



Successfully Implementing SAP S/4HANA – Part 3

Service Offerings

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PUBLIC

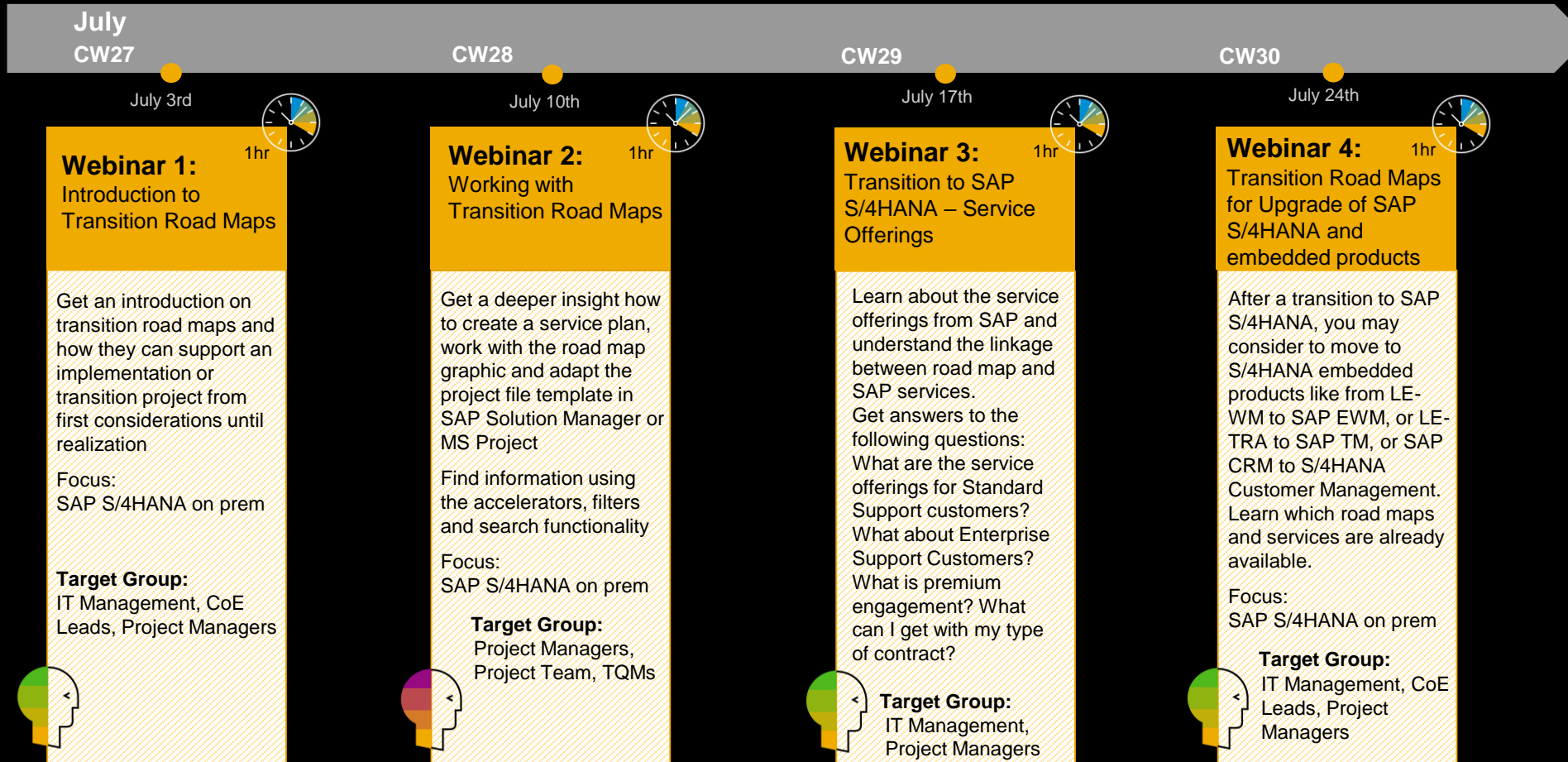
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Webinar Series



S/4HANA Customer Care Program

Increased Capacity in 2019

The S/4HANA Customer Care Program will help to make your SAP S/4HANA go-live project a success by offering:

- A named **Project Coach** serving as a remote contact to share best practices and collect feedback.
- A team of **Development Angels** facilitating the access to the SAP S/4HANA development organization.
- A **Development Sponsor** representing your project within SAP.

The offer is free of charge. To apply please send an e-mail to S4H_Customer_Care@sap.com.

Enrollment is currently open until September 30, 2019 for active go-live projects implementing SAP S/4HANA 1809 or SAP S/4HANA 1909. Focus is on existing SAP ERP customers who transition to SAP S/4HANA and are willing to act as a reference.

The program support will commence with the start of your go-live project and end one month after your first Go-Live, but latest after 12 months.



Roles & Tasks

Customer/Partner



Project Contact

- Member of the customer's project team, typically the Customer / Partner project lead
- Joins the regular interaction with the Project Coach
- After the successful completion of the project, provides feedback to SAP (based on a one-page feedback template) and supports the customer's participation in the SAP reference program



Project Coach

- Works in unison with customer and partner resources on the project to ensure successful project implementation
- Runs a regular and proactive interaction with the project team
- Works with the Development Angels for critical issue resolution
- Shares product related information and learnings from other projects
- Ensures SAP management visibility of project status on a regular base
- Engages for customer feedback and reference activities

SAP



Development Angels

- Network of technical and functional S/4HANA subject matter experts from the Development Organization and Regional Implementation Group (RIG)
- Provides guidance & follow up on product related questions

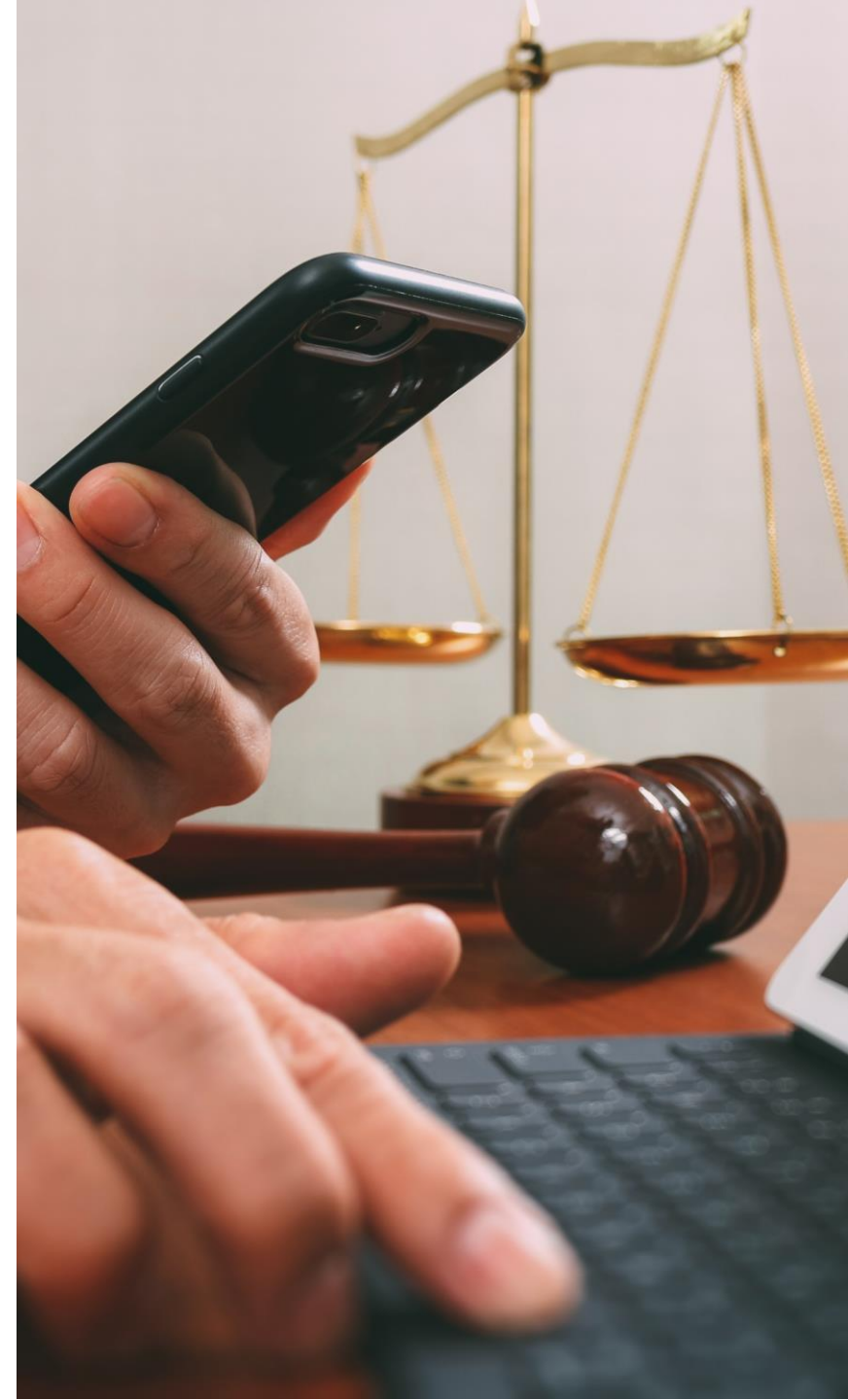


Development Sponsor

- Ad-hoc involvement to prevent product related escalations

Program Disclaimer & Important Information

- SAP reserves the right to decide which customer projects are accepted into the program based on defined criteria.
- SAP may decide to close the program at any time.
- As part of this program SAP does not take over any project responsibility.
- The S/4HANA Customer Care Program does not include standard SAP Consulting.
- The interaction between SAP and the project team will be virtual/remote. Default languages are English and German. Other languages can be supported on an exceptional basis.
- On average the program will support with 4-8 hours per week and project. To make best use of the resources, the project team needs to prioritize the topics in which the program is engaged.
- SAP will share the most current information. However, SAP does not take over any liability for problems resulting from incomplete information.
- No new developments will be delivered under this program.



Application Process

To apply for the S/4HANA Customer Care program, please send some basic project information to S4H_Customer_Care@sap.com :

- **Customer Name:**
- **Customer ERP Number:**
- **Country (project location):**
- **Implementation Partner Company:**
- **Best person(s) to discuss next steps:**
 - **Customer Contact Name & Email address:**
 - **Partner Contact Name & Email address:**
- **ERP System(s) to be replaced (SAP and/or Non-SAP) & version and system id, if SAP:**
- **Database and data base size:**
- **Type of Project:** ☐ Proof of Concept ☐ Go-Live Project
- **Implementation Type:** ☐ New Implementation ☐ System Conversion ☐ Others, please specify:
- **Target S/4HANA Product Version:** ☐ S/4HANA 1809 ☐ S/4HANA 1909 ☐ Others, please specify:
- **Applications / systems to be integrated to the S/4HANA system:**
- **Project Start Date [DD-MM-YYYY]:**
- **Go-Live Date(s) [DD-MM-YYYY]:**
- **Number of active system users:**
- **Estimated project effort:**
- **Project scope (in terms of enterprise structure, legal entities, processes, functional modules):**
- **Complexities or challenges of the project that require particular attention:**

- **Customer willing to join regular interaction with the Project Coach:** ☐ Yes ☐ No
- **Customer willing to act as a reference:** ☐ Yes ☐ No

SAP Digital Business Services

Project Success

- SAP Advisory Services
- SAP Innovation Services
- SAP Advanced Deployment
- SAP Value Assurance
- SAP Innovative Business Solutions



Continuous Success

- Managed Services
- SAP Preferred Success
- SAP Enterprise Support
- Education Services

Premium Success

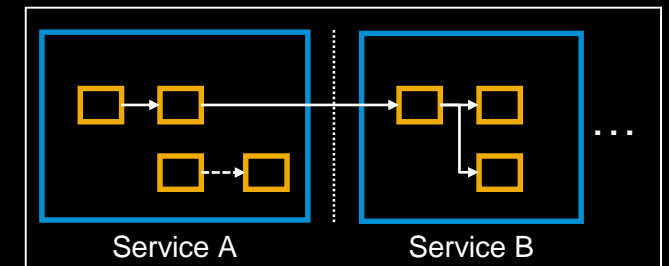
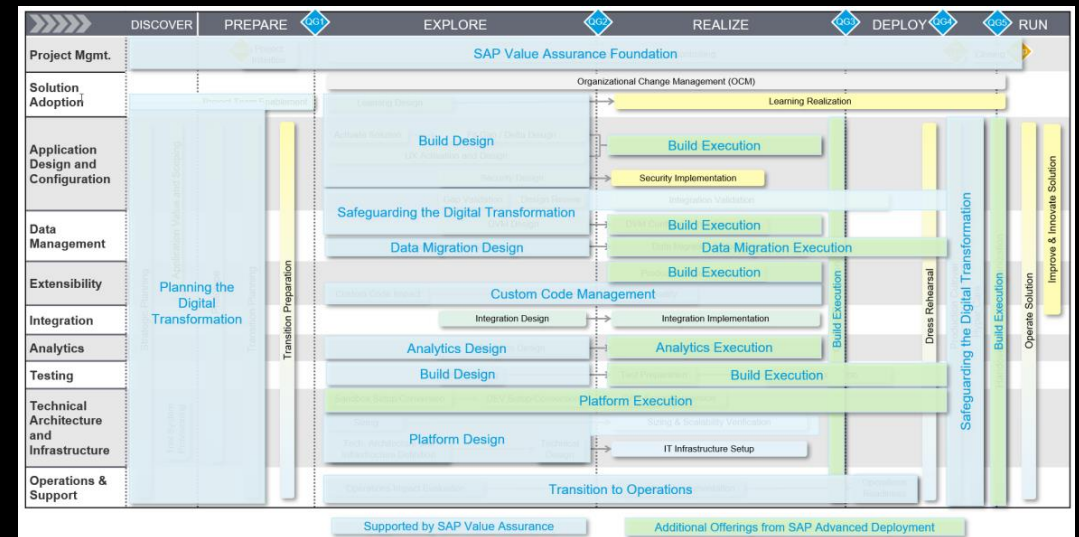
- The New SAP MaxAttention
- SAP ActiveAttention

Connection between Road Map and Service Offerings

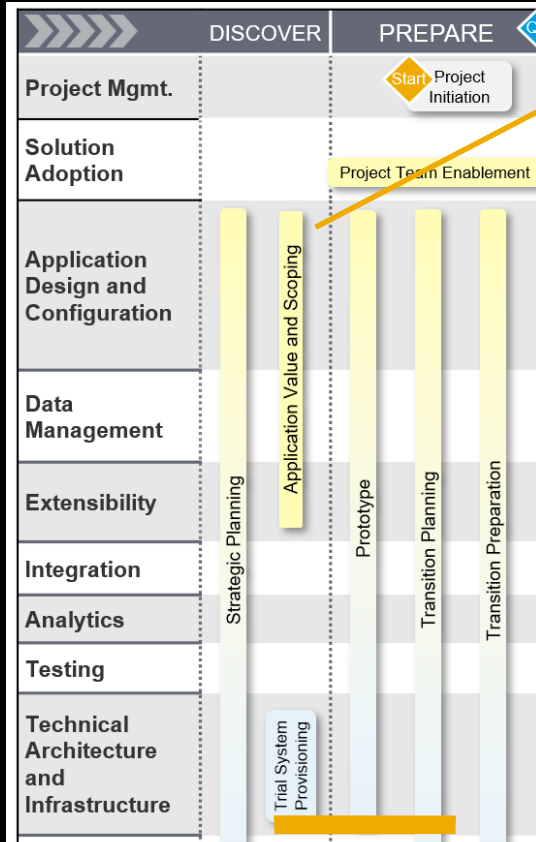
“Transition to SAP S/4HANA” road map:

- Best Practices project documentation all SAP customers can use to implement SAP S/4HANA on-premise
- Many accelerator links (templates, information, tools, training)
- Supports SAP in the definition of services
 - Consistent
 - Harmonized
 - Without (too much) overlap
- Links from project activities and tasks to services
 ➔ Your guidance for SAP Support offerings

Services



Discovery & Planning



1. S/4HANA Discovery Workshop

- Sales driven workshop for business and IT
- Heat map: Identification of relevant scope

3. Readiness Check

- Self-service
- Key information for upcoming conversion project

2. S/4HANA "Adoption Starter"

- 90-day program (1:n; 1:1)
- Cover business, technical as well as transformation view
- Creates a customer specific transformation plan

Foundation (mandatory)

Scope	How it works
1. Scoping Digital Core Current landscape and basic target architecture + instance consolidation candidate check	
2. Transformation Navigator All current products mapped to up-to-date SAP portfolio viewed from BOM, value driver and transition type perspective	
3. Innovation Scenario Check 6 Innovative technologies (ML, IoT, BC, Analytics, Big Data, Data Intelligence) reg. optimize process steps, extend current processes and transform the business model	

Packages (Tools/Services applied)

Foundation (mandatory)

4. Opportunity Check
5. Quick Value Assessment
6. Effort Estimate

1. Scoping Digital Core

2. Transformation Navigator

3. Innovation Scenario Check

Transformation

7. Readiness Check
8. Conversion vs. Greenfield
9. Start Point / Migration Path

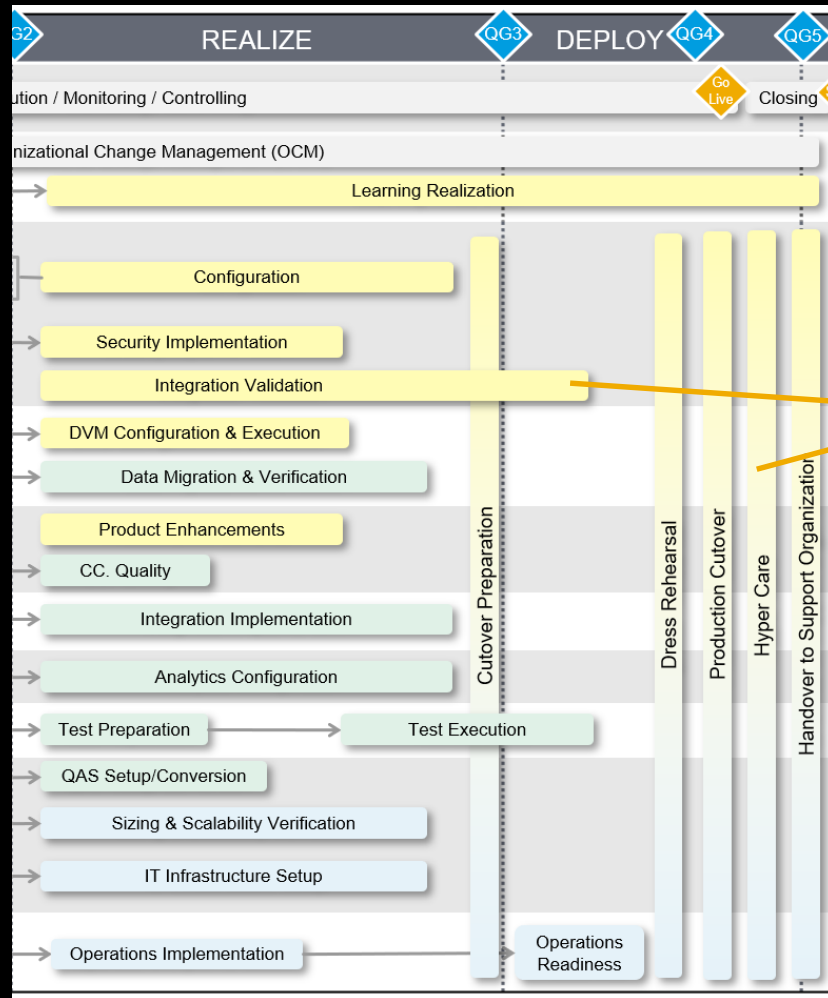
Business

Scope	How it works
4. Opportunity Check 34 pre-selected operational (system-based) KPIs	
5. Quick Value Assessment Value benchmark overall	
6. Effort Estimate 13 element TCO model (one time and recurring)	

Transformation

Scope	How it works
7. Readiness Check 10 technical areas checked e.g. modifications, simplifications, HW-sizing,...	
8. Conversion vs. Greenfield S/4 transition approach trade off evaluation	
9. Start Point / Migration Path Major product and instance transition sequencing	

Before and after Go-Live: GoingLive Check



GoingLive Check for SAP Standard Support customers:

Check session 6-8 weeks in before Go-Live

Verification sessions 4-6 weeks after Go-Live

- [SAP GoingLive Check](#): For new implementations
- [SAP OS/DB Migration Check](#): For system conversions from SAP ERP on <anyDB>
- [SAP GoingLive Functional Upgrade Check](#): For upgrades, and conversions from SAP Suite on HANA / SAP S/4HANA Finance

Related CQC services exist for SAP Enterprise Support customers

Continuous Success - SAP Enterprise Support

SAP Enterprise Support customers can:

- Consume content from the [SAP Enterprise Support Academy](#)
 - Meet The Experts (MTEs)
 - Expert Guided Implementations (EGIs)
 - Accelerated Innovation Enablement (AIE)
 - Tutorials
- Collaborate with others, and consume great content via the newly structured [SAP S/4HANA Learning Journeys](#)
- Use Continuous Quality Checks (CQCs)
 - Remote services
 - Address individual activities / tasks from the road map

The screenshot displays the SAP Learning Hub interface for the 'SAP S/4HANA On Premise Value Map - SAP Enterprise Support' group. The top navigation bar includes 'Learning Rooms', 'Home', 'Groups', and a search bar. The group page features a header with the group name, a dropdown menu set to 'Overview', and a 'More' button. Below the header is a navigation bar with links: 'Overview', 'What's New', 'Learning Journeys', 'Learning Programs', 'Events', 'Ask Questions', and 'About Us'. The main content area shows a large image of two people looking at a laptop, with text overlay: 'Next-Generation SAP Enterprise Support Value Maps', 'SAP S/4HANA On Premise', 'SAP Digital Business Services 2019', and 'PUBLIC'. To the right of the image is a search bar for the group and a description of the value map. At the bottom right, there are three buttons: 'Request a Call', 'Ask Questions', and 'Give Feedback'.

Learning Rooms ▾

SAP Learning Hub

Search SAP S/4HANA On Premis ▾

Home Groups ▾

SAP S/4HANA On Premise Value Map

Overview ▾

Public

310 Members

More ▾

Overview What's New Learning Journeys ▾ Learning Programs Events Ask Questions About Us

Search this Group...

SAP S/4HANA On Premise Value Map

The value map will enable SAP Enterprise Support customers to adopt and run SAP S/4HANA on premise.

This value map guides you from the very beginning: from the discovery stages of this journey through the planning, implementation, and run phases of your project.

Request a Call

Ask Questions

Give Feedback

Next-Generation
SAP Enterprise Support Value Maps

SAP S/4HANA On Premise

SAP Digital Business Services
2019
PUBLIC

THE BEST RUN SAP

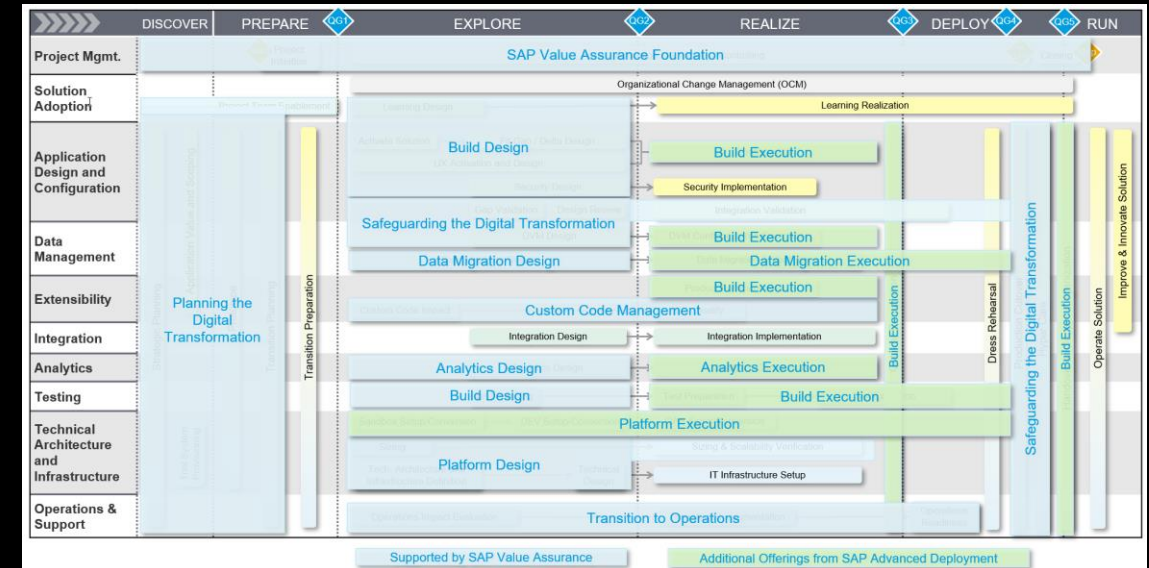
Project Success – SAP Value Assurance & SAP Advanced Deployment

SAP Value Assurance (Boxes in blue)

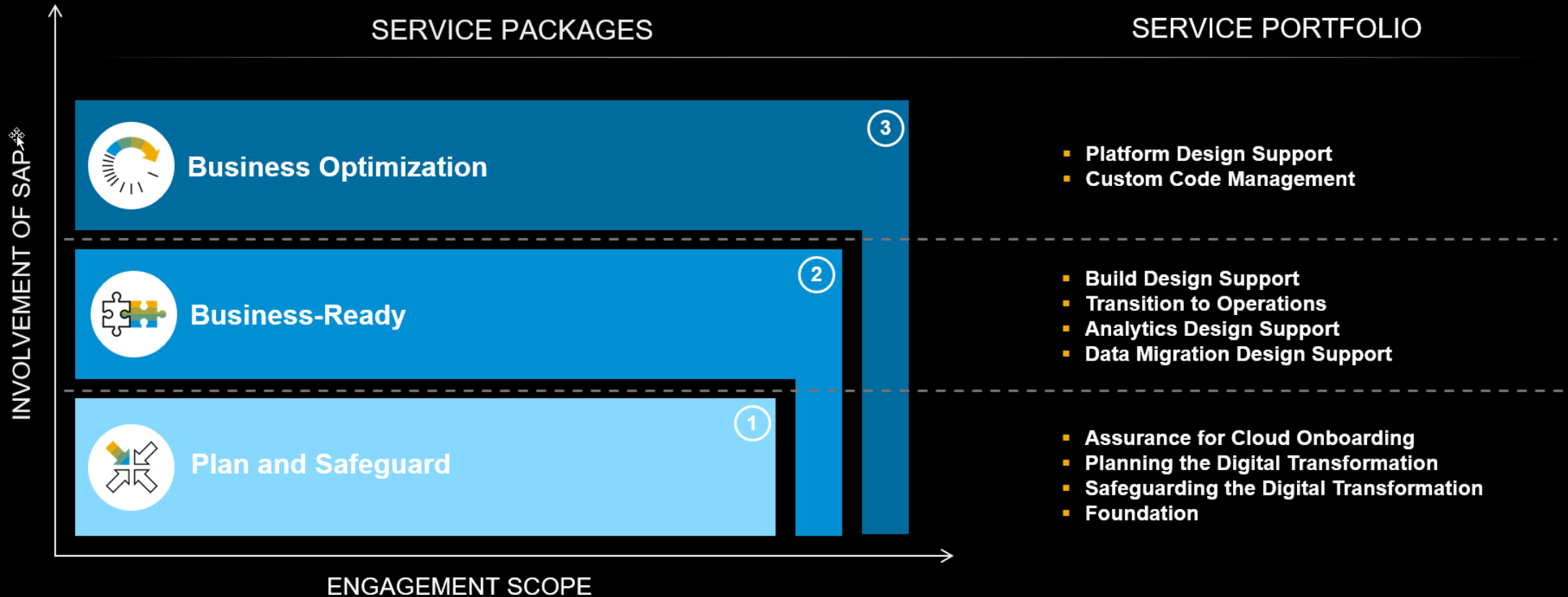
- Supports the implementation of SAP S/4HANA and SAP BW/4HANA on premise
- Supports customer / partner led projects
- Support services and Technical Quality Manager
- Standardized service delivery
- Outcome driven services
- Excludes (mostly) realization

SAP Advanced Deployment (Boxes in blue and green)

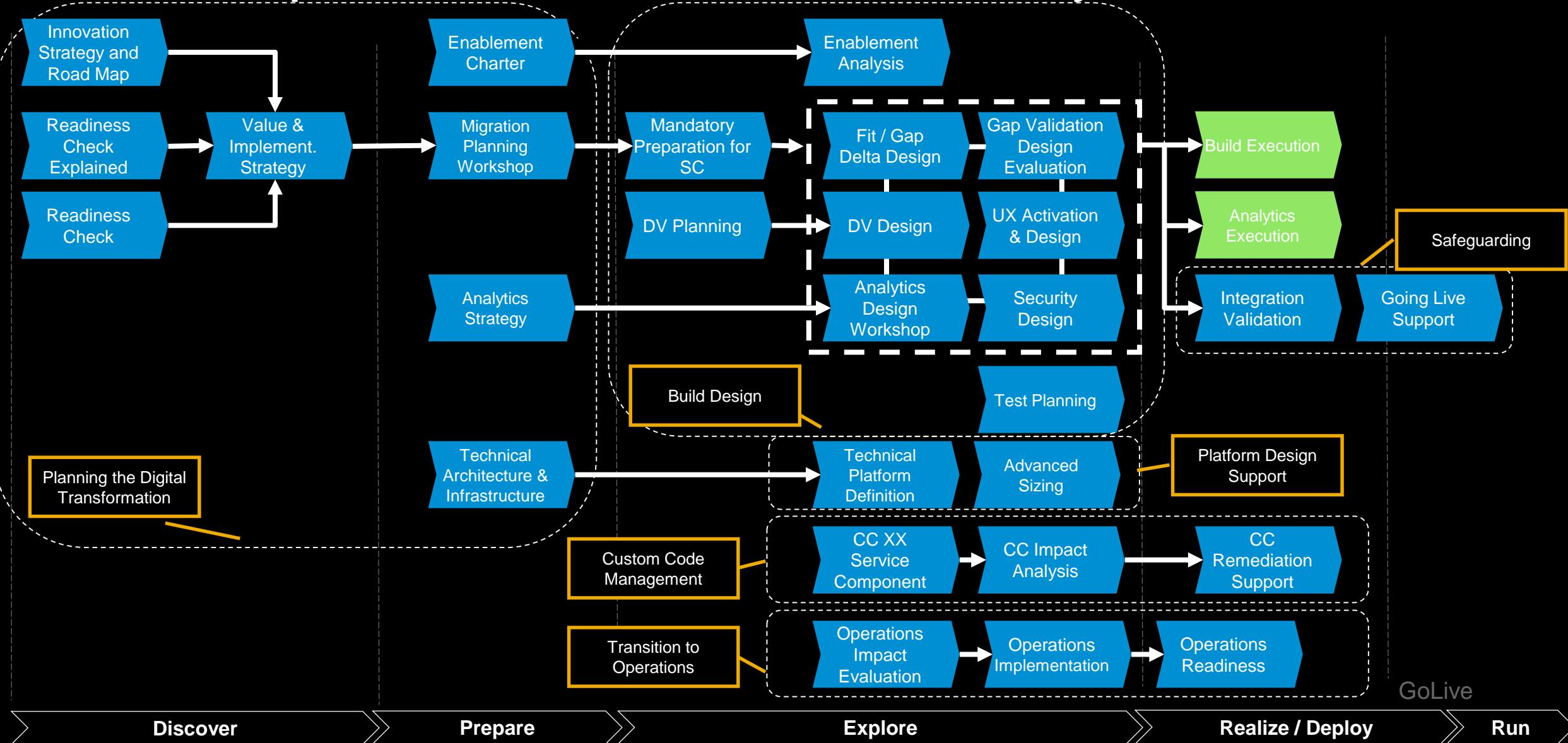
- SAP led project
- Delivery from SAP Professional Services
- Statement of Work
- Covers project end-to-end including realization



SAP Value Assurance – Package Structure



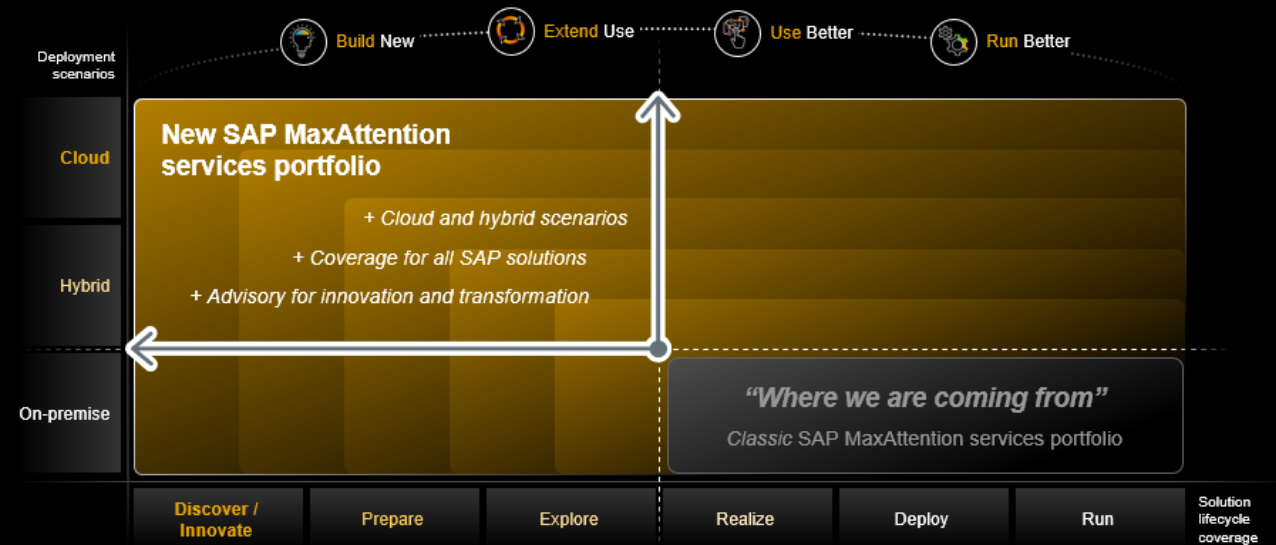
Service Component Flow in SAP Value Assurance – System Conversion













Premium Success – The New SAP MaxAttention

SAP New MaxAttention

- Continuous engagement
- Structured on Service Focus Groups
- SAP Value Assurance fully included (in Service Focus Group “Implementation Support”, “Analytics and Data Management” and “Safeguarding”)
- Has a much **broader scope** (e.g. implementation of SAP cloud products included)
- Has **additional topics and concepts** included, e.g.:
 - Architecture Planning
 - Transformation Hub
 - Enterprise Architect
 - Innovation



Extended portfolio, in easy-to-consume, cumulative levels of engagement


Focus topics		Level of engagement			
		→ Level 3 (High-end)			
		→ Level 2 (Advanced)			
		→ Level 1 (Starter)			
	Innovation services	Kickstart innovation	Expand innovation	Operationalize innovation	EA
	Co-design	Value and design assessment	Design advisory	Edge design support	EA
	Architecture planning	Architecture review	Architecture transition planning	Architecture of high-end landscapes	EA
	Analytics and data management	Value discovery and roadmap	Accelerating data to insights	Next-generation scenarios	EA
	Implementation support	Plan the implementation	Business-ready	Business optimization	SSP
	Cybersecurity and compliance	Transparency and mitigation	Continual improvement	Strategy and architecture	LTQM
	PaaS and DevOps	Rapid application development	Core extension development	Scale and manage developments	EA
	Safeguarding	Technical integrity and scalability	Functional and data integrity	High-end performance solutions	LTQM
	End-to-end hybrid operations	Transparency and essential optimization	Continuous improvement of hybrid solutions	High-end operations of hybrid solutions	LTQM
	Accelerated support	Accelerated incident management (AIM)	Extended AIM and service level agreements	Special purpose support	LTQM

Baseline


SAP MaxAttention
Engagement Foundation

- Lead technical quality manager
- Architecture point of view
- Improvement analysis and roadmap services


Lead Technical Quality Manager




Enterprise Architect*



Front Office



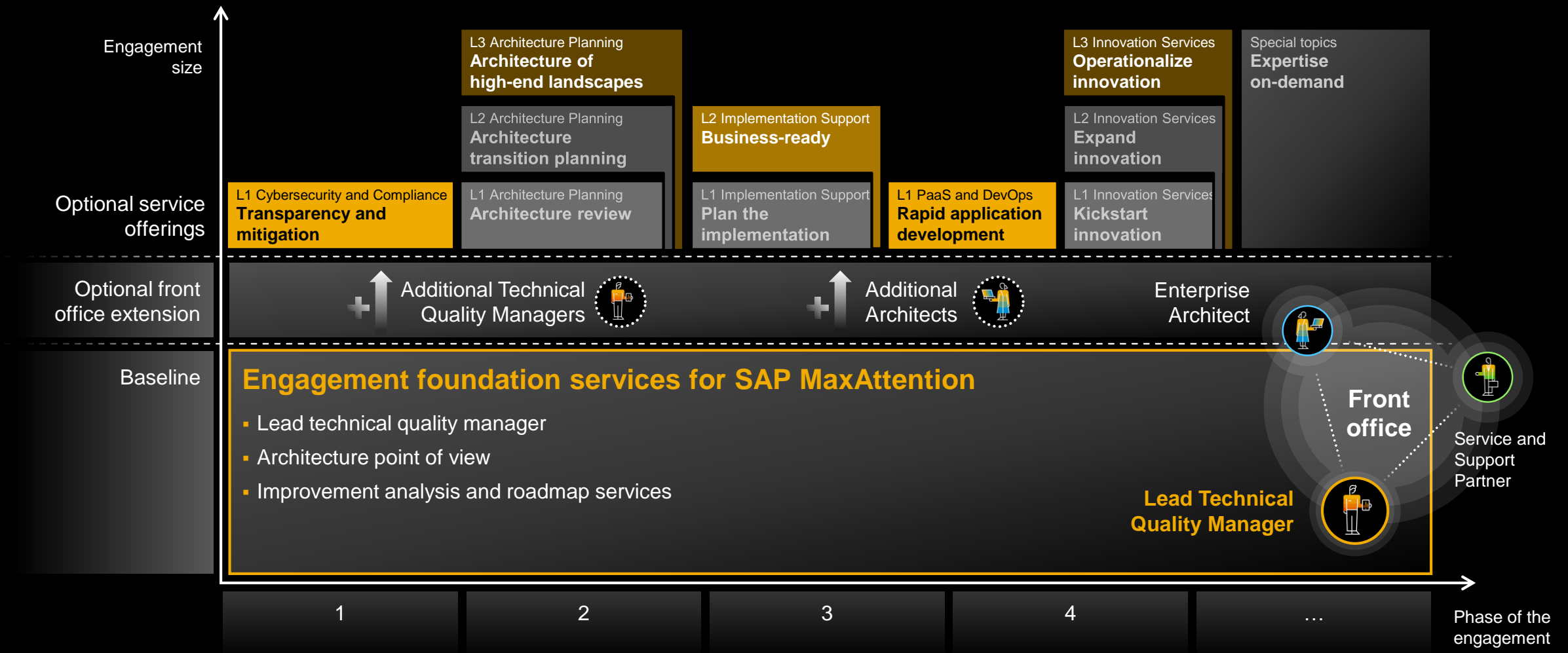
Service and Support Partner*



Here are references to SAP Value Assurance

*) optional

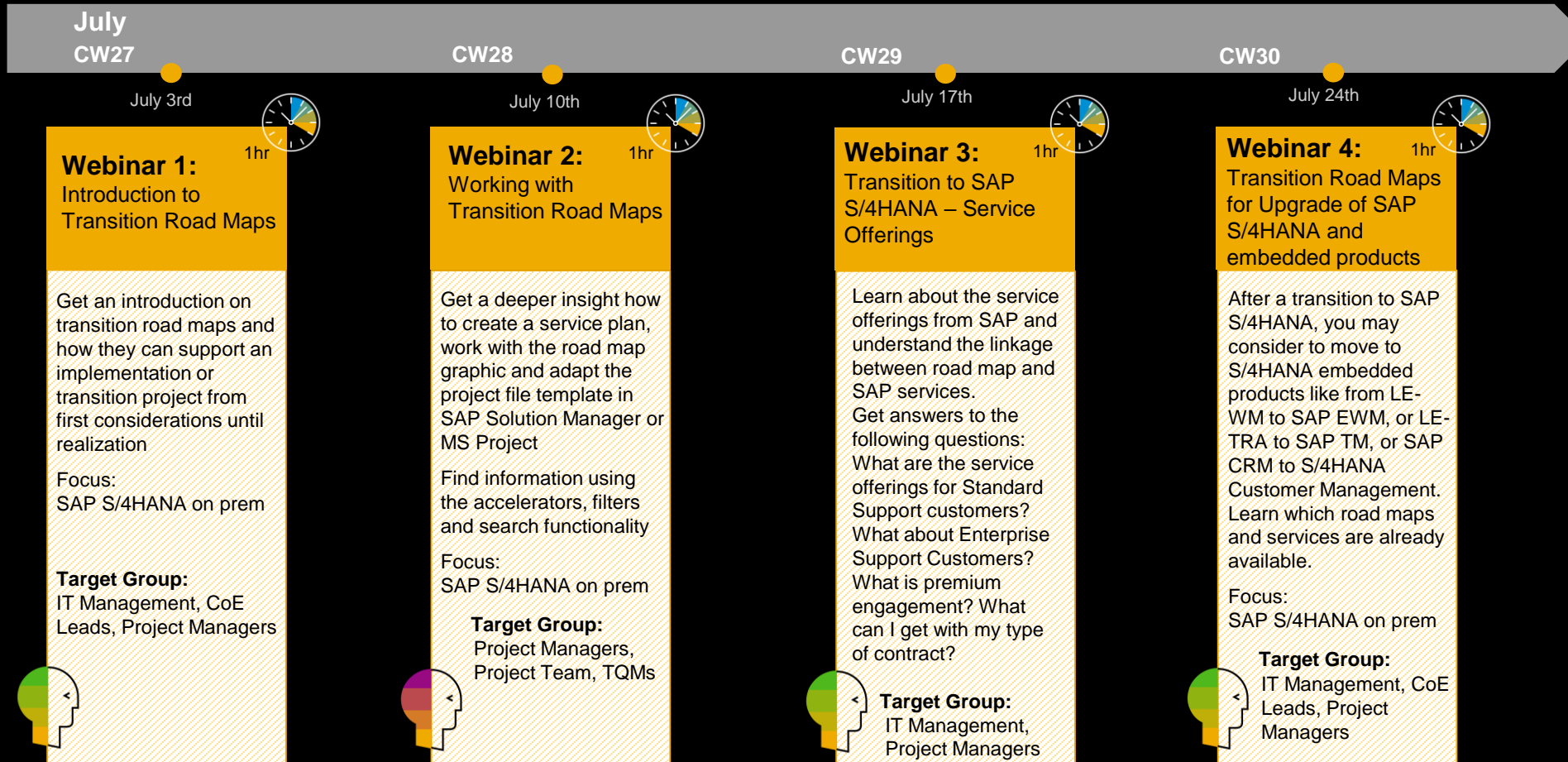
Tailor your engagement by adding optional services and front office roles



Summary

- You know the connection between transition road map and service offerings
- You know what service offerings exist for all SAP customers, from SAP Enterprise Support, SAP Value Assurance and the new SAP MaxAttention

Webinar Series



Thank you.

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