



Feature Scope Description | PUBLIC
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Feature Scope Description for SAP Document Management Service

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1 About This Document

This document describes the features that are available in SAP Document Management Service.

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 Document Management Service. Features that are not included in this feature scope description may require a separate license.

2 Features

SAP Document Management Service is a content management solution on the Cloud Foundry environment of SAP BTP.

You can consume the SAP Document Management Service in different ways:

- SAP Document Management service, integration option lets you build document management capabilities for your business applications.
- SAP Document Management service, application option is a stand-alone, ready-to-use web application that provides document management capabilities for your enterprise content.
- SAP Document Management service, repository option lets you securely store and manage your documents.
- SAP Document Management Service desktop client is a single app and lets you keep your files in sync with the your device files.

Read this section for a high-level feature summary of different components of the service.

2.1 Document Management Service, Integration Option

Build a document management layer for your business applications to manage documents or attachments.

You can purchase Document Management Service, Integration Option via Cloud Platform Enterprise Agreement (CPEA) cloud credits. Subscribe to Document Management Service, Integration Option from the Service Marketplace on SAP BTP. For storage purposes, you can either connect to your own storage or use Document Management Service, Repository Option.

Read the section for a high-level summary of the features and capabilities.

Feature	Description
Achieve more with SAP storage	Use Document Management Service, Repository Option to store, and manage your business documents and attachments.
Connect to your business storage	<ul style="list-style-type: none">• Bring your CMIS-compliant, on-premise, or cloud repository and connect to Document Management Service, Integration Option.• Abstract and expose the complex features of the repository in a consistent manner to all the business applications that consume the repository.
Build document management capabilities	<ul style="list-style-type: none">• Leverage the APIs to build a customized document management layer on your on-premise or cloud applications.• Use APIs to manage documents and attachments that are associated to a business object/context in your application.

Feature	Description
Embed the Reuse UI with your business applications	<ul style="list-style-type: none"> Benefit by embedding the easy-to-use, UI5-based, reusable UI into your application for document management capabilities. By doing so, you avoid developing a custom document-management layer. Supports the use cases of embedding more than one reusable UI in your applications.
Handle files of any size	Simplifies the upload of files of larger size via content streams where files are broken down into smaller chunks.

Features of the Reuse UI

Feature	Description
Manage files and folders	<ul style="list-style-type: none"> Create, rename, and delete folders. Create files – upload one or more documents via upload dialog or drag and drop. Rename and delete files. Refresh documents and folders. File and folder hierarchy navigation using breadcrumbs.
Search your documents	Search for documents and folders by file name. With SAP DMS repositories and Document Management Service, Repository Option, you can do an advanced search for using the properties like created by, modified by, modified on.
View your documents	<ul style="list-style-type: none"> Built-in viewer for images, PDFs, and vector graphics. Support for other file extensions provided via an option to download the documents.
View documents in alternative file formats	For repositories that support creating alternative file formats, store and render such additional file formats along with the original file format.
Download your documents	Download a single file or multiple files as a .zip file.
Manage metadata	View and edit the basic document attributes and folder properties supported by your repository.
Restructure your document hierarchy	Within the repository, move and copy the folders and documents.
Personalize the user interface	Customize the document list by sorting based on the document attributes.
Manage document versions and status	For repositories that support, manage multiple versions and workflow for a document.
Using Pagination	Page number can be automatically determined based on the number of documents in the view mode by using pagination feature.
Microsoft Office integration	View and edit Microsoft Office files using native Office applications without downloading the files.

Feature	Description
Retention	Prevent the deletion or modification of documents.
Recycle Bin	Delete files and folders from the Document Management Service repositories.
Thumbnail	Displays the thumbnail images for files (PDFs, texts, and images).
Document Classification	Using security policies, classify documents by their confidentiality level.

2.2 Document Management Service, Application Option

Organize your enterprise content with the standalone, ready-to-use web application that provides document management capabilities like folder hierarchy, versioning, status management, etc.

You can purchase Document Management Service, Application Option via an SAP BTP Subscription account. Subscribe to Document Management Service, Application Option from the list of SAP BTP SaaS applications and access the same via a URL for file storing and sharing use cases. You can use the application only via a user interface and through APIs.

For storage purposes, you can either connect to your own storage or use Document Management Service, Repository Option.

Read the section for a high-level summary of the features and capabilities of the web application.

Feature	Description
Achieve more with SAP storage	Use Document Management Service, Repository Option to securely store and manage your business documents and attachments.
Connect to your business storage	<ul style="list-style-type: none"> Bring your choice of CMIS-compliant, on-premise, or cloud repository and connect to Document Management Service, Application Option. Abstract and expose the complex features of the repository in a consistent manner to all the business applications that consume the repository.
Leverage the capabilities of Re-use UI	<p>Document Management Service, Application Option is built on the Reuse UI of Document Management Service, Integration Option. Benefit from the features of the Reuse UI in a standalone application.</p> <p>See Reuse UI Features [page 5].</p>

2.3 Document Management Service, Repository Option

Use Document Management Service, Repository Option to securely store your enterprise content in a meaningful way using folder hierarchies.

Document Management Service, Repository Option isn't an independent offering. You can use it for storage purposes along with Document Management Service, Integration Option or Document Management Service, Application Option.

Read the section for a high-level summary of the features and capabilities of the repository component.

Feature	Description
Store your business content	Securely store the documents and attachments associated to your business context in a cloud-based repository.
Leverage the CMIS-based capabilities	Benefit from the industry-standard, CMIS-based repository for features like persistent file and folder storage, document versioning, hierarchy structure, and metadata consumption.
Support multitenancy / content separation	Provide repository support for multitenant applications.
Support hashing	Generate content hash for your files with encrypted key for faster retrieval. Supports message-digest (MD5) hash functions and Secure Hash Algorithm (SHA).
Enable virus scanning	Scan your files before you upload them to the repository.
Manage document versions	<ul style="list-style-type: none">• Create one or more versions for the base version of a file.• View and edit the previous versions.• Restore the latest version to a previous version.
Create repositories for collaboration	Create and manage repositories that can contain shared folders. The owner of a shared folder can invite other users for collaboration.
Favorites repository	Your files and folders are easier to access if you create a favorites repository.
Encryption	The content of the repositories is encrypted and stored.

2.4 SAP Document Management Service Desktop Client

Use the SAP Document Management Service desktop client to sync your folders and files with the Document Management Service, Integration Option.

Read the section for a high-level summary of the features and capabilities of the desktop client.

Feature	Description
Offline Synchronization	You can keep your files in sync on all your devices where SAP Document Management Service desktop client is installed.

3 Service Availability

The section describes the service availability aspects.

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 BTP Services .
Languages	<p>The user interfaces and tools specific to Document Management Service support the following languages:</p> <ul style="list-style-type: none">• English• German• Spanish• Chinese• Italian• Portuguese• French• Japanese• Russian <p>The Document Management Service documentation on SAP Help Portal is available in the following languages:</p> <ul style="list-style-type: none">• English
Accessibility	<p>SAP BTP provides accessibility support in its administration and development tools, and the customer documentation which includes:</p> <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

4 Compliance and Security

SAP BTP ensures cloud security at multiple levels.

Security Compliance

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

Certificates and Reports

Document Management Service regularly undergoes audits and reviews of its policies and controls.

- For the complete list of compliance and security standards that the Document Management Service is compliant with, see [SAP Business Technology Platform ISO Certificates](#).
- For the complete list of Service Organizational Control (SOC) audit reports available for the Document Management Service is, see [SAP Business Technology Platform SOC 1 \(ISAE3402\) Audit Report](#).

Regions

To learn how SAP data centers are built, operated, and secured, see [Data Center](#).

Data Protection

Document Management Service follows SAP's global data protection and privacy guidelines. For more information on the guidelines, see [Data Privacy](#).

To access the Personal Data Processing policy for your region, see [Personal Data Processing for SAP Cloud Services](#).



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


SAP's responsibility as a data processor is limited to the usage of personal data within the SAP products subject to the contract. As soon as personal data is in any form extracted or transmitted or transferred manually or via technical interfaces to third-party cloud services the customer is responsible to ensure data protection compliance of the third-party.

5 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.

This Service Level Agreement covers cloud service offerings that are operated by SAP. For more information about the service level agreement for cloud service offerings operated by an SAP partner, contact your operator.

- The **order form** is the ordering document to subscribe to cloud services from SAP. It defines the commercial terms and lays out the agreement structure. The order form also incorporates several other documents that relate to the SLA.
See [Sample Order Form](#) .
- The **Service Level Agreement for SAP Cloud Services** applies to any cloud service on the SAP price list, defining downtime, credits, update windows, and others.
See [Service Level Agreement for SAP Cloud Services](#) .

Additionally, the **General Terms and Conditions for SAP Cloud Services** warrants the SLA and provides the available remedy if SAP fails to meet its SLA. For more information, see [General Terms and Conditions for SAP Cloud Services](#) .

6 Browser Support

Overview of the browser support.

For the UI of the service, included in the web-based administration interface of SAP BTP, the following browsers are supported on Microsoft Windows PCs and, where mentioned below, on macOS:



Browser	Versions
Microsoft Internet Explorer	11 (end of support: October 1, 2021)
Mozilla Firefox	Extended Support Release (ESR) and latest version
Google Chrome	Latest version
Microsoft Edge (chromium-based)	Latest Current Branch for Business
Safari	Latest two versions (for macOS only)

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