December 2019

Cloud Service Specification Sheet

SAP Jam Collaboration, enterprise edition

SAP Jam Collaboration delivers collaboration where you work, connecting customers, partners, and colleagues with information, applications, and processes to help solve business-critical problems and to drive results – all in your business applications, on your mobile device, or on the web.

The capabilities mentioned in this document are not exhaustive and are intended only to identify the most notable capabilities or those whose availability varies by edition. For a more detailed explanation of functionality and integrations, please refer to the help documentation located at http://help.sap.com/sapjam

Business Processes and Work Patterns

All companies have unique processes to address their specific business model or market. SAP Jam has several business process templates which we call "work patterns" to provide not only starting points for collaboration, but also tools and recommendations for how collaboration should work.

Key Capabilities	Description
Company-wide learning and training work patterns	▪ Promote knowledge sharing, onboarding, blended learning, training, and employee development
Employee support and self-service work patterns	▪ Facilitate employee self-service access to information ▪ Provide instructional information via how-to articles and frequently asked questions
Enterprise business process work patterns	▪ Drive results in help, service, support, marketing, planning, projects and manufacturing ▪ Facilitate event coordination, sales and partner enablement ▪ Resolve IT issues and escalations, manage deployments and projects
Global assignment community	▪ Facilitate the transition and support for remotely-assigned employees
Team and topic work patterns	▪ Collaborate around common business scenarios
Work patterns with integrated data	▪ Business processes that leverage real-time data from SAP and third-party applications. **See list of supported data providers in Integrations, below.**

Collaboration and Communities

Key Capabilities	Description
Discovery	▪ Find content, people or groups via recommendations
External participants	▪ Company-branded home page and groups for collaborating, communicating and working with customers, partners, vendors, or suppliers. ▪ One hundred (100) external user licenses are included. Additional user licenses are available for an additional subscription fee. **See Options and Add-ons, below**
Forums: Discussion	▪ Discuss topics as a community
Mobile clients	▪ Available for Android™, iPad® and iPhone®
Poll for feedback	▪ Crowdsource via a poll and get feedback
Sub-groups	▪ Collaborate with a subset of a group in a private working area
Task management	▪ Create and assign tasks to group members, track task status

Communication and Messaging

Key Capabilities	Description
Away alerts	▪ User-controlled indication of being away
Messages	▪ Threaded, real-time person-to-person chat and direct messages ▪ Group-based, threaded messages
Presence	▪ See if another person is currently logged into SAP Jam ▪ Third-party presence provider integration: See presence status from Microsoft Lync / Skype for Business. **See Integrations, below.**
Time-Off Alert	▪ Integration: Automatic triggering of away alert from SAP SuccessFactors Employee Central time-off scheduling. **See Integrations, below.**

Content

Key Capabilities	Description
Announcements	▪ Customizable announcements above the company home page content
Approval and workflows	▪ Simple workflows for approving group content publishing
Automatic content publishing and expiration	▪ Automatic publishing and expiration of content items
Create and share content	▪ Wikis, blogs, file sharing and annotation, bookmarking, tagging
Delegate blog author	▪ Create a blog posting on behalf of another user
Integrate with third party content management	▪ See list of supported content providers in **Integrations, below.**
Microsoft Office documents	▪ View and click-to-edit Microsoft Office Word®, Excel and PowerPoint files
Mirroring of documents	▪ Create virtual copies of uploaded documents, wikis and blogs
Multi-language content	▪ Provide alternate language variations of documents, wikis, blogs and videos ▪ Provide alternate language text for company home page and group overview text-based content
Multimedia	▪ Record, upload and play audio files, photos, screen captures ▪ Videos: Playback, playlists, annotations, commenting, closed captioning and thumbnail selection ▪ Videos: Show third party hosted videos: Kaltura®, Vimeo® and YouTube®
Private folders	▪ Share documents and comment in an invite-only folder with a subset of a group's members
Ratings	▪ Anonymously rate documents to provide feedback
Search	▪ Search for content, groups and people
Templates	▪ Templates for corporate communications and knowledgebase articles ▪ Create custom content templates for blogs and wikis
Widgets	▪ Expose content, members and activities via dynamic widgets

Desktop Applications

Key Capabilities	Description
SAP Jam, activity hub	▪ An application for viewing consolidated social activity across multiple enterprise social networks
SAP Jam, add-in for Microsoft® Office Outlook®	▪ Post group updates, discussion forum questions, wikis and blogs from within Outlook
SAP Jam, application launcher for Microsoft Windows	▪ Automatically open and edit documents in their native application
SAP Jam, collaboration add-in for Microsoft Office	▪ Collaborate on documents stored within groups from within Microsoft Excel®, PowerPoint® and Word
SAP Jam, file sync client	▪ Two-way synchronization and offline file access for group content

Problem Solving and Structured Collaboration

Key Capabilities	Description
Agendas	▪ Plan and organize a schedule and timeline for an event
Compare options	▪ Compare details side by side
Decision tracking	▪ State the problem, make a decision, get approvals
Events	▪ Plan and promote events on a group calendar, receive RSVPs ▪ Save to Microsoft® Office Outlook® and iCalendar® compatible applications
Forums: Idea	▪ Collect and rank creative input, provide feedback and status of ideas
Forums: Q&A	▪ Ask questions and get answers
Knowledge base articles	▪ Knowledge base article content type
Pro/con analysis	▪ Brainstorm options, evaluate with positive and negative feedback
Ranking options	▪ Allows your group members to rank choices

Reporting

Key Capabilities	Description
Administrative reporting	▪ Company-wide group administrator, user, content and group activity; external users; storage ▪ Company-wide and area dashboards ▪ Home page analytics
Group analytics dashboard	▪ Metrics for group performance and engagement
Group summary reporting	▪ Summaries of activity, content consumption, content contribution, content ranking, ideas, membership, tasks and terms of service compliance
Third-party reporting and analytics	▪ Views and clickstream reporting with the Google Analytics™ service

Social

Key Capabilities	Description
Enterprise social networking	▪ Profiles, commenting, micro- blogging, feeds, status updates, email notifications, @mentions, liking, follow people and objects
Expert finding and endorsement	▪ Employees can self-identify themselves as experts on topics and search for experts internally ▪ Peer-endorsement of expertise ▪ System-generated expertise based on social activities
Motivate and reward	▪ Send, receive and customize kudos ▪ Integrate with third-party gamification vendors. See list of providers in **Integrations, below.**

Administration, Company-wide Capabilities

Key Capabilities	Description
Administrator onboarding	▪ Getting started wizard for administrators and best practices checklist
Abuse reporting	▪ Notify company administrator of inappropriate content
Advanced security	▪ Configuration of maximum session length, RSS enablement, IP restriction, logging
Content administration	▪ Content administration for compliance capability
Getting started wizard	▪ Customizable content area to help new users learn how to use SAP Jam
Import skills from third party HR systems	▪ Pre-load the SAP Jam expertise list with skills from your HR system
Kudos	▪ Enable/disable the usage of ‘kudos’ for peer social recognition

Administration, Group

Key Capabilities	Description
At-at-notify (@@notify)	▪ Enable/disable the @@notify all-user notification capability within a group
Automatic group trash purging	▪ Automatic purging of group trash
Automatic group membership	▪ Automatically assign users to groups based on profile information or member lists
Bulk export	▪ Bulk export group contents
Per-group terms of use	▪ Notify group members of changes in group terms of use and log agreement to new terms
Restrict posting to within groups	▪ Limit the ability of users to post content to only within groups

Administration, User Management

Key Capabilities	Description
Administrative areas	▪ Assign users to specific areas and delegate administration of those areas ▪ Limit access to functionality and integrations to employees in specific areas
Administrative areas home page	▪ Create a home page for administrative areas
Alias users	▪ A role account that is used to speak on behalf of an organization in an official capacity
Custom member lists	▪ Manual or dynamically generated lists of people for group invitation
Pre-hire user conversion	▪ Convert an external (pre-hire) user to an internal employee license to maintain collaboration history
Restricted access user	▪ Special configuration option to limit user access to only the SAP Jam groups to which the user has been invited ▪ Access to SAP SuccessFactors course catalog from within SAP Jam

Administration, Customization, Branding and Interface

Key Capabilities	Description
Branding of header	▪ Extend your corporate look and feel into with a customizable header to match your company look and feel ▪ Provide pre-translated header content, automatic display of content for chosen language in the user's profile
Company home page	▪ Customize the home page for all users
Company home page content administration	▪ Assign non-admin users the ability to manage home page content
Customization of user interface	▪ Match your corporate look and feel, customize text and rearrange user interface
Email templates	▪ Customize email templates with your own logo, kudos, branding
URL of community	▪ Customize the URL of the community
URL of SAP Jam	▪ Customize the URL of the SAP Jam instance for your company with either a: o Sub-domain of sapjam.com (such as company.sapjam.com) o Vanity domain: ace-intranet.com
Work patterns	▪ Modify group and overview layout to suit business needs and processes. ▪ This edition has no limit on the number of customizable work patterns.

Extension and Development

Key Capabilities	Description
Embed SAP Jam into custom applications	▪ Embeddable SAP “UI5” knowledge base widget
Embed SAP Jam into custom and third-party applications	▪ Embed an SAP Jam group feed, messages and recommendations and sharing capabilities into third-party applications ▪ Incorporate SAP Jam functionality in SAP Cloud Platform applications
Extend with APIs	▪ Develop integrations and tools
Integrate with SMI	▪ Use the SAP ABAP Social Media Integration APIs to integrate with SAP S/4HANA and the SAP NetWeaver Gateway for SAP Business Suite and on-premises apps.
OpenSocial™: custom gadgets	▪ Include custom OpenSocial gadgets in work patterns
OpenSocial™: partner gadgets	▪ Include partner-created OpenSocial gadgets in work patterns ▪ Company administrator visibility to third party gadget gallery
Push notifications	▪ Sending information to third party applications

Storage and Groups

Key Capabilities	Description
Storage	▪ 1,000 GB (1 TB) for storage of uploaded files and media per production instance. Additional storage is available. **See Options and add-ons, below**.
Open groups	No limit

Options and Add-ons

Option	Description
Storage	Additional storage is available in 500 GB units
External users	Additional licenses are available for external third-party users

Trademarks

- Alfresco is a registered trademark of Alfresco Software, Inc.
- Android, Google, Google Drive, OpenSocial and YouTube are registered trademarks or trademarks of Google, Inc.
- AvePoint is a registered trademark of AvePoint, Inc.
- Box is a registered trademark of Box,Inc.
- Excel, Lync, Microsoft, Office 365, Outlook, PowerPoint, SharePoint, Skype, Word and Yammer are registered trademarks or trademarks of Microsoft Corporation
- IBM is a registered trademark of International Business Machines Corporation
- iCalendar, iPad and iPhone are registered trademarks of Apple, Inc.
- Google Analytics is a trademark of Google, Inc
- Kaltura is a registered trademark of Kaltura, Inc.
- MobileIron is a registered trademark of MobileIron
- OpenText is a registered trademark of OpenText Corporation
- SurveyMonkey is a registered trademark of SurveyMonkey
- Twitter is a registered trademark of Twitter, Inc.
- Vimeo is a registered trademark of Vimeo, Inc.

SAP retains the right to change, at any time in its sole discretion, the Cloud Service (without materially diminishing the Cloud Service's functionality during a subscription term), this specification sheet, and/or the location of the data center(s) from which the Cloud Service is hosted.

Integrations

For information about the integrations lists below, including capabilities, prerequisites, limitations and setup, please refer to the SAP Jam Collaboration help documentation located at http://help.sap.com/sapjam
Professional services fees may apply to complete the integrations below. Professional services are not included with the subscription to SAP Jam.

Key Capabilities	Description
Business application real-time data within work patterns	• SAP C/4HANA Cloud for Customer • SAP C/4HANA Sales Cloud • SAP C/4HANA Service Cloud • SAP CRM • SAP ERP central component (ECC) • SAP S/4HANA Cloud for Professional Services
Content providers	Integrate with enterprise content management systems including: • Alfresco® One • AvePoint® Perimeter • Box® • Google Drive™ for work • Microsoft Office 365™ SharePoint® Online • Microsoft SharePoint • OpenText® Content Server • SAP Document Center • SAP Extended ECM by OpenText
Enhanced motivation and incentivization	Integrate with gamification via 3rd party vendors: • Bunchball • Badgeville
Identity management ***See notes to right**	▪ SAP Cloud Platform Identity Authentication ▪ SAP Cloud Platform Identity Provisioning ▪ SAP SuccessFactors foundation ▪ Note: SAP Jam requires either SAP SuccessFactors Foundation or SAP Cloud Platform Identity Authentication as an identity provider for user provisioning via LDAP, single sign-on (SSO) and auto-population of employee profiles. ▪ An additional fee may be required if an identity provider is not already included as part of a customer's existing subscription. Professional services fees apply for setup.
Mobile Device Management	▪ MobileIron® and SAP Mobile Secure, standard edition
SAP Jam, activity hub	Integrate with third party enterprise social networks: • IBM® Connections • Microsoft Yammer®
SAP cloud and on-premises solutions	• Integrates with SAP BusinessObjects Business Intelligence (BI) platform, SAP Customer Engagement Intelligence, SAP Cloud Platform, SAP Learning Solution, SAP Sales and Operations Planning
SAP SuccessFactors Foundation	• User provisioning and auto-population of employee profiles. **Professional services fees apply for setup.**
SAP SuccessFactors application integrations supporting functional capabilities	• SAP SuccessFactors Employee Central • SAP SuccessFactors Learning • SAP SuccessFactors Onboarding • SAP SuccessFactors Succession and Development: mentoring and coaching
SAP SuccessFactors applications integrations supporting real-time data within work patterns	• SAP SuccessFactors Learning • SAP SuccessFactors Employee Central Service Center
Third party automation	Automate with third party providers • Zapier
Third party reporting and analytics	• Views and clickstream reporting through Google Analytics
Unified communications and instant messaging	• Real-time presence, with Microsoft Lync and Microsoft Skype™ for Business