SAP SuccessFactors Disaster Recovery Overview

SAP designs its service for high availability, security, and data integrity. An N+1 engineering model helps ensure scalability and reliability for all critical systems and components at the production site. SAP maintains a disaster recovery plan for a potential major disruption in data center facilities and operations.

A disaster is declared when there is a loss of utilities and services. A loss of electricity, including backup power, would take a data center offline. A loss of connectivity to the internet would also take a data center offline. As long as the production site has power and is connected to the internet, it will not be considered a disaster. Scenarios that could require invocation of the Disaster Recovery plan include, but are not limited to, natural, human, information security, infrastructure, and technical.

An unexpected occurrence with little or no lead time, such as extreme weather conditions and geographic anomalies, affect data centers in different ways, but regardless of the circumstances, if the primary site is inoperable SAP SuccessFactors takes a leadership role in monitoring risk and invoking its Disaster Recovery plan. Emergency incidents are assessed by SAP SuccessFactors and SAP Global Cloud Infrastructure & Delivery (GCID). An SAP management member with proper authorization officially declares a disaster in order to initiate a Disaster Recovery plan.

SAP will provide Customer, at no additional charge, with the following capabilities: (i) offsite database backups to disk (i.e., weekly full / nightly incremental / archive logs multiple times daily to separate storage array); and (ii) commercially reasonable efforts to restore productive tenants from backups as soon as possible in case of a disaster resulting in loss of the production data center. The Enhanced Disaster Recovery Data Centers identified below additionally include a Recovery Point Objective (RPO) of 1 hour and a Recovery Time Objective (RTO) of 12 hours for the SuccessFactors HCM Cloud Services listed below.

Enhanced Disaster Recovery Cloud Services. Enhanced Disaster Recovery applies to the following SAP SuccessFactors Cloud Services hosted in the Enhanced Data Centers identified below:

SAP SuccessFactors Employee Central	SAP SuccessFactors Time Tracking
SAP SuccessFactors Employee Central Payroll	SAP SuccessFactors Onboarding [1]
SAP SuccessFactors Performance & Goals	SAP SuccessFactors Learning
SAP SuccessFactors Compensation	SAP SuccessFactors Validated Learning
SAP SuccessFactors Career and Talent Development [2]	

[1] Enhanced Disaster Recovery does not apply to Onboarding 1.0.
[2] Career and Talent Development is a combined offering of Succession & Development and Opportunity Marketplace

Hosted Production (Enhanced) Data Centers.

DC33 (Frankfurt, Germany) [1]	DC66 (Australia East – Sydney) [1]
DC41 (US East – Virginia)	DC68 (US East2 –Virginia)
DC47 (Toronto – Canada Central, Canada) [1]	DC70 (US East2 – Virginia)1
DC50 (Tokyo, Japan) [1]	DC74 (Zurich, Switzerland) [1]
DC55 (Europe West3 – Frankfurt, Germany) [1]	DC80 (Mumbai, India) [1]
DC57 (Europe West4, Eemshaven)	DC82 (Dammam, Saudi Arabia)[1,2]

DC60 (Toronto – Canada Central, Canada)[1]	DC84 (Dammam, Saudi Arabia)[1,2]
DC64 (US East 2 – Virginia) [1]	

[1] Data Centers where Enhanced Disaster Recovery is available for SAP SuccessFactors Employee Central Payroll
[2] Data Centers with High Availability Multi-Zone Solutions

Disaster Recovery for SAP HCM Solutions

	Disaster Recovery for Standard Data Centers	Disaster Recovery for Enhanced Data Centers
Event Scenarios	Entire production data center is incapacitated and offline due to a natural or man-made catastrophic event	Entire production data center is incapacitated and offline due to a natural or man-made catastrophic event
Short Service Description	Restore replicated backups from data domain at a remote location with an in-place network and security. SAP may temporarily re-allocate resources from other environments and backfill	Asynchronous data replication as close to real time and failover to a fully functional, warm, Disaster Recovery site with an in-place network, security, available storage and a complement of basic replacement servers
Offsite Backups	Weekly full / Nightly incremental / Archive logs multiple times daily to a separate storage array	Weekly full / Nightly incremental / Archive logs multiple times daily to a separate storage array
RPO: Target age of data	Default contractual commitment of 24 hours	Default contractual commitment of 1 hour for the Enhanced Disaster Recovery Cloud Services identified in this document
RTO: Data access and application functionality	Commercially reasonable efforts to restore service as soon as possible	Default contractual commitment of 12 hours for the Enhanced Disaster Recovery Cloud Services identified in this document
Written Plan Document	Global Disaster Recovery plan available upon request	Global Disaster Recovery plan available upon request
Annual Disaster Recovery Test	Standard disaster recovery process requires reconstitution of impacted environment. SAP does not conduct an annual Disaster Recovery test for standard recovery environments	SAP conducts an annual Disaster Recovery test with evidence provided in the annual SOC report
Effective Dates and Restrictions	Applies to production environments for applications supporting both critical and non-critical business functions per customer contract	Applies to production environments for the applications listed in the HCM Supplement Disaster Recovery section supporting both critical and non-critical business functions

DISCLAIMER

SAP reserves the right to change this document at any time at its sole discretion.
The terms of the Agreement (Cloud GTCs) governing modification to the Cloud Service apply to any changes to disaster recovery terms and conditions during the Cloud Service Subscription Term.