

Next Generation Cloud Delivery FAQ

public

NEXT GENERATION CLOUD DELIVERY

Q: What is the benefit of next generation cloud delivery?

As SAP Ariba continues to grow our business, owning and leasing data centers and ensuring compliance needs for various geographies presents unique challenges. Public cloud providers help us solve those challenges as they are more scalable, reliable and secure. We anticipate customers will experience:

- Less frequent scheduled maintenance
- Reduced duration of scheduled maintenance
- Improved ability to expand infrastructure during peak usage periods
- Tighter integration among the Intelligent Enterprise solutions

Q: Where will my data reside?

All data will remain within the region it currently resides. Customers with applications and data in the European Union (EU) datacenter will remain inside the European Union for example. This will also be the case for the data center transitions in China, North America, Saudi Arabia, and UAE. Disaster Recovery sites will also remain in-region.

Q: Which providers/hyperscalers will SAP Ariba use?

SAP Ariba will use Google Cloud Platform (GCP) in Europe and North America with SAP Converged Cloud Enterprise Environment (CCEE) being leveraged in China, Saudi Arabia, and UAE.

Q: Will the providers have access to my data?

No, the providers will not have access to customer data. Through industry-standard compliance controls the providers we have selected will insure data remains within the regions noted, will not be accessed by the provider, and will follow established system and data security protocols that you have grown accustomed to from SAP Ariba. These providers employ some of the world's most talented security engineers and possess the resources to support large security teams. They are constantly innovating, implementing the most modern security technology, and performing extensive penetration testing to the highest standards.

Q: What other SAP Cloud products are included in this program?

The SAP Next-Generation Cloud Delivery program includes all SAP Cloud solutions except Qualtrics, SAP Sales Performance Management, SAP Fieldglass, and SAP CPQ

Q: Is SAP Ariba standardizing on SAP Cloud Platform?

Adoption of SAP technologies and the relevant SAP Ariba road map is in scope for the Intelligent Enterprise initiative. As appropriate, SAP Ariba will leverage SAP technologies for next generation cloud delivery.

Q: Will the move require a change to existing contracts requiring SAP Ariba to notify all customers?

SAP Ariba cloud services agreements are data center agnostic and we reserve the right to choose a data center provider. At SAP Ariba, we provide the list of vendors who have access to our data centers in the subprocessor listing. We add the respective public cloud providers and notify customers of the change as the production data center is operated by a public cloud vendor.

Q: Will customers incur additional expenses because of this program?

Other than existing subscription fees, there is no cost for customers outside of the internal resources that may be required to address any preparation action associated with transition readiness (IP address unblocking). Information related to any customer actions will be communicated to customers approximately 60-90 days prior to the scheduled regional transition.

Q: Will active/existing cert-based authentications be impacted by this transition?

Certificates will not break, but if your IT department is limiting access based on IP addresses an action may be required and will be communicated 60-90 days in advance of any customer required action.

Q: Other SAP cloud businesses are leveraging Microsoft Azure and other providers already, is the vision that SAP Ariba, SAP Concur, and SAP Fieldglass will be deployed on a common cloud provider within a region?

Each cloud line of business will select the provider that best suits their business and technology needs. In some situations the lines of business may utilize the same provider and in others each may not.

Q: Will SAP Ariba APIs, services, and applications be available in next generation cloud delivery?

Yes, the objective is to have all services be available via the public cloud. New products will only be deployed in one of the cloud provider platforms.

Q: Will Supply Chain Collaboration be hosted outside of the US data centers?

As Supply Chain Collaboration is part of Ariba Network, it will be deployed where the Ariba Network is deployed.

Q: Will SAP Ariba keep the same Ariba Network front doors/access points?

Ariba Network's framework, where all Ariba Network traffic is channeled through the US data center, is not changing in the immediate future so there are no plans today to change any front doors/access points. Customers will need to update IP Allow lists based on information provided for the specific data center in the Technical Addendum area of [this page](#) on SAP Ariba Connect.

Q: Will the move to next generation cloud delivery have a significant impact on the integrations customers have established between internal systems and the current SAP Ariba systems?

This transition will have no impact on integrations. The underlying data center does not change application behavior, but customers should check any IP address blocking that may have been implemented by their IT departments to further insure seamless access to systems. Further details on IP address information may be found in the specific data center entry in the Technical Addendum area of [this page](#) on SAP Ariba Connect.

Q: Can our SAP Ariba application hosting remain at the current SAP Ariba data center? Can I opt out of the migration to one of the selected cloud providers?

Unfortunately, no. There is no technical solution available to opt out of the migration of applications to a designated cloud system provider.

Q: May customers request which provider their environments are hosted in?

SAP Ariba determines the appropriate public cloud vendor to be utilized in a geographic region.

Q: How can customers get SAP Ariba applications deployed on public cloud in their own countries?

SAP Ariba determines the regions where the data centers are deployed.

Q: Will the public cloud meet FedRAMP, ITAR, and/or HIPAA secure infrastructure compliance?

Compliance framework is not tied to this effort. Please check with your SAP Ariba account team on timelines for these regulatory controls. In addition, hyperscalers provide certain levels of compliance for their data center hosting; applications hosted within these public clouds need to comply with these policies.

Q: What is the disaster recovery plan?

SAP Ariba has tested DR failover and failback with the providers being utilized. The fully functional DR is already in place. For additional details, please reference SAP Ariba's [Disaster Recovery](#) documentation.

Q: What is our Recovery Time Objective / Recovery Point Objective and are we changing any operating policies?

All SAP Ariba data centers follow the same operating standards and certifications. Those same standards apply to the data centers deployed on a public cloud. For additional details, please reference SAP Ariba's [Disaster Recovery](#) documentation.

Q: How does this move change or impact our support interaction model?

Environments deployed on public cloud will follow the same customer support process that is used for environments deployed in legacy data centers. Contact SAP Ariba Customer Support to have issues reported/addressed.

Q: Will customers deploying on public cloud need to sign an SAP Cloud Contract for the SAP Ariba services, and in addition have a separate contract with the public cloud provider?

No additional contracts need to be signed for the public cloud providers. We have updated our list of sub-processors to include our public cloud providers.

Q: What will the customer experience be DURING the migration weekends?

For users logging in to a specific User Interface application, on the specific migration weekend for the environment being migrated, customers will not have access to the environment during the scheduled downtime which will be communicated at least 30 days (and in many cases well before 30 days) in advance of the migration. Customers who try to access the specified environment migrated on a specific weekend will not be able to login and will not see application screens at all, but instead will be presented with a browser-related error.

For customers integrated to an impacted environment, on the specific migration weekend they will be encouraged to slow or stop transaction feeds in to the specified environment during the planned downtime. Once the system goes offline for the migration downtime period, transactions will be queued from CIG customers and any Ariba Procurement sites that may be online when others are offline, and will be processed during the post-migration period shortly after the site comes back online.

For customers integrated to an impacted environment by a means other than through a legacy Ariba Procurement system or Cloud Integration Gateway (CIG), so an integration from SAP ECC for example, they also will be encouraged to slow or stop their data feeds to the environment during the schedule downtime, as their transactions will fail and will need to be re-tried by the customer following the outage timeframe.