Build your Strategy and Deliver Value to Your Business Users by Fully Leveraging SAP Support

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SAP Run Simple

SUGEN
SAP User-Group Executive Network

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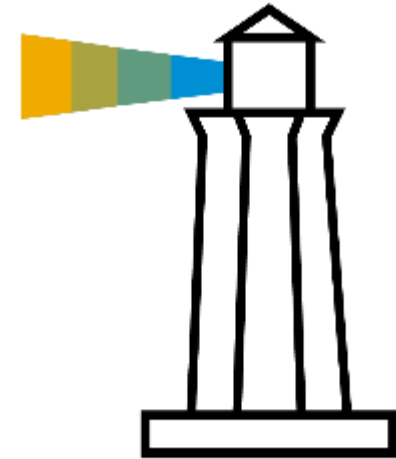
Agenda

Introduction and Overview

- Customer Challenges
- Solution
- How to Read the Report

Example: SAP Innovation and Optimization Pathfinder

How to Request Your Own Report

Summary

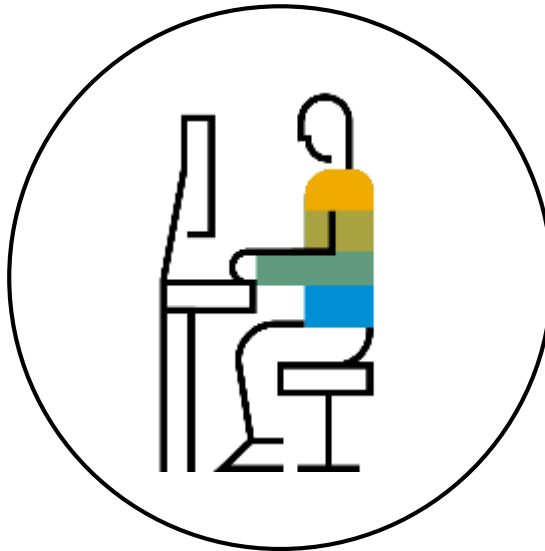# Digital transformation calls for optimized IT assets
Searching for the best way to meet line-of-business needs and support strategic digitalization goals

Business Innovation
Fulfill business demand for new
functionalities and improve
business processes

Simplification of IT
Improve IT operations and reduce
total cost of ownership

Digital transformation
Prepare and expand
skill sets and capabilities.

Continuous value
Deliver value to the business
consistently, allowing
transformation to happen over time.

IT department

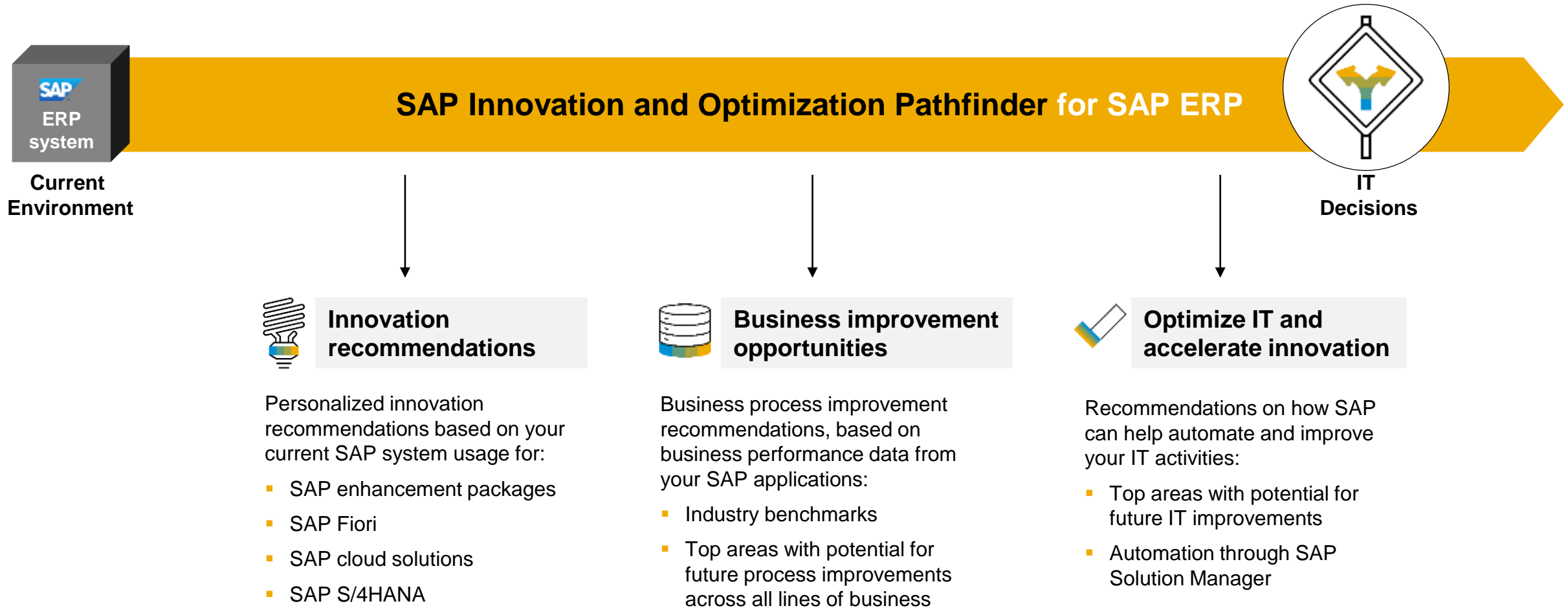# How To Identify Improvement and Innovation Opportunities?

SAP offers a broad portfolio for customers:

- 1,000+ user experience apps
- 800+ SAP enhancement package innovations
- 1000+ preconfigured business and IT performance metrics
- 1,300+ SAP Enterprise Support offerings that help optimize IT and business processes
- Vast range of premium engagement and service offerings
- Various solutions for the cloud and SAP S/4HANA

- **Which innovations are relevant?**
- **How can we realize the full potential of our investment in SAP software and services?**
- **What are the next steps to take advantage of a vast portfolio of service and support offerings from SAP?**

SAP Innovation and Optimization Pathfinder recommends options for optimizing business operations and the IT environment

SAP ERP system

SAP Innovation and Optimization Pathfinder for **SAP ERP**

Current Environment

IT Decisions

Innovation recommendations

Personalized innovation recommendations based on your current SAP system usage for:

- SAP enhancement packages
- SAP Fiori
- SAP cloud solutions
- SAP S/4HANA

Business improvement opportunities

Business process improvement recommendations, based on business performance data from your SAP applications:

- Industry benchmarks
- Top areas with potential for future process improvements across all lines of business

Optimize IT and accelerate innovation

Recommendations on how SAP can help automate and improve your IT activities:

- Top areas with potential for future IT improvements
- Automation through SAP Solution Manager

SAP Innovation and Optimization Pathfinder

A tailor-made report highlighting innovation potentials, business process and IT optimizations

Customer-specific improvement and innovation opportunities based on your core SAP ERP system usage, business & IT performance

Industry benchmarks and recommendations for business and IT managers to optimize SAP solutions, or to implement software and cloud innovations using relevant SAP Enterprise Support or SAP Services offering

Interactive report navigates decision makers to relevant information, services and tools
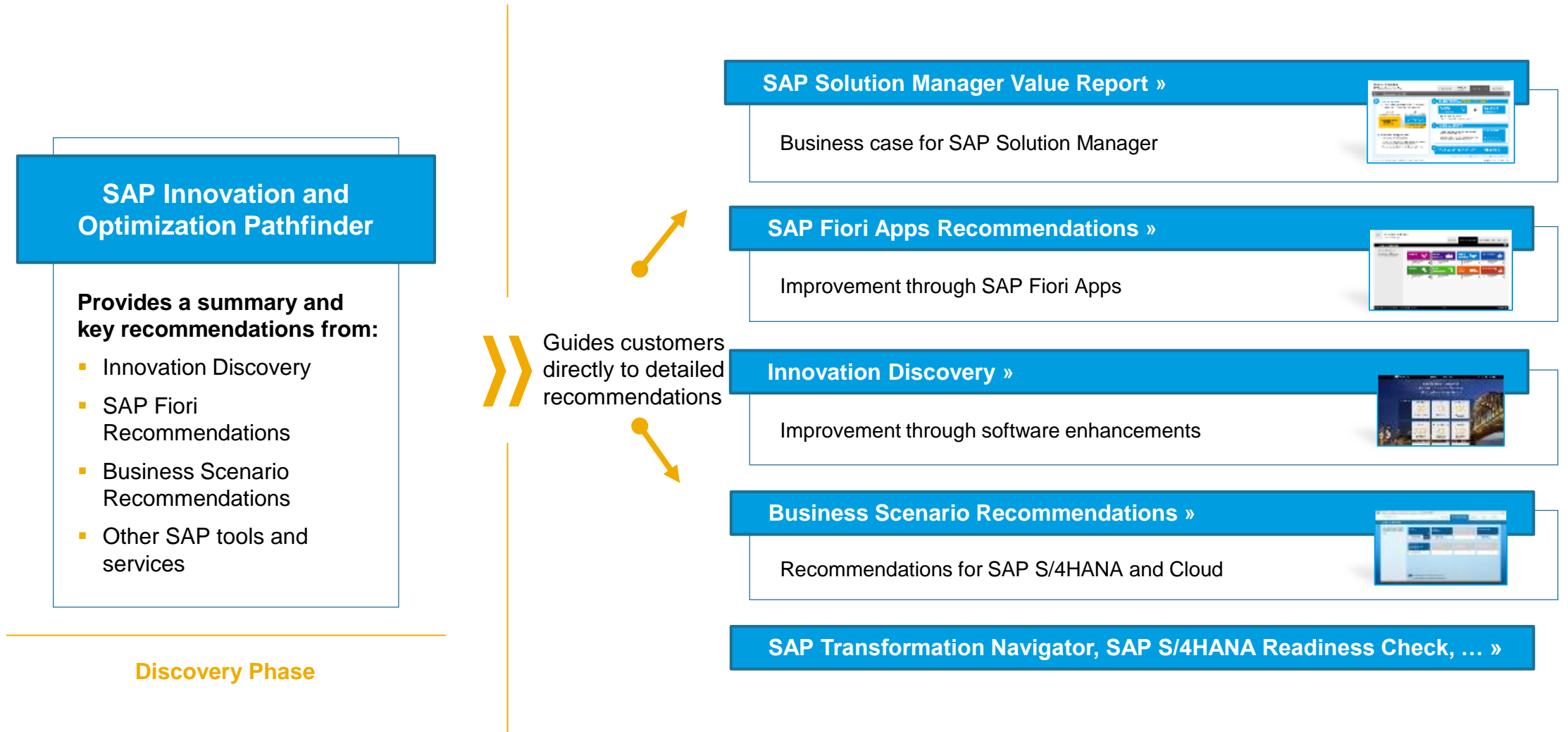
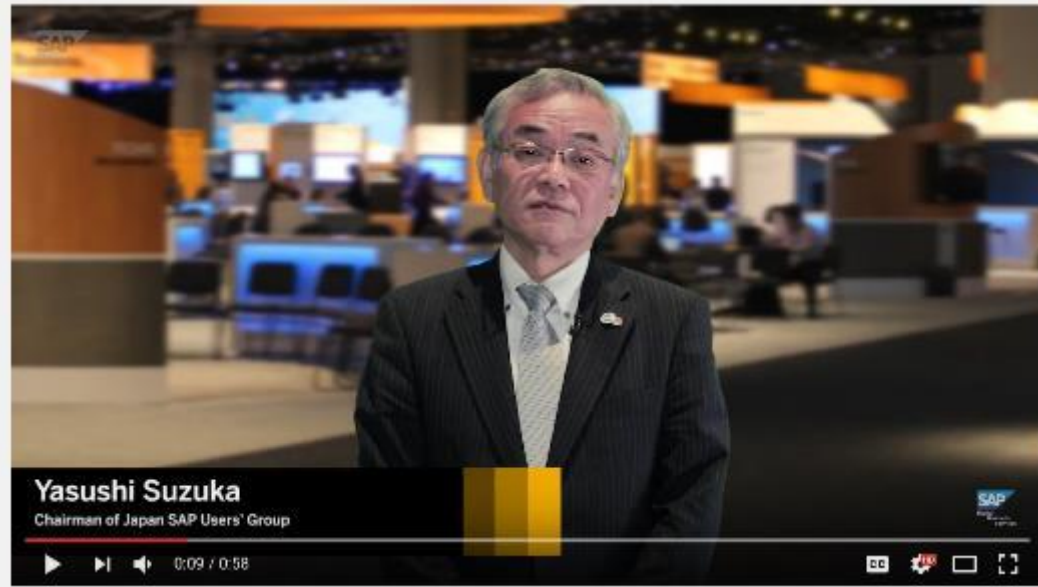**Free-of-charge** for all customers on SAP maintenance

Landing Page:
www.sap.com/Pathfinder

Big Picture: Pathfinder Guides Customers

SAP Innovation and Optimization Pathfinder

Provides a summary and key recommendations from:

- Innovation Discovery
- SAP Fiori Recommendations
- Business Scenario Recommendations
- Other SAP tools and services

Discovery Phase

Guides customers directly to detailed recommendations

SAP Solution Manager Value Report »
Business case for SAP Solution Manager

SAP Fiori Apps Recommendations »
Improvement through SAP Fiori Apps

Innovation Discovery »
Improvement through software enhancements

Business Scenario Recommendations »
Recommendations for SAP S/4HANA and Cloud

SAP Transformation Navigator, SAP S/4HANA Readiness Check, … »

What do our customers say?

"I found that Pathfinder is very effective, user-friendly and easy to use. (..) It gives me improvement recommendations by just submitting some system usage information."

Yasushi Suzuka, Chairman of Japan SAP User Group and Supervisory Board Member Japan Airlines

https://www.youtube.com/watch?v=IW90P4aFZUw

"Pathfinder helps SAP customers easily identify suitable innovations and improvement potentials for their lines of business and IT. The selected insights and recommendations are reliable for business discussions."

Andreas Oczko, Board member of German-Speaking User Group (DSAG)

https://www.youtube.com/watch?v=txJ3UCVttiM

Introducing the Executive Summary

What's new and relevant for my core system enabled by SAP ERP?

YOU

1 Enhancement recommendations
Focus: SAP Fiori and functional enhancements

2 Ideas for breakthrough innovation
Focus: Cloud extensions and SAP S/4HANA

3 Optimization recommendations for line of business and IT
Focus: Business process optimization and reduction of IT total cost of ownership

SAP Innovation and Optimization Pathfinder Report Structure 1/2: Business Improvements and IT Optimization

1
2

Functional Enhancements	Simplified User Experience	SAP Cloud Solutions	Next-Generation Digital Business

All four innovations areas follow the same structure:

Customer-specific Recommendations → **Industry Top 10** → **Next Steps**

- Line of business overview and top recommendations
- What are your industry peers adopting?
- Realize the value of SAP innovations with SAP Support and additional offerings

SAP Innovation and Optimization Pathfinder Report Structure 2/2: Business Improvements and IT Optimization

③ **⚙** **Improve Business Processes**　　　**🔄** **Optimize IT and Accelerate Innovation**

Business and IT improvement areas follow the same structure:

Business or IT Goals with Improvement Potential ▶▶　- - - →　**Next Steps** →

- Realize the value of SAP innovations with this SAP Enterprise Support and additional offerings

| Top 3 Goals With Improvement Potential | - - → | KPI Details (Aging) and Future Solution |

YOU VS. INDUSTRY PEERS

Example:

Overdue purchase order items

Your company　**65.613 items**

| worst 25% | | best 25% |

38.883　　5.768　　3.868

KPI breakdown: "Procure to Pay: Purchase order items open & overdue"

	<3 months old	4-11 months old	Older 12 months
Customer values	9.015	8.810	47.788
In %	14%	13%	73%

8.514　　65.613

- *Selected from your SAP EarlyWatch Alert*
- *Benchmarking your performance against industry peers*

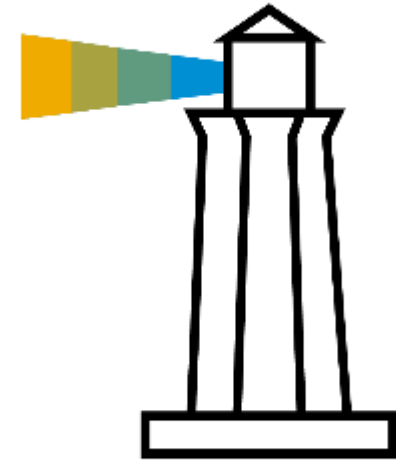- *Additional information about the KPI*
- *Outlining future solutions*

Agenda

Introduction and Overview

Example: SAP Innovation and Optimization Pathfinder

How to Request Your Own Report

Summary

SAP Innovation And Optimization Pathfinder

SAP

Sample

Sample inc. | Main System: P01
Automotive Industry

OVERVIEW | EXECUTIVE SUMMARY | RECOMMENDED INNOVATIONS | IMPROVE BUSINESS PROCESSES | OPTIMIZE I.T.

EXECUTIVE SUMMARY – KEY FINDINGS

❶

> The Pathfinder report provides tailormade recommendations per ERP system of the customer on:
>
> ❶ a customer-specific selection of relevant Innovations (EHP business functions, Fiori Apps, Cloud functionality, SAP S/4HANA capabilities), by mapping most used transactions against innovations
>
> ❷ areas of improvement in business processes and IT, by analyzing and benchmarking performance indicators out of the customer's SAP ERP system

Recommended Improvements and I...
Key recommendations for Sample inc.:

🏢 Enhance your existing SAP ERP system

Functional Enhancements ›

Relevant enhancements for:
- Finance
- Manufacturing
- Sourcing & Procurement

Simplified User Experience ›

Relevant SAP Fiori Apps for:
- Manager - Travel Info Apps
- Manager Apps
- Production Supervisor

☁ Cloud extensions

SAP Cloud Extensions ›

Relevant enhancements for:
- SAP Hybris Sales Cloud
- SAP Ariba Invoice Management
- SAP Hybris Service Cloud

🚀 Digital core

S4 HANA Next-Generation Digital Business ›

Simplified business scenarios for:
- Basic Warehouse Management
- General Ledger
- Sales Master Data Management

❷

Improve Business Processes
Key findings for Sample inc.:

Areas with potential for **business improvement:**
- Order to Cash, Finance: Overdue customer payments
- Procure to Pay: Overdue purchase order items
- Order to Cash: Overdue outbound deliveries ›

❷

Optimize IT and Accelerate Innovation
Key findings for Sample inc.:

Areas with potential for **IT improvement:**
- Users with extended usage rights
- Emergency changes: Transports with short transition time
- Average response time in dialog task ›

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NEXT SLIDE ❯

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OVERVIEW | EXECUTIVE SUMMARY | **RECOMMENDED INNOVATIONS** | IMPROVE BUSINESS PROCESSES | OPTIMIZE I.T.

Sample

OVERVIEW

Enhance your existing SAP ERP system

Innovation Recommendations:
Example "SAP Fiori Apps recommendations" (1/4):
Based on the transactions most frequently used by this customer, the Pathfinder report recommends 38 SAP Fiori Apps if the customer stays on the current database, or 90 Fiori Apps if the customer decides to switch the database to SAP HANA.

Discover functional enhancements	Improve user experience	Explore cloud opportunities	Move to the digital core
• SAP enhancement packages provide improved functionality for SAP ERP, which can be activated based upon business demand	• SAP Fiori is the personalized and intuitive user experience for SAP software across devices	• SAP offers cloud apps (SaaS) for all lines of business, a market-leading cloud platform (PaaS), and flexible on-demand infrastructure (IaaS)	• SAP S/4HANA is the next-generation business suite designed to help you run simple in the digital economy
• Most business functions in SAP enhancement packages for SAP ERP are included with your underlying SAP software license and maintenance agreement*	• It will help your users gain productivity, save training costs and increase user adoption	• SAP has already 110+ million cloud subscribers and 41 state-of-the-art data centers around the world	• SAP S/4HANA is the "digital core" of your entire enterprise and natively supports the Internet of Things, Big Data, real-time analytics, mobile, business networks, and more
	• SAP Fiori apps for SAP Business Suite are included with your underlying SAP software license**		

Functional Enhancements
Relevant innovations ❯

21	on your current SAP enhancement package 5
26	on latest SAP enhancement package 8

Simplified User Experience
Relevant SAP Fiori apps ❯

30	on your current database
73	on SAP HANA

SAP Cloud Extensions
Relevant extensions ❯

23	recommendations

S4 HANA Next-Generation Digital Business
Relevant scenarios ❯

32	recommendations

* Details can be found in SAP Note 152246

** http://news.sap.com/sapphire-now-sap-fiori-user-experience/

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Automotive Industry

Sample

SIMPLIFIED USER EXPERIENCE ▶ Overview | Top Recommendations | Industr...

Simplified User Experience

Overview
Customer-specific recommendations

SAP Fiori is the new user experience for SAP software

SAP Fiori will help your users gain productivity, save on training costs and increase user adoption.

SAP Fiori is included with your underlying SAP software license*.

Explore each line of business to discover which SAP Fiori apps are currently, and in the future, relevant for you.

Overview of relevant SAP Fiori apps for S...

Innovation Recommendations:
Example "SAP Fiori Apps recommendations" (2/4):
Some more details, to be used in the conversation with the respective line of business.
In the Finance area, there are a total of 308 Fiori apps. Out of these, and based on the customer's current transaction usage, 1 (on current database) or 19 (on SAP HANA) are recommended by the Pathfinder report.

By clicking on any of these numbers the Fiori Apps Library will open, with the respective SAP Fiori Apps pre-filtered, containing additional information.

Note that the Pathfinder can map only standard transactions. No recommendations are made for custom developments (e.g. Z-transactions).

Finance

Available SAP Fiori apps: 500+ ❯

| 1 | on your current release level and database | ❯ |
| 19 | on SAP HANA | ❯ |

Human...

Available...

| 3 | on your current release level and database | ❯ |
| 0 | on SAP HANA | ❯ |

| 13 | on your current release level and database | ❯ |
| 22 | on SAP HANA | ❯ |

| 6 | on your current release level and database | ❯ |
| 17 | on SAP HANA | ❯ |

Supply Chain

Available SAP Fiori apps: 550+ ❯

| 1 | on your current release level and database | ❯ |
| 3 | on SAP HANA | ❯ |

Service, Sales, Marketing and Commerce

Available SAP Fiori apps: 150+ ❯

| 6 | on your current release level and database | ❯ |
| 7 | on SAP HANA | ❯ |

R&D, Engineering

Available SAP Fiori apps: 100+ ❯

| 0 | on your current release level and database | ❯ |
| 1 | on SAP HANA | ❯ |

Asset Management

Available SAP Fiori apps: 150+ ❯

| 0 | on your current release level and database | ❯ |
| 4 | on SAP HANA | ❯ |

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Automotive Industry

Sample

OVERVIEW | EXECUTIVE | **RECOMMENDED** | IMPROVE BUSINESS | OPTIMIZE

SIMPLIFIED USER EXPERIENCE | Overview | Top Recommendations | Indust...

Innovation Recommendations:
Example "SAP Fiori Apps recommendations" (3/4):
All findings are followed by actionable next steps.

Out of the vast range of SAP Enterprise Support offerings, the report suggests a few, and encourages customers to join the respective SAP Enterprise Support Value Map.

Simplified User Experience

Next Steps →

Enjoy a new user experience with SAP Fiori and engage the valuable SAP service and support activities in these next steps:

1. Discover how to drive quick time-to-value

2. Prepare using SAP Enterprise Support value map for SAP Cloud platform

3. Realize value by achieving your productivity improvements for savings and profits

SAP ENTERPRISE SUPPORT*:

1. Discover ⏩

- Try SAP Fiori, demo cloud edition »
- Discover available SAP Fiori apps and get customer-specific recommendations »

2. Prepare 🗒

- Join openSAP course "Introduction to SAP Fiori UX" »
- Read success stories from other customers »

3. Realize 🏆

- Join openSAP course "Build your own Fiori App in the Cloud" »

Join SAP Enterprise Support value map for **SAP Cloud platform*** »

Choose your objective:

(1) Revitalize your SAP user experience in the cloud with SAP Fiori Cloud

(2) Realize SAP Fiori use cases for your company

(3) Deliver enterprise-grade native and hybrid mobile apps

(4) Set up the hybrid app toolkit and develop SAP Fiori mobile apps in SAP Web IDE

➕ ADDITIONAL OFFERINGS »

*Exemplary excerpt of services and value map objectives
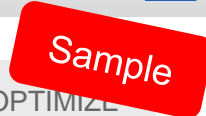
SAP

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OVERVIEW | EXECUTIVE SUMMARY | **RECOMMENDED INNOVATIONS** | IMPROVE BUSINESS PROCESSES | OPTIMIZE I.T.

Sample

SIMPLIFIED USER EXPERIENCE | Overview | Top Recommendations | Industry T...

Innovation Recommendations
Example "SAP Fiori Apps recommendations" (4/4):
The Pathfinder also highlights suitable SAP Services (not included in the maintenance agreement). This is just a selection from SAP's services portfolio. The SAP Service Account Manager can provide customers with a tailor-made offer.

Simplified User Experience

Next Steps
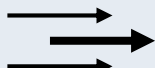
Additional SAP Digital Business Services offerings can accelerate your time to value.

Such additional offerings cover different phases such as: advise, realize, empower and innovate to differentiate from competition.

✓ **SAP ENTERPRISE SUPPORT »**

➕ **ADDITIONAL OFFERINGS*:**

1. Advise ▶▶

- User Experience (UX) Advisory Service: Identify use cases, business case and roadmap

2. Realize and Empower 🗒

- SAP Rapid Deployment Solutions for SAP Fiori Apps: Deploy SAP Fiori foundation and SAP Fiori apps
- SAP Rapid Deployment Solutions for SAP Screen Personas: Coach customer and deploy Screen Personas
- UX-Driven productivity optimization
- Training service for SAP Screen Personas

3. Innovate and Enhance 🏆

- Design Thinking workshop for business innovation: Identify business use cases for UX
- Design service for user experience
- Custom Development (e.g. new SAP Fiori app): Build a custom developed SAP Fiori app or solution

More »

*Service offerings, not included in your maintenance agreement

SAP Innovation And Optimization Pathfinder

Sample inc. | Main System: P01
Automotive Industry

Top 3 KPI's   All KPI's   Recommendations   Next Steps

Business Process Recommendations:
Example "Improve Supply Chain Planning Accuracy" (1/2):
Through the enhanced Early Watch Alert the Pathfinder report receives business performance metrics, and provides

❶ A connection between a customer business goal, and a performance metric that might indicate possible performance issues (in this example: overdue purchase order items)

❷ Benchmarks against industry peers. These benchmarks are based on real system data from our customers, collected via support services and inputs from Pathfinder requests.

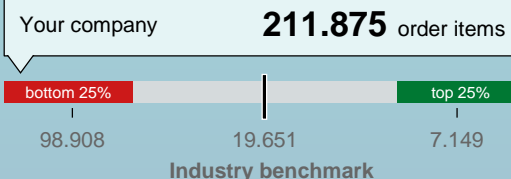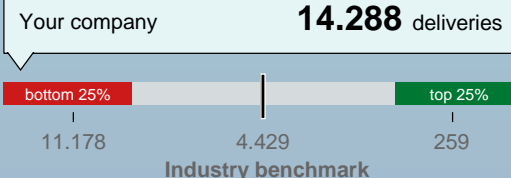| BUSINESS GOALS WITH IMPROVEMENT POTENTIAL	YOU VS. INDUSTRY PEERS	NEGATIVE IMPACT ON BUSINESS	IMPROVEMENT VALUE FOR YOU
1 Reduce Days Sales Outstanding — Avoiding of delays, wasted money and errors	**Order to Cash, Finance: Overdue customer payments** — Your company **40.991** open items; bottom 25% 35.485 / 21.032 / top 25% 5.454 — Industry benchmark	• Higher liquidity cost • Longer period end closing and year end closing • Manual work for tracking / clarification • Loss of revenue	Maximize cash generation; Reduce operating expenses — ➡ **Details »**
2 Improve Supply Chain Planning Accuracy — Predicting the future requirements to balance supply and demand	**Procure to Pay: Overdue purchase order items** — Your company **211.875** order items; bottom 25% 98.908 / 19.651 / top 25% 7.149 — Industry benchmark	• Delay in production and sales delivery • Maverick buying (unplanned expensive emergency purchases) • Wrong available to promise planning • Wrong material requirement planning	Optimize Business Processes; Reduce operating expenses — ➡ **Details »**
3 Optimize Perfect Order Fulfillment — Avoiding of delays, wasted money and errors	**Order to Cash: Overdue outbound deliveries** — Your company **14.288** deliveries; bottom 25% 11.178 / 4.429 / top 25% 259 — Industry benchmark	• Delay of goods delivery with impact on customer • Legal impact with guaranteed delivery	Optimize Business Processes; Reduce costs for business operations — ➡ **Details »**
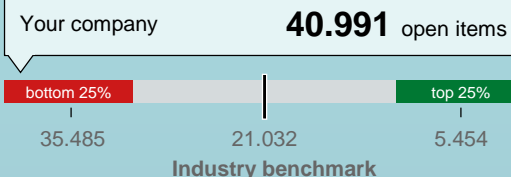
❶ ❷

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Top 3 KPI's **All KPI's** **Recommendations** **Next Steps**
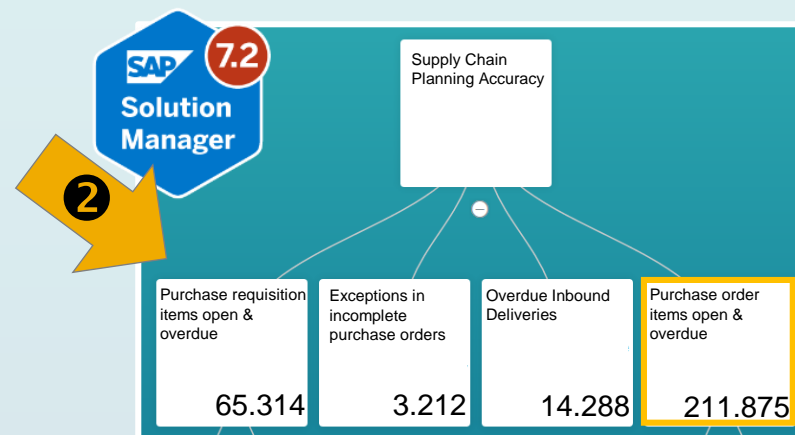
Business Process Recommendations:
Example "Improve Supply Chain Planning Accuracy" (2/2):

❶ Details on the time distribution are provided. Note: although purchase orders overdue for more than 12 months are business-wise probably not relevant anymore, they do have an impact on reporting, database size and duration of period end closing. Cleaning this up will provide managers with faster and better insight, and reduce costs and effort for Purchasing, Finance and IT departments.

❷ The Pathfinder suggests as a starting point to get insight by using SAP Solution Manager business process capabilities, which provide quasi real-time reporting

2 BUSINESS GOAL WITH IMPROVEMENT POTENTIAL:
Improve Supply Chain Planning Accuracy

❶ **Situation:**
"**211.875** purchase order items are overdue by more than 10 days and are not yet completely delivered".

Business KPI Catalogue »

Implication:
This could indicate current delays in your purchasing process and subsequent ones (sales, production, maintenance/repair). The identified purchase orders could also indicate (old) supplying elements that are considered in current available-to-promise (ATP) and material requirement planning (MRP) calculations, which could lead to inaccurate planning results.

KPI breakdown: "Procure to Pay: Purchase order items open & overdue"			
	<3 months old	4-11 months old	Older 12 months
Customer values	15.835	10.721	185.319
In %	7%	5%	87%

The aging distribution shows overdue and open purchase order items. Review how these numbers can be reduced and how to avoid this trend in future.

… **Further business goals which are impacted by this KPI:**
• Optimize perfect order fulfillment: Avoiding delays, wasted money and errors
• Procurement cost (% of spend)

Relevant for:
• Procurement

»» **Future Solution:**
Use business process analytics in SAP Solution Manager to continuously monitor business processes.

SAP 7.2 Solution Manager

Supply Chain Planning Accuracy

❷

Purchase requisition items open & overdue	Exceptions in incomplete purchase orders	Overdue Inbound Deliveries	Purchase order items open & overdue
65.314	3.212	14.288	211.875

• The KPI tree shows all dependencies which influence the business goal "Improve Supply Chain Planning Accuracy"
• The dashboard provides you with a steady control of all dependent KPI's, providing the transparency for a continuous optimization

NEXT STEPS »

Sample

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| OVERVIEW | EXECUTIVE SUMMARY | RECOMMENDED INNOVATIONS | IMPROVE BUSINESS PROCESSES | OPTIMIZE I.T. |

Top 3 KPI's   All KPI's   Recommendations   **Next Steps**

Business Process Recommendations :
All business process recommendations share the same next steps:

Out of the vast range of SAP Enterprise Support offerings, the report suggests to join the
SAP Enterprise Support Value Map for Business Decision Makers

✔ **SAP ENTERPRISE SUPPORT*:**

1. Discover ⏩

- **New:** SAP Solution Manager Value Report helps you build your business case for SAP Solution Manager »
- Video: Introduction of Business Process Improvement service leveraging SAP Solution Manager »

2. Prepare 🗒

- Introduction Session for the value map for Business Decision Makers »
- Meet the expert: How to use business process analytics »

3. Realize 🏆

- Meet the expert: How to use business process operations work center »
- Expert-guided-implementation: Business process improvement and analytics »

📈 **Join SAP Enterprise Support value map for Business Decision Makers* »**

Choose your objective:

(1)   Run and understand the SAP Business Process Analysis report, discover quick wins

(2)   Successfully configure SAP Business Process Analytics and understand its results

(3)   Execute business process improvement project for selected 2 to 3 key figures within 4 months

(4)   Set up and configure Business Process Operations dashboard and dependency diagram on top of SAP Business Process Analytics

➕ **ADDITIONAL OFFERINGS »**

*Exemplary excerpt of services and value map objectives

Sample

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| OVERVIEW | EXECUTIVE SUMMARY | RECOMMENDED INNOVATIONS | **IMPROVE BUSINESS PROCESSES** | OPTIMIZE I.T. |

Top 3 KPI's   All KPI's   Recommendations   **Next Steps**

Business Process Recommendations :
All business process recommendations share the same next steps:

Additionally, SAP Business Process Consulting Services can be ordered by the customers. SAP Experts will then support on-site not only with providing insight and setting up the KPI dashboard, but also with identifying and eliminating root causes, and providing best practice knowledge.

✓ **SAP ENTERPRISE SUPPORT »**

ADDITIONAL OFFERINGS FOR BUSINESS PROCESS IMPROVEMENTS^:

Premium Engagement Service for Business Process Improvement for SAP Solutions

• Support customers to maximize the value of their current SAP Business Suite or SAP S/4HANA implementation

• Initial process health check and mapping of Business Process Analytics key figures to customer business goals (e.g. perfect order fulfillment)

• Best Practice implementation of Business Process Analytics and management tools for status and progress tracking in customer SAP Solution Manager

• Ongoing Best Practice knowledge regarding root cause analysis, ongoing support to track improvement progress and value realization

More »

+ ADDITIONAL OFFERINGS FOR BUSINESS PROCESS ASSESSMENT*:

Business Assessment for Finance

• Business assessment and roadmap of your financial processes with in-depth analysis of the financial organization

• Provide flexible transformation path to meet business needs and regulations

• Outcome: Better compliance with financial regulations and more timely decision making due to faster financial reporting

Business Assessment for Supply Chain Management

• Helps to cope with industry trends like increasing product variety, shortened product life cycles and fragmentation of the supply chain

• Improve customers' SCM processes and support IT applications

• Outcome: Target SCM processes are defined plus transformation roadmaps are developed based on SAP Best Practices

More »

*Service offerings, not included in your maintenance agreement

SAP Innovation And Optimization Pathfinder

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IT Improvement Recommendations:
Example "Improve Security" (1/3):
For IT improvements we apply the same approach as for business recommendations.

❶ A connection between possible IT goals, and a performance metric that indicates areas of potential improvements (in this case: users with extended usage rights, aka SAP_ALL)
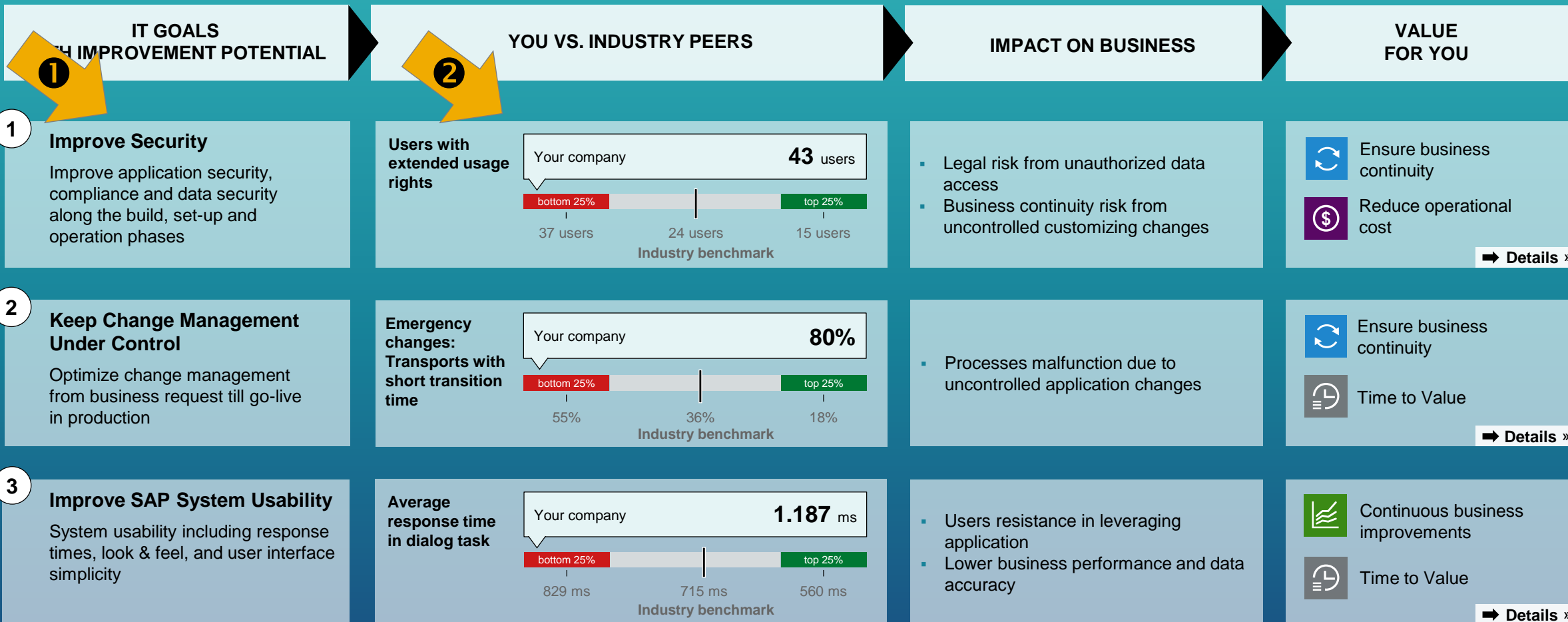
❷ Benchmarks against industry peers. These benchmarks are based on real system data from our customers, collected via support services and inputs from Pathfinder requests.

IT GOALS WITH IMPROVEMENT POTENTIAL ❶	YOU VS. INDUSTRY PEERS ❷	IMPACT ON BUSINESS	VALUE FOR YOU
1 Improve Security — Improve application security, compliance and data security along the build, set-up and operation phases	Users with extended usage rights — Your company **43** users. bottom 25% / top 25%. 37 users / 24 users / 15 users. Industry benchmark	▪ Legal risk from unauthorized data access ▪ Business continuity risk from uncontrolled customizing changes	Ensure business continuity; Reduce operational cost — ➡ Details »
2 Keep Change Management Under Control — Optimize change management from business request till go-live in production	Emergency changes: Transports with short transition time — Your company **80%**. bottom 25% / top 25%. 55% / 36% / 18%. Industry benchmark	▪ Processes malfunction due to uncontrolled application changes	Ensure business continuity; Time to Value — ➡ Details »
3 Improve SAP System Usability — System usability including response times, look & feel, and user interface simplicity	Average response time in dialog task — Your company **1.187** ms. bottom 25% / top 25%. 829 ms / 715 ms / 560 ms. Industry benchmark	▪ Users resistance in leveraging application ▪ Lower business performance and data accuracy	Continuous business improvements; Time to Value — ➡ Details »

SAP Innovation And Optimization Pathfinder

Sample inc. | Main System: P01
Automotive Industry

| Top 3 KPI's | All KPI's | Recommendations | Next Steps |

1

IT GOAL WITH IMPROVEMENT POTENTIAL:
Improve Security

Situation:
"**43 users** with extended usage rights in SAP ERP system P01".

Implication:
Recent customer examples show that espionage, sabotage and fraud can cause severe damage to an SAP system and to the customer's business. We found several severe security issues in your productive SAP system.

❶

KPI Details		Additional critical usage rights	
Number of super users accounts (SAP_ALL)	% of total users vs. users having extended usage rights	No. of users authorized to change user passwords	No. of users authorized to change or display all tables
43 users	2%	72 users	55 users

Users with listed above critical profiles can endanger the business continuity and shall be taken under control.

$

Total Cost of Ownership
System activities performance can have a high impact on the IT cost of operation, therefore it is paramount to leverage automation as offered by Solution Manager.
- Impacted cost driver → Cost of system and application administration

Future Solution:
Use SAP Solution Manager IT services and operations management.

❷
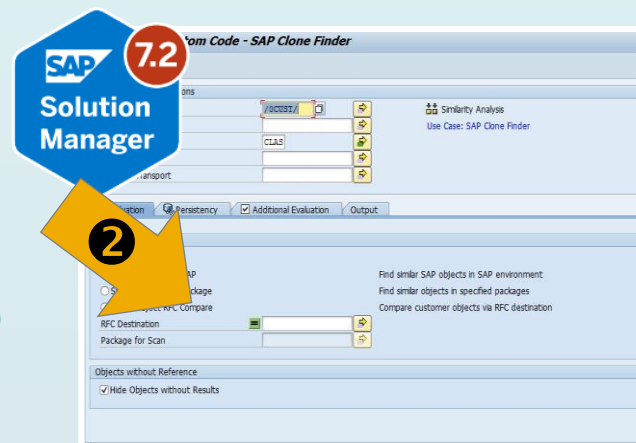
Relevant SAP Solution Manager capabilities:

- Security compliance
- Secure operation
- Secure setup
- Secure code
- Infrastructure security

- IT services and operations management tools play an important role for security, collecting information about a system landscape, providing alert mechanisms, and helping distribute security patches.

NEXT STEPS »

Sample inc. | Main System: P01
Automotive Industry

Top 3 KPI's   **All KPI's**   **Recommendations**   **Next Steps**

Application Operations   Change Control Management   Custom Code Management

IT Improvement Recommendations:
Example "Improve Security" (3/3):
As in the case of the next steps for innovation and business process improvements, also in the area of IT the Pathfinder recommends:

❶ A selected set of SAP Enterprise Support offerings, as well as the respective SAP Enterprise Support Value Map

❷ SAP Services offering, which goes beyond what is included in the SAP Maintenance.

SAP ENTERPRISE SUPPORT*:

1. Discover ⏩

- **New:** SAP Solution Manager Value Report helps you build your business case for implementing new functional areas »
- Meet the expert: Central process integration monitoring »

2. Prepare 📋

- Expert-guided-implementation: End-user experience monitoring reporting analytics »
- Expert-guided-implementation: Business intelligence monitoring & troubleshooting »

3. Realize 🏆

- Meet the expert: Guided procedures for regular administrative tasks and alert resolution »

Join SAP Enterprise Support value map for **Lifecycle Management*** »

Area "Application Operations" – choose your objective:

(1) Introduction to Application Operations

(2) System Management: System Monitoring and Technical Administration

(3) Application Monitoring, Dashboards, and Guided Procedures

(4) Advanced Application Operations: Monitoring Your SAP Cloud Solution

➕ ADDITIONAL OFFERINGS »

*Exemplary excerpt of services and value map objectives

SAP Innovation And Optimization Pathfinder

Sample

SAP

Sample Corp. | Main System: PRD
Automotive Industry

OVERVIEW | EXECUTIVE SUMMARY | RECOMMENDED INNOVATIONS | IMPROVE BUSINESS PROCESSES | OPTIMIZE I.T.

> **You are here:** Top 3 IT Goals With Improvement Potential » Improve Security » Next Steps

SAP ENTERPRISE SUPPORT*:

1. Discover

- Meet the expert: Eval... authorizations for bus...

...AP Solution Manager ...] »

...plementing SAP ...ls and best practices »

Join SAP

ADDITIONAL OFFER...

Application Manager...

The AMS service provides c... deploy, manage, monitor, an... Service Level Agreements, ... while relying on 24/7 busine...

...ase operations and ...lationship based on ...d innovation adoption,

More »

Please watch the
SAP Pathfinder walk-through video

https://www.youtube.com/watch?v=3QEzz-8Cxjg

* Exemplary excerpt of SAP Enterprise Support services and value map objectives   ** Service offerings, not included in your maintenance agreement

Pathfinder delivers what customers want most

Tailored report, free of charge that matches the customer's existing usage

Executive-level presentation of findings, including industry benchmark comparisons

Prioritized list of potential activities and a strategy for optimization and innovation

Informed guidance that **provides implementation options that leverage SAP enterprise support and services**

Full realization of the potential of SAP software and support investments

Hiroki Miyamoto
IT Department, Mitsui

Hear Hiroki Miyamoto of the IT Department of Mitsui discuss the value of SAP Innovation and Optimization Pathfinder

https://www.youtube.com/watch?v=pA8AuDYG6qQ

Agenda

Introduction and Overview

Example: SAP Innovation and Optimization Pathfinder

How to Request Your Own Report

Summary

Prerequisites And Delivery Process Overview

Pathfinder Input
- **Enhanced SAP EarlyWatch Alert** including business key figure information
- **Workload monitor (ST03N)** with SAP system usage information from productive SAP ERP system collected

Key Technical Prerequisite
- **SAP Solution Manager 7.1 – Support Package 12 or higher, or SAP Solution Manager 7.2**

Pathfinder Handbook »

How-To Video »

1

Activate enhanced SAP EarlyWatch Alert (EWA)

- Activate **enhanced SAP EarlyWatch Alert** including Business KPI information well in advance (e.g. 3-4 weeks before you plan to submit Pathfinder request)

2

Extract system usage information

- Extract the list of used SAP transactions from your productive SAP ERP system collected by **workload monitor** (ST03N)

3

Initiate request and receive results from SAP

- Perform final checks and send **ST03N results and latest enhanced EWA** to SAP
- SAP will send you the pathfinder results report usually within one week via email

C u s t o m e r

Customer + SAP

SAP Innovation and Optimization Pathfinder for SAP ERP

Discover how SAP can help you to optimize and innovate your existing SAP ERP system. Take just a few minutes to share your company information and receive your personalized, free report within five business days.

Get Started Now

Contact

Get tailor-made recommendations on areas of relevant SAP innovations, business process improvements and IT optimization potentials for your core SAP ERP system. This interactive report is available for all customers on SAP maintenance and provides recommendations that are based on the way you are using your SAP ERP system today.

Find out:

- Where are areas of business process improvement for my ERP system, and how am I positioned compared to my peers?

- Out of SAP's vast offering of SAP Fiori apps, Business Suite enhancements, SAP S/4HANA scenarios or Cloud extensions, which are the most relevant ones, based on

Requesting is fast and easy

With little effort you can submit your last month's transaction productive ERP system workload data (ST03N) – and your latest enhanced SAP EarlyWatch alert with business key figures. In case you haven't activated the enhanced EWA you can follow the instructions provided in this practical guide.

You will get your report by email in approximately 5 business days.

Questions? Contact us directly, or watch this short video. You can also view a sample report.

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Key Benefits of SAP Innovation and Optimization Pathfinder

Empowers CIOs or IT leaders to **articulate business benefits** with their line-of-business managers

Helps customers **prioritize decisions** and **build an optimization and innovation strategy**

Offers a **free-of-charge, personalized report** to all customers under SAP maintenance, independent of their support model

Order your free report: **www.sap.com/Pathfinder**

Thank you.

Contact information:

Pathfinder@sap.com

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