CUSTOMER

SAP Release and Maintenance Strategy

February 4, 2020
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1. **INTRODUCTION**

This document provides an overview of the release and maintenance strategy of SAP and applies to standard software releases only. Other release types such as standard-related custom development project releases, custom development project releases, focused business solutions, or early adoption releases, follow a different release and maintenance strategy. Through the Product Availability Matrix (PAM), SAP regularly publishes key release and maintenance information about specific SAP software releases.

Specific software releases may be exempted from individual maintenance strategy rules. These exceptions do not apply to core application releases and their enhancement packages or to releases of the SAP NetWeaver technology platform.

SAP cannot support third-party software after the suppliers' support has expired. In such cases, customers may have to upgrade to more recent releases of the respective third-party software (if available), provided those releases are supported by the release of the SAP software in question.

2. **ON-PREMISE**

2.1. **Availability**

The objective of the SAP Release Strategy is to align the availability of SAP software products. Usually, software releases are shipped in a defined sequence.

2.1.1.**Enhancements, New Functionality, Improvements**

2.1.1.1. **SAP Business Suite**

Enhancements to SAP Business Suite software may be delivered as follows:

- *Enhancement packages* for SAP Business Suite core applications and the SAP NetWeaver® technology platform.
- Releases of *add-ons* and *stand-alone applications* for lines of businesses, industries, and enablement for new technologies.
- Continuous improvements through the *SAP Notes service* as well as *feature packages* and *support packages*.

2.1.1.2. **SAP BusinessObjects™ business intelligence (BI) solutions not running on SAP NetWeaver**

Enhancements to SAP BusinessObjects™ business intelligence (BI) solutions not running on SAP NetWeaver may be delivered in major or minor releases:

- *Major releases* regularly contain major new functionality, and architectural platform changes are possible.
• **Minor releases** regularly include new and improved business functions that can be implemented and adopted quickly.

• Generally, the interfaces remain stable between major and minor releases.

• A major SAP BusinessObjects BI platform release and the following minor releases are referred to as an “SAP BusinessObjects BI platform release family”.

• Stand-alone or add-on software products interacting or based on a new major SAP BusinessObjects BI platform release, will generally be adapted to the new major release over time.

2.1.1.3. **SAP BusinessObjects products running on SAP NetWeaver**

SAP BusinessObjects products running on the SAP NetWeaver platform follow the common SAP Release and Maintenance Strategy for SAP software products.

2.1.1.4. **SAP Business One**

Enhancements to the SAP Business One® application may be delivered in major or minor releases:

• **Major releases** regularly contain major new functionality or architectural platform changes or both.

• **Minor releases** regularly include new and improved business functions and/or corrections can be implemented and adopted quickly.

• Generally, the interfaces remain stable between major and minor releases.

• A major SAP Business One release and following minor releases are referred to as an “SAP Business One release family”.

2.1.1.5. **SAP HANA**

Updates to the SAP HANA® platform are called “revisions” and may be delivered several times a year. A revision may contain corrections and new technical features. Generally, these updates are downward compatible.

2.1.2. **Add-On releases**

SAP may deliver add-on releases or a sequence of releases, that might build on a specific SAP software release, for example SAP Global Trade Services application offers several releases for the same SAP NetWeaver main release.

2.1.3. **Content Shipments**

SAP may support a specific software release with various content shipments. The release cycle of a content shipment from SAP typically follows the release cycle of the release it supports. Some content shipments deliver a sequence of releases supporting a certain release.
2.2. Shipment Phases

SAP software releases (except content releases or content shipments (definition in glossary)) and corresponding enhancement packages are generally introduced into the market in two shipment phases: controlled and unrestricted.

2.2.1. Controlled Shipment Phase

Most new releases become available after the release-to-customer (RTC) date in a controlled shipment phase. During the controlled shipment phase, the SAP Early Adopter Care program (formerly called SAP Ramp-Up) supports first productive use:

- Controlled shipment phase starts with RTC date.
- Customers participating in SAP Early Adopter Care can use the new release in their productive environment.
- SAP Early Adopter Care program: Knowledge transfer to consultants and partners globally and gathering feedback from customers, especially about new features.
- SAP provides corrections for this new release.
- SAP communicates the planned maintenance duration for this release.

2.2.2. Unrestricted Shipment Phase

With the successful end of the SAP Early Adopter Care program, the unrestricted shipment phase of an SAP software release begins on the general availability (GA) date. During the unrestricted shipment phase, the release is available to all customers. SAP continues to

- provides corrections for this release.
- communicates the planned maintenance duration for this release.

2.2.3. Beta Shipments

In some cases, SAP may offer beta shipments prior to the controlled shipment phase. Beta shipments may be used for testing purposes only. They are not available for productive use. The content and the planned RTC date of software releases made available under a beta shipment might be subject to change. Therefore, customers should not place undue reliance on a beta shipment and the features or functionalities presented therein and should not rely upon them in making purchasing decisions.

2.2.4. Default Release

The default release represents the most recent release in mainstream maintenance and in the unrestricted shipment phase. New customer software purchases contain the default release unless a different release in mainstream maintenance is specified explicitly.
During the maintenance period of a release, SAP may offer support releases that contain all previously available support packages to facilitate and expedite implementation and upgrade projects.

![Figure 1: Shipment Phases](image)

### 2.3. Maintenance Strategy Rules

#### 2.3.1. SAP S/4HANA

SAP S/4HANA generally provides innovations on a regular basis through releases and feature packages.

The last feature package stack for a given release before a new release is shipped is usually the starting point of the maintenance-only phase. During a maintenance-only phase, SAP generally provides corrections but no new innovations for the release. After the end of mainstream maintenance, the release usually enters customer-specific maintenance.

![Figure 2: Overview of Release and Maintenance Strategy for SAP S/4HANA](image)
Maintenance deliveries, such as feature packages or support packages for SAP S/4HANA follow the same rules as other SAP standard products. SAP at this point in time does not plan enhancement packages for SAP S/4HANA, but SAP will provide maintenance for SAP S/4HANA until Dec 31, 2040.

2.3.1.1. Compatibility Packs

For some business scenarios available today within SAP Business Suite software, SAP offers compatible copies of related SAP Business Suite core applications and add-on software products (compatibility packs) that also run in an SAP S/4HANA software environment. A compatibility pack lets customers run these scenarios in an SAP S/4HANA installation. The term license of these compatibility packs ends December 31, 2025. Compatibility packs as documented in note 2269324 and in the Software Use Rights (SUR) document.

2.3.2. SAP Business Suite Core Applications

SAP provides mainstream maintenance for SAP Business Suite 7 core applications including SAP ERP 6.0, SAP Customer Relationship Management 7.0, SAP Supply Chain Management 7.0, SAP Supplier Relationship Management 7.0, and SAP Business Suite 7 Add-Ons until December 31, 2027.

From January 1, 2028 all SAP Business Suite 7 core applications and respective SAP Business Suite 7 add-on products will enter the customer specific maintenance (CSM) phase.

SAP offers an optional extended maintenance phase from January 1, 2028 until December 31, 2030. This three-year extended maintenance phase comes at an additional fee on top of the respective maintenance fee. Details are documented in note 2881788.

2.3.3. SAP NetWeaver

Maintenance dates for embedded SAP NetWeaver releases are aligned with the maintenance dates for the core applications. Details are documented in SAP Note 1648480.

2.3.4. Enhancement Packages

Maintenance dates for enhancement packages follow the respective underlying release. Section 2.4.1 provides more details which EHPs are support during the mainstream maintenance phase.

2.3.5. SAP BusinessObjects Business Intelligence (BI) platform release family

The following maintenance durations generally apply for every release family of the SAP BusinessObjects BI platform:

- Seven (7) years of mainstream maintenance
- Two (2) years of priority-one support
Mainstream maintenance begins with the release-to-customer date for the major release and covers subsequent minor release in the release family that is shipped.

Each release in a release family usually has a mainstream maintenance period of at least two (2) years after the release-to-customer date.

As soon as a new release enters unrestricted shipment, the previous release is generally maintained for at least one (1) more year.

At the end of the seven (7) years of mainstream maintenance, generally priority-one support begins for the last shipped release within a release family. The last release generally closes the nine-year maintenance cycle for this release family.

Figure 3: Nine-Year Maintenance Cycle for an SAP BusinessObjects BI Platform Release Family

2.3.6. Add-On Software Products

Maintenance dates for add-on software product versions usually are aligned with the maintenance dates of the business application release they are based on.

For some add-on software products, SAP plans to provide several subsequent releases for the same underlying release. In this case, the maintenance period of the release sequence covers the entire maintenance period of the underlying release (see example in figure below), specifically:

- Maintenance dates for the last release of the sequence are aligned with the maintenance dates for the underlying release.
- All other releases within the sequence may have shorter mainstream maintenance than the underlying release (but at least two (2) years) and do not offer extended maintenance or priority-one support.
2.3.7. Other Stand-Alone Software Products

SAP usually provides other stand-alone software product versions with at least two (2) years of mainstream maintenance.

2.3.8. Content Shipments

SAP may support a specific release with one or more content shipments.

Maintenance dates for those content shipments are aligned with the maintenance dates of the supported SAP software release.

A content shipment may deliver a sequence of releases supporting a specific SAP software release. In such case, the maintenance period for the release sequence usually covers the entire maintenance period of the release that the content shipment supports, and the following rules apply:

- Maintenance end dates for the last release in the sequence are aligned with the maintenance end dates of the supported SAP software release.
- All other releases within the sequence may have shorter maintenance periods, and there is no extended maintenance or priority-one support.
- All releases within a sequence generally have maintenance term of at least one (1) year.

2.3.9. SAP Business One

SAP provides at least five (5) years of mainstream maintenance for an SAP Business One release family and related add-on software products.
For the SAP Business One release family, the five-year mainstream maintenance period begins with the general availability date of the major release (for example, x.0) and covers any subsequent minor releases (for example, x.1 and x.2) of the release family in question (see figure below). The following conditions apply:

- As soon as a new release within an SAP Business One release family has passed the general availability date, the maintenance of the preceding release is discontinued.
- Extended maintenance is not offered for SAP Business One releases and applications.

The maintenance duration per remote support platform release will be limited to at least one (1) year, starting with the general availability date. As soon as a new remote support platform for an SAP Business One release has passed the general availability date, maintenance of the preceding release ends.

![Five-Year Maintenance Cycle for an SAP Business One Release Family](image)

**2.3.10. SAP HANA**

Within the release and maintenance strategy for SAP HANA, SAP differentiates between the SAP HANA platform, SAP HANA editions, and SAP software products powered by SAP HANA:

- The SAP HANA platform is an SAP technology product that integrates several components, including a database, studio, and clients.
- SAP software products powered by SAP HANA follow the common release and maintenance rules of SAP software products.
- SAP HANA editions are license bundles that consist of the SAP HANA platform as a foundation but may add additional SAP software products to support certain scenarios or may restrict the usage to certain scenarios.

**2.3.10.1. Maintenance Strategy for the SAP HANA Platform**

The maintenance strategy for the SAP HANA platform is the following:

- The SAP HANA platform usually remains in mainstream maintenance as long as SAP application releases that are built on top are in mainstream maintenance, extended maintenance, or priority-one support.
- SAP ships updates with support package stacks, which are delivered from within one delivery stream and without additional ramp-up. SAP plans to release these approximately twice a year.
• Some software components of the SAP HANA platform provide new capabilities as part of support packages called “revisions” – for example, the SAP HANA database, SAP HANA studio, SAP HANA clients, the application function library software development kit (SDK), SAP liveCache technology, and a hardware configuration check tool.

• These updates are generally downward compatible. SAP may consider incompatible changes due to legal, security or other reasons. Details about these changes are usually documented in SAP Notes.

• Downward-compatible software component versions can be replaced by a higher version in the lifecycle of the software product version they are built into, like the SAP kernel (SAP Note 787302) and the SAP GUI interface (SAP Note 147519).

<table>
<thead>
<tr>
<th>Component</th>
<th>SPS 07</th>
<th>SPS 08</th>
<th>SPS 09</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP HANA database</td>
<td>[Revision 70.74]</td>
<td>[Revision 80.85]</td>
<td>[Revision 90.97]</td>
</tr>
<tr>
<td>SAP HANA client</td>
<td>[Revision 70.74]</td>
<td>[Revision 80.85]</td>
<td>[Revision 90.97]</td>
</tr>
<tr>
<td>SAP HANA studio</td>
<td>[Revision 70.74]</td>
<td>[Revision 80.85]</td>
<td>[Revision 90.97]</td>
</tr>
<tr>
<td>Application function library SDK for SAP HANA</td>
<td>[Revision 70.74]</td>
<td>[Revision 80.85]</td>
<td>[Revision 90.97]</td>
</tr>
<tr>
<td>SAP HANA host agent</td>
<td>SP 171</td>
<td>SP 180</td>
<td>SP 194</td>
</tr>
<tr>
<td>SAP HANA smart data access</td>
<td>SP 001</td>
<td>SP 001</td>
<td>SP 004</td>
</tr>
<tr>
<td>SAP HANA information access toolkit</td>
<td>SP 007</td>
<td>SP 008</td>
<td>SP 008</td>
</tr>
</tbody>
</table>

The term “revision” refers to packages containing fixes for the SAP HANA core components of the SAP HANA platform.

For all other parts of the SAP HANA platform, updates are provided in “support packages (SP).”

This list has been simplified for illustration purposes and does not show the entire set of material for SAP HANA.

Figure 6: Support Package Stack (SPS) Structure for the SAP HANA Platform

2.3.10.2. Revision Strategy

The Revision Strategy is an additional temporary available maintenance stream for SAP HANA focusing on stabilization, and an additional validation.

The revision strategy (see figure below) comprises of:

• Support package revisions (bug fixes, performance improvements, and new capabilities). In general, new capabilities are delivered with the initial revision of a support package stack (for example, revision 80, 90, 100).

• Maintenance revisions (only major bug fixes).

Customers may now choose to:

• Maintain SAP HANA with the latest support package revision.

• Stay temporarily on certain maintenance revisions (based on the last revision before a new support package stack for the SAP HANA platform is released).
SAP plans to provide bug fixes and security patches for every support package stack either until the next but one support package stack is released or for about one year. Afterwards, customers must adopt regular more recent support package stack to receive further fixes.

Possible update paths from maintenance revisions to support package revisions are described in SAP Note 1948334.

**2.3.10.3. Update Strategy for the SAP HANA Platform**

Building on the availability of maintenance revisions for SAP HANA, customers can opt either to keep a previous SAP HANA support package stack running until SAP end the provisioning of bug fixes and security patches or to immediately adopt the new stack upon release. This depends on the individual and unique customer needs for adopting new features and capabilities of SAP HANA.

For more information and recommendations for update strategies are documented in SAP Note 2021789 (HANA 1.0) and SAP Note 2378962 (HANA 2.0).
2.3.11. **Downward-compatible software components**

Downward-compatible software component versions can be replaced by a higher version in the course of the life-cycle of the software product version in which they are built. Therefore, such software component versions are usually not maintained for the entire maintenance period of the software product version into which they are built.

Examples:
- SAP kernel: SAP Note [787302](#)
- SAP GUI: SAP Note [147519](#)

2.4. **Maintenance Phases**

2.4.1. **Mainstream Maintenance**

Mainstream maintenance is offered for all SAP software releases. Mainstream maintenance begins with the release-to-customer date and continues throughout the unrestricted shipment phase. Usually, the end of mainstream maintenance for an SAP software release is later than (or equal to) the end of mainstream maintenance of the predecessor release (if available). SAP usually provides corrections for the entire mainstream maintenance period, such as:

- **SAP Notes** – provides instructions on how to remove known errors from SAP software. SAP Notes generally include a description of the symptoms and the cause of the error as well as the release in which the error occurs and support package level in which the error is corrected.

- **SAP Security Notes** – expert advice from SAP regarding important action items and patches to improve the security of customer systems. Security patches are made available each month on “SAP Security Patch Day.” For more information, as well as the SAP Security Patch Day schedule, see [SAP Security Notes → SAP Security Patch Day](#).

- **Support Packages** (including service packs for releases of SAP BusinessObjects BI solutions) – bundle of software corrections available for all SAP software development environments (for example, ABAP® and Java programming languages). Support packages may include legal changes.

- **Support Package Stacks (SPS)** – sets of support packages and patches for the respective software release that must be used in the given combination. Support package stacks should be considered as an entity in themselves; customers must heed the minimum requirements and dependencies between individual components and apply the support packages and patches specified in the support package stack together. For more information, a list of supported releases, and the current support package stacks, see [SAP Support Package Stacks](#) on SAP Support Portal.

- **Feature Packages and Feature Package Stacks (FPS)** – deliver nondisruptive innovation for generally available product versions as well as bundling software corrections and legal changes. A feature package delivery comes as a feature package stack. As with a support package stack, it must be used in the given combination. A feature package stack should be seen as an entity in itself – customers must heed the minimum
requirements and dependencies between individual components and apply the feature packages and patches specified in the feature package stack together. Feature packages are not provided for all product versions. SAP decides case by case whether a feature package phase is offered after general availability of a product version for a defined time period.

Figure 9: Product Version with a Feature Package Phase

- For those releases for which SAP provides enhancement packages, technology updates will be provided for the latest three (3) enhancement packages and support packages will be provided at least for the last enhancement package that is in unrestricted shipment phase.
- If enhancement packages are offered for a software product, SAP recommends that customers apply the latest enhancement package and the most recent support package stacks regularly. Most recent corrections and legal changes are received within one package and new functionality can be activated in a flexible way.

Figure 10: Possible Update Paths for Enhancement Packages
SAP strongly recommends regular implementation of support package stacks for SAP software products, at least once a year. Corrections that are provided in a given support package are usually not made available for previous support packages.

2.4.2. **Priority-One Support**

After the end of mainstream maintenance, SAP may offer priority-one support for SAP Predictive Analytics (SAP note 2880931) and selected releases of the SAP BusinessObjects portfolio that are not based on the SAP NetWeaver technology platform:

- The scope of priority-one support for unknown errors is limited to the handling of priority-one incidents only.
- Priority-one support is an optional offer (to provide more flexibility in deciding on the right time for an upgrade).
- Priority-one support does not require an additional payment or a specific maintenance addendum.
- Depending on the type of the customer’s support agreement, the switch to priority-one support will occur during the renewal period or the customer will receive priority-one support by default if continuing to run a release during its priority-one support period.

2.4.3. **Extended Maintenance**

The scope of support for the extended maintenance period is similar to the scope of support provided during mainstream maintenance.

Currently extended maintenance is offered as an option for SAP Business Suite 7 core applications and SAP Business Suite 7 related add-on products from January 1, 2028 to December 31, 2030. Details are documented in note 2881788. Customers can request a quotation for extended maintenance through the respective SAP Account Executive or respective partner contact.

2.4.4. **Customer-Specific Maintenance**

Customer-specific maintenance is generally offered for all SAP releases except for SAP Predictive Analytics, SAP Business One and SAP BusinessObjects solutions not based on SAP NetWeaver. Software deployed at the customer’s site can enter the customer-specific maintenance phase in one of three ways:

- Customer’s extended maintenance contract term ends.
- Mainstream maintenance period ends, and extended maintenance is not offered.
- Mainstream maintenance period ends, and extended maintenance is offered, but the customer does not choose to take advantage of the offer.

A release enters customer-specific maintenance automatically. There is no need to apply for an additional contract. During customer-specific maintenance, SAP offers support services like those offered in the mainstream maintenance phase, with some restrictions, including:
- no delivery of new support packages.
- no updates to cover legal changes.
- technology updates are limited.
- problem resolution is customer specific, which means customers are charged for solving problems not yet known to SAP.

Further information is documented in SAP Note 52505 or in the Maintenance section on SAP Support Portal.

### 2.4.5. Upgrade

SAP generally provides upgrade paths for SAP software releases and the corresponding content releases and access to upgrade procedures to the current release. Usually, customers may upgrade directly from one release to any other subsequent release as long as the releases are in mainstream maintenance. Depending on technological constraints, an upgrade to a release that is several releases beyond a customer's current release may have to be performed in more than one step.

To facilitate smooth upgrades, SAP usually provides a sufficient overlap of two (2) successive releases to make sure that the time in which customers can upgrade from one release to the next is at least one (1) year for SAP software releases (exception: SAP Business One). For content releases, the overlap is usually at least six (6) months. By that, customers should have a sufficient window of opportunity to upgrade from one release to the next without leaving mainstream maintenance support.
3. CLOUD

3.1. Purpose

Organizations are increasingly preferring to manage their business using software delivered and maintained in the cloud. SAP has a wide variety of cloud solutions to support a wide variety of business scenarios. Software managed in the cloud provides easy adoption and fast access to new features. This section specifically addresses the primary release and maintenance strategy for SAP's cloud solutions.

In addition to cloud solutions that provide business functionality, SAP also offers infrastructure solutions such as SAP HANA Enterprise Cloud, which is not covered within this document. Single tenant instances are also not covered.

3.2. Availability

3.2.1. Scheduling for the Intelligent Enterprise Suite

With the vision of the Intelligent Enterprise Suite, SAP has begun to align the release dates of the associated solutions to work as an integration solution. Starting in 2020, many of SAPs' largest cloud products will follow a harmonized release calendar as documented in SAP note 2888562.

A yearly schedule is compiled and announced during the previous calendar year. Considerations are made to avoid quarter and month end financial activities and major global holidays.

3.2.1.1. Quarterly Releases

Customer-impacting releases for the major Intelligent Enterprise Suite products will take place in February, May, August and November each year. Individual products may release on any or all of the quarterly dates. Customers should expect to receive advance communication of features and should allow themselves time to prepare for impactful changes to their systems.

3.2.1.2. Monthly Feature Deliveries

Major products integrated with the Intelligent Enterprise Suite may have an optional, no-impact release on harmonized monthly feature delivery weekends. As with the quarterly releases, each product has the option to release during any or all of these windows. Customers should not need to prepare for or take action for the monthly feature deliveries. Changes delivered in a feature release should be virtually invisible to the end user.
3.2.1.3. Release Calendar

SAP note 2888562 documents the current harmonized release calendar for SAPs’ Intelligent Enterprise Suite Cloud products. For specific times, please consult the most current version of the Service Level Agreement, found on the SAP Trust Center website, in addition.

3.2.2. Scheduling Outside the Intelligent Enterprise Suite

Products not related to the Intelligent Enterprise are taken care of on an individual basis to determine the dates and frequency of releases and/or feature deliveries.

3.2.3. Continuous Delivery

In addition to monthly feature deliveries, some products within SAP have moved to a continuous delivery approach wherein customers may receive frequent system changes (e.g., daily or weekly). These changes should not require customers to take action and are generally invisible to the end user.

3.2.4. Preview / Test Phase

Many SAP products offer a test period in a non-productive environment prior to production wherein customers have the option to preview or test features which will be delivered in the upcoming release.

3.3. Maintenance

3.3.1. Product and Infrastructure Maintenance Windows

All SAP products and data centers receive routine updates that may be in the form of fixing defects or upgrading physical infrastructure. For a description of system availability (downtime) and product-specific maintenance windows, please reference the most current version of the Service Level Agreement, found on the SAP Trust Center website.

3.3.2. Product or Feature Sunset

From time to time, a refined strategy may lead to the sunset of select products or features. When this happens, SAP will generally notify affected customers with a plan specific to that product or feature.
4. INTEGRATION OF ON-PREMISE AND CLOUD PRODUCTS

Often SAP Cloud solutions provide integration capabilities to the customer’s local SAP back-end systems. To ensure secured communication and high-quality processes often the on-premise solutions at the customer need to be enabled by respective additional functionalities.

From a release and maintenance perspective, it is important to differentiate whether the local on-premise SW is part of the subscription scope of the SAP Cloud Solution or the local on-premise SW is an own on-premise SAP Product.

4.1. Local on-premise SW is part of the subscription scope of the SAP Cloud Solution

In addition to the hosted portion of the cloud service, for some cloud services SAP may make available a so-called on-premise integration application (oP IA). This oP IA may be downloaded by customers subscribing to the cloud service; the oP IA acts as a functional enhancement e.g. as a connector between the customer’s on-premise landscape and the respective cloud service.

An oP IA does not follow the release and maintenance strategy for SAP on-premise standard software because it is part of the cloud service. Details can be found in Note 2658835 - Hybrid Cloud Offering and is to create transparency about the strategy for oP IAs concerning availability, support and interoperability.

In exceptional cases an individual oP IA may deviate from these rules. In such cases SAP will refer to separate interoperability and maintenance strategy.

4.2. Local on-premise SW is an own on-premise SAP Product

A cloud solution may be integrated with a defined set of on-premise SAP software product releases. For this integration, on-premise SAP Products, which enable the integration between the cloud product and the corresponding on-premise software product may be required. Such on-premise products (aka integration components or cloud connectors) and are either add-ons to an on-premise SAP product or a standalone on-premise product.

If provided as on-premise software products (provided under a separate license) or as part of an on-premise SAP product, they follow the common on-premise release and maintenance rules. After an update of the cloud solution, it may be necessary to update also the respective on-premise product. Usually at least the same set of functionalities as before is supports as long as the on-premise software releases within this set are in mainstream maintenance.
If customers would like to take full advantage of new or enhanced functionality, they may be required to update integration-specific on-premise components or the corresponding on-premise SAP software product which integrates with the cloud solution. If customers prefer to use already-existing functionality only, no upgrade or update is enforced as long as the corresponding on-premise software releases are in mainstream maintenance.

5. MOBILE APPLICATIONS

For integrated business scenarios, a separate on-premise software product is also needed in addition to a mobile app to enable back-end connectivity to one or more SAP software systems. Typically, these integration products are add-on software product versions and follow the common on-premise release and maintenance rules for SAP on-premise software products.

5.1. Availability

Mobile apps are available to customers on the SAP Store and external third-party mobile app stores, such as the Apple App Store or Google Play.

5.2. Functional Enhancements and Maintenance

If functional enhancements or corrections are supplied by SAP, the delivery is usually made by new versions of the mobile app. If SAP is considering offering a maintenance service for a mobile app, the scope of the maintenance service only includes mainstream maintenance (e.g., no extended maintenance for an additional fee or customer-specific maintenance).
6. GLOSSARY

This glossary explains terms used in the SAP Release and Maintenance Strategy. Further SAP or technology-related terms are provided on the SAP Help Portal.

A

**add-on release** – SAP application release that is technically dependent on and can be installed only on top of another SAP application.

**application** – software unit supporting a specific collection of business processes required to address defined business needs.

B

**beta shipment** – beta programs designed for customers interested in working with SAP to validate and experience SAP’s upcoming solutions. Access to the solutions is provided under a test and evaluation agreement and can be used for test and evaluation purposes only.

C

**cloud solution** – a service offered to customers that is managed by SAP or partners and made available to business users over the internet.

**compatibility pack** – a compatibility pack provides customers with a separate usage right for selected SAP Business Suite core applications and related add-on products. This pack always relates to at least one SAP license material and allows customers to deploy a compatible copy of licensed SAP Business Suite software into an SAP S/4HANA installation.

**content shipment** – complementary software for SAP applications that supports the customers’ integration, implementation, and configuration activities.

**controlled shipment phase** – first phase of a release delivery, which may be rolled out within the framework of the SAP Early Adopter Care program. The program determines how many customers receive the release and increases distribution in a controlled way. This phase is followed by the unrestricted shipment phase.
core applications – set of SAP Business Suite software applications that include SAP ERP, SAP Customer Relationship Management, SAP Product Lifecycle Management, SAP Supply Chain Management, as well as SAP Supplier Relationship Management applications.

customer-specific maintenance – maintenance phase after mainstream maintenance has expired and customer does not opt for extended maintenance as further set forth in the Release and Maintenance Strategy document above, with reduced scope of support.

D

default release – most recent release in unrestricted shipment, which begins on the general availability date. When ordering an SAP application, customers receive the default release unless a different release in mainstream maintenance is explicitly specified.

E

enhancement package – an optional package that allows customers to take advantage of ongoing business innovation while keeping the core systems stable.

extended maintenance – optional maintenance phase offered at an additional fee for selected releases of SAP software after mainstream maintenance has expired, with a scope of support similar to mainstream maintenance.

F

feature package – packages that deliver nondisruptive innovation for generally available product versions, also bundling software corrections and legal changes.

G

general availability date – point in time when a release becomes generally available to all customers.
industry application – software unit supporting a specific collection of business processes required to address the needs of a specific industry.

integration – interoperability of a defined set of SAP software releases within a customer’s system landscape.

legal change – correction to SAP software to adapt existing functions in an SAP software release to changed legal and regulatory requirements.

mainstream maintenance – maintenance phase that includes full scope of support. It is usually followed by a customer-specific maintenance or priority-one support phase. Extended maintenance may be available as well in certain situations as set forth in the Release and Maintenance Strategy document above.

maintenance – software support comprising (depending on maintenance phase), support for legal changes and corrections delivered through the SAP Notes tool, support packages, problem support, and access to information as well as online service channels.

maintenance strategy – a set of rules that determines the length and conditions of maintenance for SAP software releases. Detailed rules can differ depending on the type of application.

master guide – document containing information on how to install SAP software to support business scenarios and that includes links to all other documents required to complete the task.

powered by SAP HANA – an SAP offering powered by SAP HANA runs on the SAP HANA platform. More than 100 SAP applications are currently “powered by SAP HANA.” Partner solutions or applications that are powered by SAP HANA are certified by SAP to run on the SAP HANA platform. These applications take advantage of the distinctive capabilities of SAP HANA.

priority-one support – an optional maintenance phase offered after the mainstream maintenance phase expires for specific releases of the SAP BusinessObjects Business Intelligence platform and SAP BusinessObjects business intelligence solutions.
R

release – SAP software that has a version number, is shipped at a particular point in time, and has defined maintenance phases. The terms “release” and “product version” are often used as synonyms.

release sequence – a sequence of product versions that are add-on application releases to the same technology platform or core application release.

release-to-customer (RTC) date – date that marks the initial availability of a release to customers and the beginning of a controlled shipment phase.

release type – defines a framework for behavior and characteristics that the software product will comply with, depending on the deployment mode (on-premise, cloud, mobile).

S

SAP Business Suite – an SAP NetWeaver–based family of integrated core applications, industry applications, and supplementary applications.

SAP Early Adopter Care – successor program to the SAP Ramp-Up and General Availability Care programs that connects customers with products and innovations to help them simplify, innovate, and digitize – fast. The program gives our customers a channel to SAP’s development organization, enabling two-way communication, improving transparency, and allowing stakeholders to react to and minimize project risk. At the same time, SAP Early Adopter Care can help improve SAP products, drive company strategy to increase adoption, and better serve all SAP customers.

SAP HANA maintenance revision – revision that contains only major bug fixes in key scenarios supported by SAP HANA; is based on the last revision before a new support package stack for the SAP HANA platform is released, targeting customers with a clear focus on stabilization; and is released on demand and focuses on production and business-critical scenarios supported by SAP HANA. The provisioning of new maintenance revisions ends with availability of an SAP HANA data center service point, approximately three months after the release of a successor support package stack. From this date, customers must adopt the regular support package revisions to receive further fixes.

SAP HANA support package revision – individual software corrections and updates available for SAP HANA. Revisions are cumulative and strictly downward compatible; they contain bug fixes, performance improvements, or new capabilities (as part of the support package stack for the SAP HANA platform) as well as all fixes that were delivered through SAP HANA maintenance revisions. They are targeted to customers looking for the latest capabilities in SAP HANA.
**SAP HANA support package stack** – set of support packages and revisions for all components included in the respective SAP HANA software release. Customers must heed the minimum requirements and dependencies between individual components and apply the support packages specified in the support package stack together. Typically, new usage scenarios and features for SAP HANA are introduced with a support package stack.

**SAP HANA data center service point** – outlines certain revisions that have been running in production enterprise applications at SAP before they are released to customers. Those revisions are planned approximately three months after the release of the latest support package stack and are intended to allow better planning of maintenance windows for production environments running on SAP HANA.

**SAP Ramp-Up** – program replaced by SAP Early Adopter Care.

**service pack** – a bundle of software corrections intended for wide distribution that contains fixes for issues of priority one, two, and three. These were adopted from the former BusinessObjects support policy. Service packs also contain platform updates and are released on a predefined schedule.

**software component version** – indicates the release of a software component. It is a technically distinguishable unit of software and is installed and patched as a whole. A software component version is the smallest unit that can be delivered, maintained, and deployed.

**software product version** – indicates the release of a product. It is defined mainly from a delivery point of view. There are two types of product versions: stand alone and add-on. A product version consists of one or more software component versions.

**stand-alone release** – SAP application release that can be deployed independently of other application releases.

**support package** – bundle of software corrections available as a support package for the ABAP programming language or a Java support package

**support package stack** – sets of support packages and patches for the respective software product version that shall be used in the given combination. Support package stacks should be seen as an entity in themselves; customers must heed the minimum requirements and dependencies between individual components and apply the support packages and patches specified in the support package stack together.

**support release** – release offered after the beginning of the unrestricted shipment phase, if required, and that contains a collection of all previously available support packages.
**technology update** – update to SAP software to support new or changed technologies – for example, to enable compatibility with new database versions, operating system versions, or browser versions or to integrate a release in new releases of other applications to support new scenarios.

**U**

**unrestricted shipment phase** – phase of release delivery during which all customers can obtain the release. The phase follows the controlled shipment phase.

**update** – process during a maintenance phase by which corrections are applied to software. This is generally performed by importing support packages into the customer’s system. In contrast to an upgrade, updates do not change software component versions.

**upgrade** – replacement of an existing application component with a newer software component version of that same application.