



FEATURE SCOPE DESCRIPTION | PUBLIC
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Feature Scope Description for SAP Web Analytics

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1 About This Document

This document describes the features that are available in SAP Web Analytics.

The availability of some of them may depend on your license agreement with SAP. To illustrate integration with other SAP offerings, the product documentation on the SAP Help Portal might include references to features that aren't included in SAP Web Analytics. Features that are not included in this feature scope description may require a separate license.

2 Features

SAP Web Analytics is a software-as-a-service (SaaS) offering on the SAP Cloud Platform.

Read the section for a high-level summary of the features and capabilities available for SAP Web Analytics.

Focus	Description
Web usage analysis	<ul style="list-style-type: none">• Make an in-depth analysis of user interaction with your website using prepackaged and customized reporting.• Identify meaningful data patterns from various digital channels.• Implement critical improvements that can improve user experience and your web presence.
One solution for many web applications	<ul style="list-style-type: none">• SAP Web Analytics meets the needs for multiple web applications.• Set up unique work spaces for various units and lines of business of your organization. Register multiple websites in each work space to track them independently.• Add any number of users to the workspaces who have varying levels of authorization.
Prepackaged content	<ul style="list-style-type: none">• Web application developers can use out of the box prepackaged content to track user interactions.• Analyze various aspects of user interaction like overall behavior, navigation, geography, technology, and social media interactions.• Use standard reports via easy-to-use, categorically grouped dashboards.• Filter the prepackaged content in the dashboards to view and analyze data according to your needs.
Custom reporting solutions	<ul style="list-style-type: none">• Create custom reports using the standard measures and dimensions that SAP Web Analytics offers.• Bring your application-specific dimensions to create reports.• Besides the events that SAP Web Analytics track, send application-specific events like search, form filling, and video plays.• Build template-based, custom dashboards using standard and custom reports.
Data Protection and Privacy	Manage and monitor the data that you send to SAP Web Analytics using simple UI steps.

3 Security

SAP Cloud Platform ensures cloud security at multiple levels.

Security Compliance

- ISO 27001 compliance
- SSAE16-SOC 1/ISAE3402 and SSAE16-SOC 2 compliance

Regions

- Physical customer data integrity via secured, world-class data centers
- Fenced network protection of cloud communication
- Secure encrypted communication over TLS
- Continuous monitoring and logging
- Virus scanning
- 24/7 protection from around the globe

Data Protection

- User access control with revocable and expiring authorizations
- SAP employee trainings in security and data governance

Transparency

- Timely communication of penetration attempts and known security vulnerabilities

Multi-Layer Security

- Data isolation and application sandboxing (secure application runtime containers)
- Manage identities for all SAP applications
- Propagate identities through solutions to identify users and secure access
- Support of identity federation with SAML 2.0 identity providers
- Support of integration with an external user store
- Encryption and key management
- Secure application network communication
- Provide distributed application logging for compliance

i Note

The responsibility of ensuring proper usage of SAP Cloud Platform application security capabilities or certification by the respective security authorities is to be handled by SAP customers and partners.

4 Product Availability

The section describes the product availability aspects and the product restrictions.

Availability Aspect	Description
Platform availability	<ul style="list-style-type: none">• Latency: network latency depends on various factors, no precise information can be provided on a general level• Resilience: system can regain stable state after disruption• Scalability: system responds to peaks in resource requirements• Extensibility: system can integrate other technologies <p>For more information, see Service Level Agreement for SAP Cloud Services.</p>
Regions, Infrastructure, and Environments	See Availability of SAP Cloud Platform Services .
Languages	The user interfaces and tools specific to SAP Web Analytics, as well as the SAP Web Analytics documentation on the SAP Help Portal, support the following language: <ul style="list-style-type: none">• English
Accessibility	SAP Cloud Platform provides accessibility support in its administration and development tools, and the customer documentation which includes: <ul style="list-style-type: none">• High-contrast black theme for the administration UI• Texts and information• UI elements via attributes and element IDs• Orientation and navigation throughout the UI• User interaction

5 Browser Support

User interfaces of SAP Web Analytics support following browsers.

Browser Support

Browser	Versions	Operating System
Microsoft Internet Explorer	9, 10, and 11	Windows
Mozilla Firefox	63, 64, and 65	Windows Mac
Google Chrome	70, 71, and 72	Windows Mac
Microsoft Edge	16, 17, and 18	Windows
Safari	3 latest versions	Mac

6 Service Level Agreement

Service level agreement document for cloud service offerings from SAP forms the basis of your contractual relationship with SAP when referenced in specific order forms.

The agreement document contains a specific section about SAP Cloud Platform covering uptime, credits, update windows, and more.



For more information on the agreement, see [Service Level Agreement for SAP Cloud Services](#).

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