

# Secure Enterprise Support

Secure and Maximize your SAP Infrastructure and Investments



SAP's Intelligent Enterprise solutions are critical and essential for enabling the digital transformation of organization's business and mission systems and applications. In today's dynamic, complex and rapidly changing environment, protecting your Intellectual property and IT infrastructure, while maximizing your organizations investment in SAP products is essential.

## The Problem

Today's threat and regulatory compliance environment requires that organizations protect sensitive data, while ensuring that they are leveraging highly responsive support with skilled US based support teams who have a deep understanding of security and regulatory requirements for their SAP infrastructure.

**Two cause-and-effect trends have become increasingly apparent to many industry observers over the past 10 years:**



**1** Cybersecurity compliance and regulatory requirements will only continue to increase in coverage, stringency, and volume.



**2** The multitude of threats, vulnerabilities, data handling scandals, and cyber exploits present in today's cyber landscape continue to grow.

These issues are even more pressing for certain sectors of the U.S. economy that are subject to extensive and growing regulations regarding data security and infrastructure protection. Sectors such as financial services, healthcare, government, utilities and the defense industry have clear legal requirements to adhere to key compliance requirements such as:

- FedRamp
- International Traffic in Arms Regulations (ITAR)
- Defense Federal Acquisition Regulation Supplement (DFARS)
- Department of Defense (DoD) Cloud Computing Security Requirements Guide (SRG)
- DHS National Infrastructure Protection Plan
- NERC CIP
- Federal Financial Institution Examination Council handbook (FFIEC-IT)
- Health Insurance Portability and Accountability Act (HIPAA)
- ICD 503 Controls

**These regulations and ever-increasing cybersecurity threats make it essential that organizations are safeguarding sensitive data including:**



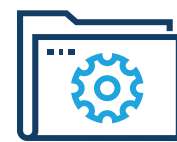
## Business Information

- Intellectual Property
- Trade Secrets
- Customer and Supplier Information
- Cardholder Data



## Personal Identifying Information (PII)

- Personal Health Information (PHI)
- Financial Information
- Educational Information



## Technical Information

- Software architecture
- SAP product configurations
- IT Infrastructure Details

## The Solution

SAP NS2, a wholly owned and independent subsidiary of SAP, provides SAP customers an enhanced version of SAP Enterprise Support through NS2's Secure Enterprise Support (SES) offering. NS2's 800+ employees, including credentialed experts, architects and vertical industry specialized teams are supporting over 500 large SAP Enterprise customers.

NS2 SES provides customers with comprehensive SAP support on US based infrastructure that meets your specific compliance requirements. Customers receive all the benefits of SAP's industry-leading support programs, plus NS2-exclusive security enhancements for your on-premise SAP software and SAP Cloud solutions. NS2's support staff has extensive experience enabling successful SAP deployments in regulated industries such as Utilities, Financial Services, Healthcare, Defense and Public Sector.

When mission and business critical assets are on the line, you need to know that you have a support team you can trust. As an independent, U.S.-based secure support provider, we've been delivering trusted support to government and critical infrastructure organizations for more than 15 years.

### **Our NS2 support personnel offers comprehensive support and compliant infrastructure, whether you use on-premise SAP or SAP Cloud portfolio solutions:**

- Specialized handling of sensitive data
- Restricted and air-gapped areas
- Secure remote access to customer's SAP environments
- 24/7/365 global support from SAP available when needed
- Dedicated SAP Secure Support Advisor
- U. S. credentialed support personnel (background checks, cyber security certifications, etc.)
- Special handling of sensitive data and filtering of support messages to limit exposure when needed
- Secure back office staffed by U.S. citizens, located in the U.S
- Restricted / secure areas when viewing customer information with infrastructure isolated and air-gapped from the rest of SAP
- Technology control plan customized for secure remote access

## Benefits

When partnering with SAP NS2, customers receive all the benefits of SAP's industry-leading support programs, plus NS2-exclusive security enhancements. SAP NS2's key differentiator is these programs use secure infrastructure and processes, delivered by U.S. persons, on U.S. soil. SAP NS2 also offers security-enhanced versions of SAP's flagship premium engagement programs, which is all you need to quick-start your digital transformation.

In recognition of the critical importance of security and compliance in these unprecedented and challenging times, NS2 Secure Enterprise Support programs are provided to SAP customers™ at no additional cost from your current SAP Enterprise Support program.

**SAP NS2 also offers enhanced security and support solutions for other areas such as Max Attention™, Secure Preferred Care, Professional Services and Cyber Protection.**

For further information: [sapns2.com/services-support/](https://sapns2.com/services-support/)



secure infrastructure  
and processes



U.S. persons,  
on U.S. soil



No additional cost from  
your current SAP Enterprise  
Support program



© 2020 SAP National Security Services, Inc. (SAP NS2®). All rights reserved.  
No part of this publication may be reproduced or transmitted in any form or for any purpose  
without the express permission of SAP NS2. The information contained herein may be  
changed without prior notice. SAP and other SAP products and services mentioned herein  
as well as their respective logos are trademarks or registered trademarks of SAP SE in  
Germany and other countries. Please see [www.sap.com/corporate-en/legal/copyright/index.epx#trademark](https://www.sap.com/corporate-en/legal/copyright/index.epx#trademark) for additional trademark information and notices.

Now, let us help you. Learn more at [sapns2.com/services-support/](https://sapns2.com/services-support/)

877-972-7672  
[info@sapns2.com](mailto:info@sapns2.com)  
[www.sapns2.com](https://www.sapns2.com)

