



Specification Sheet

SAP SuccessFactors Limited Disaster Recovery Overview

Enhanced Disaster Recovery option may be ordered for:

SAP SuccessFactors Performance & Goals

SAP SuccessFactors Succession & Development

SAP SuccessFactors Compensation

SAP SuccessFactors Learning

SAP SuccessFactors Validated Learning

SAP SuccessFactors Employee Central (included in subscription)

Eligible production data centers: DC2 (Amsterdam, the Netherlands); DC4 (Chandler, Arizona, USA); DC8 (Ashburn, Virginia, USA) and DC12 (St. Leon-Rot, Germany).

SAP designs its service for high availability, security, and data integrity. All data centers are ANSI TIA/EIA-942 Tier III+ rated facilities. An N+1 engineering model helps ensure scalability and reliability for all critical systems and components at the production site. System architecture requires a disaster recovery plan for a potential major disruption in datacenter facilities and operations.

A disaster is only 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. At the highest level, there are two possible scenarios that would require we invoke the disaster recovery plan:

1. Natural Catastrophe:

This is generally an unexpected occurrence with little or no lead time. Seasonal weather patterns and geographic anomalies affect data centers in different ways, but regardless of the circumstances, the primary site is left inoperable. SAP SuccessFactors takes a leadership role in monitoring risk, declaring a disaster and invoking the Disaster Recovery plan – ensuring personnel in the “failover site” are prepared to support production for a minimum of six months from handover. After the Disaster Recovery event has been resolved and the data center rebuilt, SAP SuccessFactors makes the decision to reconstitute in the original production site.

2. Man-made Incident:

This, too, is an unplanned event which incapacitates infrastructure at the production site. Emergency incidents are assessed by SAP SuccessFactors and SAP Corporate Infrastructure Services (CIS). A SAP management member with proper authorization must officially declare a disaster in order to initiate a Disaster Recovery plan. Operations from the secondary site could last anywhere from a few weeks to many months. Initiation of the failback plan is at SAP’s sole discretion.

All SAP SuccessFactors products include, at a minimum, 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 service from backups as soon as possible in case of a disaster resulting in loss of the production data center. Back-up data is retained for thirty (30) days. The Enhanced Disaster Recovery option is available as described below.

Disaster Recovery Option	Backups and Other Included Disaster Recovery Services	Current Enhanced Disaster Recovery Option
Event Scenarios	Entire production data center is incapacitated and offline due to natural or man-made catastrophic event	Entire production data center is incapacitated and offline due to natural or man-made catastrophic event
Short Service Description	Restore replicated backups from disk at a remote location with an in-place network and security. SAP may temporarily re-allocate resources from other environments and backfill. SAP maintains an open purchase order for storage and replacement servers during emergencies.	Near real-time, asynchronous data replication 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 separate storage array	Weekly full / Nightly incremental / Archive logs multiple times daily to separate storage array
RPO: Target age of data	None specified; likely 24 hours, but last full backup could be as much as 7 days old	Could be as little as one hour, but no more than of 24 hours of data loss
RTO: Data access and application functionality	Commercially reasonable efforts to restore service as soon as possible	48 hours to grant administrator access / service
RTO: Full pre-event compute capacity	Commercially reasonable efforts to restore 100% capacity as soon as possible	48 hours to restore 100% service capacity
Written Plan Document	No customer-specific written Disaster Recovery plan; only Global Disaster Recovery solution available upon request	Customer-specific, written Disaster Recovery Plan available upon request
Annual Disaster Recovery Test	Only SOC report evidence of annual Disaster Recovery test	Annual Cloud Disaster Recovery solution test with option for customer participation when in-region
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 applications supporting only critical business functions listed above and effective at the time a Disaster Recovery event is declared
Annual Recurring Fee	Included with customer's subscription; no additional charges.	Subscription surcharge for all modules listed above except EC

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