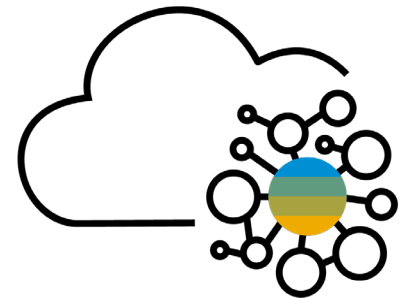


SAP Concur Cloud Platform Strategy

Final Update: December 2022

With over 20 years of experience running global-scale cloud services, we are constantly improving our cloud architecture to meet the needs of our customers around the world. Security and privacy are such a fundamental part of the service we provide to our customers that we contractually commit to our security standards.



We have migrated from a pure private cloud operation, where all equipment is owned by SAP® Concur®, to a cloud platform implemented in Amazon Web Services (AWS), providing an even stronger security posture, improved performance and stability, and faster innovation for our customers.

IMPORTANT NOTICE: The migration to a cloud platform has now completed for the North America and EMEA data centers. This migration FAQ will no longer be updated. The language within has ***not*** been updated to reflect that the migration has completed.

For information on the ongoing AWS Transfer (SFTP endpoint update), refer to [the Release Notes](#) and [this FAQ](#).

For permanent resources on our cloud platform and related topics, refer to the following:

- [SAP Trust Center](#)
- [Shared Responsibility Model: Cloud Strategy for SAP Concur solutions](#)
- [Data Center Locations: SAP Concur](#)
- [Subprocessors \(search for SAP Concur\)](#)

Find this FAQ also in [Spanish](#) and [Japanese](#).

This document and SAP's strategy and possible future developments are subject to change and may be changed by SAP at any time for any reason without notice. This document is provided without a warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, or noninfringement.

Legal disclaimer

The information in this document is confidential and proprietary to SAP SE or an SAP affiliate company and may not be disclosed without the permission of SAP SE or the respective SAP affiliate company. This document is not subject to your license agreement or any other service or subscription agreement with SAP SE or its affiliated companies. SAP SE and its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP SE or an SAP affiliate company's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP SE and its affiliated companies at any time for any reason without notice.

The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP SE and its affiliated companies assume no responsibility for errors or omissions in this document, except if such damages were caused by SAP SE or an SAP affiliate company's willful misconduct or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Table of Contents

MIGRATION PREPARATION CONSIDERATIONS..... 4

FREQUENTLY ASKED QUESTIONS 7

What does this mean for me as a customer? 7

Why did you choose a cloud platform?..... 7

When is this happening? 8

Where are your data centers located? 8

What exactly is moving to AWS? 8

What will the customer experience be?..... 9

How will Concur Open be updated to reflect the new AWS data centers? 10

Are there any changes to the e-mail addresses that our users send their receipts or other items to? 10

Are there any changes to APIs when we are moved to AWS?..... 10

Are there any changes to the Concur Salesforce Connector when we are moved to AWS?..... 11

Are there any changes to Single Sign-On (SSO) when we are moved to AWS? 11

Are there any changes to SAP Integration with Concur Solutions (SAP ICS) when we are moved to AWS? 11

Are there any changes to file transfer (SFTP) when we are moved to AWS? 12

Are there any changes to extract services when we are moved to AWS? 12

Are there any changes to the IP Restriction feature? 12

How did you test and validate the new AWS data centers? 13

How does this impact data security? 13

Will AWS have access to my data as part of the cloud platform? 13

How do I know which data center we are implemented on? 14

What if we require data to be hosted regionally? 14

How can we audit Amazon / AWS? 14

How does AWS approach the General Data Protection Regulation (GDPR)? 14

Will any SAP Concur policies around reporting of security incidents change as part of this move? 14

Will you add additional cloud providers beyond AWS? 15

How will backups and disaster recovery be handled with the AWS instances? 15

How will Production Sandbox Environments migrate to AWS, and will there be any differences in the future? 15

Where can I go to learn more? 15

PRODUCTION SANDBOX ENVIRONMENT (FORMERLY TEST ENTITIES) 16

Overview 16

User Profile Sync Process 16

Updates to Login IDs..... 16

SAP Integration with Concur Solutions (SAP ICS) in PSE Login ID Update 17

API Calls 17

E-mail Verification..... 18

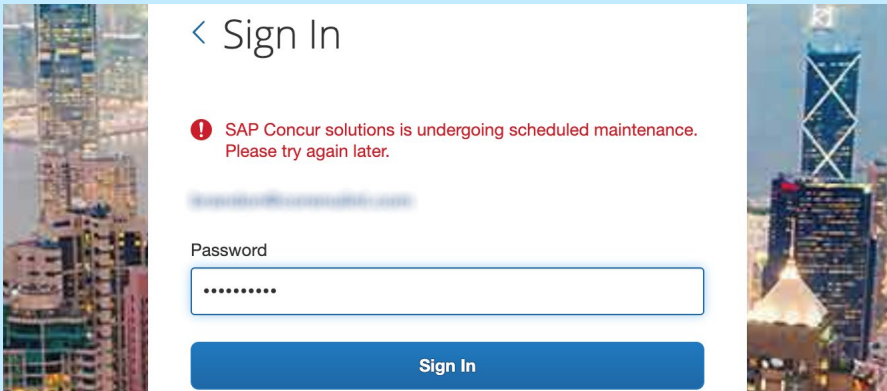
Most Recently Used List Items 18

Audit Trail for Vendor Manager 19

MIGRATION PREPARATION CONSIDERATIONS

The table below is designed to be a quick view into considerations and preparations for the migration to Amazon Web Services (AWS). While the experience is planned to be seamless for most customers, there are special circumstances that apply to some customers.

Find further details within the FAQ or related documentation.

Topic or Action	Applicability	Details
Migration Downtime	Applies to all customers at time of migration	<p>There will be some period of downtime when we migrate a customer entity and corresponding data. This is planned to be either during the weekend or after business hours. For most customers, the migration is planned to be seamless, and we do not expect there to be a need to prepare in advance. Immediately before or after the migration, there may be a period of time when users get other errors such as “Sorry, something went wrong”, “You are currently not set up to use any Concur products.” or they may not see any tabs. This is known behavior, and users can wait a short period and try again.</p> 
AWS Transfer Migration	Applies to all customers with SFTP after migration	<p>SAP Concur is changing our file transfer system to AWS Transfer. However, this will not coincide with when customers are migrated. Customers that use file transfer with SAP Concur solutions will receive details via e-mail needed to connect to our AWS Transfer system after their migration to AWS. We encourage customers to make this change as soon as possible after they receive the e-mail. The final deadline is January 31, 2023.</p> <p>For more details, see “Are there any changes to file transfer (SFTP) when we are moved to AWS?” below in this FAQ and the Release Notes.</p>
Review network and API connections	Depends on personal customer approach to allow listing	<p>Ensure that you are using the best practice and recommended setups:</p> <ul style="list-style-type: none"> If you allow list as part of API connections or an internal firewall, be sure that you are only allow listing based on the URL *.concursolutions.com to avoid any impact. If you allow specific URLs or IP addresses, please review the sections below on “Updated Naming Convention for Sub-URLs” and “Updated IP Addresses”.

Topic or Action	Applicability	Details
		<ul style="list-style-type: none"> Always store the geolocation and the refresh token as they may have changed. On subsequent calls, use the last received geolocation and refresh token. Review documentation here.
Updated Naming Convention for Sub-URLs	Depends on personal customer approach to allow listing	<p>We have implemented a more consistent naming convention for the URLs used to connect to SAP Concur solutions, based on data center. Users will continue to be able to access www.concursolutions.com and routed automatically to the correct URL or single sign-on (SSO) as part of their sign-in process. In rare cases, customers who restrict or filter access from their corporate network to specific URLs might need to update their configuration to enable users to connect to the new URLs. In rare cases, any direct URLs pointing to web pages on concursolutions.com may need to be updated, for example if you use them in your training materials. The URLs are as follows as of June 2021:</p> <ul style="list-style-type: none"> SAP has deployed us.concursolutions.com, which is functionality identical to the existing www.concursolutions.com SAP has deployed eu.concursolutions.com, which is functionally identical to the existing eu1.concursolutions.com SAP has deployed us2.concursolutions.com and eu2.concursolutions.com for AWS <p>It is not a best practice to only allow specific URLs. If restricted access is a requirement, SAP recommends allowing *.concursolutions.com to avoid having to make these adjustments in the future. For full information, view the June 2021 Release Notes for your product: Standard Professional.</p>
Updated IP Addresses	Depends on personal customer approach to allow listing	<p>Similar to the new sub-URLs, each AWS region will have a new set of IP addresses. We do not anticipate any interruption in functionality; however, customers who use allow lists or otherwise restrict SAP Concur IP addresses might need to update their lists to avoid disruption. SAP Concur does not recommend allow listing IP addresses. The recommendation and best practice is to add *.concursolutions.com to your allow lists rather than specific IP addresses. When the migration occurs, the IP addresses associated with our services will change (for example, callout connectors or an internal firewall).</p> <p>If your solution makes use of these capabilities, contact SAP Concur support or your SAP Concur representative for assistance. For more information, review the Shared Release Notes.</p>
Production Sandbox Environments (formerly Test Entities) changes and updates	Applies only to customers with a PSE	<p>Production Sandbox Environments (PSEs) are planned to be migrated to AWS around the same time as the customer's corresponding production entity and will have the same migration experience. While we make every effort to move both around the same time, there are circumstances where this may not be possible. PSEs will also see the same benefits as production entities, including greater stability and an expanded feature set.</p> <p>Since we will be hosting PSEs in the same environment as production entities, there are a few changes to expect that apply to PSEs only:</p> <ul style="list-style-type: none"> User profile sync process Minor updates behind-the-scenes to Login IDs

Topic or Action	Applicability	Details
		<ul style="list-style-type: none"> • SAP ICS in PSE user Login ID update (legacy authentication only) • API Calls may require an update • A change in the e-mail verification process • Most Recently Used items will not be migrated to AWS • Vendor audit trail in Concur Invoice will not be migrated to AWS <p>Find more information about PSE changes at the end of this FAQ and in the Release Notes.</p>
Concur Salesforce Connector	Applies only to customers with Concur Salesforce Connector after migration	<p>SAP Concur has released a version update for the Concur Salesforce Connector that, after the migration, each customer using this connector will need to update to.</p> <p>Customers using this connector will be communicated to directly through an SAP Concur Support Case with instructions and timing.</p>

FREQUENTLY ASKED QUESTIONS

What does this mean for me as a customer?

The SAP® Cloud Trust Center, founded on industry best practices in security and service management, is core to our cloud strategy. We understand that the confidentiality, integrity, and availability of data is vital to your business operations and our own success.

Moving to a cloud provider with Amazon Web Services (AWS) extends our platform, bolstering our security, performance, and reliability.

The service under the cloud platform sets a foundation for greater scalability, reliability, and geographic reach. For more information, please refer to the [SAP® Cloud Trust Center](#).

For information on how to prepare and other changes, see the table on page 4.

Why did you choose a cloud platform?

Moving to a cloud platform is a natural evolution of our cloud journey. We considered our desired technical stack and existing code as well as our scale, compliance, and platform feature requirements when evaluating major cloud providers. Most importantly, we considered what provider was a fit for our customers worldwide and that met our high standards. AWS was selected for their uniform worldwide footprint enabling them to provide for our global customer base, and their ability to align with our technology vision around tooling, software, and platform features. This move provides significant benefit to our customers:

- **Security:** Augments and updates our security architecture with the latest security features and services, leading to an even stronger security posture:
 - Access to more advanced tooling and capabilities around data protection, detective controls, and identity and access management
 - Quicker adoption and “time to value add” of security tooling and functionality
 - Security functionality allows for design into highly segmented foundation
- **Operational resilience:** Accelerates improvements in architecture and design to provide higher availability of our solutions, meaning decreased service disruptions and improved average system response times.
- **Capacity planning and management:** Allows quicker, real-time adjustments to our capacity for changing transactional demand on our systems.
- **Agility and productivity:** Reduces implementation timeframes for new technologies and increases engineering efficiency, allowing SAP to deliver faster innovation for our customers and internal teams.

When is this happening?

We have been using AWS as a cloud provider for some SAP Concur services since 2017—including for critical roles—and these services have been successfully running in our AWS environment. Since then, the migration process has been continuous. We have migrated many services as they were ready, and we will not be providing dates for the migration of individual services or the corresponding data.

In 2021, we completed the internal implementation of our data platform in AWS, which is integral for our internal analytics, as well as completed our end-to-end testing environment and are preparing our EMEA and North America existing data centers (DCs) for the implementation of net-new customers and the full migration of existing customers. We also deployed most remaining services and conducted thorough validation and testing.

As of 2022, we have entered the final phase of our migration to AWS:

- For the existing EMEA DC and North America DC, we have already migrated thousands of customers and travel management companies (TMCs) and are implementing all net-new customers fully in AWS. TMCs will support customers in both our existing DC and the new AWS infrastructure. We can indicate that the migration will continue throughout the year. Customers cannot choose when they will be moved.
- For the China DC, our migration to a new AWS environment is still product direction and timing is not yet determined.

Where are your data centers located?

Today, we have existing DCs in North America in the United States, and in EMEA in France and the Netherlands, and we maintain a deployment of certain services already hosted within AWS. Our China DC is already hosted in AWS, and we plan to migrate to a new instance. Remember that all users globally for a specific customer entity are on the same data center. Most customers only have one entity.

For AWS, each of our builds includes over a hundred microservices that can be grouped into application, data, and backups. Both application and data are distributed as multi-Availability Zone: the U.S. for North America, Germany for EMEA, and China for China. Our backups are multi-Region: Germany and Republic of Ireland for EMEA and two disparate locations each within the U.S. for North America and within China for China.

For more information, you can review the following:

- [SAP Cloud Trust Center \(view the data centers section\)](#)
- [Availability zones \(AWS resource\)](#)

What exactly is moving to AWS?

We are moving all aspects of our commercial solutions and services from private data centers to AWS and decommissioning our existing data centers. After announcing AWS as a subprocessor in 2017, we moved “service by service”. Note that each solution (for example, Concur® Expense, Concur® Travel, and others) is made of many services. Portions of services have often moved between our private and AWS environments during the transition period. At no time will the hosted data center location change from the chosen region (EMEA, North America, or China) in which a customer is currently hosted without their consent.

Now, in this final phase, we are moving the remaining bulk of services and transactional data into AWS in groups of customers, after which a customer would be fully in AWS.

Here are some examples of services and data that are already running in AWS:

- Implementing all net-new customers fully on AWS
- Migration of over 200 TMCs for travel administration support in both data centers
- Business logic and push notification service for the SAP® Concur® mobile app
- Services that store and process core user profile and travel profile data
- Portions of our imaging service, such as receipt images, receipt metadata, Invoice capture service, Expenselt® receipt analysis, and partner receipt processing.
- Our internal data platform, which is integral to our internal analytics and supports strategic product features such as:
 - Machine learning (ML) training of models behind Expenselt prediction capabilities
 - Components of our Analytics platform for SMB customers
 - ML to match blind spend in support of Concur® TripLink reporting in Intelligence
- Inbound e-mails, such as to receipts@concur.com and for Concur Invoice; the notification service, which sends e-mails to users; and in-product messaging
- Hotel services used to bring content from non-GDS supplier partners into Concur Travel
- Data that supports our Budget service, such as Fiscal Year, Budget, and Amount
- The Authentication service, covering sign in for both users and web services
- Cognos 11 update for Intelligence and Analysis reporting
- Mileage service
- Accounting integration service with ERPs
- Started the migration of our file transfer routing

What will the customer experience be?

Our move will be transparent to you. Throughout the overall migration, customers can continue to perform normal activities within SAP Concur solutions. We intend to limit any service disruptions or changes as a result of our migration. View a list of changes in the next question.

As detailed below, there will be some period of downtime when we migrate a customer entity and corresponding data. During this short period, users and administrators at an organization that is actively being migrated will not be able to perform any activities in SAP Concur solutions. Additionally, this will affect API connections (see page 9) and extracts will not run during the migration (see page 11).

Users will see a message during this part of the migration: "SAP Concur solutions is undergoing scheduled maintenance. Please try again later." See the English language example below; message will be translated for users.

When complete, we expect our transition to the cloud platform to improve your experience, often directly related to feedback that you've shared with us.

How will Concur Open be updated to reflect the new AWS data centers?

[Concur Open, our service status dashboard](#), has been updated to reflect our AWS data centers, labelled "US2" for our AWS North America DC and "EU2" for our AWS EMEA DC. We recommend logging in to Personalized Concur Open to access the latest service status for your specific entity.

After logging in to Personalized Concur Open, you will see status for your specific entity as well as the data center that your organization is currently on. Keep this in mind because after your migration, this will immediately be updated to reflect the new data center and the previous twenty days will not reflect your specific experience.

During this period, we recommend using "Service History" instead, which will continue to be available after the migration and will reflect both your previous data center and your new data center after you are migrated. Access your Service Status History Dashboard by clicking on "View Service History".

After twenty days you can be confident that the main service status dashboard of Personalized Concur Open accurately reflects your specific historical experience.

Are there any changes to the e-mail addresses that our users send their receipts or other items to?

No. Users do not have to use any new e-mail addresses as it relates to the forwarding of receipts (for example, receipts@concur.com, receipts@eu.expenseit.com, and others) or travel itineraries to plans@tripit.com.

Note that there will be a new e-mail address for Concur Travel users that receive approval e-mails. After a customer is migrated, the e-mails will come from TravelWizardApprovalsUS2@concursolutions.com and TravelWizardApprovalsEU2@concursolutions.com respectively. For more information [view the Supported Configurations document](#).

Are there any changes to APIs when we are moved to AWS?

APIs that are used to connect customers and partners with SAP Concur solutions have changed as part of the AWS migration with new geolocations. Customers should employ the best practice to store the refresh token for the new geolocation. Each subsequent call should use the new geolocation. For example, a call to the refresh token for "http://us.api.concursolutions.com/expense/v4/{ReportID}" would be redirected to "http://us2.api.concursolutions.com/expense/v4/{ReportID}", which should then be used for each subsequent call.

If you allow list specific IP addresses (which is not recommended), you must also update your IP address allow list. If your company requires specific IP addresses, contact SAP Concur support. For more information, view the [Shared Release Notes](#).

Customers with APIs set up in their Production Sandbox Environment may require changes. View the PSE section at the end of this document.

During the migration downtime itself, API calls will not reach SAP Concur solutions, but this is a normal part of any scheduled maintenance and existing retry logic would accommodate for this.

Remember, the best practice is to always store the geolocation and the refresh token as they may have changed. On subsequent calls, use the last received geolocation and refresh token. Please review the following resources:

- [Base URIs](#)
- [Obtaining an Access Token](#)
- [Refreshing a Token](#)
- [Access Token Expiry and Obtaining a Fresh One](#)

Action may be required to ensure your organization is employing the best practices as described above. Additionally, here are the errors that will return during the migration for your reference. The error that returns depends on your Authentication setup:

- Legacy Authentication will return http error 403
- OAuth2 will return http error 400 with error code 134
- OAuth2 with expired JWT will return http error 401

Remember: existing retry logic that would normally already be built into your API calls will accommodate for downtime expectations along with scheduled maintenance.

Are there any changes to the Concur Salesforce Connector when we are moved to AWS?

Yes. SAP Concur has released a version update for the Concur Salesforce Connector that, after the migration, each customer using this connector will need to update to. Customers using this connector will be communicated to directly through an SAP Concur Support Case with instructions and timing.

Are there any changes to Single Sign-On (SSO) when we are moved to AWS?

No. Customers using SSO with SAP Concur solutions are using SAP Concur SAMLv2 SSO, and this will be supported on AWS and requires no action or preparations from customers in advance of their migration. This also applies to existing legacy SSO setups used by customers including SAML1 and Legacy SP-initiated SAML for Azure. Refresh tokens will continue to work. Additionally, the new sub-URLs of the AWS data centers do not impact a customer's SSO integration and users will be routed automatically. The AWS transition is planned to be seamless for SSO.

Are there any changes to SAP Integration with Concur Solutions (SAP ICS) when we are moved to AWS?

Yes, but only for use in a Production Sandbox Environment (PSE) with legacy authentication. The migration is not planned to impact SAP ICS in your production environment, and the vast majority of customers should not have to make any updates or changes to their connection. The connection will be redirected automatically to the appropriate data center, and authentication tokens will also be migrated.

For details on the update required for SAP ICS in PSEs for customers with legacy authentication, please view the PSE section at the end of this document.

Are there any changes to file transfer (SFTP) when we are moved to AWS?

Yes, after you are migrated to AWS. SAP Concur is changing our file transfer system to AWS Transfer. However, this will not coincide with when customers are migrated. Customers that use file transfer with SAP Concur solutions will receive details via e-mail needed to connect to our AWS Transfer system after their migration to AWS. We encourage customers to make this change as soon as possible after they receive the e-mail. The final deadline is January 31, 2023.

In addition to your own endpoint switch to AWS Transfer, customers are encouraged to ask your vendors or partners who upload/download files on your behalf to prepare to follow the same process to switch to AWS Transfer. However, vendors and partners should not make any updates until all customers have been successfully migrated. Vendors who have contact information with us will receive an e-mail with the switching instructions and the dates (once known), but customers may want to reinforce this through your own channels, especially if your organization shares your own credentials with a vendor or partner. In these cases, the responsibility is with the customer to ensure your vendor or partner is notified of this change.

Note that customers who have been migrated to AWS will still see files in their previous file transfer directory until they are moved to the new AWS endpoints. Files you perform actions on in the legacy DC (for example, delete, copy, move, rename) will not be reflected in AWS Transfer, and vice versa. Ongoing until our legacy environment is retired, you will see the same files in your /out folder for both your legacy and AWS Transfer environments. Make note of the files you downloaded from the legacy DC before switching to the new AWS Transfer endpoint, so you don't download the same files from AWS Transfer causing duplicates. This is the expected behavior, and the files are still being routed successfully to the customer entity in AWS. It should also be noted, however, that there may be a 30-60 minute lag in the final transfer, so customers are highly encouraged to send any import files at least one hour prior to the Overnight Processing Window. This will be resolved once the switch to the new file transfer system is completed.

Are there any changes to extract services when we are moved to AWS?

No. There is no change to extract services or preparations that are required. If a migration overlaps with a customer's pre-set overnight processing (ONP) window, which is when extract services run (for example, import files, credit card feeds or other jobs), then the extracts will not run that day. This is not an abnormal occurrence and could happen during any scheduled or unscheduled downtime. After the migration completes, the extracts would run at the next scheduled time and will be automatically caught up. Most customers use these preset ONP windows, which is our recommended best practice.

Are there any changes to the IP Restriction feature?

No. Any existing IP Restrictions that have been put in place will be migrated. This is a feature that allows a customer to limit sign-ins to a specific set of IP addresses or ranges and will be migrated just like any other company policy.

How did you test and validate the new AWS data centers?

Throughout our process of setting up the new environments, we've undergone months of testing and validation to ensure the environments are operating at a level of stability.

Before we deploy services and new features to our new AWS environments, we have already tested them in our identical test environments where all of the test and regression suites run on a regular basis. Additionally, on the new AWS environments, we have set up robust monitoring and post-release validation capabilities that are similar to how we monitor and validate the existing private data centers.

How does this impact data security?

Our approach relies on a combination of trained personnel, technology, mature business processes, and regular third-party audits against a number of international and U.S. standards. Deploying on AWS meets the same standards for encryption, privacy, and access as our customers benefit from today.

We have produced [security documentation](#) covering how we will implement our security policies in AWS, as well as addressing additional questions around migration of the transactional data, such as the testing and incident processes.

Additionally, we intend to pursue a FedRAMP moderate certification for our Concur Cloud for Public Sector (CCPS), which will be a new data center initially limited to the U.S. federal government only. A majority of our security controls and policies put into place for CCPS will be standardized across all our AWS data centers. This brings additional rigor to our security profile for all our customers globally.

Will AWS have access to my data as part of the cloud platform?

No, AWS does not access data that SAP Concur processes. While cloud platform providers (also known as “hyperscalers”) such as AWS provide and operate the base IT infrastructure (for example, hardware server) of data centers, the cloud software applications on top of the virtualization layer are operated by SAP Concur. SAP Concur has encryption enforced controls in place for data in transit and data at rest. Based on the terms between SAP Concur and AWS, AWS has no right to use any customer application data stored on SAP-operated applications. AWS, as the operator of the hardware, can only monitor technical measurements to ensure uptime and performance of the applications.

Put another way, the hyperscaler is responsible for providing infrastructure and services while SAP Concur remains responsible to architect its cloud offerings. See the following documents for general information on how SAP and hyperscalers protect data in the cloud:

- [Shared Responsibility Model: Cloud Strategy for SAP Concur solutions](#)
- [Seven Ways SAP Helps Secure Technology Stacks on Public Clouds](#)
- [SAP and Hyperscalers: Clarifying Security in the Cloud](#)
- [SAP Concur & AWS Security Information](#) (specifically see Section 4.5)

Visit the [SAP Cloud Trust Center](#) to learn more on data security from SAP and hyperscalers or AWS' website for [more information on compliance](#).

How do I know which data center we are implemented on?

Sign in to SAP Concur solutions and scroll to the bottom of the web page. You will see a link for “Service Status” and then your DC listed between the parentheses. Here are examples for how to know which data center your entity is currently on:

- North America: Existing private DC
- EMEA: Existing private DC
- US2: New AWS region
- EU2: New AWS region

Once your entity is migrated, the DC listed in this area will switch over to the new one. This terminology also applies to how you would review your data center service status on Concur Open.

What if we require data to be hosted regionally?

Every customer will remain deployed in the same region as you are currently deployed today. Customers will not move regions (EMEA, North America, or China) as a part of this migration. We will only migrate customers deployed on our private North America data center (U.S.) to the AWS regions in North America (U.S.). Similarly, customers currently deployed on our private EMEA data center (France and the Netherlands) will only be deployed to AWS regions in EMEA (Germany and Ireland). Customers on our China data center are already deployed on AWS, but are planned to be migrated to a new AWS instance in China in the future.

At no time will the hosted data center location change from the chosen region (EMEA, North America, or China) in which a customer is currently hosted without their consent. This also applies to disaster recovery.

How can we audit Amazon / AWS?

AWS has confirmed its commitment to security and privacy through the various certifications it has in place at this time, including the Privacy Shield, Code of Conduct Certification, and others. If you want to know more, please take a look at the AWS' Trust Center documentation on:

- [Security](#)
- [Compliance](#)

How does AWS approach the General Data Protection Regulation (GDPR)?

AWS is committed to offering services and resources to customers to help them comply with GDPR requirements. [Find more information here.](#)

Will any SAP Concur policies around reporting of security incidents change as part of this move?

We plan to maintain current policies and processes for this reporting.

Will you add additional cloud providers beyond AWS?

While we continue to review our future hosting options, there are currently no plans to deploy our services on any other cloud providers. Our team is focused on completing the migration to AWS.

Whenever we add a new subprocessor, we update our list through the monthly Release Notes.

How will backups and disaster recovery be handled with the AWS instances?

The SAP Concur cloud deployment in AWS leverages the strength of their “availability zones” (in the case of application and data services) and “regions” (in the case of backup data) to provide three geographically distributed data centers, ensuring high availability and durability of customer data. This replication will improve the ability to withstand outages and catastrophic events. In the case of any crisis after or during our migration, we will follow our normal crisis response protocols. For more details on AWS’ regions and availability zones, [refer to this website](#).

How will Production Sandbox Environments (test entities) migrate to AWS, and will there be any differences in the future?

Review the section at the end of this document for more information on PSEs. If applicable, a customer’s PSE is planned to move around the same time as the production entity.

Where can I go to learn more?

Please access these resources first to learn more about our commitment to security and compliance:

- [SAP Cloud Trust Center](#)
- AWS Resources:
 - [Security](#)
 - [Compliance](#)
 - [Compliance Programs](#)
 - [GDPR information](#)
 - [Availability zones](#)

We have also produced [security documentation](#) covering how we will implement our security policies in AWS, as well as addressing additional questions around migration of the transactional data, such as the testing and incident processes.

If you have questions that the above documentation does not address, please reach out to your account team.

PRODUCTION SANDBOX ENVIRONMENT (FORMERLY TEST ENTITIES)

Overview

Some customers currently use a Production Sandbox Environment (PSE), formerly known as a “test entity,” to set up, test, and train on new configurations prior to deploying them to their live production entity. Most customers do not have a PSE. The production entity is the entity where users perform actual transactions like submitting expense reports, booking travel, and more. In today's setup, PSEs are in a section of the production environment, called the implementation environment. In order to improve the stability and feature availability of PSEs, we will not maintain a separate section of the environment for PSEs. In AWS, both production and PSEs will coexist. If applicable, a customer's PSE is planned to move around the same time as the production entity. While we make every effort to move both around the same time, there are circumstances where this may not be possible.

Once in AWS, PSEs will benefit from the same stability, monitoring capabilities, and level of performance as production entities along with an expanded feature set that is not currently available. While we are investing significant energy and resources into improving the stability and functionality of PSEs, we are also designing this move to have as little impact on customers as possible.

Because both test and production entities will co-exist in the same section of the production environment, there are some differences that customers should be aware of and action steps required that customers who use PSEs need to take in order to prepare for this change, as detailed in the sections below.

The following updates are anticipated as a part of this change, and they only apply to PSEs. They do not apply to production entities.

User Profile Sync Process

During the migration, user profiles will be synchronized to the new environment. Depending on the number of users to be synchronized, the synchronization process typically takes a few minutes or hours, but may take up to 72 hours. While this process is in progress, users might not be able to sign in to the PSE. If a user is unable to sign in after the migration, they should wait before attempting to sign in again. If the issue persists beyond 72 hours, please open a case with SAP Concur support.

Updates to Login IDs

Today, a user is able to maintain the same login ID across both their PSE and production entities because they are in separate sections of the environment. With both PSE and production entities planned to be migrated to the same AWS product environment in the future, this will no longer be possible since each login ID must be unique. To account for this change, we will automatically append all PSE login IDs with ".uat" domain upon migration to ensure they are unique and do not conflict with any existing production login ID.

In relation to this change, there are no actions for customers. We want customers to be aware of it since they will see it in some instances in the sign-in process. There are three main things to know regarding this update:

- **Authentication:** Customers will still be able to use the exact same URL and login ID that they used prior to migration by visiting implementation.concursolutions.com or eu1imp.concursolutions.com. Upon signing in,

we will automatically append the .uat domain behind the scenes to ensure proper authentication. We will also recognize if you choose to append .uat yourself and still successfully sign you in.

- Existing customers can use the same URL (implementation.concursolutions.com or eu1imp.concursolutions.com) with the same login IDs they used prior to migrating to AWS. Most existing customers will elect to use this method. However, they can also use the new AWS URL (us2.concursolutions.com or eu2.concursolutions.com) with a .UAT domain appended to their login ID if they wish.
- Net-new customers should only use the new AWS URL (us2.concursolutions.com or eu2.concursolutions.com) with a .UAT domain appended to their login ID.
- **User Creation:** When creating a new user via import or API, we will automatically append the .uat domain to each login ID behind the scenes to ensure there are no conflicts with production login IDs. This means customers can use the exact same employee import files as they would in production. When creating a new user manually via the UI, admins will be prompted to add the .uat domain to the login ID if it does not include it.
- **Extracts:** When generating accounting extracts or financial integration documents, we will automatically remove the .uat domain from login IDs that were appended during user creation. This will ensure generation of realistic extracts without requiring any special handling on the customer side to remove the appended domain.

SAP Integration with Concur Solutions (SAP ICS) in PSE Login ID Update

After the migration to AWS, users who are using legacy authentication in their PSE with SAP ICS will encounter “an invalid user error”. In order to avoid disruption, authentication will need to be updated post-migration. Users can do this by updating their login ID to contain the .uat domain. Important: this does not apply to SAP ICS in your production environment.

For instructions on how to make this change after you’ve been migrated, view [this Knowledge Base Article](#) (Authorized Support Contacts only) or view the Release Notes.

API Calls

For customers using web services in their production sandbox environment, existing API calls may need to be updated post-migration. Customers may need to change the URL used to either <https://us2.api.concursolutions.com> or <https://eu2.api.concursolutions.com>, as well as update the login ID to contain the .uat domain. As an exception, URL redirection should work if a legacy token is used for API authorization or if an OAuth2 refresh token is used to get a newly AWS-issued JWT.

Note: This change will occur after the production sandbox environment has been migrated to AWS. If customers receive an invalid user error when calling APIs from their PSE post-migration, they should update their call to include the new URL and appended login id.

E-mail Verification

When PSEs are migrated into the AWS production environment, verified e-mails from the PSE will not carry over. In order to test verified e-mail functionality in a future PSE, it is recommended that the employee use an e-mail that is different than the e-mail in their production entity, as that e-mail is most likely already verified in production and cannot be verified in another entity.

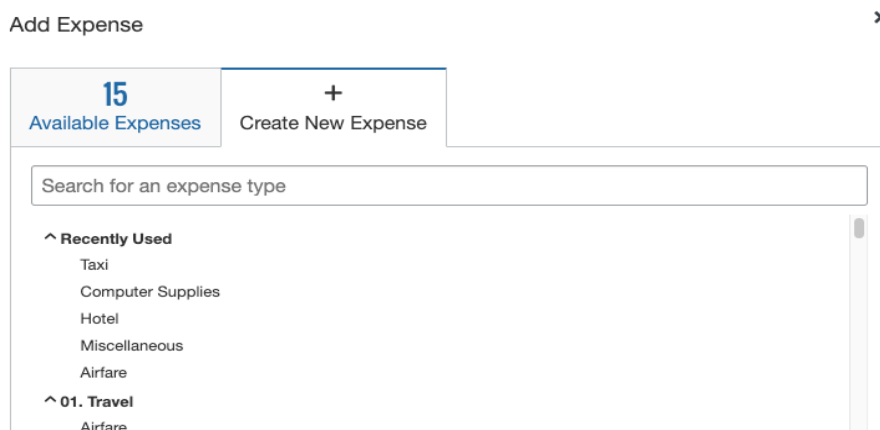
Most Recently Used List Items

Due to the architectural changes that SAP Concur must make to support this move, when PSEs are migrated to the new environment, some Most Recently Used (MRU) list items within the PSE will not be migrated.


MRU lists consist of recent selections made by the user. These lists are generated over time as users interact with various menus and other defined lists and they will be regenerated after the PSE is migrated to the new environment and through normal use of the product.

The following screenshots show some examples of MRU lists that will be impacted by the migration:

- Create New Expense in Concur Expense




- New Segment in Concur Request

Air Ticket \$1,234.00 

Round Trip
One Way
Multi City

Outbound

From *


Charles De Gaulle Intl (Airport - CDG), Paris, FRANCE

Date *

06/03/2

Recently Used
Charles De Gaulle Intl (Airport - CDG), Paris, FRANCE
Haneda (Airport - HND), Tokyo, JAPAN

Class

None S

No Results Found

Audit Trail for Vendor Manager

In Concur Invoice, the vendor audit trail associated with vendors in Vendor Manager will not be migrated for PSEs. The audit trail will be rebuilt as changes are made to vendor information after migration. When an admin with the required permissions navigates to the Audit Trail page for a vendor, they will not see any entries on the Audit Trail page. This change occurs when a PSE is migrated to the new AWS environment; there are no configuration or activation steps. For more information about the vendor audit trail, refer to the [Invoice: Vendor Manager User Guide](#).

Learn more at concur.com

© 2022 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.