SAP

SAP ALM Roadshow 2024 - Dubai Edition

Achieving ALM Excellence for SAP S/4HANA Cloud and Hybrid Customers

April 30, 2024

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SAP ALM Roadshow 2024 - Dubai Edition

Achieving ALM Excellence for SAP S/4HANA Cloud and Hybrid Customers

Dana Ibrahim

Enterprise Customer Success Manager

WELCOME

TODAY'S Team

Hakki Bosnali

VP, Head of Customer
Engagement & Services

Mohammed Suhaib

SAP Cloud ALM Solution
Expert at SAP Labs India

Manal Siddiqui

Delivery Executive & GTM
SAP Customer Services &
Delivery (CS&D)

Mine Ecevit

Solution Head - Innovation
Management

Agenda

09:00 a.m.	**Welcome** Hosted by Dana Ibrahim, Enterprise Customer Success Manager	
09:45 a.m.	**Empowering Customers on their SAP S/4HANA Transformation Journeys** Hakki Bosnali VP, Head of Customer Engagement & Services	
10:00 a.m.	**Leveraging SAP ALM for the Intelligent Sustainable Enterprise** Mohammed Suhaib, SAP Cloud ALM Solution Expert at SAP Labs India Manal Siddiqui, Delivery Executive & GTM for SAP Customer Services & Delivery (CS&D)	
10:45 a.m.	**Automation Testing with Tricentis** Mohammed Suhaib, SAP Cloud ALM Solution Expert at SAP Labs India	
10:55 a.m.	Coffee and Networking break	
11:05 a.m.	**Optimizing Operations combining AI and SAP Cloud ALM** **Transitioning from Solution Manager to SAP Cloud ALM** **Leveraging SAP Focused Run for Advanced monitoring capabilities** Mohammed Suhaib, SAP Cloud ALM Solution Expert at SAP Labs India	
11:55 a.m.	**Helping you achieve more with Cloud Application Services** Mine Ecevit, Solution Head - Innovation Management	
12:25 p.m.	Questions and Answers	
12:40 p.m	Closing Remarks	
12:45 p.m.	Networking Lunch	

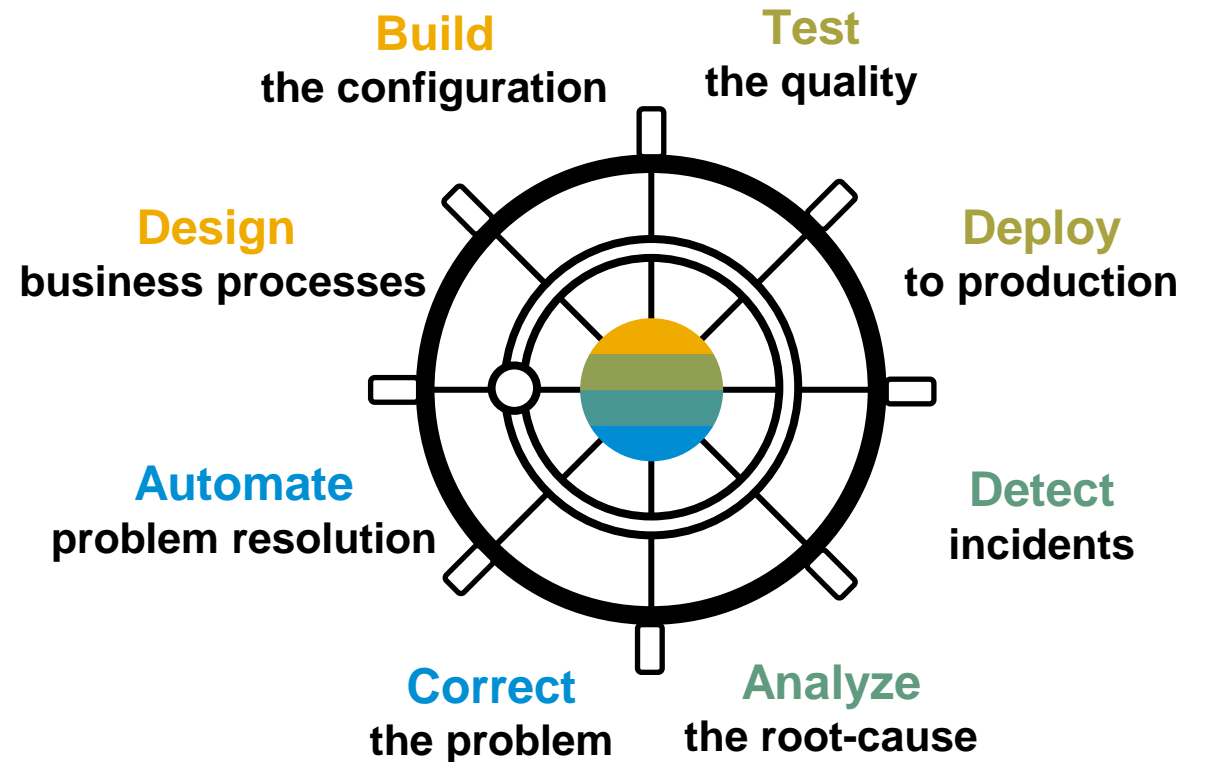# Leveraging SAP ALM for the Intelligent Sustainable Enterprise

Manal Siddiqui

Delivery Executive & GTM
for SAP Customer Services
& Delivery (CS&D)

What is Application Lifecycle Management (ALM)?

Application Lifecycle Management assists the **implementation** and **operations** of **SAP S/4HANA Cloud**

- **Accelerate** time-to-value

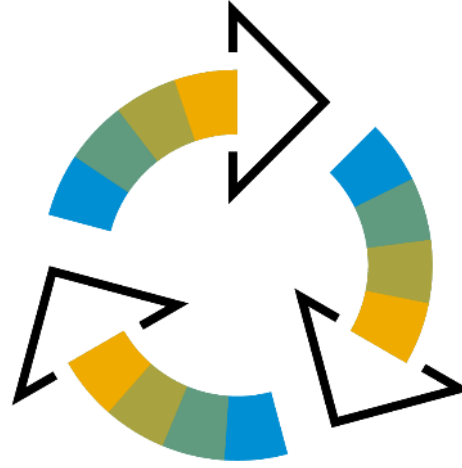- **Safeguard** business continuity

- **Reduce** cost of ownership

Build
the configuration

Test
the quality

Design
business processes

Deploy
to production

Automate
problem resolution

Detect
incidents

Correct
the problem
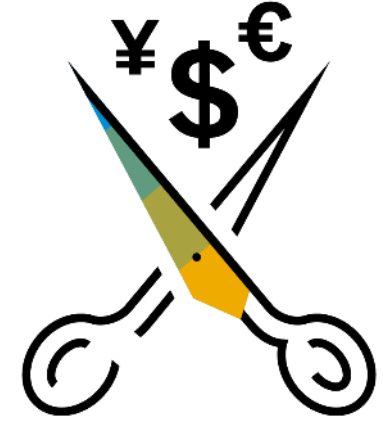
Analyze
the root-cause

Why ALM for RISE with SAP?

Accelerate Time-to-Market

- Leverage SAP Activate content
- Speed up implementation
- Improve quality by testing
- Ease traceability and governance

Safeguard Business Continuity

- Identify problems
- Accelerate problem resolution
- Automate corrective actions
- Proactive problem detection

Reduce Cost of Ownership

- Lower cost of implementation
- Lower cost of operation
- No maintenance cost
- Avoid 3rd-party licenses

SAP's Application Lifecycle Management product portfolio

SAP Solution Manager
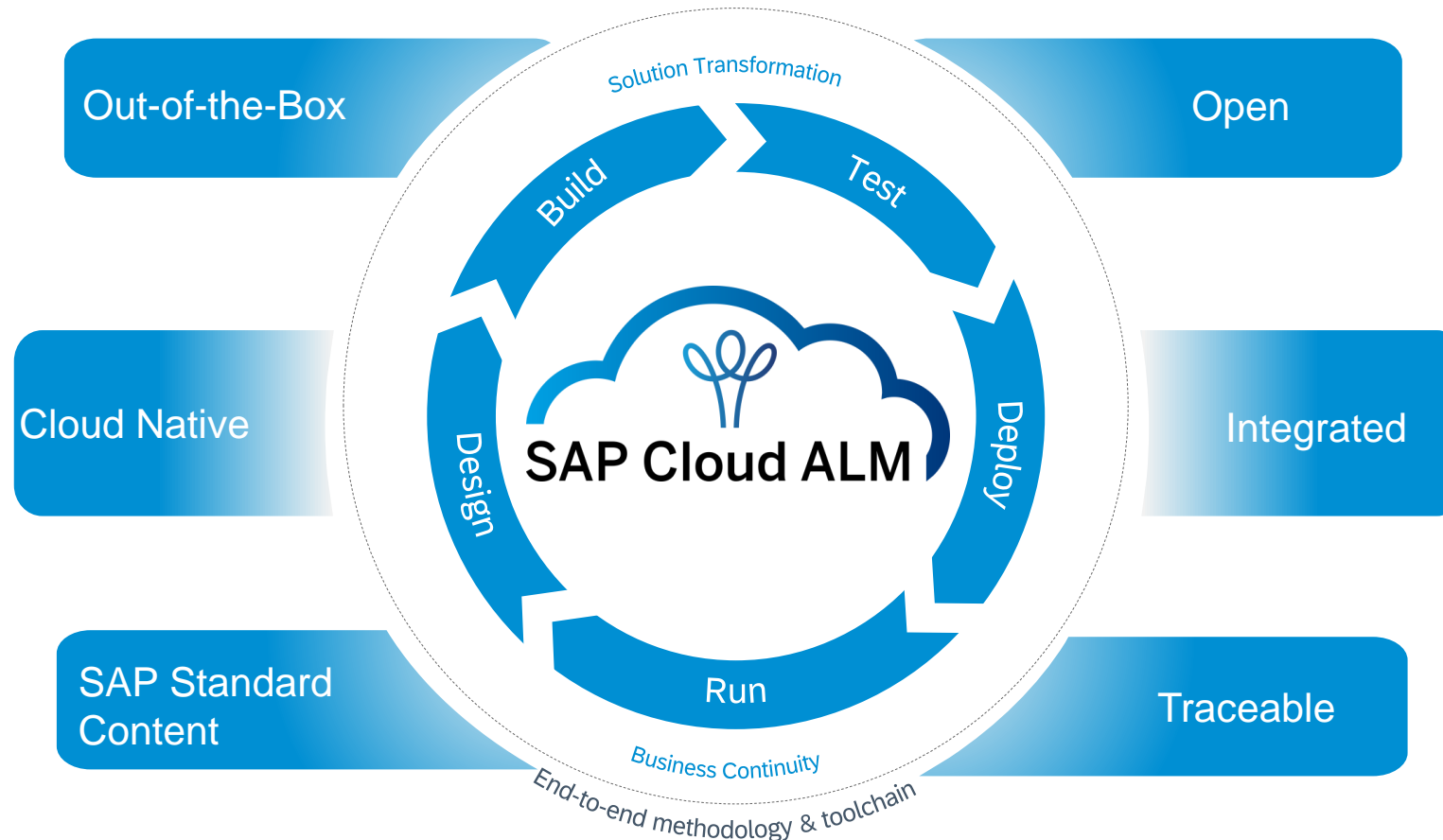for hybrid solutions

SAP Focused Run
for hybrid solutions

SAP Cloud ALM
for hybrid cloud solutions

SAP Cloud ALM is the target ALM for RISE with SAP!

We manage Your Solution

Out-of-the-Box

Cloud Native

SAP Standard Content

Open

Integrated

Traceable

Solution Transformation

Build · Test · Design · Deploy · Run

SAP Cloud ALM

Business Continuity
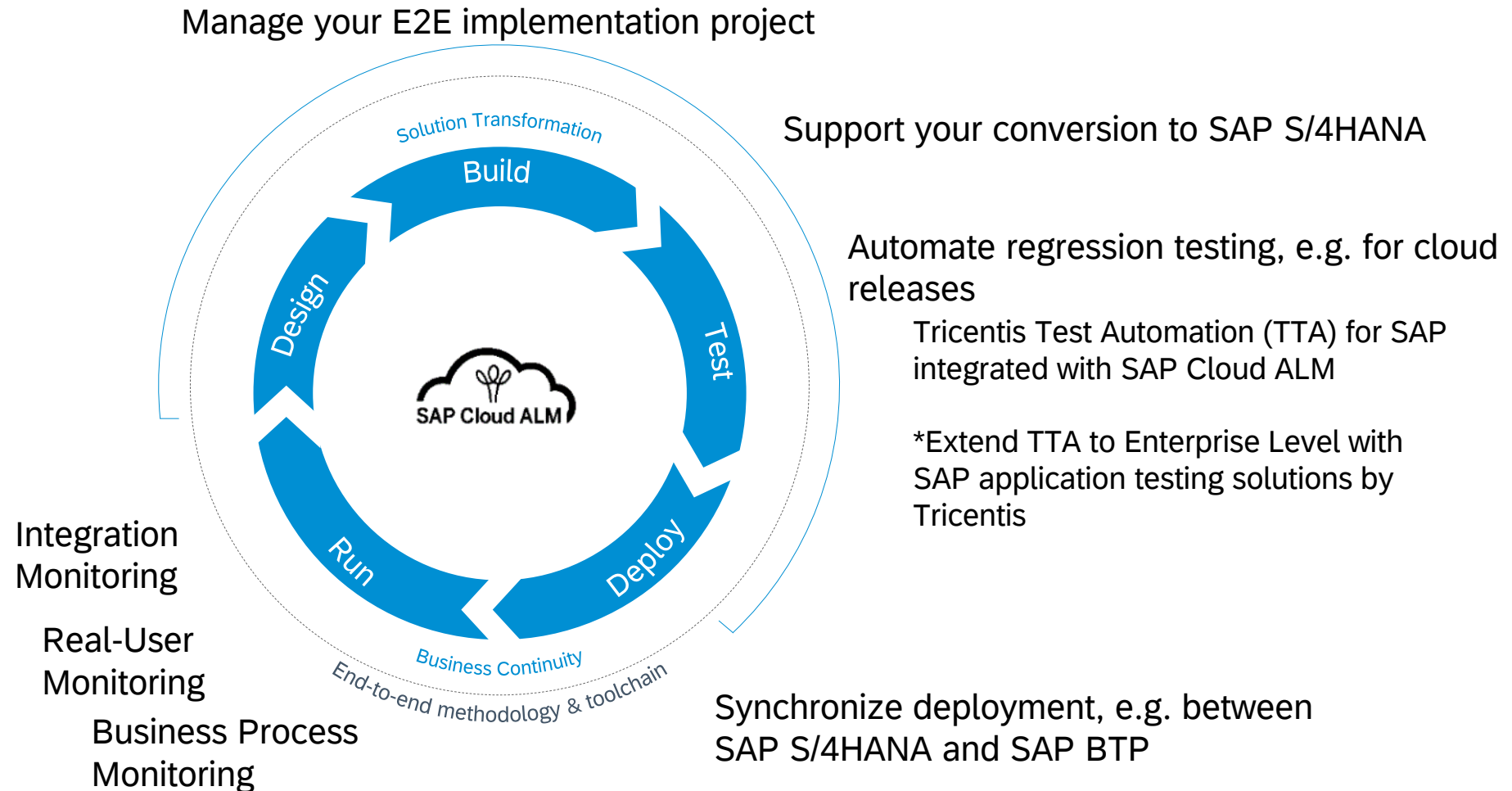
End-to-end methodology & toolchain

SAP Cloud ALM provides the harmonized implementation experience for the intelligent enterprise, covering all relevant SAP solutions for all customers

powered by AI
Service & Support Collaboration
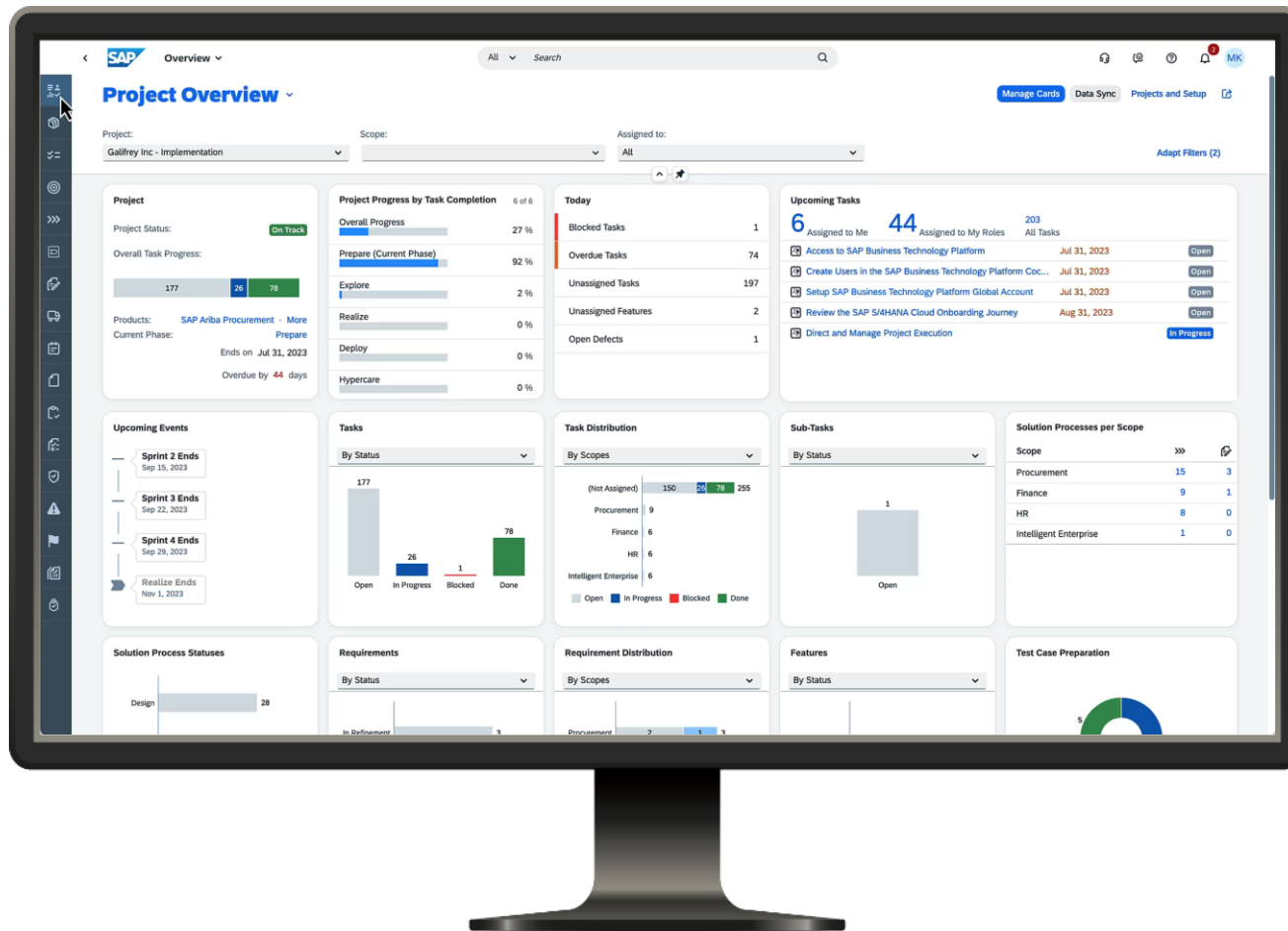Data Lake for Service & Support

Typical Entry Points to SAP Cloud ALM – Adoption Use Cases

Learn more!

Manage your E2E implementation project

Support your conversion to SAP S/4HANA

Automate regression testing, e.g. for cloud releases

Tricentis Test Automation (TTA) for SAP integrated with SAP Cloud ALM

*Extend TTA to Enterprise Level with SAP application testing solutions by Tricentis

Solution Transformation

Build

Design

Test

Run

Deploy

Business Continuity

End-to-end methodology & toolchain

SAP Cloud ALM

Integration Monitoring

Real-User Monitoring

Business Process Monitoring

Synchronize deployment, e.g. between SAP S/4HANA and SAP BTP

*This is the current state of planning and may be changed by SAP at any time.

SAP Cloud ALM – Success and Momentum

5.700 customers

8 new customers per day

March 2023

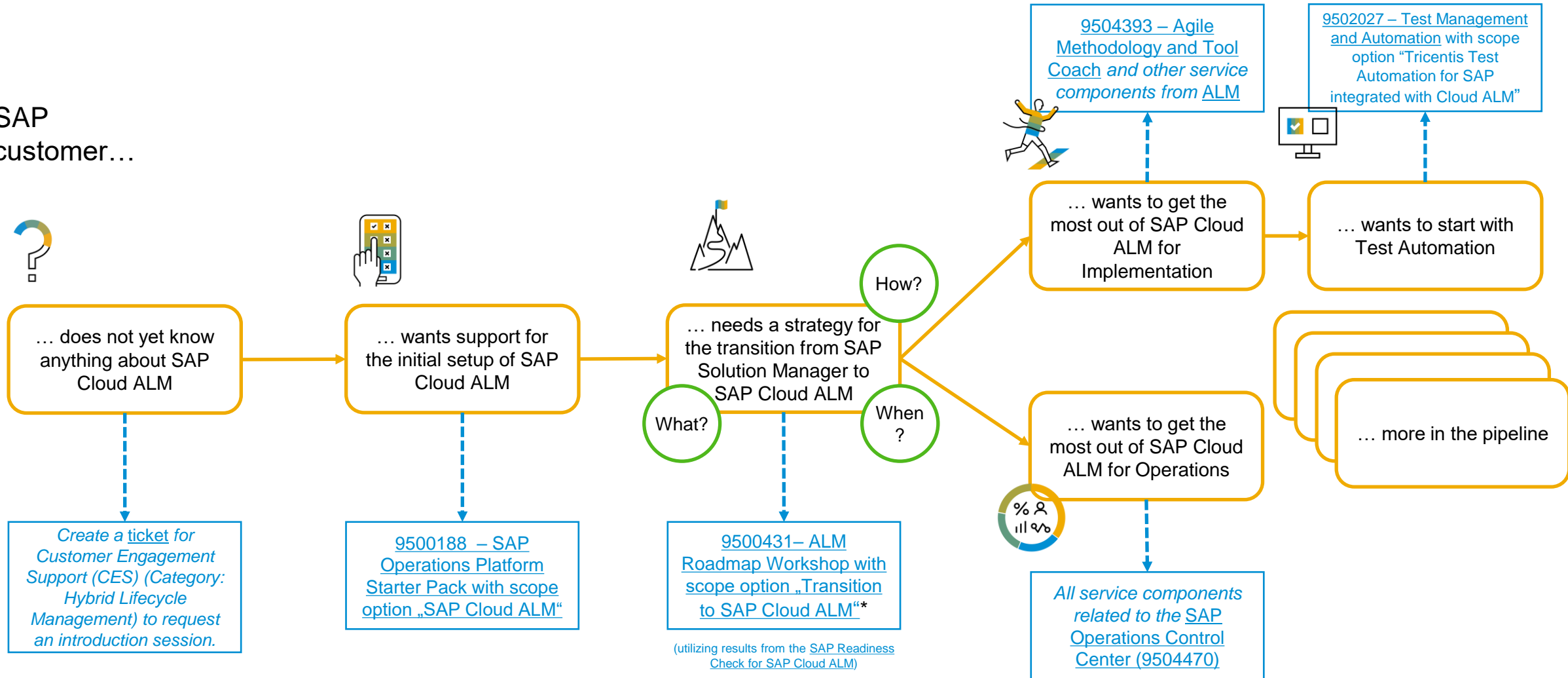30 months acceleration

First 1.000 customers in **19** months

Second 1.000 customers in **7** months

Third 1.000 customers in **4** months

PE Services | SAP ALM for the Intelligent Enterprise
Customer Journey

SAP customer…

… wants to get the most out of SAP Cloud ALM for Implementation

… wants to start with Test Automation

9504393 – Agile Methodology and Tool Coach *and other service components from* ALM

9502027 – Test Management and Automation with scope option "Tricentis Test Automation for SAP integrated with Cloud ALM"

… does not yet know anything about SAP Cloud ALM

… wants support for the initial setup of SAP Cloud ALM

… needs a strategy for the transition from SAP Solution Manager to SAP Cloud ALM

How?

What?

When?

… more in the pipeline

… wants to get the most out of SAP Cloud ALM for Operations

Create a ticket *for Customer Engagement Support (CES) (Category: Hybrid Lifecycle Management) to request an introduction session.*

9500188 – SAP Operations Platform Starter Pack with scope option „SAP Cloud ALM"

9500431– ALM Roadmap Workshop with scope option „Transition to SAP Cloud ALM"*

(utilizing results from the SAP Readiness Check for SAP Cloud ALM)

All service components related to the SAP Operations Control Center (9504470)

* If there is a clear focus on Run / Operations (and no relevance of Build / Implementation) you can also book 9504463 – OCC Scoping & Planning with scope option "Transition to SAP Cloud ALM"

PE Services | SAP ALM for the Intelligent Enterprise
ALM Roadmap

Value and Benefits

- Clear concept on how to use SAP Cloud ALM situations and how to facilitate ALM processes

- Optimized value of using SAP's operations platform for ALM with awareness of requirements, possibilities, best practices, synergy effects, and integration aspects

Outcome

- Assessment of customer's ALM processes and mapping to SAP ALM best practices

- Identification of integration and substitution opportunities of third-party and legacy systems

- Identification of technical feasibility, issues, and areas of concern

- Road map proposal
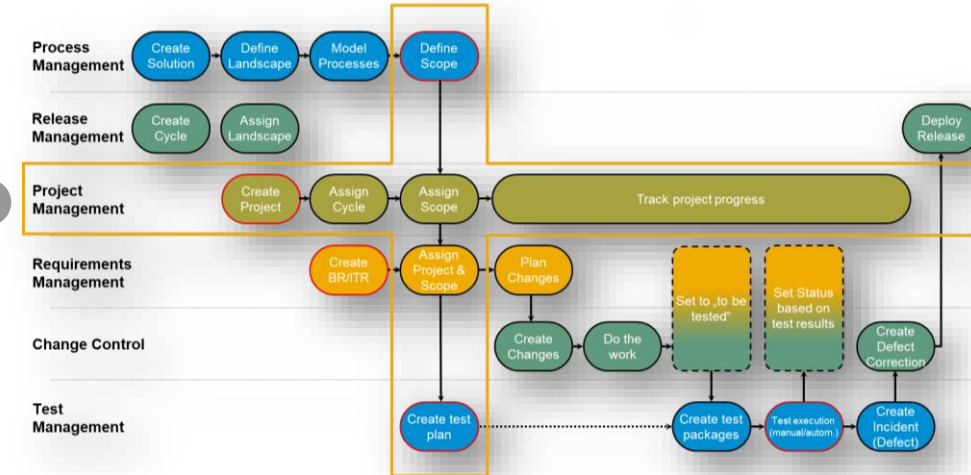
PE Services | Business Process Insights and Improvement
Signavio Process Management & Mining Advisory

Value and Benefits

- Integrated 360 degree view on business process(es) and build a solid foundation for the organization's process journey

- Mine, model, analyze, and optimize your processes

- Data-driven approach for process transformation to support business goals

Outcome

- Technical support to prepare for the configuration activities:
  - SAP Process Manager by Signavio for process modelling and simulation selected business process
  - SAP Process Intelligence by Signavio for mining pilot process
  - SAP Workflow Accelerator by Signavio to improve the business process by automating manual or repetitive tasks

- Empowerment on key capabilities of Signavio components

SAP Signavio Process Transformation Suite
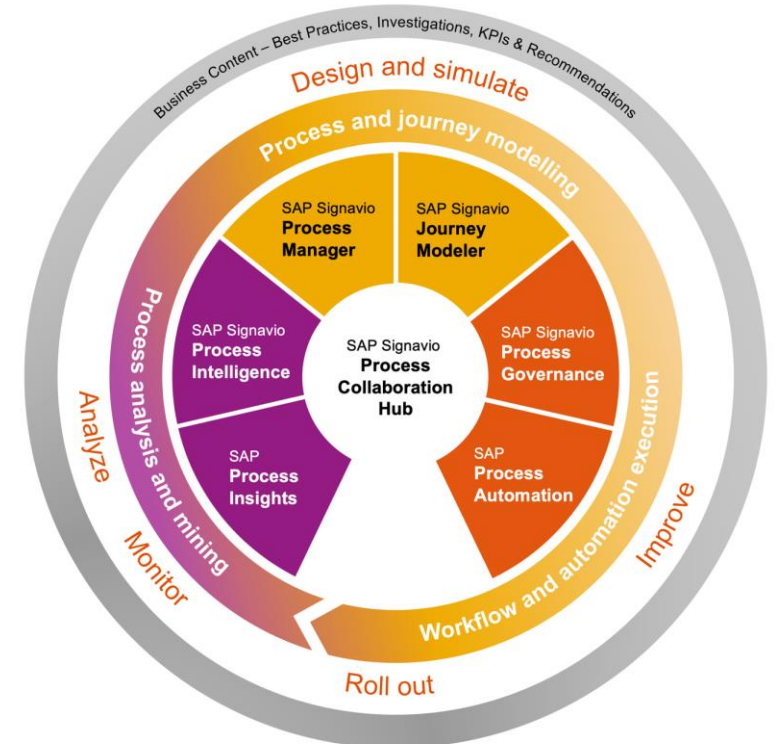
SAP's Application Lifecycle Management (ALM) strategy

SAP Cloud ALM

- enables customers to **adopt innovation** at scale.

- helps to keep the business running by protecting **business continuity**.

- serves as anchor point and accelerator for customer **transformations**.

- is included in **maintenance** and **subscription**.

SAP Focused Run

- empowers SAP-centric service providers to streamline operations across customers.

- enables large customers with extensive on-premise landscapes to run at their best.

- requires an own license.

SAP Cloud ALM integrates seamlessly with **SAP Focused Run**.

SAP Solution Manager 7.2 **mainstream maintenance** ends Dec. 31, 2027.

Manage Implementations with SAP Cloud ALM

Mohammed Suhaib

SAP Cloud ALM Solution
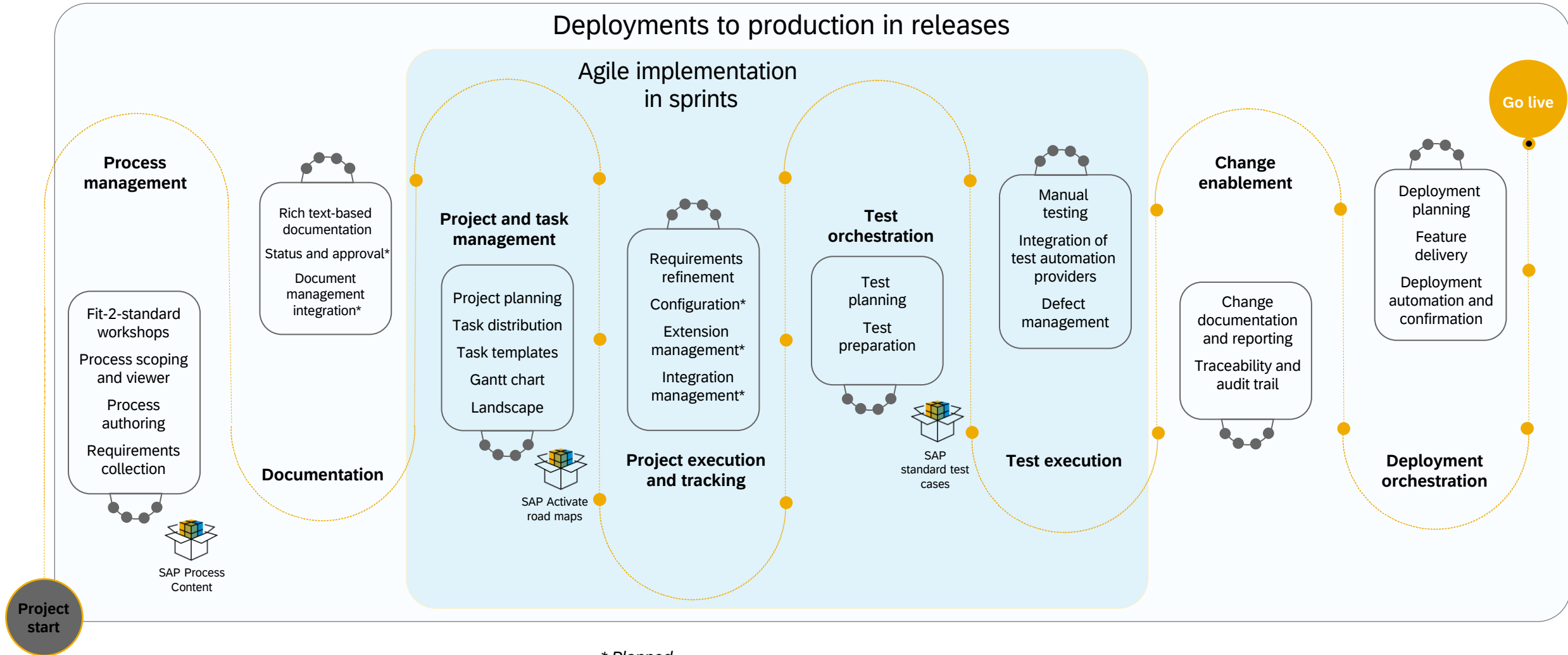Expert at SAP Labs India

SAP Cloud ALM for implementation

SAP Cloud ALM for implementation provides the harmonized implementation for the intelligent enterprise, covering all relevant SAP solutions for cloud centric customers

- **Harmonized implementation** across SAP cloud solutions

- **Built-in transparency** about implementation progress

- **Faster time-to-value** through task-driven implementation based on SAP Activate

- **Comprehensive** workspace for fit-to-standard workshops with SAP Standard and custom content

- **Ensuring quality** in projects with integrated manual and automatic testing

- **Full audit trail and traceability** with integrated deployment orchestration

- **Instantaneously** available
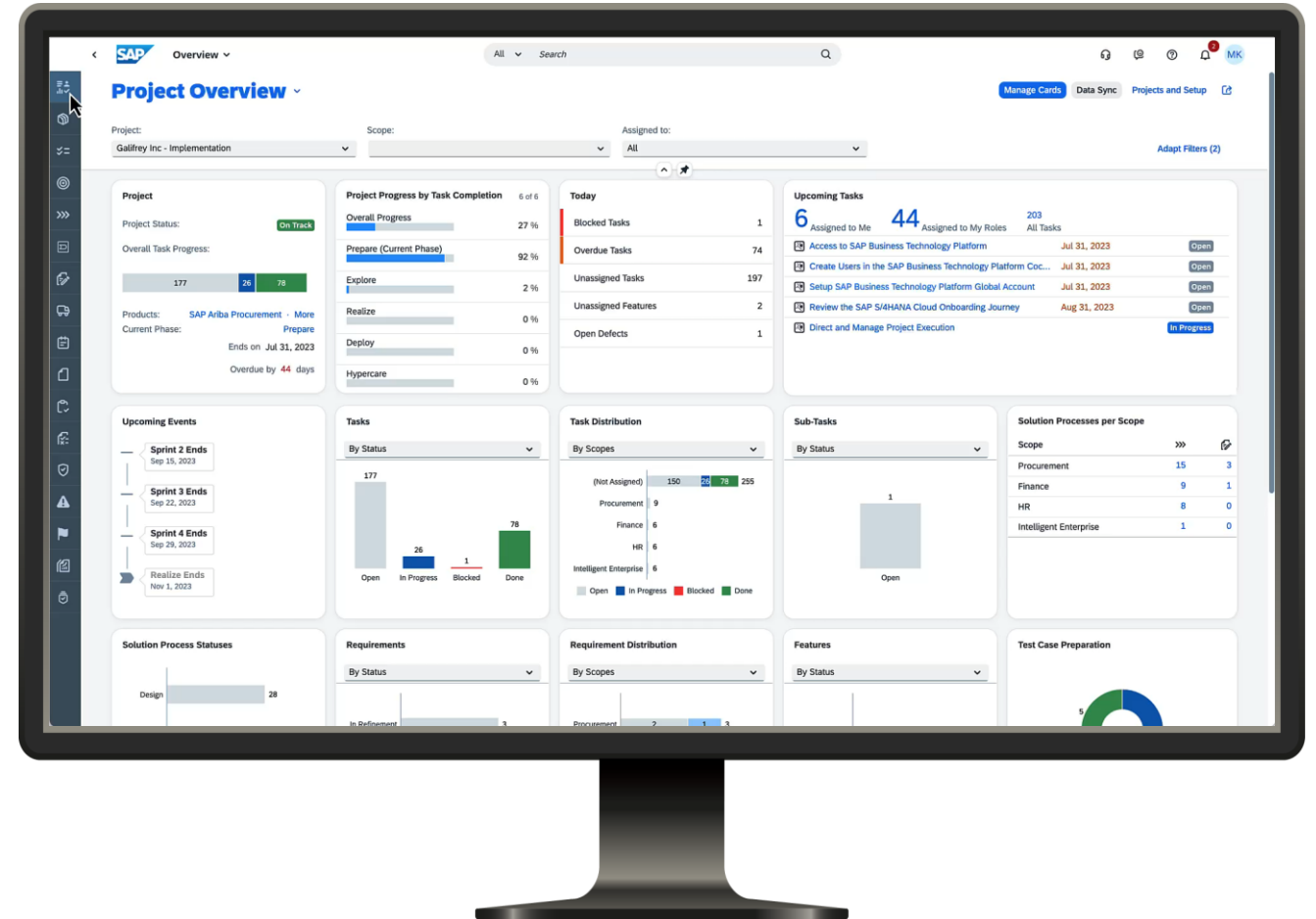
Implementation capabilities in detail

Deployments to production in releases

Process management

Fit-2-standard workshops
Process scoping and viewer
Process authoring
Requirements collection

SAP Process Content

Documentation

Rich text-based documentation
Status and approval*
Document management integration*

Agile implementation in sprints

Project and task management

Project planning
Task distribution
Task templates
Gantt chart
Landscape

SAP Activate road maps

Project execution and tracking

Requirements refinement
Configuration*
Extension management*
Integration management*

Test orchestration

Test planning
Test preparation

SAP standard test cases

Test execution

Manual testing
Integration of test automation providers
Defect management

Change enablement

Change documentation and reporting
Traceability and audit trail

Deployment orchestration

Deployment planning
Feature delivery
Deployment automation and confirmation

Go live

Project start

Planned

This is the current state of planning and may be changed by SAP at any time.

Demo

SAP Cloud ALM

GALILEO GROUP

Customer Case: Jira & SAP Cloud ALM Best-of-Breed-Approach

Available on SAP Store

Federal Ministry of Research

Problem Statement of High-Tech Customer

1 S/4HANA Implementation with 3-year program cycle

2 SAP Cloud ALM new de-facto standard but best-practices by Porsche Consulting (=Jira Template)

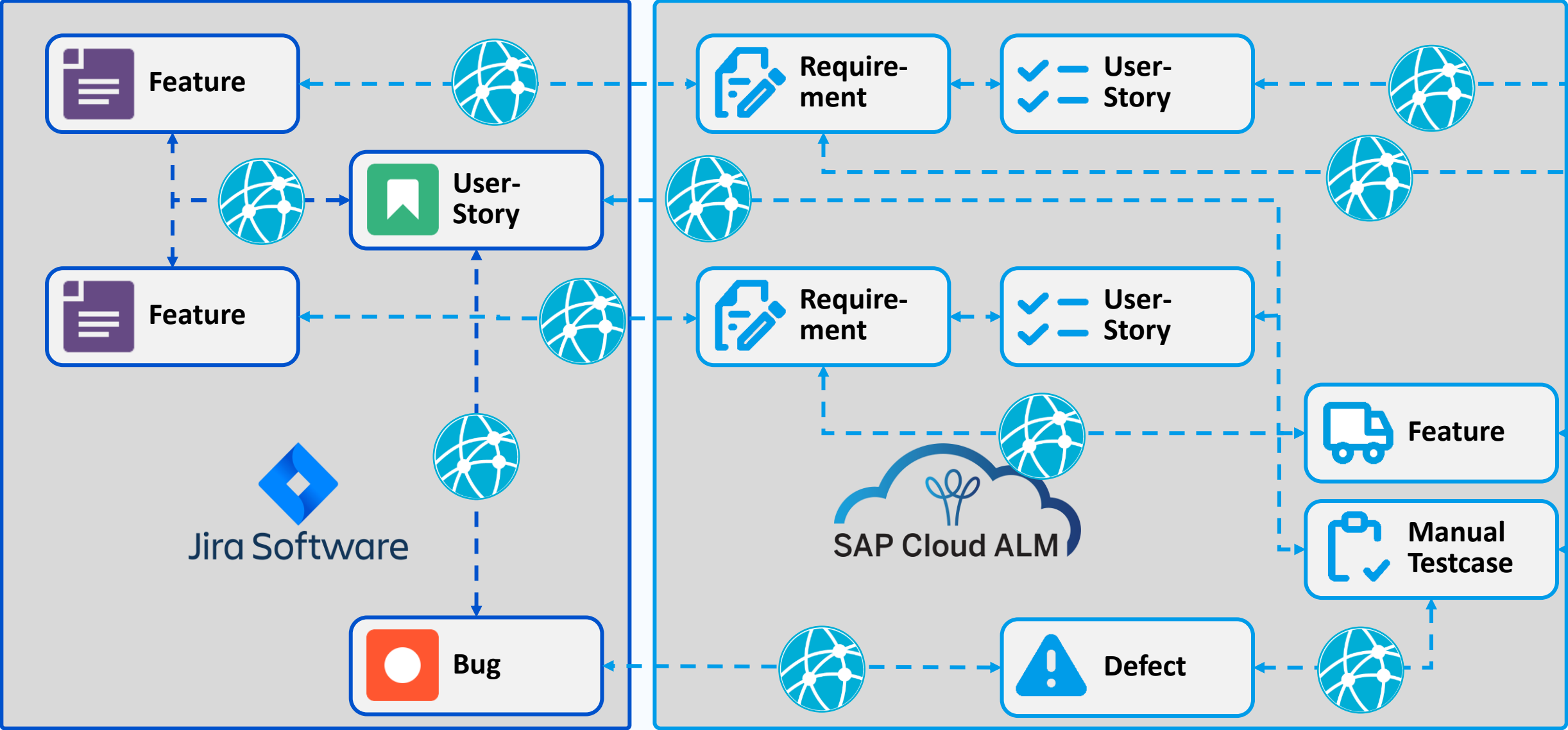**3** SAP Solution Manager Product Availability

SAP Solution Manager, SAP Focused Run in mainstream maintenance

End of mainstream maintenance for SAP Solution Manager

End of extended maintenance for SAP Solution Manager

© SAP SE 2023

Now

End of 2027

End of 2030

SAP Solution Manager 7.2 - Operations — Customer specific maintenance

SAP Solution Manager 7.2 – Implementation & ITSM — Extended maintenance — Customer specific maintenance

SAP Focused Run

SAP Cloud ALM

What SAP ALM Tool Set?

Flow on conceptual Basis

Jira Software

SAP Cloud ALM

- Feature
- User-Story
- n:m
- Feature
- on status change
- Bug
- Require-ment
- Require-ment
- User-Story
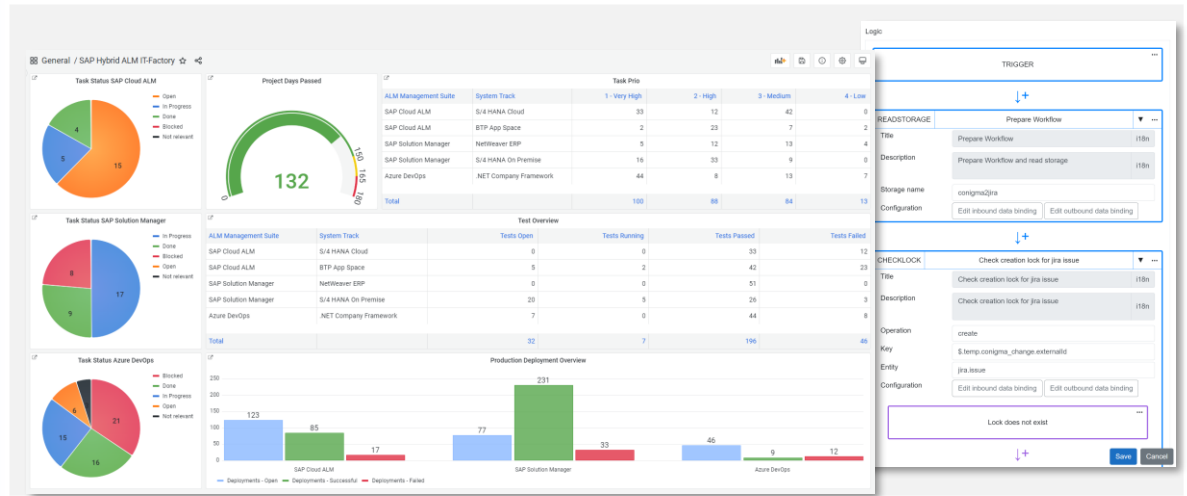- User-Story
- Feature
- Manual Testcase
- Defect
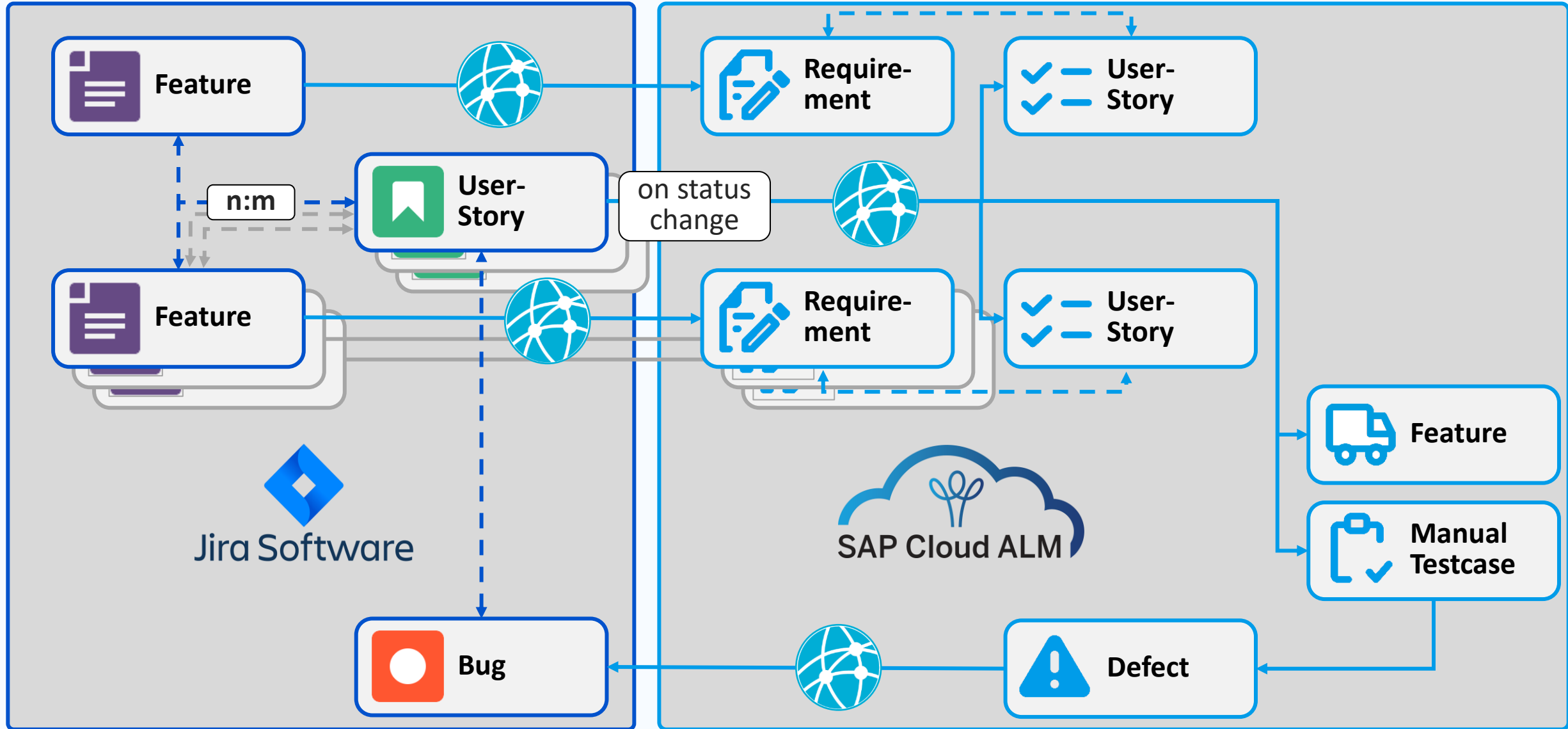
Logical Links and Demo Setup

Productized Integrations with Conigma™ Connect

SAP Hybrid ALM IT Factory Integrations at your Fingertips
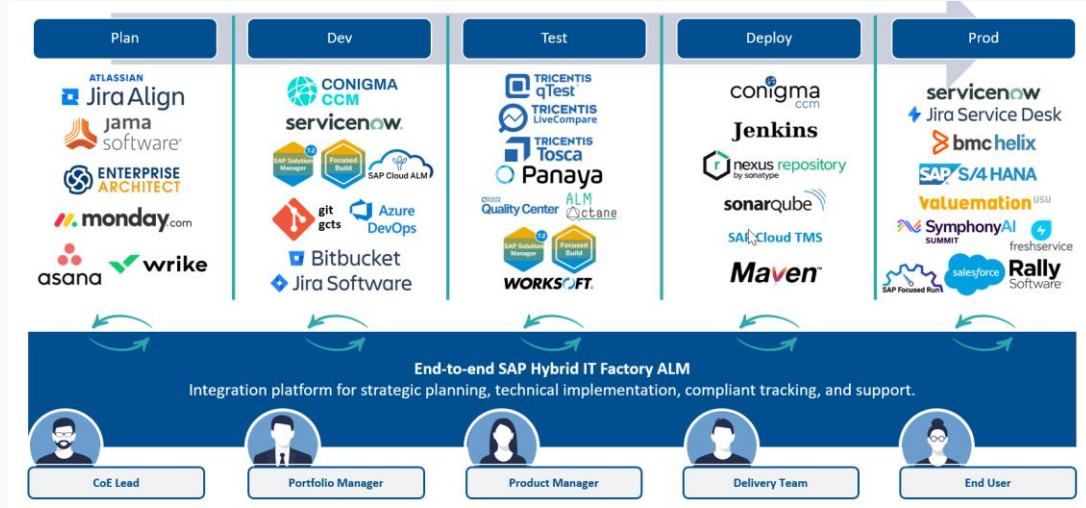
No Code Customizing – Comprehensive Overview
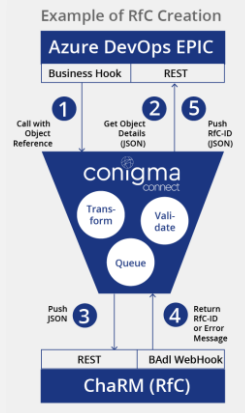

Customer Benefits for Implementation and Operation

- 🔵 Industrialize Your SAP Software Implementation and Operation Processes
- 🔵 Enjoy Integration Process Automation and Integration Intelligence
- 🔵 Create Your SAP Hybrid ALM Tool Chain without Limitation
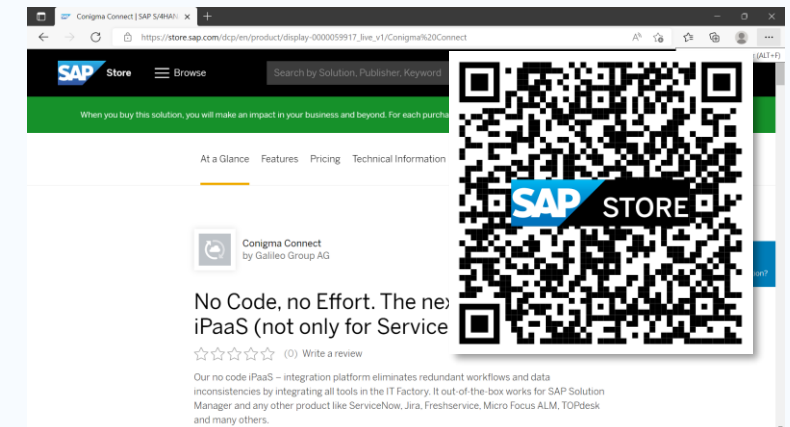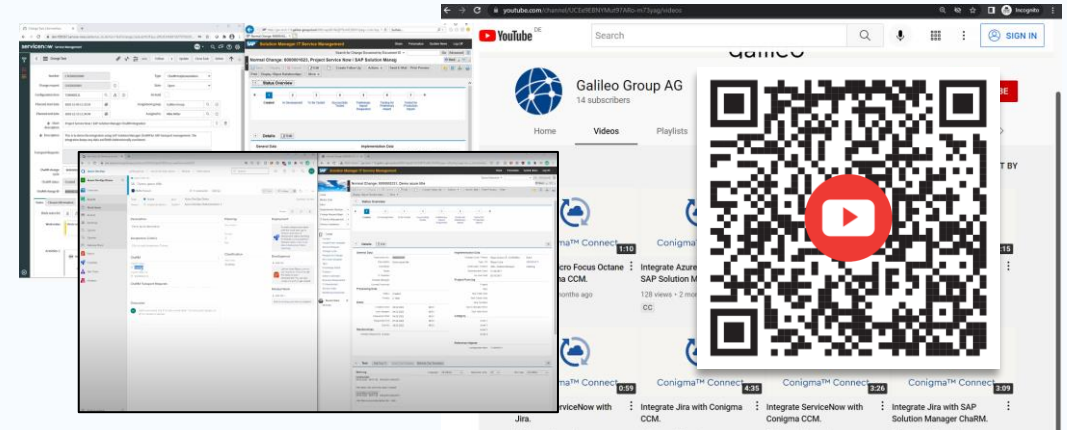- 🔵 Dive into a Comprehensive Overview with Real-time Audit Compliance
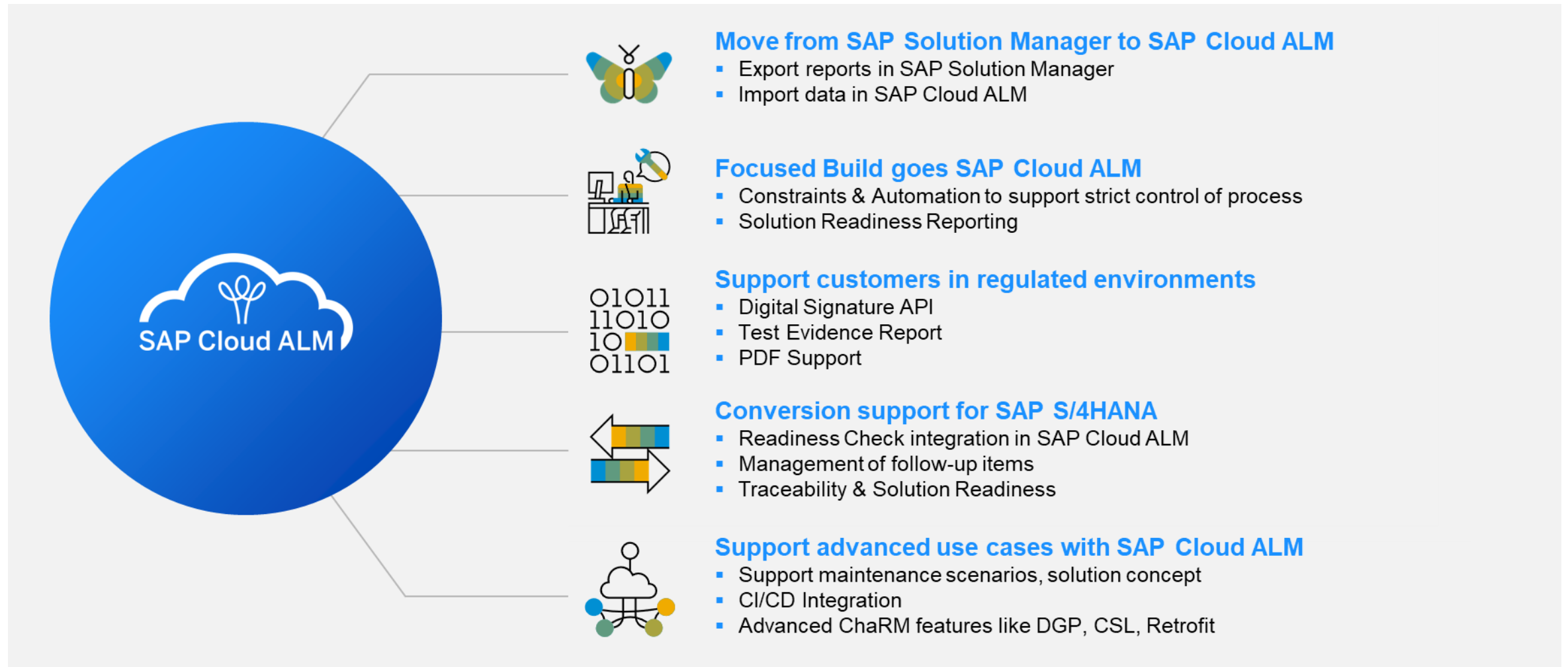

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THE Next Generation iPaaS

Meet the Experts Today

Or follow us

GALILEO GROUP

No code. No effort.

Take our word for it.

Malte Klassen
Galileo Group AG

CONIGMA™
CONNECT EXPRESS

THE Next Generation iPaaS

What's coming up?
SAP Cloud ALM for implementation roadmap

Move from SAP Solution Manager to SAP Cloud ALM
- Export reports in SAP Solution Manager
- Import data in SAP Cloud ALM

Focused Build goes SAP Cloud ALM
- Constraints & Automation to support strict control of process
- Solution Readiness Reporting

Support customers in regulated environments
- Digital Signature API
- Test Evidence Report
- PDF Support

Conversion support for SAP S/4HANA
- Readiness Check integration in SAP Cloud ALM
- Management of follow-up items
- Traceability & Solution Readiness

Support advanced use cases with SAP Cloud ALM
- Support maintenance scenarios, solution concept
- CI/CD Integration
- Advanced ChaRM features like DGP, CSL, Retrofit

Automation testing with Tricentis

Mohammed Suhaib

SAP Cloud ALM Solution
Expert at SAP Labs India

Application Lifecycle Management and Test Automation Worlds

SAP Cloud ALM

Tricentis

Application Lifecycle Management
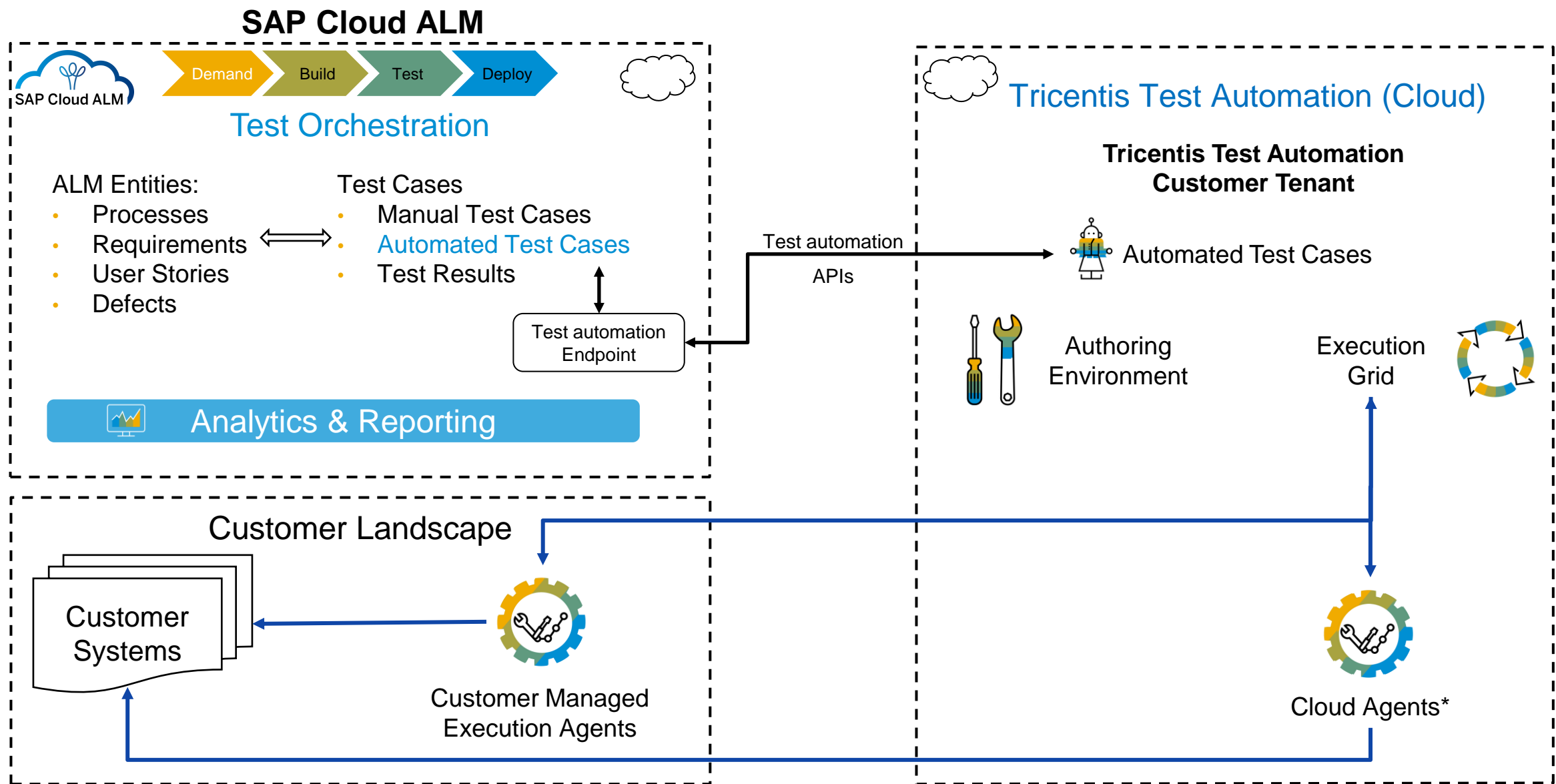### Well recognized best of suite solution

- Project Management

- Process Management

- Test Management

- Document Management

- Change and Deployment Management

Test Automation
Recognized by analysts

- Model based testing

- Scalable Distributed Execution

- Dynamic Test Data management

- Strong integration capabilities

Test Automation with SAP Cloud ALM and Tricentis

SAP Cloud ALM

Demand | Build | Test | Deploy

Test Orchestration

ALM Entities:
- Processes
- Requirements
- User Stories
- Defects

Test Cases
- Manual Test Cases
- Automated Test Cases
- Test Results

Test automation Endpoint

Analytics & Reporting

Tricentis Test Automation (Cloud)

Tricentis Test Automation Customer Tenant

Test automation APIs

Automated Test Cases

Authoring Environment

Execution Grid

Customer Landscape

Customer Systems

Customer Managed Execution Agents

Cloud Agents*

*Future functionality

Onboarding via the Integration

Automated Provisioning

- Tenant creation

- User creation

- Single sign on set up based on the data from SAP Cloud ALM

In <3 minutes!
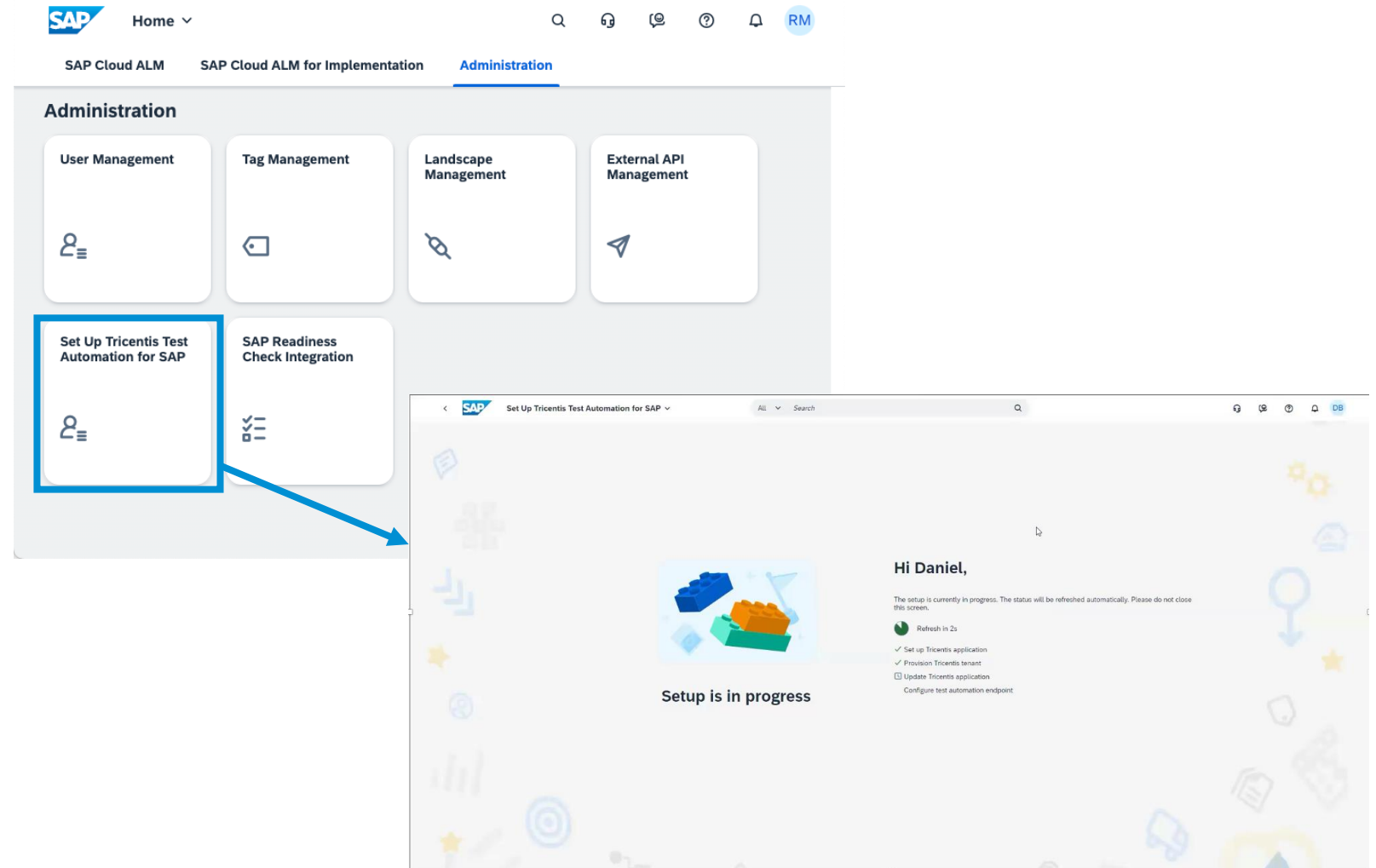
Functionality Overview Summary

Capability	Tricentis Test Automation integrated with SAP Cloud ALM (OEM)	SAP Test Automation by Tricentis (Solution Extension)
Test automation for SAP (browser-based apps)	✓	✓
Test automation for SAP APIs	✓ *	✓ *
Test automation for SAP GUI	✓ *	✓ *
Test automation for non-SAP Web Non-SAP APIs and Desktop	✗ ✗ *	✓ ✓ *
Test automation for mobile	✗ *	✓ *
Simulations	✗ *	✓ *
Named Users	5	10 (initially, more can be purchased)
Test runs	Tests: 500 per calendar month	Unlimited
Storage	2,5 GBs	Unlimited
Customer managed agents	5	10 (initially, more can be purchased)

*Future functionality

- **Optimizing** Operations combining AI and SAP Cloud ALM
- **Transitioning** from Solution Manager to SAP Cloud ALM
- Leveraging SAP Focused **Run** for Advanced monitoring capabilities

Mohammed Suhaib

SAP Cloud ALM Solution
Expert at SAP Labs India

ALM Solutions by SAP
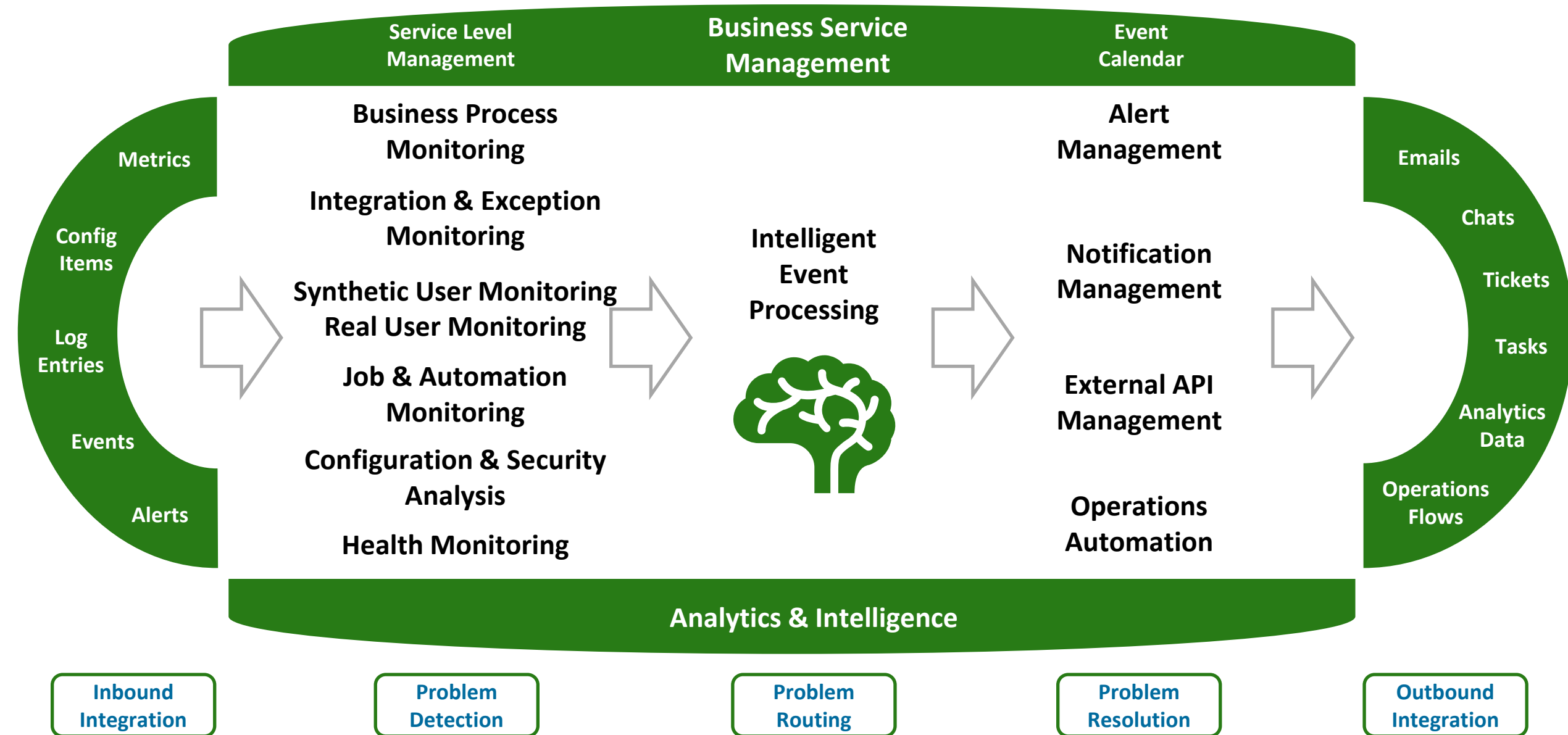## Different Operations Platforms for Different Target Groups

SAP Cloud ALM

For Operations
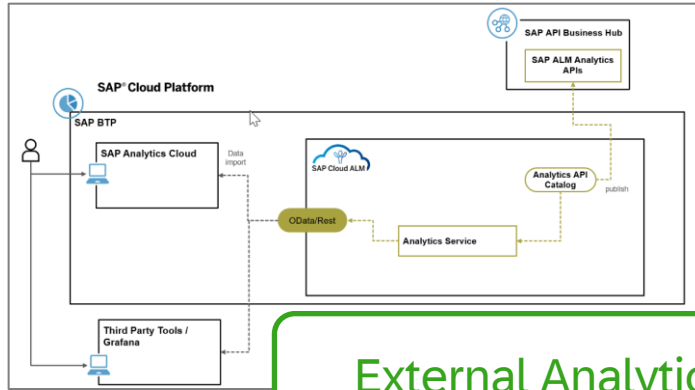
Around 25 million event actions processed per month

- Ensures business continuity
- Keeps the lights on
- Increases operations efficiency
- Predicts critical situations
- Provides status events for business services
- Reduces TCO
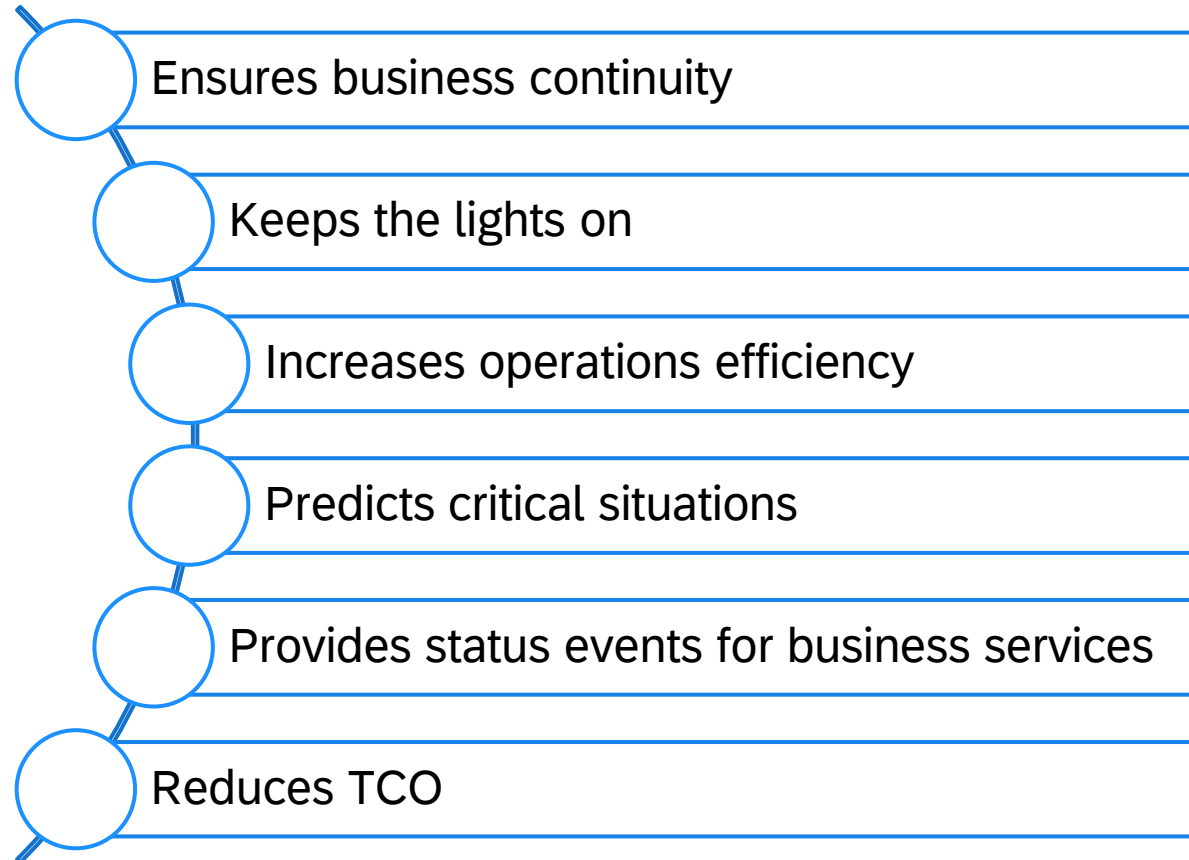
SAP Cloud ALM for Operations – Functional Overview

Service Level Management

Business Service Management

Event Calendar

Metrics

Config Items

Log Entries

Events

Alerts

Business Process Monitoring

Integration & Exception Monitoring

Synthetic User Monitoring
Real User Monitoring

Job & Automation Monitoring

Configuration & Security Analysis

Health Monitoring

Intelligent Event Processing

Alert Management

Notification Management

External API Management

Operations Automation

Emails

Chats

Tickets

Tasks

Analytics Data

Operations Flows

Analytics & Intelligence

Inbound Integration

Problem Detection

Problem Routing

Problem Resolution

Outbound Integration

Demo

SAP Cloud ALM

Analytics & Intelligence

Changepoint Detection in Real User Monitoring

External Analytics

Embedded Analytics

SAP Cloud ALM

Dynamic Thresholding in Synthetic User Monitoring

SAP Automation Pilot scripts generated by GenAI

sliding learning window

critical situation

predicted metric values for the next period

Measured metric values

Available   Planned
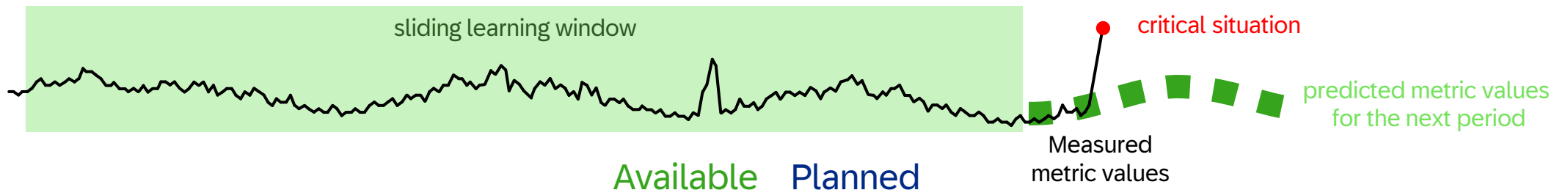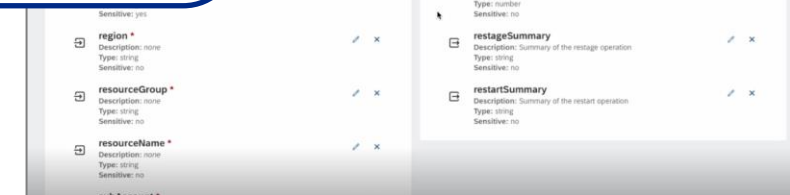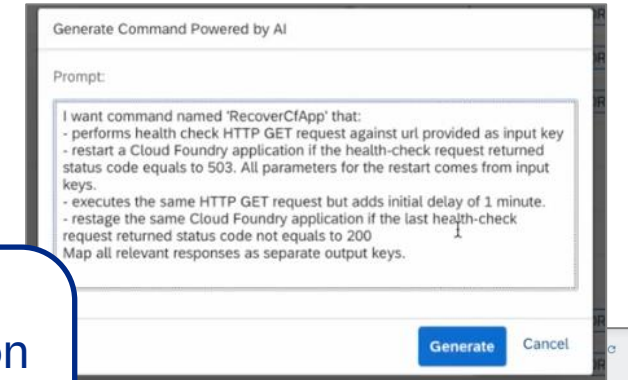
SAP Cloud ALM for Operations – Content Roadmap

	Currently Available			Planned
Business Process Monitoring	SAP S/4HANA Cloud (Public/Private) SAP S/4HANA & SAP Business Suite	SAP SuccessFactors SAP Cloud for Customer	SAP Entitlement Management	SAP Ariba plus enhancements for S/4HANA, SAP Business Suite and SAP SuccessFactors HXM Suite
Integration & Exception Monitoring	SAP S/4HANA Cloud (Public/Private) SAP S/4HANA & SAP Business Suite SAP Marketing Cloud, SAP Cloud for Customer and SAP Order Management SAP Business By Design SAP Integrated Business Planning SAP Digital Vehicle Hub SAP SuccessFactors SAP Consumers Industry Cloud SAP Ariba, Concur and Fieldglass	SAP Intelligent Asset Management SAP Field Service Management SAP Life Sciences Cloud SAP Omnichannel Promotion Pricing SAP Business Network for Logistics SAP Subscription Billing SAP Cloud for Projects SAP Predictive Replenishment SAP Cell Gene Therapy Orchestration SAP Int. Product Recommendations	SAP Entitlement Management SAP Process Integration (Java) SAP Integration Suite (CI) SAP MDI and SAP Event Broker SAP Mobile Services SAP Data Intelligence SAP Analytics Cloud SAP BTP NEO/ABAP PaaS SAP BTP CF PaaS (Java)	SAP Digital Manufacturing Cloud SAP Variant Configuration and Pricing SAP Order and Delivery Scheduling SAP Intelligent Returns Management SAP Task Center SAP BTP CF/Kyma PaaS (node.js) SAP Integration Suite - Edge Integration Cell, Event Mesh, Advanced Event Mesh
User & Performance Monitoring	SAP S/4HANA Cloud (Public/Private) SAP S/4HANA & SAP Business Suite SAP Cloud for Customer SAP Marketing Cloud	SAP Integrated Business Planning SAP SuccessFactors EC Payroll SAP Data Quality Management	SAP BTP ABAP PaaS SAP BTP NEO PaaS SAP BTP CF/Kyma PaaS (Java, node.js)	SAP Analytics Cloud SAP Workzone Service
Job & Automation Monitoring	SAP S/4HANA Cloud (Public/Private) SAP S/4HANA & SAP Business Suite SAP Marketing Cloud SAP Integrated Business Planning	SAP SuccessFactors EC Payroll SAP Business Warehouse SAP Business Workflow (ABAP) SAP BTP ABAP PaaS	SAP Intelligent RPA SAP Build PA (Jobs) SAP BTP CF/Kyma PaaS (Java, node.js)	SAP Build PA (Processes) SAP Data Privacy Management SAP DataSphere SAP Analytics Cloud
Configuration & Security Analysis	SAP S/4HANA SAP S/4HANA Private Cloud Edition SAP Business Suite	SAP BTP, Credential Store SAP BTP, Identity Authentication		SAP HANA Cloud SAP BTP, Mobile Service SAP BTP, Destination Service
Health Monitoring	SAP S/4HANA Cloud (Public/Private) SAP S/4HANA & SAP Business Suite SAP Marketing Cloud SAP Integrated Business Planning	SAP SuccessFactors EC Payroll SAP Intelligent RPA SAP Integration Suite (CI, APIM) SAP Cloud Connector	SAP BTP ABAP PaaS SAP BTP Neo PaaS SAP BTP CF/Kyma PaaS (Java, node.js) SAP HANA Cloud & BTP Neo DB	SAP Edge Integration Cell SAP Event Broker SAP DataSphere SAP Analytics Cloud

Expert Portal for SAP Cloud ALM

I want to transition from SAP Solution Manager* **"**

Transition to SAP Cloud ALM for Implementation*

Selective data transfer from SAP Solution Manager to SAP Cloud ALM

SAP Cloud ALM
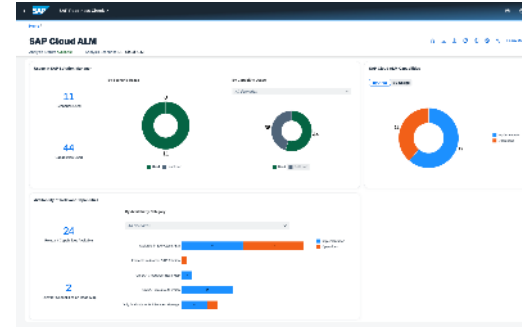
- Transition Center for the move to SAP Cloud ALM
- Readiness Check for SAP Cloud ALM
- Implementation Services
- Transition methodology to SAP Cloud ALM*
- Tools for selected data transfer of solution documentation and test cases*

Now — Mid 2024

Use your transition to rethink and simplify your ALM processes.

*This is the current state of planning and may be changed by SAP at any time.
SAP Solution Manager 7.2 needs to be at least at SPS15 for successful transition.

I need more capabilities in SAP Cloud ALM. "

SAP Continuous Influence for SAP Cloud ALM

Customers/partners submit requests → **Community** ranks via voting → **SAP** reviews and develops

Available today!

Implementation

Operations

Transitioning from Solution Manager to SAP Cloud ALM

From SAP Solution Manager to SAP Cloud ALM

All SAP Solution Manager customers should plan to move to SAP Cloud ALM.

Adopt SAP Cloud ALM for service and operations **NOW**

- Less customer effort for updates
- Ease of use and consumption
- Simplified monitoring without agents
- Additional monitoring use cases
- SAP service delivery integrated

Use SAP Cloud ALM for fast-paced cloud implementations **NOW**

Adopt SAP Cloud ALM for implementation **at your own pace**

- Complete your move to SAP S/4HANA
- More functionality for Testing, Deployment Management and Solution Documentation is planned for 2023/24
- Advanced functionality for Deployment Management and Solution Documentation planned for later

This is the current state of planning and may be changed by SAP at any time.

Functionality

SAP Solution Manager

- Project Management
- Process Management
- Test Management
- Change Control Management
- Customer ITSM
- Embedded Support Integration
- Analytics
- Business Process Operations
- Integration & Exception Monitoring
- User & Performance Monitoring
- Application Monitoring
- Root-Cause Analysis
- System Management
- Service Availability Management
- Event & Alert Management
- Guided Procedure Framework
- Data Volume Management
- Custom Code Management
- Service Delivery Workspace

SAP Cloud ALM

- Process Management
- Project Management
- Test Management
- Operations Automation
- Deployment Management
- Embedded Alert Management
- Built-In Support
- SAP Services
- Business Process Monitoring
- Analytics & Intelligence
- Business Service Management
- Integration & Exception Monitoring
- Health Monitoring
- Job & Automation Monitoring
- User & Performance Monitoring

Friends of SAP Cloud ALM

- Tricentis or 3rd-party
- 3rd-party ITSM
- SAP BTP or 3rd-party
- SAP S/4HANA
- SAP Signavio
- Maintenance Planner & System Assistant
- SAP Analytics Cloud or 3rd-party

Transition Center in SAP Support Portal

Your one-stop spot for all the information around the transition to SAP Cloud ALM!

- General information

- Functional comparison and transition guidance

- Transition recommendations and strategy

- Additional resources, videos and documents

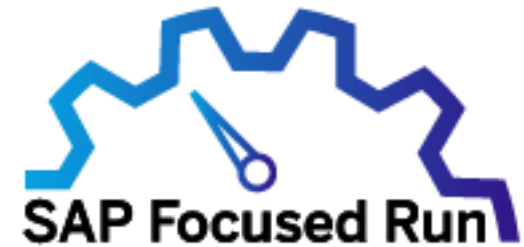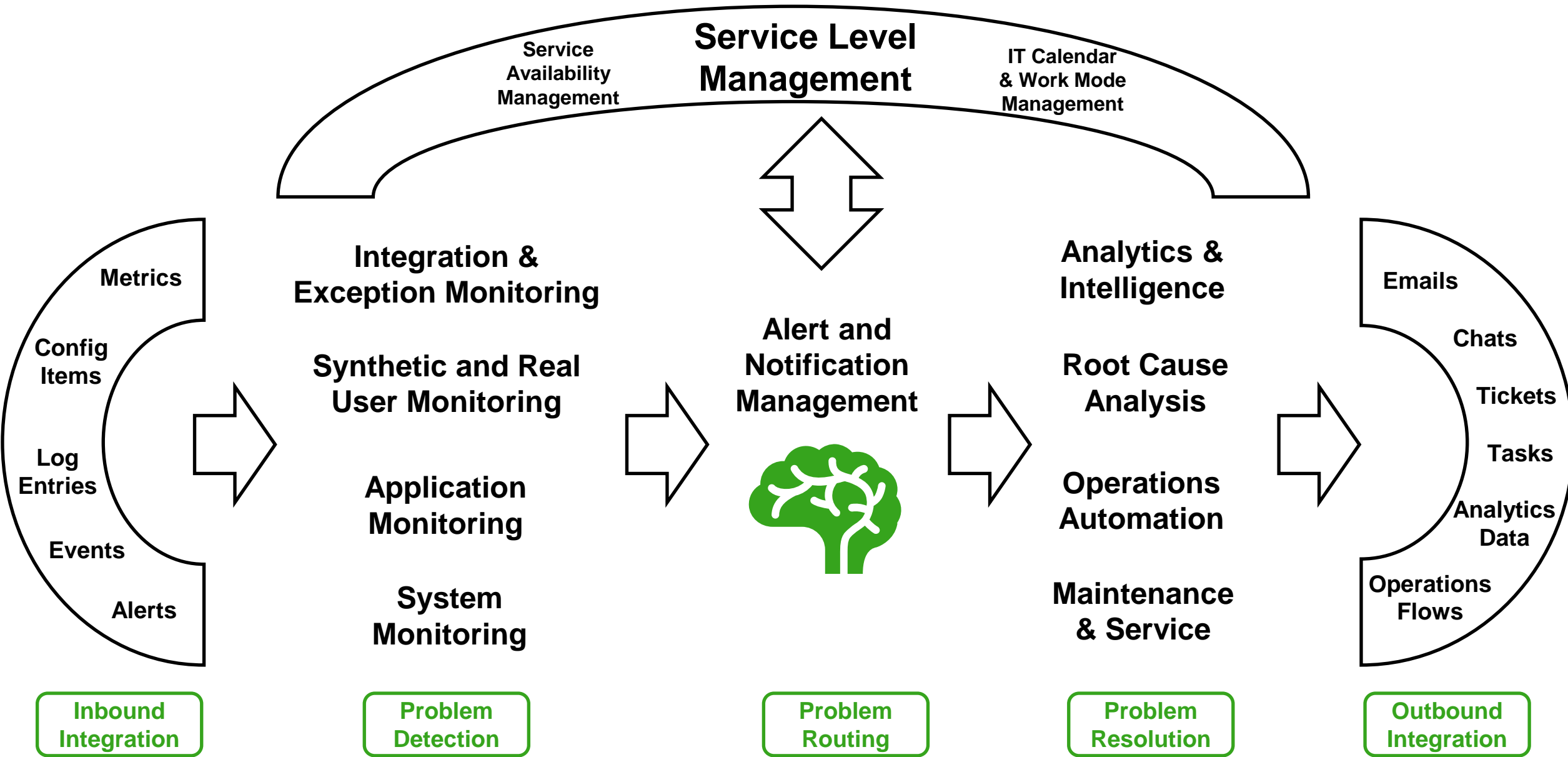[**Transition Center**]

SAP Focused Run

SAP Focused Run – Positioning

Ensure health of hybrid solution landscape by monitoring and alerting - Increase operations efficiency by automating operations tasks - Enable root-cause analysis on deep technical level

- Is a **powerful solution for customers & partners** to operate their solution **centralized and highly automated with minimal TCO**

- **Addresses advanced customer needs** in terms of scalability, data volumes, performance, security, automation, openness, analytics & intelligence

- Uses the **power of SAP HANA as a platform**, including replication, partitioning, predictive analytics, and compression

- **Offers anomaly prediction, threshold recommendation as well as automated alert clustering** based on monitoring & alerting data retrieved from the connected cloud services and systems

- Addresses the specific needs of **internal or external IT service providers** covering **system management** as well as **application management** for cloud services and systems

- Is an official **SAP price list product**, which requires dedicated license & maintenance contract

SAP Focused Run – Functional Overview

Service Level Management

Service Availability Management

IT Calendar & Work Mode Management

Metrics

Config Items

Log Entries

Events

Alerts

Integration & Exception Monitoring

Synthetic and Real User Monitoring

Application Monitoring

System Monitoring

Alert and Notification Management

Analytics & Intelligence

Root Cause Analysis

Operations Automation

Maintenance & Service

Emails

Chats

Tickets

Tasks

Analytics Data

Operations Flows

Inbound Integration

Problem Detection

Problem Routing

Problem Resolution

Outbound Integration

SAP Focused Run in comparison

When to use SAP Cloud ALM or SAP Solution Manager?

- Customers who have to operate BUILD and RUN in **one shared infrastructure** (integration first)

- Customers who have to operate a **medium size landscape** with reasonable effort

- Customers who are **satisfied with the functional scope** as today provided by SAP Solution Manager or SAP Cloud ALM

- Customers who are **not interested to consume the latest innovations** coming from development

When to use SAP Focused Run?

- Customers & Partners who have to **operate large size landscapes** with advanced needs in terms of scalability, performance, security, and automation

- Customers & Partners who are interested in **advanced functionality** as high data volume monitoring and AI use cases

- Customers who like to establish **different release cycles** for BUILD and RUN functionality (segregation of duties)

- Customers & Partners who are interested in **co-innovation based on SAP HANA**

SAP ALM Summit APJ 2024 – 23rd July – 25th July

In-person experience on SAP Application Lifecycle Management (ALM) Solutions @ SAP Labs India, Bengaluru

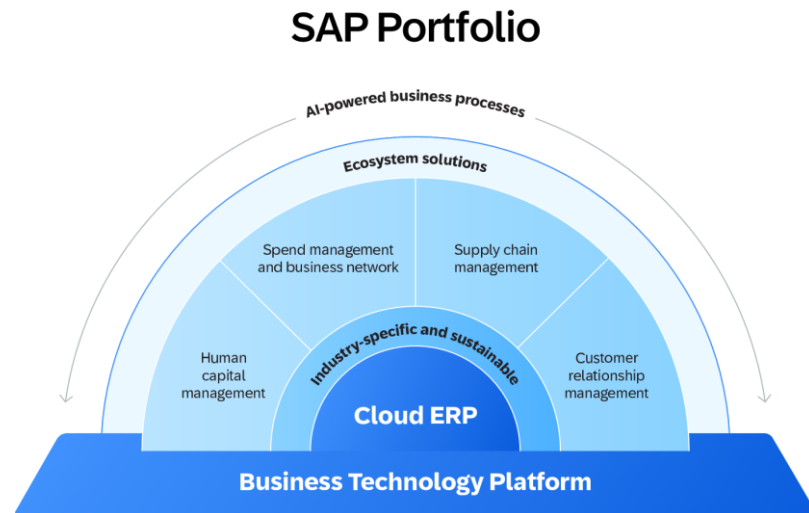https://events.sap.com/sap-alm-summit-apj-and-emea-south-2024/en/home

Helping you achieve more with Cloud Application Services

Mine Ecevit

Solution Head - Innovation Management

SAP Cloud Application Services
Innovation and transformation for the Intelligent Enterprise

SAP Portfolio

AI-powered business processes

Ecosystem solutions

Spend management and business network

Supply chain management

Industry-specific and sustainable

Human capital management

Customer relationship management

Cloud ERP

Business Technology Platform

Embedded standard cloud services from SAP

SAP Cloud Application Services, **fixed scope packages**

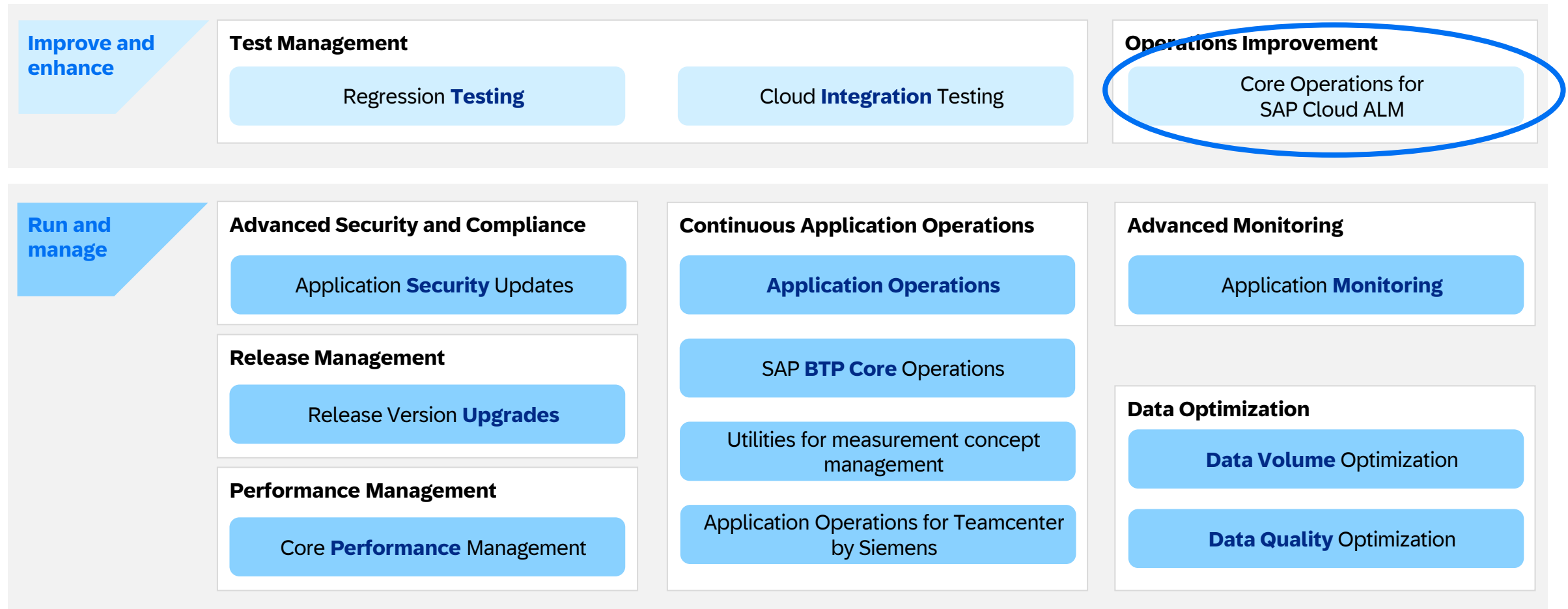SAP Cloud Application Services, **custom-tailored offerings**

SAP Cloud Application Services deliver a full spectrum of value-adding support and solution improvement services across multiple layers

Overview of complementary packages for SAP S/4HANA Cloud, private edition

Improve and enhance

Test Management

Regression **Testing**

Cloud **Integration** Testing

Operations Improvement

Core Operations for
SAP Cloud ALM

Run and manage

Advanced Security and Compliance

Application **Security** Updates

Release Management

Release Version **Upgrades**

Performance Management

Core **Performance** Management

Continuous Application Operations

Application Operations

SAP **BTP Core** Operations

Utilities for measurement concept
management

Application Operations for Teamcenter
by Siemens

Advanced Monitoring

Application **Monitoring**

Data Optimization

Data Volume Optimization

Data Quality Optimization

Complementary SAP Cloud Applications Services packages are extending the support from SAP for SAP S/4HANA Cloud, private edition customers.
Package delivery is fully integrated with the baseline scope and will be governed by the SAP client delivery manager (CDM).

Value Proposition
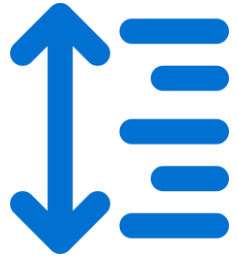
Fully managed SAP Cloud ALM tenant by SAP Experts **increasing efficiency and usage** of the tool.

Outcome-based service, **taking the load off customer's shoulders.**

Reduced costs with accelerated usage, set up by qualified team, swift issue resolutions and guidance on the best practice usages

Focused Attention: **Direct access to development** & product support teams on critical issues and monitoring inputs.

Service Request fulfillment by experts with understanding of customer environment

Ensure SAP Cloud ALM is **optimally embedded in customers Cloud landscape** and maximizing the benefits from all its latest capabilities.

What does SAP do ?

Performing **application-level health monitoring** of SAP Cloud ALM service components.
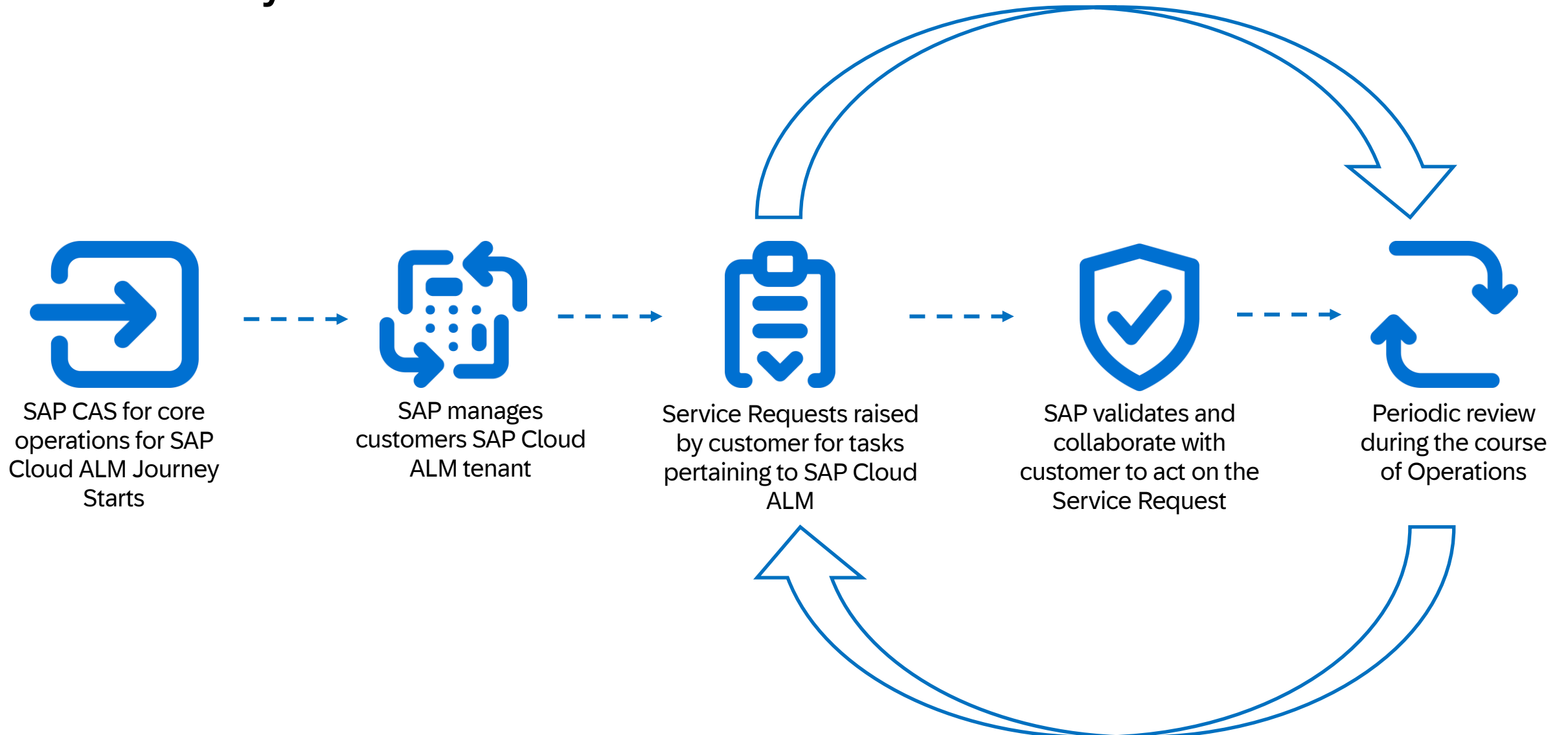
Service request fulfillment for core operations focusing on **Landscape Management &** connectivity with managed systems , **Identity Management & Identity Authentication** Services, **Integration into Cloud Transport Management, User Management**

Analysis and remediation of issues identified using standard operating procedures for components of **Landscape Management**, **Business Service Management** and **HANA Memory** component of SAP Cloud ALM

Analysis and recommendations for **continuous improvement activities** around SAP Cloud ALM

SAP CAS for core operations for SAP Cloud ALM
Service Lifecycle

SAP CAS for core operations for SAP Cloud ALM Journey Starts

SAP manages customers SAP Cloud ALM tenant

Service Requests raised by customer for tasks pertaining to SAP Cloud ALM

SAP validates and collaborate with customer to act on the Service Request

Periodic review during the course of Operations

Value-Adding SAP Cloud Application Services

Seamless, SaaS-like consumption
The request and fulfilment process of the value-adding SAP Cloud Applications Services is the same as for the baseline cloud services from SAP, automated as much as possible.

Predictable outcome at predictable price
SAP Cloud Application Services packages have a clearly described scope, defined RACI and are provided at a fixed price per year.

End-to-End governance
SAP is your trusted partner for managing infrastructure, systems, solutions or even their functionalities based on your requirements holistically.

Flexible scope
You can hand over additional technical and functional managed services completely to SAP and focus on business processes and outcomes, changes can be made easily via scope adjustments.

Reach and scale
SAP Cloud Application Services provide a globally available service portfolio – adjustable to certain geographies, languages or solution areas, or even for your complete SAP landscape globally.

Thank you.

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