Successfully Implementing SAP S/4HANA – Part 3

Service Offerings

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Learn about the service offerings from SAP and understand the linkage between road map and SAP services. Get answers to the following questions:

What are the service offerings for Standard Support customers?
What about Enterprise Support Customers?
What is premium engagement? What can I get with my type of contract?

Focus:
SAP S/4HANA on prem

Target Group:
IT Management, CoE Leads, Project Managers

Get an introduction on transition road maps and how they can support an implementation or transition project from first considerations until realization.

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Get a deeper insight how to create a service plan, work with the road map graphic and adapt the project file template in SAP Solution Manager or MS Project.
Find information using the accelerators, filters and search functionality.

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Project Managers, Project Team, TQMs

Webinar Series

July CW27
July 3rd

Webinar 1: Introduction to Transition Road Maps

Webinar 2: Working with Transition Road Maps

Webinar 3: Transition to SAP S/4HANA – Service Offerings

Webinar 4: Transition Road Maps for Upgrade of SAP S/4HANA and embedded products

July CW28
July 10th

July CW29
July 17th

July CW30
July 24th

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After a transition to SAP S/4HANA, you may consider to move to S/4HANA embedded products like from LE-WM to SAP EWM, or LE-TRA to SAP TM, or SAP CRM to S/4HANA Customer Management. Learn which road maps and services are already available.

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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

**SAP**

- **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

- **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

Focus of this session – SAP S/4HANA Context

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

Customer Success
“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
1. **S/4HANA Discovery Workshop**
   - Sales driven workshop for business and IT
   - Heat map: Identification of relevant scope

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

3. **Readiness Check**
   - Self-service
   - Key information for upcoming conversion project

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**Packages (Tools/Services applied)**

**Foundation (mandatory)**

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

**Business**

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**

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

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Strongly driven by the **SAP S/4HANA Movement** program
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 (CQC)
  - Remote services
  - Address individual activities / tasks from the road map
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 PACKAGES

1. Plan and Safeguard
2. Business-Ready
3. Business Optimization

SERVICE PORTFOLIO

- Platform Design Support
- Custom Code Management
- Build Design Support
- Transition to Operations
- Analytics Design Support
- Data Migration Design Support
- Assurance for Cloud Onboarding
- Planning the Digital Transformation
- Safeguarding the Digital Transformation
- Foundation
Service Component Flow in SAP Value Assurance – System Conversion

1. **Innovation Strategy and Road Map**
   - Development Strategy
   - Readiness Check Explained
   - Readiness Check
2. **Value & Implement. Strategy**
   - Migration Planning Workshop
   - Analytics Strategy
3. **Enablement Charter**
   - Mandatory Preparation for SC
   - DV Planning
4. **Enablement Analysis**
   - Fit / Gap Delta Design
   - Gap Validation Design Evaluation
5. **DV Design**
   - Analytics Design Workshop
   - Security Design
6. **UX Activation & Design**
   - DV Activation
7. **Analytics**
   - Strategy
   - Integration Validation
8. **Technical Platform Definition**
   - Advanced Sizing
9. **Operation Support**
   - CC XX Service Component
   - CC Impact Analysis
   - CC Remediation Support
10. **Operations Readiness**
    - Operations Impact Evaluation
    - Operations Implementation
11. **Build Design**
    - Customer Service Management
    - Transition to Operations
12. **Test Planning**
    - Build Execution
    - Analytics Execution
13. **Platform Design Support**
14. **Safeguarding**
15. **GoLive**

**Discover** → **Prepare** → **Explore** → **Realize / Deploy** → **Run**
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

Co-design
- Value and design assessment
- Design advisory
- Edge design support

Architecture planning
- Architecture review
- Architecture transition planning
- Architecture of high-end landscapes

Analytics and data management
- Value discovery and roadmap
- Accelerating data to insights
- Next-generation scenarios

Implementation support
- Plan the implementation
- Business-ready
- Business optimization

Cybersecurity and compliance
- Transparency and mitigation
- Continual improvement
- Strategy and architecture

PaaS and DevOps
- Rapid application development
- Core extension development
- Scale and manage developments

Safeguarding
- Technical integrity and scalability
- Functional and data integrity
- High-end performance solutions

End-to-end hybrid operations
- Transparency and essential optimization
- Continuous improvement of hybrid solutions
- High-end operations of hybrid solutions

Accelerated support
- Accelerated incident management (AIM)
- Extended AIM and service level agreements
- Special purpose support

SAP MaxAttention Engagement Foundation

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

Baseline

Here are references to SAP Value Assurance

*) optional
Tailor your engagement by adding optional services and front office roles

Engagement foundation services for SAP MaxAttention

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

Optional service offerings

- L1 Cybersecurity and Compliance
  - Architecture of high-end landscapes
  - Architecture review
  - Transparency and mitigation

- L2 Architecture Planning
  - Architecture transition planning
  - Business-ready
  - Plan the implementation
  - Rapid application development

- L3 Architecture Planning
  - Architecture of high-end landscapes

- L2 Implementation Support
  - Expand innovation
  - Kickstart innovation

- L3 Innovation Services
  - Operationalize innovation

Optional front office extension

- Additional Technical Quality Managers
- Additional Architects
- Enterprise Architect
- Lead Technical Quality Manager

Special topics
- Expertise on-demand

Baseline

Phase of the engagement
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
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