SAP SuccessFactors

SAP SuccessFactors Standard Tenant Provisioning Scope

CUSTOMER

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TABLE OF CONTENTS

A. SAP SUCCESSFACTORS STANDARD PROVISIONING PROCESS 3
B. EMPLOYEE CENTRAL EXCEPTION 4
C. SMARTRECRUITERS EXCEPTION 4
D. VALIDATED LEARNING EXCEPTION 4
E. SAP SUCCESSFACTORS PROVISIONING BY PRODUCT 5
F. EMPLOYEE CENTRAL PAYROLL 5
G. SAP SUCCESSFACTORS WORK ZONE 5
H. EMPLOYEE CENTRAL SERVICE CENTER 6
I. SAP SUCCESSFACTORS ENTERPRISE SERVICE MANAGEMENT PACKAGE 6
J. PEOPLE INTELLIGENCE 6
K. REGIONAL EXCEPTIONS / POINTS OF INTEREST 6
DISCLAIMER 6

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This document describes the standard scope of provisioning of SAP SuccessFactors solutions and how many tenants are provisioned in Preview and Production environments, as of 2H 2026.

A. SAP SUCCESSFACTORS STANDARD PROVISIONING PROCESS

The standard provisioning process occur for SAP SuccessFactors products that are part of SAP SuccessFactors HCM (BizX platform) and SmartRecruiters for SAP SuccessFactors which includes:

1. Employee Central
2. Compensation
3. Performance & Goals
4. Succession & Development
5. Opportunity Marketplace
6. Career and Talent Development
7. Time Tracking
8. Recruiting Management (a component of SFSF Recruiting)
9. Onboarding
10. SmartRecruiters
11. SmartRecruiters Winston

On-Demand provisioning initiated by the customer in SAP for Me applies to the following products:

1. Recruiting Marketing (a component of SFSF Recruiting)
2. Recruiting Posting (a component of SFSF Recruiting)
3. Learning
4. Validated Learning
5. Workforce Analytics
6. Workforce Planning

Under the standard provisioning process, products are provisioned with two (2) tenants:

- *A Test* tenant in the *Preview* environment.
- *A Productive* tenant in the *Production* environment.

Software updates and upgrades are released in the Preview environment approximately 5 weeks prior to the General Availability (GA) release in the Production environment. Employee Central and Validated Learning have different provisioning set ups as further described below:

B. EMPLOYEE CENTRAL EXCEPTION

Employee Central is provisioned with *three* (3) tenants:

- A *Test* tenant in the *Preview* environment.
- A *Productive* tenant in the *Production* environment.
- A non-productive *Development* tenant in the *Production* environment.

As of July 20, 2020, when Employee Central, core HR option is purchased, customers are entitled to a third tenant for the following products, provided the customer is licensed for them: Performance & Goals, Compensation, Succession & Development, Time Tracking, Opportunity Marketplace, Onboarding, Recruiting, Workforce Analytics, Workforce Planning, Learning, Validated Learning, Career and Talent Development and Jam.

For older versions of Employee Central, *SAP Finance, core HR add-on* and for *GROW with SAP, core HR add-on*, the third tenant is only provisioned for the products that reside on the SuccessFactors HCM (BizX platform) (Employee Central, Performance & Goals, Compensation, Succession & Development, Time Tracking, Opportunity Marketplace, Career and Talent Development and Onboarding).

Please note that on-demand provisioning of Development tenants will become available only after provisioning of the module's respective Productive tenants have been requested.

C. SMARTRECRUITERS EXCEPTION

SmartRecruiters and SmartRecruiters Winston for SAP SuccessFactors are subject to standard tenant provisioning under section A, i.e. they are provisioned with 2 tenants: (a) A Test tenant in the Preview environment and (b) A Productive tenant in the Production environment.

However, customers who have subscription to SAP SuccessFactors Employee Central, regardless of the version, are provisioned with 3 tenants: (a) A Test tenant in the Preview environment, (b) A Productive tenant in the Production environment and (c) A non-productive Development tenant in the Production environment.

D. VALIDATED LEARNING EXCEPTION

Due to the compliance required for those industries requiring a Validated Learning System, Validated Learning is provisioned with Four (4) environments; Sandbox, Stage/Preview, Pre-

Production and Productive. For more information on Validated Learning Environments, please refer to the SAP Help Portal - Validated SaaS.

E. SAP SUCCESSFACTORS PROVISIONING BY PRODUCT

The following table shows the tenants that are provided for each solution.

	Preview Environment		Production Environment		
Product Purchased	Test	Stage	Pre-production	Development	Productive
SFSF Recruiting	1			A Development tenant is provided with the purchase of Employee Central; in Prev for Recruiting Marketing and Posting, and in Production for all other products.	1
Succession & Development	1				1
Compensation	1				1
Performance & Goals	1				1
Onboarding	1				1
Time Tracking	1				1
Opportunity Marketplace	1				1
Employee Central	1				1
Jam	1				1
Workforce Analytics	1				1
Workforce Planning	1				1
Learning	1				1
Validated Learning	1	1	1		1
SmartRecruiters	1				1

Note that additional Test tenants can be ordered for most solutions (please refer to the specification sheet *SAP SuccessFactors Additional Test Tenants* – Commercial Options for more details, document is available at https://www.sap.com/about/agreements/policies/cloud-service-specifications.html?sort=latest_desc*)*.

F. EMPLOYEE CENTRAL PAYROLL

Upon purchase of Employee Central Payroll, a 3-system landscape will be provisioned, consisting of a Development, Quality Assurance (QA) and Production system. Additionally, up to 3 additional tenants (clients) can be requested – 2 QA and 1 Development – at no additional charge.

G. SAP SUCCESSFACTORS WORK ZONE

SAP SuccessFactors Work Zone is provisioned with an SAP Business Technology Platform (BTP) Productive tenant (if not in place already), and an SAP SuccessFactors Work Zone Productive tenant. If customers also need to set-up non-productive SAP Work Zone environments additional tenants, it can be configured (1 per SAP BTP sub-account).

H. EMPLOYEE CENTRAL SERVICE CENTER

Employee Central Service Center is provisioned with three tenants: (i) SAP Cloud Platform Productive tenant, (b) SAP Cloud for Customer Productive tenant, and (iii) SAP Cloud for Customer Test tenant.

I. SAP SUCCESSFACTORS ENTERPRISE SERVICE MANAGEMENT PACKAGE

SuccessFactors Enterprise Service Management is provisioned with two SAP Sales and Services Cloud tenants. One for productive use and one for non-productive use. Additional tenants are available for purchase.

J. PEOPLE INTELLIGENCE

People Intelligence is provisioned with three Productive tenants. Two Datasphere tenants and one SAP Analytics Cloud tenant.

K. REGIONAL EXCEPTIONS / POINTS OF INTEREST

China (Shanghai) Data Center (DC 30) Exceptions

- DC 30 requires a contract with China DataCom Corporation (CDC), the 3rd party owner of this Data Center (DC), for SAP SuccessFactors solutions to be provisioned in this DC for the Customer. There are no exceptions.
- Recruiting Posting is not available in DC 30
- Provisioning in DC 30 may be subject to change.

DISCLAIMER

- SAP reserves the right to change this document at any time in its sole discretion.
- The terms of the Agreement (Cloud GTCs) governing modification to the Cloud Service apply to tenant provisioning scope in a Preview or Production environment.