce – Integrated digital business unit responsible for delivering e-commerce and digital native offerings to users who can discover, try, buy, implement, use, and renew SAP solutions in a simple online interaction. Formerly called SAP Digital.

SAP Digital Content Hub – Internal tool aimed at improving our public-facing audiences' experience with SAP's digital content. It aggregates content across numerous SAP.com Web pages and microsites from SAP and provides a centralized collection of related content into a core Web destination.

SAP Digital Interconnect – Team that is part of the SAP Product Engineering Board area. It is not the name of a product line.

SAP Digital Manufacturing Cloud (SAP DMC) – Manufacturing execution system (MES) of near real-time data and analytics. SAP DMC helps optimize manufacturing performance with integrated production execution, visibility, and analysis. The solution helps customers to execute manufacturing processes, analyze manufacturing and business data, and integrate systems with a cost-effective, high-quality, and resource-efficient method based on Industry 4.0. See “Industry 4.0.”

SAP digital supplier network membership – Program to connect spend data from Ariba Network with SAP S/4HANA Cloud, SAP ERP, or third-party applications and available through a subscription fee resold by SAP partners or sold indirectly through SAP S/4HANA Cloud purchases.

SAP Digital Supply Chain – Portfolio offering enterprises an integrated suite of digital supply chain solutions to plan, design, manufacture, deliver, and operate or service their products. With these solutions, customers can blend the physical and the digital world throughout the complete supply chain – from design, planning, manufacturing, and logistics to ongoing maintenance and service – embedding intelligence and ensuring their customers are central to every phase of their business. Customers get total visibility as products are designed, delivered, and deployed by connecting their business processes with real-time data from assets, equipment, customers, and suppliers. This visibility is used to adequately anticipate and respond to real-world physical realities.

SAP Digital Vehicle Hub – See “SAP Digital Vehicle Sales.”

SAP Digital Vehicle Sales – Cloud solution that enables direct-to-consumer vehicle sales and processing through an end-to-end, online sales environment. Using SAP Digital Vehicle Hub as a data lake, it includes a cockpit for managing vehicle-centric business processes; a set of microservices for procuring, administering, and selling vehicles; and functionality to enable customers to build their own microservices that integrate into the process.

SAP Direct Distribution – Hybrid, cross-LoB solution that enables customers to streamline major portions of their order-to-cash processes. This solution leverages new innovations and capabilities across SAP S/4HANA Cloud and the SAP Customer Experience portfolio. A core component is last mile distribution functionality.

SAP Discovery Center (<https://discovery-center.cloud.sap/>) – Online portal that potential customers as well as existing customers can use to explore SAP Business Technology Platform;

access prebuilt applications and content in the cloud; get use cases, services, project templates, and best practices to help build their own applications to become data-driven intelligent enterprises.

SAP Document and Reporting Compliance – Comprehensive set of solutions SAP offers for advanced compliance reporting. Solutions within this category are SAP S/4HANA for advanced compliance reporting; SAP S/4HANA for advanced compliance reporting, Brazil option; SAP S/4HANA Cloud for advanced compliance reporting; SAP S/4HANA Cloud for advanced compliance reporting, single tenant edition; SAP Localization Hub, advanced compliance reporting service; SAP Tax Declaration Framework for Brazil. Formerly called SAP solutions for advanced compliance reporting.

SAP Early Adopter Care – Part of the Customer Influence program, this offering provides support to customers when adopting SAP's latest innovations and helps them to quickly simplify, innovate, and digitize. This offering gives customers a direct channel into SAP with the support of a project coach, enabling two-way communication, improving transparency, and allowing stakeholders to react to and minimize project risk. It helps improve SAP products, drive company strategy to increase adoption, and better serve all SAP customers. Formerly called SAP Ramp-Up. See "Customer Influence."

SAP Early Talent – Global program at SAP that helps identify, hire, and train new employees with up to three years post-graduation experience in a professional setting become successful at SAP. It provides a common platform that aligns with SAP's digital strategy and to build aspiration for continued success, develop key skills and competencies, interact with each other, and learn about SAP's strategy, products, and customers. A related program specific for HR trainees is called the Global HR Early Talent program. See "Early Talent."

SAP Edge Services – Offering that features computing capabilities to capture and analyze data for plant maintenance, inventory management, and materials management across industries. Edge computing or edge processing relocates processing from centralized nodes to the extremes of a network to enable analytics at the source of data even when resources are not connected to a network. Edge processing locations are any locations outside of the data centers. The offering is available both on premise and in the cloud. Formerly called SAP Dynamic Edge Processing.

SAP E-Mobility – Cloud solution that enables private sector customers, facility management companies, charge point operators, e-mobility service providers, utilities, automotive, oil and gas, and public sector customers to support their electric road-based vehicles.

SAP Enable Now Framework – Offering that provides customers with the ability to access and customize embedded learning content in other SAP software offerings like SAP S/4HANA Cloud. It also allows customers to produce their own learning content or to leverage respective services from SAP or SAP partners. The framework encompasses the SAP Enable Now solution for creation, editing, and distribution of corporate enablement assets like e-learning, software simulations, documentation and manuals, and performance support, as well as a Web assistant.

SAP Endorsed Apps – Web or mobile apps developed by independent software vendors and endorsed by SAP to support and complete the SAP vision of the Intelligent Enterprise and are sold on SAP Store with post-royalty expense revenues coming back to SAP. See "SAP Store."

SAP Enterprise Cloud Services – Internal organization at SAP that supports companies, especially large enterprises, on their path to the cloud enabled by SAP technology and solutions. Formerly called Enterprise Cloud Services.

SAP Enterprise Contract Assembly – Priced capability of SAP S/4HANA Cloud that enables enterprise contract assembly processes. Formerly called SAP S/4HANA Cloud for enterprise contract assembly. See "SAP S/4HANA Cloud."

SAP Enterprise Portal – Intranet or corporate portal that provides easy access to business processes and information, social collaboration, and content management across various consumption channels and helps customers implement business-to-employee, partner, and consumer scenarios. SAP relaunched its enterprise portal in early 2022 under the name "SAP One."

SAP Enterprise Performance Testing by Tricentis – Cloud offering that allows managing performance testing to help developers measure server access and loads. Formerly called SAP Load Testing by Tricentis.

SAP Enterprise Support – Services that provide proactive support in addition to all features of SAP Standard Support services. These proactive support services encompass tools, processes, and services that enable continuous improvement, holistic application lifecycle management for continuous innovation, business and operational process improvements, and levers to address total cost of operation (TCO). SAP Enterprise Support, cloud editions offering is a foundational success plan included with any cloud subscription you have from SAP. It supports successful cloud adoption across the enterprise.

SAP Environment, Health & Safety Management (SAP EHS Management) – Application that supports sustainability initiatives – enabling companies to manage EHS operational, financial, and reporting risks holistically across their facilities and extended business network. The application systematically embeds EHS requirements and tasks directly into enterprise business processes, reinforcing compliance and risk reduction across global operations.

SAP ERP – Application designed to optimize business and IT processes by reducing IT complexity, increasing adaptability, and delivering more IT value at a lower cost than traditional ERP solutions. It can support mission-critical, end-to-end business processes for finance, human capital management, asset management, sales, procurement, and other essential corporate functions. SAP ERP can also support industry-specific processes by providing industry-specific business functions that can be activated selectively via the switch framework, keeping the application core stable and helping ensure maximum performance. An SAP ERP, private cloud edition is now available to help customers still running on SAP ECC transition to a cloud landscape. See “SAP ERP Central Component (SAP ECC).”

SAP ERP Central Component (SAP ECC) – Main software component in the SAP ERP application.

SAP Event Stream Processor (SAP ESP) – High-performance complex event processing engine designed to analyze streams of business event information in real time.

SAP Excise Tax Management – Cloud solution that runs on SAP Business Technology Platform and enables customers to track in real time excisable products, calculate the tax value accordingly, and prepare the tax value declaration.

SAP Executive Board – The official governing body of SAP, overseeing and deciding on the activities of the company. Subject to the requirements of stock corporation law, the SAP Executive Board is committed to the interests of SAP and bound by company policy. It provides the SAP Supervisory Board with regular, prompt, and comprehensive reports about all essential issues of business, corporate strategy, and potential risks. Membership in the SAP Executive Board is part of the official titles for these Board members.

SAP Experience Center(s) – Open space for inspiration, ideation, innovation, and illustration of digital opportunities today. A part of this is a maker space where organizations can test ideas and build digital and physical prototypes. Current centers exist in Copenhagen, Denmark, Hudson Yards, in New York City, Johannesburg, South Africa, Tokyo, Japan, and Stockholm, Sweden, for example.

SAP Extended Warehouse Management (SAP EWM) – Solution, available both on premise and in the cloud, that helps manage high-volume warehouse operations and integrate complex supply chain logistics with warehouse and distribution processes, delivering the ultimate in visibility and control. Using the solution customers can easily optimize their inventory tracking, cross-docking, distribution operations, multichannel fulfilment, and more – all in real time.

SAP Extension Suite – Umbrella term for all cloud services for extending applications in SAP Business Technology Platform. This suite enables companies to automate, enhance, and adapt business processes beyond standard solutions securely in both, on-premise and cloud landscapes. Comprises the extension capabilities previously available in SAP Cloud Platform. See “SAP Business Technology Platform (SAP BTP).”

SAP Fieldglass – Unified brand and portfolio of offerings for contingent workforce resulting from the acquisition of Fieldglass in May 2014 that help companies manage their entire workforce including contract workers and permanent staff. The signature SAP Fieldglass Vendor Management System includes cloud-based applications for external workforce management and services procurement. See “intelligent spend management.”

SAP Fieldglass Assignment Management – Solution that helps manage contractors performing ad hoc work under existing supplier agreements. The solution aims to simplify assigning and managing work projects across multiple workers and variable pay rates, enabling operations managers to quickly deploy assignments, minimize downtime, and maximize return on investment. See “SAP Fieldglass.”

SAP Fieldglass External Talent Marketplace – Free offering released in 2020 that aims to help companies find and hire temporary workers in the United States to help with business continuity efforts as a result of the COVID-19 pandemic.

SAP Fieldglass Live Insights – Machine learning data-as-a-service offering that enables organizations to plan, simulate, predict, and engage external talent in a seamless, intuitive workflow. The service provides real-time visibility, speed, and agility in activating new workforce strategies using a robust talent procurement data set supplemented with their data and trusted third-party data.

SAP Field Kick-Off Meeting (SAP FKOM) – See “SAP Customer Success Summit.”

SAP Field Service Management (SAP FSM) – Cloud solution that provides an effortless and proactive service experience. As such, this solution empowers technicians to boost customer satisfaction with mobile tools, artificial intelligence (AI), machine learning, and the Internet of Things.

SAP Pioneer – Strategic partnership announced in 2021 between SAP and investment company Dediq GmbH for the financial services industry (FSI) to manage and grow SAP’s financial services portfolio with significant investment in new solutions. The solutions will be part of SAP’s industry cloud solutions, based on SAP technologies and software such as SAP HANA, SAP S/4HANA Cloud, SAP BTP, and others.

SAP Fiori – First developed as a set of extensible HTML5 apps specific to key user roles, offering a seamless user experience across devices using responsive design principles. SAP Fiori apps target all employees of existing SAP customers, addressing the most common business functions, such as workflow approvals, information lookups, and self-service tasks. A free launchpad allows users to access their SAP Fiori apps from one single entry point. A cloud version is available as SAP Fiori Cloud.

SAP Fiori elements – Free capability that provides developers with predefined patterns (for example, Overview Page, Object Page) to simplify the UI development of an SAP Fiori app. SAP Fiori elements fosters UX consistency and increases development efficiency and maintainability across releases. See “SAP Business Application Studio” and “SAP Cloud Application Programming Model.”

SAP Fiori for iOS – Design language that combines SAP Fiori UX with a consumer-grade iOS experience to meet enterprise user needs. It is used to create native business apps for iPhone and iPad, built using Swift, Apple’s modern, secure, and interactive programming language. Part of an Apple and SAP partnership, established in May 2016 to revolutionize the mobile work experience, combining powerful native apps for iPhone and iPad with the cutting-edge capabilities of SAP HANA. SAP Fiori for Android was launched in 2018 and takes the strengths of the Fiori user interface and the Android operating system to deliver enterprise applications.

SAP Fiori Makers – Initiative to help UX developers, designers, and practitioners, as well as design-minded SAP customers and partners, learn how to design SAP Fiori apps along the SAP Fiori UX guidelines.

SAP Fiori tools – Collection of tools based on SAP Fiori UX technology that provides users with guided help, code snippets, and integrated application generation and preview to make software developers more efficient when developing SAP Fiori apps.

SAP Fiori user experience (UX) – Umbrella term for the user experience for SAP software. Based on modern design principles, it represents a consumer-like, consistent experience across devices, including tablets and smartphones.

SAP for Aerospace & Defense (SAP for A&D) – Solution portfolio specifically designed to meet the needs of the aerospace and defense industry. It offers capabilities for maintenance, repair and overhaul, airline operations, defense, manufacturing, contract and program management, and business acquisitions.

SAP for Automotive – Solution portfolio designed to meet the specific needs of the automotive industry. Its capabilities help link complex business processes into a logical flow, maximizing efficiency and profitability and satisfying customers' expectations.

SAP for Banking – Solution portfolio that enables banks to obtain all customer information at a glance and offers a full complement of high-performance capabilities for strategic planning, financial accounting, costing, and enterprise-wide control. It also features key industry-specific applications for profitability management, risk management, customer relationship management, and integrated customer account systems.

SAP for Chemicals – Solution portfolio that delivers support for specific processes and tools that chemical companies require. Industry-specific capabilities include recipe management, batch management, and version control.

SAP for Consumer Products – Solution portfolio that supports the integration of every step of the consumer product value chain – from suppliers to consumers. Key capabilities include mobile and Internet sales, trade promotion management, inventory management, brand and channel management, and demand signal management.

SAP for Defense & Security – Solution portfolio that offers a variety of capabilities that meet the critical needs of the defense and security sector. Key industry-specific capabilities include acquisition and materials management; force planning; maintenance, repair, and overhaul (MRO); personnel and organization; infrastructure management; planning and support for deployed operations; in-service support; and line maintenance.

SAP for Engineering, Construction & Operations (SAP for EC&O) – Solution portfolio designed to meet the specific requirements of project-oriented enterprises that offers capabilities for industrial plant construction, construction of commercial and private buildings, and shipbuilding.

SAP4Good – Name used in social media channels to communicate the activities in areas such as corporate social responsibility, sustainability, diversity, and inclusion. See "SAP Corporate Social Responsibility (SAP CSR)."

SAP for Healthcare – Solution portfolio that aims to help healthcare institutions and providers improve patient outcomes, while providing cost-effective care through a digital network. A consumer-centric healthcare ecosystem helps transform healthcare for patients and providers alike with offerings addressing patient care and care collaboration, as well as healthcare analytics and research. Formerly called SAP Health.

SAP for Higher Education and Research (SAP for HE&R) – Solution portfolio that supports organizational processes and unique needs of public and private universities, multicampus institutions, research agencies, and medical colleges, including campus management, grants management, student lifecycle management, financials, operations, human capital management, procurement, analytics, research, and asset management.

SAP for High Tech – Solution portfolio that meets the demands of high-tech industries, including RosettaNet support.

SAP for Industrial Manufacturing – Solution portfolio renamed in 2021 that coordinates the entire scope of business activities (estimating, order entry, project management, and production planning) for the industrial sector and supports areas ranging from maintenance and services to billing and profitability analysis. Formerly called SAP for Industrial Machinery & Components (SAP for IM&C).

SAP for Insurance – Solution portfolio that integrates steps in the insurance business process, including capabilities for customer contact, policy and product management, collections, and disbursement, and claims management.

SAP for Life Sciences – Solution portfolio that meets the requirements of pharmaceutical, biotechnology, and diagnostics companies, as well as manufacturers of medical devices and products.

SAP for Me – Mobile app and online portal that gives SAP customers information about their software portfolio and helps them with such processes as provisioning and outage notifications, as well as contract and license management. As a customer's digital companion, it also offers recommendations for SAP events, learning paths, trial options, and other SAP products. See "Company-Wide Experience (XM)" and "SAP Road Map Explorer."

SAP for Media – Solution portfolio that supports processes specific to the media industry with capabilities that include sales and distribution, advertising management, product development, and intellectual property management.

SAP for Mill Products – Solution portfolio for manufacturers of building materials, the paper and timber industry, metal and primary metal producers, and textile and furniture manufacturers.

SAP for Mining – Solution portfolio that supports processes specific to the mining industry, including mining operations and asset performance; sales and supply chain management; operational risk and compliance; as well as human resources; finance; procurement; and IT management.

SAP for Oil & Gas – See "SAP for Oil, Gas, and Energy."

SAP for Oil, Gas, and Energy (SAP for OG&E) – Solution portfolio renamed in 2021 that meets the demands of oil and gas companies as well as energy producers of all types and sizes. Formerly called SAP for Oil & Gas (SAP for O&G).

SAP for Professional Services – Solution portfolio that delivers integrated tools, best practices, and support for automated processes designed specifically for the demands of the professional services industry, including management consultancies as well as accounting and legal firms.

SAP for Public Sector – Solution portfolio for public administration, providing an electronic framework that enables online communication through various applications for the public, government authorities, and related entities.

SAP for Retail – Solution portfolio that offers multichannel applications designed specifically to provide the best retail services to a large customer base.

SAP for Sports & Entertainment – Solution portfolio that comprises solutions for sports teams, leagues, and venues, designed to help them deepen fan engagement, drive on-field performance, and optimize business efficiency.

SAP for Telecommunications – Solution portfolio that provides telecommunications enterprises of all types and sizes a range of industry-specific capabilities, including support for convergent invoicing and contract accounting.

SAP for Travel & Transportation – Solution portfolio that covers the unique business needs of postal services, railways, airlines, and toll collection companies, as well as logistics service providers, to optimize supply chain and planning.

SAP for Utilities – Solution portfolio for all supply and energy industries, with capabilities ranging from call centers and Internet communications to consumption billing.

SAP for Wholesale Distribution – Solution portfolio that addresses the needs of midsize and large wholesale distribution businesses in a wide range of segments. Industry-specific capabilities support new business models and strategies that meet the needs of an important supply sector.

SAP Future Cities – Umbrella term for an initiative that includes the strategy, solutions, and vision associated with smart urban management, targeting state and local governments worldwide. It

represents a unified range of SAP offerings for government organizations that help them improve the lives of their citizens and make urban living sustainable. See “SAP City Connect.”

SAP Gateway – A technology framework enabling exposure and simplified access to SAP software from any device or environment using standard, open protocols. It opens data and processes running on SAP applications for software developers to create apps in different environments and devices to engage many more business consumers. Formerly called SAP NetWeaver Gateway.

SAP Global Diversity & Inclusion Office – Part of the People & Operations Board area, committed to enabling an inclusive, healthy, bias-free culture to foster employee engagement, spark innovation and drive customer success. See “diversity.”

SAP Global Human Rights Commitment Statement – Statement and set of principles that are fundamental to SAP’s long-term commitment to sustainability. The objective of this statement is to help ensure that SAP respects universal human rights and labor rights in all its business activities. Respecting human rights is a core element of realizing SAP’s vision and purpose to help the world run better and improve people’s lives. Formerly called SAP Human Rights Commitment. See “diversity,” “inclusion,” and “sustainability.”

SAP Global Pandemic Taskforce – As part of SAP’s business continuity efforts, team set up in early 2020 at the beginning of the COVID-19 pandemic with responsibilities that range from assessing the daily situation in locations across the globe, providing guidance and making sure employees are safe and secure, to keeping a holistic view on the global pandemic and related governance and recommendations. See “COVID-19 Vaccination Programs.”

SAP Global Partner Summit – Exclusive event held for all SAP partners as part of SAP Sapphire. A day full of practical business-building insights, strategies, innovations, enablement, business opportunities, and networking dedicated to all things partner, helping maximize the SAP partnership. See “SAP Sapphire.”

SAP Global Security – Internal organization that supports SAP’s strategy to help customers transform into intelligent and sustainable enterprises by reducing risk and promoting regulatory compliance, and aligning people, procedures, and technology to protect business processes and data. The security team embraces and encourages a security-minded culture that embeds security in our development and deployment processes and helps secure digital transformation. SGS supports key stakeholders in our lines of business (LoBs), IT, and the presales organization in securing solutions and ensuring operational excellence for security across the enterprise. See “SAP Security Governance Model” and “Trust Office.”

SAP Global Security Policy – Global policy that provides governance and structure for an appropriate and effective level of information security within SAP and its affiliated businesses. Aligned with the overall SAP corporate strategy and vision, it details the management intent, expectations, and strategic goals and objectives for SAP security. The policy provides high-level requirements for numerous security domains such as access control, physical security, network security management, incident response, and acceptable use. All SAP employees are required to read and adhere to this internal policy. See “Global Security Policy” and “SAP Security Policy Framework.”

SAP Government Security & Secrecy – Independent internal office at SAP that offers services to all SAP Executive Board areas concerned with the handling of nationally classified customer information. The team is made up of SAP security-cleared personnel who provide an environment in which customers, particularly from the public sector, aerospace and defense, security, utilities, and healthcare, can talk freely about their technical challenges, deal closings, and post-deal-closing processes without violating regulations that forbid them from talking to unauthorized persons. Formerly called SAP Secrecy.

SAP Guiding Principles for Artificial Intelligence (AI) – Set of rules and guidelines to steer the ethical development, deployment, and sale of SAP’s AI solutions. The principles sum up the findings and research of both the AI Ethics Steering Committee and the AI Ethics Advisory Panel. See “artificial intelligence,” “AI Ethics Steering Committee,” and “AI Ethics Advisory Panel.”

SAP HANA – Database that accelerates data-driven business decisions. It enables innovation, agility, and efficiency without boundaries supporting both transactional and analytical solutions, with relational and complex data types, augmented with machine learning to provide a single point of data access that can scale cost-effectively with in-memory speed across multi-cloud and on-premise deployments at lower TCO. A database-as-a-service offering is available as SAP HANA Cloud. See “SAP HANA Cloud.”

SAP HANA Cloud – Database-as-a-service technology that helps organizations build data solutions by leveraging cloud-native scalability, speed, and performance. It helps companies trust business-ready information when connecting data from a single solution, while enabling security, privacy, and anonymization with proven enterprise reliability. It combine the power and performance of SAP HANA with the benefits of cloud. See “SAP HANA.”

SAP HANA Enterprise Cloud – This service enables customers to access solutions in the cloud. It contains managed cloud applications, in-memory infrastructure, managed services, and through an additional license, SAP BTP to build custom applications in the cloud. On-premise applications from SAP can be delivered to customers through the service.

SAP HANA One – Deployment of SAP HANA certified for productive use on the Amazon Web Services, among others. SAP HANA One can be deployed for production use with small data sets, in minutes, opening a door to starter projects from customers, independent software vendors (ISVs), and startups.

SAP Health Engagement – Solution that enables the interaction between individuals and doctors or healthcare providers to track their well-being. It includes mobile apps, remote monitoring, and dashboard views of health and activity data to help improve the experiences of patients, providers, and caregivers.

SAP Human Experience Management Movement – Program that encourages customers still running SAP ERP software to adopt human experience management (HXM) solutions from SAP. It is part of the larger SAP One Movement initiative. See “SAP One Movement.”

SAP Human Rights Commitment – See “Global Human Rights Commitment Statement.”

SAP Hybris – See “SAP Customer Experience.”

SAP Information Collaboration Hub for Life Sciences – Offering that helps life science companies and their external partners exchange large volumes of data and messages that come in different formats to fulfill quality and regulatory requirements including compliance with pharmaceutical serialization regulations.

SAP Innovate to Win – Program in the EMEA South region that facilitates coaching, as well as workshops focused on innovation to help empower individuals and teams - including SAP customers, partners, prospects, government entities, and universities and students - to create, validate, and implement innovative solutions that generate value for their stakeholders through innovation methodologies. Formerly called Winnovate.

SAP Innovation Center – Organization that manages co-innovation projects with industry, academic, and research partners.

SAP Innovation Framework – Framework that helps customers organize their portfolio investment planning. This methodology helps explain the difference between embedded intelligence, intelligent technologies, and open innovation; categorize industry scenarios into different buckets so that customers can understand the scenarios more simply; and enable account executives on a guided selling approach. There are three categories of innovations within the SAP Innovation Framework: optimize existing processes for more efficiency or reliability; extend current business processes to capture new sources of value; and transform company's value chain or business mode.

SAP Innovation Services – Portfolio of services that offers a flexible, open innovation approach to help businesses apply emerging technologies such as machine learning, Internet of Things, or blockchain to bring intelligence and commercial value to their organizations.

SAP Innovative Business Solutions – SAP organization that specializes in building individual software solutions that address the unique needs of customers, and that fit seamlessly with existing SAP software. The organization draws on SAP innovations, especially SAP HANA, to deliver unmatched impact and value for specific customer use cases.

SAP Insights (<https://insights.sap.com/>) – Entity that develops and publishes thought leadership content and its role in and effect on technology in business as well as areas such as purpose, global economic and social impacts, scenario planning, and predictions. The SAP Insights Web site now also includes content formerly available in the Digitalist Magazine by SAP.

SAP Integrated Business Planning – See “SAP Integrated Business Planning for Supply Chain.”

SAP Integrated Business Planning for Supply Chain – Powered by SAP HANA, this solution delivers real-time supply chain planning capabilities for sales and operations, demand and supply planning, and inventory optimization in the cloud. It provides the necessary information to make business decisions using embedded analytics, simulation, prediction, and decision support. Specific applications can be used with the established SAP Fiori user experience interface or with a Microsoft Excel plug-in, allowing users to run optimization scenarios directly in their spreadsheets. Renamed to bring in the supply chain focus.

SAP Integrated Delivery Framework – Framework for customers' transition to SAP S/4HANA Cloud or other SAP solutions that coordinates and integrates the delivery roles, methodologies, and services with SAP partners. The framework comprises a holistic delivery plan and approach, simplifying customer engagement, removing delivery inefficiencies, and improving delivery outcomes. Formerly called integrated delivery framework.

SAP Integration Black Belt – Program that develops and recognizes integration experts from customers and partners. The program involves training and certification provided by SAP, awarding a digital badge upon successful completion to demonstrate SAP integration expertise.

SAP Integration Experience Feedback – Program that is part of the Customer Influence program that checks customer readiness for new releases of SAP solutions and gets feedback from their experience with the solution(s) on what could be improved in terms of the functionality and technical aspects as well as how well the scenarios cover their actual business requirements. See “Customer Influence.”

SAP Integration Suite – Umbrella term for all cloud integration offerings in SAP Business Technology Platform. This suite integrates cloud applications, data, devices, and people with on-premise and cloud solutions from SAP and third-party vendors. Users with different skillsets can apply a variety of integration approaches, intuitive tools, and prepackaged content to achieve results faster and to gain business agility with this versatile, dynamic, and enterprise-grade cloud integration platform. Comprises the integration capabilities formerly available in SAP Cloud Platform. See “SAP Business Technology Platform (SAP BTP).”

SAP Intelligent Asset Management – Group of SAP offerings that enable an organization to use sensor technologies and predictive analytics to improve asset health. The four offerings currently are SAP Asset Intelligence Network, SAP Predictive Asset Insights, SAP Mobile Asset Management, and SAP Asset Strategy and Performance Management. The offerings continue to be available individually.

SAP Intelligent Business Process Management – Marketing bundle of services and content that includes SAP Business Rules, SAP Process Visibility, SAP Workflow, SAP Conversational AI, SAP CoPilot, and SAP Intelligent Robotic Process Automation.

SAP Intelligent Clinical Supply Management for planning – Individually priced cloud option for life science supply chain managers in planning. The offerings use machine learning to automate and improve the clinical supplies process and keep track of the status of supplies worldwide.

SAP Intelligent Enterprise Framework – Methodology and visual representation of SAP's Intelligent Enterprise strategy that provides an end-to-end enterprise architecture built from solutions, services, and technologies from SAP that address more than 12 lines of business and 25 industries. See “Intelligent Enterprise.”

SAP Intelligent Real Estate – Hybrid-deployment solution that uses embedded analytics to enable and map end-to-end real estate processes.

SAP Intelligent Robotic Process Automation (SAP Intelligent RPA) – Technology services that enable customers to achieve high degree of automation by delivering robotic process automation, machine learning, and conversational artificial intelligence (AI) in an integrated way to automate business processes in cloud, on-premise, and hybrid environments. In this automation suite software robots are designed to mimic human actions and responses and manual steps are replaced by automated, definable, and repeatable business processes across lines-of-business. See “SAP Process Automation” and “SAP Workflow Management.”

SAP Internet of Things (SAP IoT) – Solution that offers capabilities to address industrial Internet of Things (IoT) use cases. As the IoT layer powering SAP BTP, it enables users to reimagine business processes and models with embedded IoT services and data. The solution has a reference architecture that offers business services and specific capabilities across manufacturing, supply chain, logistics, assets, products, service management, and other areas. It is deployed in the cloud and available as software as a service (SaaS), and thus can be accessed from any Web browser. The enterprise IoT capabilities we provide are catalysts for digital transformation, delivering real-time and forward-looking predictive insights that customers need for their intelligent enterprises.

SAP Internship Experience Program – SAP-wide internship program for university students that gives them project-based work experience as well as mentors in their chosen fields. Formerly called SAP Internship Experience Project.

SAP.iO – SAP’s early-stage venture arm that helps innovators inside and outside of SAP build products, find customers, and ultimately change industries. SAP.iO executes by investing and accelerating both internal teams of innovators (“intrapreneurs”) as well as external startups.

SAP.iO Foundries – Program within SAP.iO that supports early-stage startup innovation including machine learning-enabled software-as-a-service applications for a variety of topics including IoT, cybersecurity, finance, HR, customer engagement, and spend management, among others. Activities with regional or local IT accelerators or incubators, bringing together industry leaders with the most innovative startups in the market.

SAP.iO Fund – See “SAP.iO Rising Stars.”

SAP.iO Rising Stars – In addition to venture investments through Sapphire Ventures, SAP also has the SAP.iO Rising Stars, managed by Sapphire Ventures, that focuses on strategic early-stage investments in enterprise software startups. Formerly called SAP.iO Fund. Unlike the former SAP.iO Fund, the program does not make active venture capital investments in new startups. Instead, the focus is on enabling startups to scale with SAP.

SAP.iO Venture Studio – Program, under the business unit of the same name, that provides targeted support and services, engagement opportunities, and capital through seed funding of selected development and business from areas across SAP. The program is currently investing in strategic areas that include, but are not limited to, security, digital intelligence, healthcare, and cloud APIs. This initiative identifies high-potential entrepreneurial employees at SAP and helps develop them into successful leaders, with the objective to build new ventures with a massive impact on business and society. In 2020, the Venture Studio engaged more than 9,300 employees and gave a jump-start to almost 525 venture ideas.

SAP IQ – Analytics server designed specifically for advanced analytics, data warehousing, and business intelligence environments. Able to work with massive volumes of structured and unstructured data, it is ideally suited to take advantage of Big Data opportunities by discovering more accurate insight into business performance and market dynamics.

SAP Jam – Social software platform that enables sales teams and internal experts to socially connect and communicate with customers in the context of each opportunity. Customers can also easily provide feedback and share what is important to them to strengthen relationships. Available in two

compatible elements, SAP Jam Collaboration and SAP Jam Communities. The platform and technology will be retired by the end of 2022.

SAP Journey Modeler by Signavio – See “SAP Signavio Journey Modeler.”

SAP Knowledge and Education – Organization and activities with more than 1,000 resources on global scale that provides a complete and high-quality enablement offering across the entire customer lifecycle for all target audiences (business users, project teams, customers, partners, and so on). The comprehensive portfolio of educational products and services leverages a multimodal offering (on-site, e-learning, and virtual classrooms) to accelerate enablement and reduce cost and certifications paths to help ensure enablement quality. Skills for Success (#SkillsforSuccess) is a communication handle from the SAP Knowledge and Education team to provide messaging for their initiatives to help business professionals using SAP software.

SAP Knowledge Workspace – Cloud solution that supports multiple industries and use cases by providing a digital workspace where knowledge workers can collaborate across organizational boundaries to deal with complex tasks and incidents. Capabilities include data exchange, incident management, chat, planning, and synchronization.

SAP Learning – As part of the People & Operations Board area, this internal organization is responsible for designing, aligning, and ensuring execution of SAP's overall learning and training activities for all global employees.

SAP Learning Center – The physical locations owned by SAP where in-person SAP Learning Class courses and other events take place. Formerly called SAP Training Center. See “SAP Learning Class.”

SAP Learning Class – Umbrella name for the different training classes SAP offers. SAP Learning Class offers scheduled instructor-led live training courses on SAP systems for anyone who aims to build SAP product skills in different settings and delivery formats. Customers select from one of three delivery format options – hands-on, in-person, or virtual. This term replaced SAP Classroom in August 2021.

SAP Learning Community – Area within the larger SAP Community for SAP experts and beginners that addresses learning needs by offering learning content and facilitating peer-to-peer learning through social networking, knowledge sharing, and collaboration. It is managed by the SAP Learning organization. See “SAP Community” and “SAP Learning.”

SAP Learning Group – Area within SAP Learning Community, which is part of the larger SAP Community. It is an expert-moderated group that offers learning on specific topics, as well as peer-to-peer learning, social networking, knowledge sharing, and collaboration. It is managed by the SAP Learning organization. See “SAP Community” and “SAP Learning.”

SAP Learning Hub – Site that provides on-demand access to learning content on SAP solutions. Access is included in the RISE with SAP solution. Editions are available for students who participate in the SAP Next-Gen program.

SAP Learning Journey – Free-to-use, interactive guide that illustrates to customers and partners the recommended or possible enablement offerings from SAP to help them become fully competent in an SAP solution. These enablement offerings include SAP Learning Hub, openSAP, or other classroom trainings. Formerly called Learning Journey.

SAP Learning Room – Training space that is available to SAP customers for expert-led peer-to-peer learning.

SAP Learning Solution – Portfolio of learning tools including a learning portal, learning management system, authoring tools, and content management system. Individual training and strategic personnel development are supported in the solution.

SAP Learning System Access – Software-as-a-service offering that is available to external consultants, project teams, IT people, centers of expertise, and others, with a secure hosted environment to test, validate, explore, and get hands-on exposure to SAP software. It complements SAP Learning Hub, which makes available all of the learning content available from SAP Training and

Adoption. The user can access a live system to perform exercises and carry out other activities. Formerly called SAP Live Access. See “SAP Learning Hub.”

SAP Leonardo – Launched in 2017, SAP Leonardo was the brand name for SAP’s innovative technology and capabilities for analytics, blockchain, Big Data, data intelligence, IoT, and machine learning. The SAP Leonardo brand was fully retired in March 2020. SAP Leonardo capabilities are now embedded in intelligent technologies in SAP offerings across the portfolio. See “intelligent technologies” and “Intelligent Enterprise.”

SAP Leonardo Center(s) – See “SAP Experience Center(s).”

SAP Live Access – See “SAP Learning System Access.”

SAP Logistics Business Network – Cloud-based business network where business partners in the logistics area can collaborate and do business together. See “SAP Business Network.”

SAP Loyalty Management – Solution that helps marketing and commerce customers track customer behavior and create and manage loyalty programs.

SAP Marketing Cloud – One of the five solution categories within the SAP Customer Experience portfolio. This includes all marketing solutions to support developing a single view of the customer, gaining deeper customer insights, enabling consent-based marketing, delivering individualized marketing experiences, lead and account management, and optimizing marketing through closed loop planning, execution, and measurement. See “SAP Customer Experience.”

SAP MaxAttention – The premium support offering, designed specifically for customers whose operations demand mission-critical customized support. The support option includes a full range of services for individual customer needs and covers all stages of an SAP solution’s lifecycle. The program helps customers turn ideas into value-based predictable outcomes with precise business and technical guidance – from innovation to operation – and is composed one service portfolio for all deployment types, one team with clear accountabilities; and one commercial framework offers pay-as-you-use services with predictable outcomes. As the highest engagement level throughout the software lifecycle, this customized, on-site program orchestrates all SAP experts to work with customers to innovate, develop ideas, and accelerate their digital transformation. It enables customers to simplify and optimize their IT operations. See “premium engagements.”

SAP MaxAttention Influencer Council – Collaborative engagement approach to enhance the commercial framework and scope of services, evolve the portfolio of engagements relating to the cloud, industries, sustainability, and RISE with SAP, and to learn and grow together to address business challenges. See “SAP MaxAttention.”

SAP Mergers and Acquisitions Ambassadors – External program aimed at maximizing investments of private equity firms within a two-to-five-year period, focused on mergers, acquisitions, and overall portfolios. The program helps the firms leverage SAP technology and assets for greater financial performance and shareholder value.

SAP Mobile Platform – Mobile capabilities and technology offered in enterprise or consumer editions. Each edition is available as either an on-premise or a cloud version. See “mobile solution” and “mobile app(s).”

SAP Mobile Start – Mobile app that aggregates data from other SAP mobile apps into one dashboard view. See “mobile solution.”

SAP Model Company – Preconfigured ready-to-run reference solution with business content, accelerators, and engineered services for multiple industries or lines of business. This service provides the building blocks for a solution, helping customers accelerate deployment and digital transformation. The term was retired in 2021.

SAP Month of Service – See “Moments of Service.”

SAP National Security Services (NS2) – Independent U.S. subsidiary of SAP that offers a full suite of enterprise applications, analytics, database, cybersecurity, cloud, and mobile solutions from SAP,

with specialized levels of security and support to meet the mission requirements of U.S. national security and critical infrastructure customers. Formerly called SAP Government Support and Services.

SAP NetWeaver – Comprehensive technology platform designed to efficiently develop, run, and extend business applications. SAP NetWeaver provides foundation and enterprise software, including the SAP Business Warehouse application, and the SAP NetWeaver Application Server, SAP Enterprise Portal, and SAP Process Orchestration components. It facilitates the easy integration of SAP software with heterogeneous system environments, third-party solutions, and external business partners. See “technology platform.”

SAP NetWeaver Application Server (SAP NetWeaver AS) – Component of SAP NetWeaver that provides support for platform-independent Web services, business applications, and standards-based development based upon key technologies such as Java and ABAP.

SAP Next-Gen – Program that enables corporations, governments, and NGOs to connect with academic thought leaders and researchers, students, startups, accelerators, tech community partners, venture firms, purpose-driven partners, futurists, and SAP experts. This purpose-driven innovation university and community supports SAP’s commitment to the 17 UN Global Goals for sustainable development, providing an innovation platform that comprises approximately 4,000 educational institutions worldwide. It manages far more than 100 SAP Next-Gen Labs at universities and at partner and SAP locations, and almost as many SAP Next-Gen Chapters. The SAP Next-Gen program has been extended beyond enterprises and universities to citizens, partners, and young thinkers.

SAP Next-Gen Chapters – Physical spaces at globally leading universities to accelerate “innovation with purpose” in classrooms and with industry partners. These chapters are lighthouse campuses that are multipliers of the University Competence Centers (UCCs), Academic Competence Centers (ACCs), and SAP University Alliances, sharing best practices in connecting industry partners, students, and SAP experts.

SAP Next-Gen Labs – Global network of more than 100 lab or hub spaces at universities and at partner and SAP locations, where SAP customers and partners interested in encouraging innovation using design concepts and prototype apps can connect with designers, developers, data scientists, and developers from SAP. SAP Next-Gen Lab physical locations showcase student startups with corporations seeking to seed in disruptive innovation, educate industry partners with skills for digital futures, and connect students with companies recruiting next-generation leaders. Many universities from around the globe have opened SAP Next-Gen Lab spaces.

SAP Notes – Tool that provides instructions on how to remove known errors from SAP software, including a description of the symptoms, cause, and location of the errors.

SAP One Billion Lives (<http://www.1blives.com>) – Program that invites SAP colleagues to propose and gain support for projects that would benefit the public sector, specifically in the areas of education, health care, and disaster management and response. “SAP 1BLives” is used to refer to the program on social media. See “5 & 5 by ’25.”

SAP One Inbox – See “SAP Task Center.”

SAP One Movement – Umbrella term and cross-company initiative with the goal that no customer is left behind on their journey to becoming an intelligent enterprise. The movement supports high-impact cloud journeys for key value scenarios across the SAP portfolio. Customers get tailored guidance and direct engagement to define their move to the cloud. The initiative provides best-in-class smart tools, agile methodologies, and outcome-oriented services in a proven four-step vision-to-value approach bringing together the SAP S/4HANA Movement, SAP Customer Experience Movement, and SAP Human Experience Management Movement programs as one unified initiative. See “SAP Customer Experience Movement” and “SAP Human Experience Management Movement.”

SAP ONE Support – Designed for flexibility and simplification of the customer experience, this program helps deliver a harmonized and integrated support experience to companies of all sizes and across all deployment scenarios – in the cloud, on premise, or in hybrid scenarios. The SAP ONE

Support program is available through the SAP Enterprise Support and SAP Preferred Care offerings. See “SAP Enterprise Support” and “SAP Preferred Care.”

SAP Open Source – Umbrella name for the program for and group of open-source offerings that are made available for developers. See “open source.”

SAP PartnerEdge (<http://www.sappartneredge.com>) – Global, partner-to-partner business collaboration network where SAP partners can share expertise, development capabilities, solutions, and knowledge to extend their market reach. Through the related Web site, partners have access to information, product and business news, tools, training, and business resources to order products. Partners can also manage their relationship with SAP and collaborate with other SAP partners through SAP PartnerEdge. See “SAP Partner Portal.”

SAP PartnerEdge Cloud Choice, flex model – Model of the SAP PartnerEdge Cloud Choice program that provides eligible partners with new flexibility in how they engage with cloud customers and a clear delineation between different steps of the customer lifecycle and how the partner gets compensated. See “SAP PartnerEdge.”

SAP Partner Finder – Web tool hosted on SAP.com that includes a searchable listing of the companies that make up the worldwide SAP partner ecosystem.

SAP Partner Portal (<http://www.sappartneredge.com>) – Web site that serves as SAP’s single source for partners to find partner-specific details about SAP offerings, campaigns, and enablement and training opportunities as well as information about partnering with SAP. See “SAP PartnerEdge.”

SAP Partner Store – See “SAP Store.”

SAP Payment Services – Services that enable customers to purchase integrated SAP solutions through an all-inclusive offer that provides manageable, well-defined monthly payments. Companies can invest in SAP solutions implemented by strategic partners of SAP, for example Siemens Financial Services GmbH (SFS).

SAPPHIRE NOW Reimagined – Name of the SAP Sapphire event that took place virtually in April 2020 because of the COVID-19 pandemic. See “SAP Sapphire.”

Sapphire Ventures (<https://sapphireventures.com/>) – Independent venture firm spun off from SAP, providing the agility of a start-up while allowing companies to tap into SAP’s global enterprise ecosystem of customers and partners. Sapphire Ventures pursues opportunities in which it can help fuel enterprise growth by adding expertise, relationships, geographic reach, and capital. The firm manages over US\$4.5 billion and has invested in more than 170 companies. These include growth-stage technology companies and early-stage venture capital funds. It places a particular focus on companies in Europe, Israel, and the United States.

SAP Pinnacle Award – Annual partner recognition awarded to SAP partners excelling in various categories.

SAP PowerBuilder – Application development tool for creating high-performance, data-driven business applications with advanced visual user interface design.

SAP PowerDesigner – Business process and data modeling software and metadata management solution for data architecture, information architecture, and enterprise architecture. Available in enterprise editions tailored to data architects or business analysts.

SAP Predictive Analytics – Software that provides an intuitive tool for predictive model design and visualization. It is available as a standalone solution and offers analytics and machine learning capabilities.

SAP Predictive Asset Insights – Cloud offering used by maintenance and reliability professionals to monitor the health of industrial assets. The solution delivers advanced analytics, leveraging machine learning and physics-based engineering models to predict performance, detect anomalies, and simulate a wide variety of operational scenarios. Formerly called SAP Predictive Maintenance and Service. See “SAP Intelligent Asset Management.”

SAP Predictive Maintenance and Service – See “SAP Predictive Asset Insights.”

SAP Preferred Care – Enhanced support offering available on top of an SAP Enterprise Support subscription as a premium add-on for cloud solutions from SAP. On-premise editions are also available for customers with on-premise or hybrid systems transitioning to digital business models. See “SAP Enterprise Support.”

SAP Preferred Success – Subscription-based customer success offering available on top of select cloud solution subscriptions. It offers a bundle of prescriptive customer success resources that accelerate cloud adoption and achieve quick business outcomes. This support engagement combines insight-driven recommendations to optimize cloud solution capabilities, a tailored learning strategy, and change management guidance. It also provides advanced support benefits to anticipate risks and address critical issues, such as enhanced customer response levels (target service-level agreements) and proactive health checks.

SAP Premier Customer Network – See “SAP Strategic Customer Program.”

SAP Private Link service – Service that runs on SAP Business Technology Platform and allows for data exchange with customer hyperscaler accounts through a private service. See “SAP Business Technology Platform (SAP BTP).”

SAP Process Automation – Solution that is part of the low-code/no-code tool offering launched in 2021. The solution provides end-to-end automation capabilities, combining functionality of SAP Workflow Management and SAP Intelligent Robotic Process Automation in a simple drag-and-drop user interface. See “low-code/no-code,” “SAP Intelligent Robotic Process Automation,” and “SAP Workflow Management.”

SAP Process Collaboration Hub by Signavio – See “SAP Signavio Process Collaboration Hub.”

SAP Process Insights – Offering developed as part of the SAP.iO entrepreneur program. It is a solution that identifies, prioritizes, and monitors a customer’s most critical business operations and processes performance and alerts them when an issue arises. A starter pack is available with the RISE with SAP solution. Formerly called Spotlight by SAP. See “SAP.iO.”

SAP Process Intelligence by Signavio – See “SAP Signavio Process Intelligence.”

SAP Process Manager by Signavio – See “SAP Signavio Process Manager.”

SAP Product Carbon Footprint Analytics – Application used with SAP S/4HANA Cloud and SAP Analytics Cloud that tracks and analyzes the carbon footprint of products. This offering is part of the Climate 21 initiative and the Economics campaign. See “Climate 21” and “Economics.”

SAP Product Engineering – SAP Executive Board area that encompasses product management, engineering, cloud operations and infrastructure, and support teams.

SAP Product Footprint Management – Cloud solution that enables customers to assess, evaluate, and optimize the environmental impact of their products, including carbon and CO₂e (carbon dioxide equivalent) emissions and the usage of natural resources such as land and water. This offering is part of the Climate 21 initiative and the Economics campaign. See “Climate 21” and “Economics.”

SAP Product Lifecycle Management (SAP PLM) – Software application that manages the product lifecycle, connecting every aspect of the supply chain from idea to operation with integration into SAP’s entire portfolio. The solution has one configuration engine and model in SAP S/4HANA Cloud and is built on SAP BTP. See “SAP S/4HANA Cloud” and “SAP Business Technology Platform (SAP BTP).”

SAP Purpose and Sustainability Executive Exchange – Series of virtual conversations with C-suite executives about their experiences and insights on making sustainability profitable and profitability sustainable. See “Circular Economy.”

SAP Purpose Network (<https://www.sap.com/corporate/en/purpose/>) – Program with the goal of SAP co-innovating at scale with customers, partners, government agencies, non-profit organizations, consumers, and influencers to discover new solutions to pressing global issues.

SAP Purpose Network Explorer – Data visualization tool hosted on SAP.com that showcases the purpose and sustainability solutions, programs, and partnerships offered by SAP.

SAP Ramp-Up – See “SAP Early Adopter Care.”

SAP Rapid Deployment solutions – Packages of preconfigured software and predefined services with content including best practices, templates, tools, and business user enablement with predetermined scope, time, and costs. Because the solutions are installed quickly, customers can benefit from crucial software functionality within as little as 12 weeks, helping lower the total cost of implementation and giving customers immediate and tangible value.

SAP Readiness Check – Tool included in all customer maintenance contracts at no extra charge. It enables customers to understand the implications of a potential conversion project by analyzing software prerequisites, infrastructure requirements, functional implications, necessary custom code adaptations, and application data migration requirements that are required before they can convert their SAP ERP system to a newer SAP system. It is included in the RISE with SAP solution. See “RISE with SAP.”

SAP Replication Server – Software that moves and synchronizes data in real time, allowing companies to gain better use of application data and to create reports without affecting operational systems. Administrators can set up redundant disaster recovery sites and distribute, consolidate, and synchronize data across multiple platforms.

SAP Resolve – Help desk program for SAP partners to manage customer support problems and queries.

SAP Responsible Design and Production – Solution that supports businesses in keeping their product designs and production decisions in line with regulatory and non-regulatory drivers towards sustainability. See “Circular Economy.”

SAP Returnable Packaging Management – Cloud solution built on SAP Business Technology Platform that enables circular logistic flows for returnable and reusable packaging material such as containers, pallets, and load carriers. The solution also enables collaboration with partners along the supply chain, connection to multiple back-end systems, and integration of equipment data with the Internet of Things.

SAP Road Map Explorer (<https://roadmaps.sap.com/>) – Interactive online tool that provides access for customers to interactive road maps across the SAP portfolio. See “Company-Wide Experience (XM)” and “SAP for Me.”

SAP road maps – Available for industries, lines of business, and technology, these road maps highlight the SAP solutions available today, planned innovation, and the SAP vision for the future. See “SAP Road Map Explorer.”

SAP Roambi – Web app that provides data visualization on any device type to enable users to publish and share reports, charts, and dashboards.

SAP Rural Sourcing Management – Early-adoption solution resulting from successful co-innovation with customers that enables small-holder farmers and their business partners to e-trade and trace agricultural produce. It is made up of three elements: a desktop application, a mobile app, and a cloud server that customers have to pay a subscription for (once the solution becomes commercially available).

SAP R/2 – Business software for mainframe computers launched by SAP in 1979; precursor to SAP R/3.

SAP R/3 – Business software for client/server environments launched by SAP in 1992 with enterprise software components for human resources, logistics, financials, sales and distribution, and others; precursor to SAP ERP.

SAP Sales Cloud – One of the five solution categories within the SAP Customer Experience portfolio. Individual offerings help companies increase their sales through improved customer experiences

across the sales process and enhanced daily work experiences of their sales reps, as well as by accelerating the buying process. See “SAP Customer Experience.”

SAP Sapphire (<https://www.sap.com/about/events/sapphire/>) – SAP’s signature annual conference and reimagined event now being held as a hybrid series – one virtual event combined with a nine-city, in-person world tour experience. Attendees discover new initiatives, solutions, products, and services, as well as unique access to the latest business strategies and industry best practices from SAP customers, partners, executives, and industry experts to help them transform their businesses to intelligent, sustainable enterprises at all levels. Formerly called SAPPHERE NOW.

SAP Security Governance Model – Working and governance model that ensures executive engagement and facilitates shared responsibility in semiannual SAP Security Advisory Board and monthly Security Council meetings, as well as in biweekly updates to the Executive Board. The goal for SAP is to always be open and transparent about security vulnerabilities towards customers. See “SAP Global Security” and “Trust Office.”

SAP Services and Support – Portfolio of individually named services and support offerings organized under three specific engagement categories: project success, continuous success, and premium success. These offerings provide a simplified engagement, delivery, and overall experience with SAP and expanded the range of intelligent tools designed to underpin service and support offerings. The SAP Services and Support (formerly called SAP Digital Business Services) organization is part of the Customer Success Board area.

SAP Service Cloud – One of the five solution categories within the SAP Customer Experience portfolio. It encompasses all products that help secure customer satisfaction in support of ongoing loyalty. Individual offerings target sales and service organizations with embedded social collaboration capabilities to help transform social media conversations into business insight. See “SAP Customer Experience.”

SAP S/4HANA – On-premise ERP suite available for those customers that have not yet transitioned to the cloud. See “SAP S/4HANA Cloud.”

SAP S/4HANA Cloud – SAP’s flagship Cloud ERP suite designed to meet every business need, any industry or geography, and any regulatory requirement. SAP S/4HANA Cloud helps companies take the lead with industry innovation for top-line, bottom-line, and green-line growth. The suite helps customers grow their revenue by creating differentiating business models, increase margin with built-in industry-specific processes and best practices, manage sustainability with company-wide transparency and controls, and unlock new efficiency with intelligent automation across all mission-critical processes. Available in public cloud and private cloud editions, SAP S/4HANA Cloud is a key element of the RISE with SAP solution. See “RISE with SAP” and “Cloud ERP.”

SAP S/4HANA Enterprise Management – Core on-premise solution in the SAP S/4HANA suite covering all mission-critical processes of an enterprise. It is natively built on the SAP HANA platform, designed with SAP Fiori UX.

SAP S/4HANA Finance – Global financial solution available in the SAP S/4HANA suite as one of the SAP S/4HANA Line-of-Business (LoB) solutions.

SAP S/4HANA Movement – See “SAP One Movement.”

SAP Sales and Service Core – Offering that combines the functionality provided by the enterprise editions of SAP Sales Cloud and SAP Service Cloud into one standalone solution for both sales and service management. It is part of the SAP Customer Experience portfolio. On top of this core offering, customers can purchase add-ons based on their needs for additional capabilities. See “SAP Customer Experience.”

SAP Security Policy Framework – Bundle of several levels of security documents that support the requirements described in the SAP Global Security Policy. See “SAP Global Security Policy.”

SAP Service and Asset Manager – Mobile app developed using SAP Fiori for iOS and iOS SDK for SAP Business Technology Platform as part of SAP’s partnership with Apple. It runs exclusively on SAP

BTP with SAP S/4HANA or SAP ECC as the back-end system. Until November 2021, the app was called SAP Asset Manager. See “SAP Business Technology Platform.”

SAP Signavio Journey Modeler – Solution extension from Signavio for modeling customer and employee lifecycle journeys. It is part of the business process intelligence (BPI) portfolio. Formerly called SAP Journey Modeler by Signavio. See “business process intelligence (BPI) bundle” and “SAP Signavio Process Transformation Suite.”

SAP Signavio Process Collaboration Hub – Solution extension from Signavio that acts as a single source of truth around business processes and decisions, giving employees across an organization a transparent meeting point to combine their work and expertise. It is part of the business process intelligence (BPI) portfolio. Formerly called SAP Process Collaboration Hub by Signavio. See “business process intelligence (BPI) bundle” and “SAP Signavio Process Transformation Suite.”

SAP Signavio Process Governance – Solution that turns a customer’s business process models into standardized workflows that can be rolled out across the entire organization. It offers a wider range of process governance capabilities, whereas SAP Signavio Process Governance Collaborator is a more limited offering in scope and focuses on collaboration. Formerly called SAP Workflow Accelerator by Signavio. See “business process intelligence bundle,” “SAP Signavio Process Transformation Suite,” and SAP Signavio Process Governance Collaborator.”

SAP Signavio Process Governance Collaborator – Solution that provides a platform for process governance collaboration. It is related to SAP Signavio Process Governance. Formerly called SAP Workflow Collaborator by Signavio. See “business process intelligence (BPI) bundle,” “SAP Signavio Process Transformation Suite,” and “SAP Signavio Process Governance.”

SAP Signavio Process Intelligence – Solution that aims to provide customers with a set of advanced statistics to automatically receive insights around the relationship between customer experience metrics and process mining metrics. Formerly called SAP Process Intelligence by Signavio. See “business process intelligence (BPI) bundle” and “SAP Signavio Process Transformation Suite.”

SAP Signavio Process Manager – Solution that helps customers document, model, and simulate their business processes. It is part of the business process intelligence (BPI) portfolio. Formerly called SAP Process Manager by Signavio. See “business process intelligence (BPI) bundle” and “SAP Signavio Process Transformation Suite.”

SAP Signavio Process Transformation Suite – Marketing bundle (unpriced) of solutions within the larger BPI portfolio that enable customers to optimize their business processes and drive intelligent business transformation. The suite includes the following solutions: SAP Process Insights; SAP Signavio Journey Modeler; SAP Signavio Process Collaboration Hub; SAP Signavio Process Governance; SAP Signavio Process Governance Collaborator; SAP Signavio Process Intelligence; and SAP Signavio Process Manager. See “business process intelligence (BPI) bundle.”

SAP Smart Business – Cockpit dashboards that enable users to quickly aggregate data, perform analytics, and gain insights into KPIs related to various corporate functions. A variety of options are available for specific use cases/roles, including accounts payable, event management, financial close, purchasing, and other corporate functions.

SAP SMS 365 – Interoperability services that simplify the deployment and delivery of inter-operator messaging over incompatible networks, protocol stacks, and handsets among mobile operators worldwide. Messages are delivered through a secure operator-grade messaging platform, with advanced protocol conversion, routing, queuing, and transcoding capabilities.

SAP Social Sabbatical – Umbrella name for an SAP CSR program that allows SAP employees to contribute their time and talent to helping entrepreneurs and small businesses in various markets, connecting SAP employees and their skills to social sector organizations through pro bono consulting. Today, the portfolio of programs, executed in partnership with PYXERA Global, delivers long-term sustainable benefits to client organizations, SAP participants, and the company. 2022 marks the 10-year anniversary of the program, initiated in 2012 as part of SAP’s response to the education crisis, and is now evolving to also address the company’s pursuits around zero emissions and zero waste,

while continuing to focus on zero inequality. See “Chasing Zero” and SAP Corporate Social Responsibility (SAP CSR).”

SAP Solution Extensions – Category name for solutions that are developed by independent partners. Solution extensions integrate easily with SAP software, offering customers cross-solution and cross-industry functions that complement SAP software. These select third-party offerings are branded with “SAP,” and sold and supported by SAP and partners.

SAP Solution Manager – End-to-end application lifecycle management solution to help streamline business processes and proactively address improvement options, increasing efficiency and decreasing risk with the SAP maintenance agreement. Customers can centralize, enhance, automate, and improve the management of their entire system landscape (SAP and third party), thus reducing total cost of ownership. The solution includes features such as diagnostics, testing, root cause analysis, and solution monitoring. A category of focused solutions for SAP Solution Manager is available on SAP Store. It is complementary to SAP Cloud ALM which provides comparable capabilities for cloud landscapes. See “SAP Cloud ALM.”

SAP solutions for advanced compliance reporting – Category of solutions to centrally manage, simplify, and speed up global statutory reporting for international organizations.

SAP solutions for business planning – Category that refers to the comprehensive set of solutions SAP offers for strategic, operations, financial, and corporate planning. Solutions within this category are SAP Integrated Business Planning for Supply Chain; SAP Analytics Cloud for planning; SAP Business Planning and Consolidation; and SAP Digital Boardroom.

SAP solutions for collaborative services procurement – Umbrella term to refer to all SAP offerings related to collaborative services procurement. It is not a single priced offering. Currently these offerings include Ariba Network, SAP Fieldglass Services Procurement, and SAP Guided Buying for SAP S/4HANA. See “Ariba Network.”

SAP solutions for digital manufacturing – Category of solutions comprising SAP Digital Manufacturing, SAP Digital Manufacturing Cloud, SAP S/4HANA Manufacturing, and SAP Manufacturing Suite.

SAP solutions for enterprise information management (EIM) – Category of solutions that provide capabilities to understand, integrate, cleanse, manage, associate, and archive data.

SAP solutions for fan engagement – Category of solutions to help sports teams and entertainment venues interact with their fans to drive engagement and revenue.

SAP solutions for global tax management – Category of solutions related to tax and compliance reporting that includes electronic (and services) invoicing and tax declaration framework options for Brazil; SAP Localization Hub, tax service; SAP S/4HANA for advanced compliance reporting; and SAP Tax Compliance.

SAP solutions for small businesses and midsize companies – Category of solutions that combine business management and business intelligence software for small and midsize enterprises (SMEs) and the midmarket. It currently includes cloud-based ERP solutions such as SAP Business ByDesign, SAP Business One Cloud, Edge editions of SAP BusinessObjects BI solutions, and other SME services. As with large enterprises, SMEs seek to streamline business processes, cut costs, drive growth, and increase profitability by receiving the right information at the right time – across all operations.

SAP solutions for smart energy – Category of solutions that support utility companies in implementing smart energy processes that currently includes applications for smart meter and grid infrastructure analytics, demand side management, advanced metering infrastructure, and energy management. See “SAP Cloud for Energy.”

SAP solutions for sustainability – Category of solutions that helps companies measure sustainability key performance indicators, energy and carbon management, as well as environment, health, and safety. SAP solutions for sustainability help organizations tackle energy consumption and

greenhouse gas emissions, as well as support efforts in product safety, healthcare, and sustainability performance management. See “SAP Cloud for Sustainable Enterprises.”

SAP Sports One – Solution comprising a suite of Web apps (Match Insights, Player Fitness, Scouting Insights, Team Manager, and Training Planner) and mobile apps (SAP Challenger Insights, SAP Player Fitness, SAP Player Injury, and SAP Team One) that gives sport clubs the team management tools they need to operate effectively.

SAP SQL Anywhere – Mobile and cloud-enabled fully relational database solution that is embedded in more than 10 million installations worldwide, from laptops to tablets to smartphones.

SAP Standard Support – Support service offering a reliable response to technical disruptions and for maintaining system health and integrity. This basic support offering features updates, problem resolution, knowledge transfer, quality management, and more to keep IT landscapes up to date and stable. SAP Standard Support delivers support services to enable continuous and effective business operations.

SAP Startup Accelerator – See “SAP Startup Accelerator for Digital Supply Chain.”

SAP Startup Accelerator for Digital Supply Chain – Co-innovation program for selected B2B startups, key customers, and SAP partners. The goal is to support startups (in areas including but not limited to digital supply chain technology and business applications) to grow and scale their businesses alongside SAP and as well as customers and partners, each benefiting from shared knowledge and innovation. This term replaces the former SAP Startup Accelerator.

SAP Startup Focus – Program that offers a variety of resources for young companies including technology, training, technical advice, and valuable go-to-market support. It serves as a development and growth accelerator that provides an integrated approach for startups to innovate on the SAP HANA business data platform.

SAP Store (<https://www.store.sap.com/>) – Online destination where customers can find, try, buy, and renew more than 2,000 solutions from SAP and trusted partners. Available in more than 200 countries and territories globally, it provides customers with real-time access to innovative solutions to become intelligent enterprises and digitally transform their businesses. Solutions from SAP’s partners allow customers to extend their existing SAP solutions with a mix of free trials, paid apps, and services. Since February 2021, SAP Store incorporates SAP App Center.

SAP Strategic Customer Program – Exclusive SAP community of top industry leaders representing some of the world’s largest and best-run businesses. The program enables industry leaders to collaborate with SAP and other premier customers. Participants in this elite program build a trusted relationship with SAP and develop a path to make substantial business improvements. Through the program, leaders can collaborate with their peers at other companies to gain new insights and ideas. It replaces the former SAP Premier Customer Network.

SAP Strategic Sourcing Suite – Priced solution that bundles together SAP Ariba Sourcing, SAP Ariba Contracts, SAP Ariba Discovery, SAP Ariba Supplier Lifecycle and Performance, as well as additional direct and advanced materials sourcing functionality, including increased events limits, multi-level bill of materials sourcing, PLM integration, bonus, and penalty. SAP Strategic Sourcing Suite is available for specific industries, including discrete manufacturing, process manufacturing, and retail. See “SAP Ariba” and “SAP Ariba Discovery.”

SAP Student Training and Rotation – Early talent hiring initiative designed to provide a strategic pipeline of talent into the SAP Academy program. See “Your Way to SAP.”

SAP SuccessFactors – Brand name for human experience management (HXM) solutions from SAP that help organizations increase the value of their workforce by developing, managing, engaging, and empowering their people. Delivered as a complete digital suite, these solutions address all aspects of human resources (HR), from administration, payroll, and benefits to talent management and collaboration across the employee journey. These solutions integrate fully with the customer’s other business software, including SAP S/4HANA Cloud. See “SAP SuccessFactors Human Experience Management (HXM) Suite.”

SAP SuccessFactors Compensation – As part of the SAP SuccessFactors HXM Suite, this solution helps companies create a more simplified compensation plan management with more accurate budgeting and reduced risk. It helps calibrate performance data to ensure fairness and employee retention and insight for total employee compensation analysis. See “SAP SuccessFactors Human Experience Management (HXM) Suite.”

SAP SuccessFactors digital assistant – Digital tool developed to provide a business' entire workforce with a personalized, engaging experience by applying machine learning to guide and recommend actions based on verbal and written questions or commands.

SAP SuccessFactors Employee Central – Solution that is the foundation of the SAP SuccessFactors HXM Suite, offering core HR capabilities delivered securely as a service from the cloud. It offers one global system of record, complete workforce overview combining HR and talent data, powerful analytics, and social collaboration fine-tuned to meet local needs. See “SAP SuccessFactors Human Experience Management (HXM) Suite.”

SAP SuccessFactors Employee Central Payroll – Cloud solution that extends the SAP SuccessFactors HXM Suite to include payroll accounting and management. See “SAP SuccessFactors Human Experience Management (HXM) Suite.”

SAP SuccessFactors Employee Central Service Center – Solution that enables employees to contact HR via their preferred channel and empowers HR agents with an integrated knowledge base.

SAP SuccessFactors Employee Experience Management – One out of several Employee Experience Management solutions from SAP and Qualtrics that provide organizations the ability to listen to employees and collect feedback within the flow of work, use dashboards and analytics to understand key drivers of engagement, and access insight-based action plans to drive employee experience improvements.

SAP SuccessFactors HCM Suite – See “SAP SuccessFactors Human Experience Management (HXM) Suite.”

SAP SuccessFactors Human Experience Management (HXM) Suite – Cloud HR software designed to increase employee engagement and productivity through individualized experiences. HXM solutions from SAP provide offerings for core HR and payroll, talent management, employee experience, HR analytics, and workforce planning. Previously called SAP SuccessFactors HCM Suite.

SAP SuccessFactors Learning – As an integrated part of the SAP SuccessFactors HXM Suite, this solution helps companies transform how a workforce learns and grows by combining formal, social, and extended learning with strong compliance and next generation learning capabilities tailored to each learner – deskless, desktop, and remote – and across the employee lifecycle. See “SAP SuccessFactors Human Experience Management (HXM) Suite.”

SAP SuccessFactors Onboarding – Solution that supports a variety of programs and employee transitions, including before day-one onboarding, cross boarding, and offboarding. The solution delivers experiences for the new hire and participants to ensure timely compliance, increase engagement, and improve productivity.

SAP SuccessFactors Opportunity Marketplace – Solution that connects workers to individualized recommendations for mentoring, learning activities, networking, short-term assignments, and more.

SAP SuccessFactors People Analytics – Solution portfolio that bundles SAP SuccessFactors Workforce Analytics and the former SAP SuccessFactors Workforce Planning. It is also part of the SAP SuccessFactors HXM Suite. See “SAP SuccessFactors Human Experience Management (HXM) Suite.”

SAP SuccessFactors Performance & Goals – Modern, comprehensive, and flexible solution that offers everything an HR organization needs for their performance management, from traditional annual performance reviews to modern coaching and feedback. The solution offers an optimal employee experience that leads to increased employee engagement and organizational agility.

SAP SuccessFactors Recruiting – Solution that combines recruiting management, marketing, and job distribution. The solution features candidate relationship management capabilities that help

recruiters attract, engage, and nurture targeted talent pools, and applicant tracking capabilities to manage the application and hiring process more efficiently.

SAP SuccessFactors Succession & Development – Intelligent, scalable, and comprehensive solution that makes it easy to automate and extend succession and development efforts across a customer's organization. Assuming a more strategic and continuous approach, the solution increases bench strength for all critical roles. Succession management and career development are combined, so that skills gaps are reduced, and the employee experience is optimized by properly preparing them for their next role. Additionally, should an employee leave their role, disruption is kept to a minimum.

SAP SuccessFactors Time Tracking – Solution that offers employees modern self-service time and attendance tracking.

SAP SuccessFactors Workforce Analytics – Part of the SAP SuccessFactors HXM Suite, this solution helps companies get the insights they need to make strategic workforce decisions by finding answers to key questions about workforce challenges and how to solve them. Both SAP SuccessFactors Workforce Analytics and SAP SuccessFactors Workforce Planning are bundled together in SAP SuccessFactors People Analytics. See "SAP SuccessFactors Human Experience Management (HXM) Suite."

SAP SuccessFactors Workforce Planning – See "SAP SuccessFactors People Analytics."

SAP SuccessFactors Work Zone – Solution and mobile app that allows organizations to provide their employees with an intuitive, personalized digital workplace centered on optimizing the employee experience and centralizing employee communications. Formerly called SAP Work Zone for HR.

SAP Supplier Financing – Solution that connects suppliers to financial institutions for small and midsize enterprise (SME) financing. It uses data from the Ariba Network to assess suppliers' creditworthiness and offer pre-approved loans from a number of financial partners. Formerly called SAP Ariba Supplier Financing. See "SAP Ariba."

SAP Supplier Problem-Solving – Cloud solution that enables problem-solving capabilities for suppliers, such as identifying root causes of problems, taking actions to prevent such problems in the future, and documenting the problem-solving process.

SAP Supplier Relationship Management (SAP SRM) – Procurement application that helps organizations in all industries improve their centralized sourcing and contract management and interact with suppliers through multiple channels. SAP SRM is designed to accelerate and optimize the entire end-to-end procure-to-pay process by supporting integrated processes and by enforcing contract compliance, which can result in realizable savings.

SAP Supply Chain Management (SAP SCM) – Applications that help companies adapt their supply chain processes to a rapidly changing competitive environment. SAP SCM helps transform traditional supply chains from linear, sequential processes into open, configurable, responsive supply networks in which customer-centric, demand-driven companies can monitor and respond more smartly and quickly to demand and supply dynamics across a globally distributed environment.

SAP Sustainability Control Tower – Cloud solution that enables customers to measure and manage their sustainability performance and their total sustainability impact and make informed decisions. The offering integrates financial, operational, compliance, environmental, and social data with analytical assets and interfaces for performance management and reporting. See "sustainability" and "Circular Economy."

SAP Sustainability Summit – Global event showcasing SAP's leadership on sustainability across our product portfolio. The event will provide a holistic overview of SAP's sustainability road map for customers, partners, press, influencers, and others. See "SAP Sustainability Day" and "sustainability."

SAP Talk – Recurring dialogue session between SAP managers and their employees, in which goals are jointly set, viewed, and, if necessary, adapted.

SAP Task Center – Cloud service that provides a single point of entry for business users to access all their assigned workflow items, to-do lists, and approvals across SAP applications. Fully replaced SAP One Inbox in September 2020.

SAP TechEd (<https://events.sap.com/teched-global/en/home/>) – Annual technical education conference that encompasses a broad scope of topics and audience, focusing on technology with an emphasis on collaboration and hands-on workshops. The event was held virtually in 2020 and 2021 due to the COVID-19 pandemic. SAP TechEd.local versions are designated as events for direct reach to the target audience for virtual, digital, and hybrid elements of the SAP TechEd programs.

SAP 3D Visualization service – Cloud service that runs on SAP BTP and enables the authoring and publishing of 3D content. It targets companies that offer medium to high complexity goods, equipment, or services, such as appliances or automobiles, that currently deliver usage content like user manuals through several channels, such as documents, Web pages, or videos. Technically the service runs on capabilities that are now available in SAP Integration Suite and SAP Extension Suite. See “SAP Business Technology Platform (SAP BTP),” “SAP Extension Suite,” and “visual enterprise.”

SAP Together – Cloud-based employee engagement platform, as well as funding of non-profit organizations. In this way, SAP works to foster employee engagement and societal impact. See “Moments of Service.”

SAP Training and Adoption – Umbrella name for the portfolio of training and adoption-related solutions and services from the SAP Knowledge and Education and Customer Success organizations. The portfolio is made up of software; classroom, live, and virtual courses; and consulting services designed to ease customer adoption and use of SAP technology. Formerly called SAP Education.

SAP Training and Development Institute – Program for SAP customers, partners, and prospects that serves as a think tank and prepares underserved youth for the digital economy. Available in the Middle East, North Africa, Europe, Latin America, and Southeast Asia.

T

Taulia – In January 2022, SAP announced intent to acquire a majority stake in the fintech provider of working capital management solutions, headquartered in San Francisco. Taulia offers early payment through supply chain finance, dynamic discounting, and accounts receivable finance to give companies better access to liquidity and improve their cash flows. Taulia will operate as an independent company with its own brand.

Technology & Innovation (T&I) – SAP Executive Board area responsible for SAP’s overall platform and technology development – SAP BTP, the foundation of SAP’s Intelligent Enterprise strategy. See “Intelligent Enterprise” “SAP Business Technology Platform (SAP BTP),” and “technology platform.”

technology platform – Technical foundation for a business-driven software architecture that increases the adaptability, flexibility, openness, and cost-efficiency of IT operations and enables organizations to become more agile in responding to change. See “SAP Business Technology Platform (SAP BTP).”

Think Green Academy – Program in partnership with SAP University Alliances and the Hasso Plattner Institute (HPI) in which students develop business ideas to make the IT sector more sustainable. See “SAP University Alliances.”

total energy consumed – Sum of all energy consumed through SAP’s own operations and value chain (scope 1, 2, and 3).

Total Workforce Management (TWM) – Strategy aimed at supporting the planning, staffing, onboarding, working, and paying of an organization’s employees, external workers, and service providers. It references SAP SuccessFactors solutions (Employee Central, Recruiting, and Work Zone); SAP Fieldglass (Contingent Workforce Management and Services Procurement); and SAP Analytics Cloud.

trading partner directory – Directory within SAP Business Network that gives trading partners a holistic view of all their customer relationships and transactions on the network. See “SAP Business Network.”

Trust Office – Internal team that is part of the SAP Global Security organization. The office focuses on helping customers and partners with security-related issues. See “SAP Global Security” and “SAP Security Governance Model.”

2021 Social Shifters Global Innovation Challenge (<https://socialshifters.co/>) – SAP idea challenge, in cooperation with Social Shifters, that is designed for young adults from across the globe, aged 18 to 30 years old, to take entrepreneurial action on social and environmental issues. The winning ideas were awarded US\$10,000, and finalists received global recognition and exposure at the 2021 Social Enterprise World Forum. During the 2021 challenge, 75 SAP employees from around the world served as judges in the opening round and professional mentors to finalists. See “SAP Corporate Social Responsibility (SAP CSR).”

U

UN Sustainable Development Goals (SDGs or UN Global Goals) – Set of 17 global development goals by the United Nations which are aimed to ensure an environmentally, socially, and economically sustainable future by tackling adverse challenges to humanity like poverty, hunger, and inequality.

user experience (UX) – In general terms, UX represents the quality of a user's interaction with and perceptions of a system. UX at SAP is a characteristic of solutions or products that use SAP Fiori UX technology and follow SAP Fiori UX guidelines to offer a next-generation experience to users. See “SAP Fiori user experience.”

V

value-added reseller (VAR) – Partner that receives most of their revenue from reselling a vendor's hardware or software solutions directly to end users. Additionally, VARs often provide consulting, implementation, post-sales support, and training to their own customers. VARs may develop and sell add-on applications to meet the needs of vertical markets and may expand SAP product functionality.

value map – Structural overview of SAP's end-to-end solutions organized according to industry, line of business, or technology. Value maps are presented in SAP Solution Explorer. See “SAP Solution Manager.”

Verify – Service first introduced at SAPHIRE NOW in 2021. This new SAP Concur offering uses AI and machine learning to evaluate company's expense reports and identify anomalies, enabling company auditors to focus only on potential problems, increasing efficiency and allowing them to take steps to correct out-of-policy behaviors. See “SAP Concur.”

version – Variant of a software product that is specific to audience, operating system, device, or database. Depending on context, version may also refer to a specific product release.

vertical solution – Specialized application designed to meet the unique needs of a particular business or industry. Also called “industry solution.”

visual enterprise – Ability to visually communicate parts of a business that helps maximize productivity, improve process efficiency and quality, and reduce cost and cycle time. Solutions that support the “visual enterprise” unify and synchronize product information from multiple systems and deliver it in role-specific and workflow-controlled processes to people. SAP 3D Visual Enterprise applications offer new 3D visualization features to existing software that integrate business data, which will support new standards to increase speed, enhance productivity, and improve quality across the entire value chain. See “SAP 3D Visual Enterprise service.”

W

waste of electrical and electronic equipment (WEEE) – Discarded electrical and electronic equipment (EEE) which cannot be refurbished or remarketed due to outdatedness or unrepairable dysfunctions. See also “e-waste.”

Well-Being at Work – Initiative, owned by the SAP SuccessFactors organization and Thrive Global, that puts employee well-being at the heart of organizations and positions technology as a catalyst for this cultural shift. SAP SuccessFactors Work-Life is the first solution to come from this partnership. It provides real-time insights into well-being needs and makes recommendations to improve employee satisfaction and engagement. See “SAP SuccessFactors Work-Life.”

Women in Management – The share of women in management positions (managing teams, managing managers, executive boards) as compared to the total number of managers, expressed by the number of individuals and not full-time equivalents (FTEs).

work culture – Collection of attitudes, beliefs, and behaviors that make up the regular atmosphere in a work environment. Healthy workplace cultures align employee behaviors and company policies with the overall goals of the company, while also considering the well-being of individuals. Work culture determines how well a person fits into their environment at a new job and their ability to build professional relationships with colleagues. Your attitude, work-life balance, growth opportunities and job satisfaction all depend on the culture of your workplace. See “Health and Well-Being” and “healthy workplace.”

works council – As dictated by the German Works Council Constitution Act, a works council is a legal body for representing employees' interests to the employer and codetermining the works in private companies. On June 21, 2006, the SAP AG employees working in Germany elected its first works council. A European works council was created in the spring of 2012. The SAP AG works council evolved to become the SAP SE works council in 2014 to reflect the legal entity of SAP SE.

World Space Alliance – Initiative between SAP and the European Space Agency (ESA) to develop and promote digital technologies and Earth observation data for a range of space-related stakeholders including providers of satellite and drone data, spatial algorithms, and space software applications for start-ups, corporations, universities, and research institutes.

Y

Your Way to SAP – Marketing mobile app that provides students and early talents with information about SAP to generate applications to the SAP Student Training and Rotation program and vocational training programs. The app provides information about relevant college-level courses and includes features such as quizzes and questionnaires, SAP news, and information on upcoming SAP events. See “SAP Student Training and Rotation.”

Youth To The Table – Program launched in 2020 in partnership with We Are Family Foundation, giving young skilled experts a seat at C-suite level decision-making tables at SAP. In 2021, young social entrepreneurs participated in numerous initiatives including SAP's External Sustainability Advisory Council where they joined the ranks of tenured sustainability leaders. Together, the council members provide formal outside-in guidance on SAP's sustainability journey. See “SAP Corporate Social Responsibility (SAP CSR).”

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