

Secure Product Support for Large Enterprises

All of our customers have unique support needs, requiring individualized engagement models. Here's how we deliver value to large-scale enterprises.



Large enterprises have diverse landscapes with SAP and non-SAP software at different stages of maturity. They typically have well-established IT teams with deep knowledge and experience. Our secure product support teams are strategically matched with the needs and requirements of our large-scale customers so we can provide solid, reliable support that helps protect the stability of their business.



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 U.S.-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 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 and will continue to grow.

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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, life sciences, energy, transportation, chemicals, 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 (NIPP)
- NERC CIP
- Federal Financial Institution Examination Council handbook (FFIEC-IT)
- Health Insurance Portability and Accountability Act (HIPAA)
- ICD 503 Controls

Benefits of SAP maintenance with additional security enhancements:



- Integrate U.S.-credentialed support personnel if required (background checks, cyber security certifications, etc.)
- Named U.S. citizen support advisor, assigned to NS2 Support Customers, in perpetuity
- Specialized handling of sensitive data and filtering of support messages to limit exposure when needed
- Restricted/secure areas when viewing customer information with infrastructure isolated and air-gapped from the rest of SAP
- Technology control plan for customized remote access from a secure and cleared U.S.-based NS2 facility

The Solution

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

NS2 SPSLE provides customers with comprehensive SAP support on U.S.-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 financial services, life sciences, energy, transportation, chemicals and 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 offer 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. Our key differentiator is that SAP NS2's 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 Product Support for Large Enterprises** program is provided to SAP customers for only a 17% maintenance rate.

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/



Secure infrastructure
and processes



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



No additional cost from
your current SAP Product
Support program



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