

Brexit – Top 4 Customer Questions

<p>Continuity (of SAP SaaS Services delivered from outside of the UK)</p>	<p>With more than four decades of experience applying technology to enable our customers to transact business across the dynamic trade relations of more than 180 nations, we are prepared and able to support our customers without interruption.</p> <p>Since the referendum, SAP have conducted continual assessments of our solutions, services and internal systems designed to ensure minimal disruption for our customers, partners and employees in a no-deal scenario. As a result, we can confirm that:</p> <p>SAP does not foresee significant interruption in the provision of SAP software or digital services to our customers or partners. If details emerge that require businesses to change processes implemented on SAP systems, SAP will communicate with and support customers, partners and suppliers active on our business networks as required.</p>
<p>Support (EU based SAP consultants/support for customer issues)</p>	<p>SAP does not foresee risk from a no-deal Brexit to the job security or mobility of our employees, neither for UK citizens in the UK, nor UK citizens located in the EU, nor EU citizens located in the UK.</p>
<p>Readiness (Brexit readiness for current SAP Software (OSS Note 2749671))</p>	<p>SAP will communicate technical information through SAP Notes. For BREXIT please refer to BREXIT: Through the Transition period and beyond SAP note 2885225 https://launchpad.support.sap.com/#/notes/2885225</p>
<p>Data (Cross Border Data Flows/GDPR)</p>	<p>In order to provide a legal basis for cross-border data flows and to support and supply services to customers in the UK both during and after transition, SAP has in place the Standard Contractual Clauses which are an approved transfer mechanism under GDPR and in line with published recommendations from the ICO. As with any other area where regulations and guidance may change SAP will continue to review these mechanisms and assess any required customer updates.</p>