



# Customer Organizational Readiness for SAP S/4HANA Cloud

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# Agenda

- Learning objectives
- Introduction to SAP's support organization concept: Customer Center of Expertise
- Value drivers for SAP S/4HANA Cloud
- SAP Activate - Organizational Change Management (OCM) for SAP S/4HANA Cloud
- Key roles required to transition from on-premise ERP to SAP S/4HANA Cloud
- Steps to (re-)define your support organization for SAP S/4HANA Cloud
- Enable your support organization
- Key takeaways

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## ■ Learning objectives

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# Learning Objectives

At the end of this session you will:

- Understand SAP's concept for a support organization
- Understand the value drivers and savings achieved by moving to SAP S/4HANA Cloud
- Understand the key OCM concepts in SAP Activate
- Identify the key roles required to support your SAP S/4HANA Cloud solution
- Outline a roadmap to adapt your support organization for SAP S/4HANA Cloud
- Become aware of SAP's learning offerings to enable your support resources

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# What is a Customer Center of Expertise (Customer COE)?

The SAP Customer CoE focuses on business value



*“A Customer COE is an expert team across business units that maximizes return on a customer’s SAP investment by optimizing business processes, IT applications, resources and by applying innovations and continuous improvement.”*

The Customer COE focuses on increasing the business value of the solutions while meeting the needs of the business. This is accomplished by designing organizational & operational excellence, adopting effective governance and developing the appropriate talent/skills while lowering costs.

# SAP Customer Center of Expertise (Customer COE) - definition

Safeguard and get back the maximum of your SAP investment

A **SAP Customer COE** is an expert team acting across business units to:

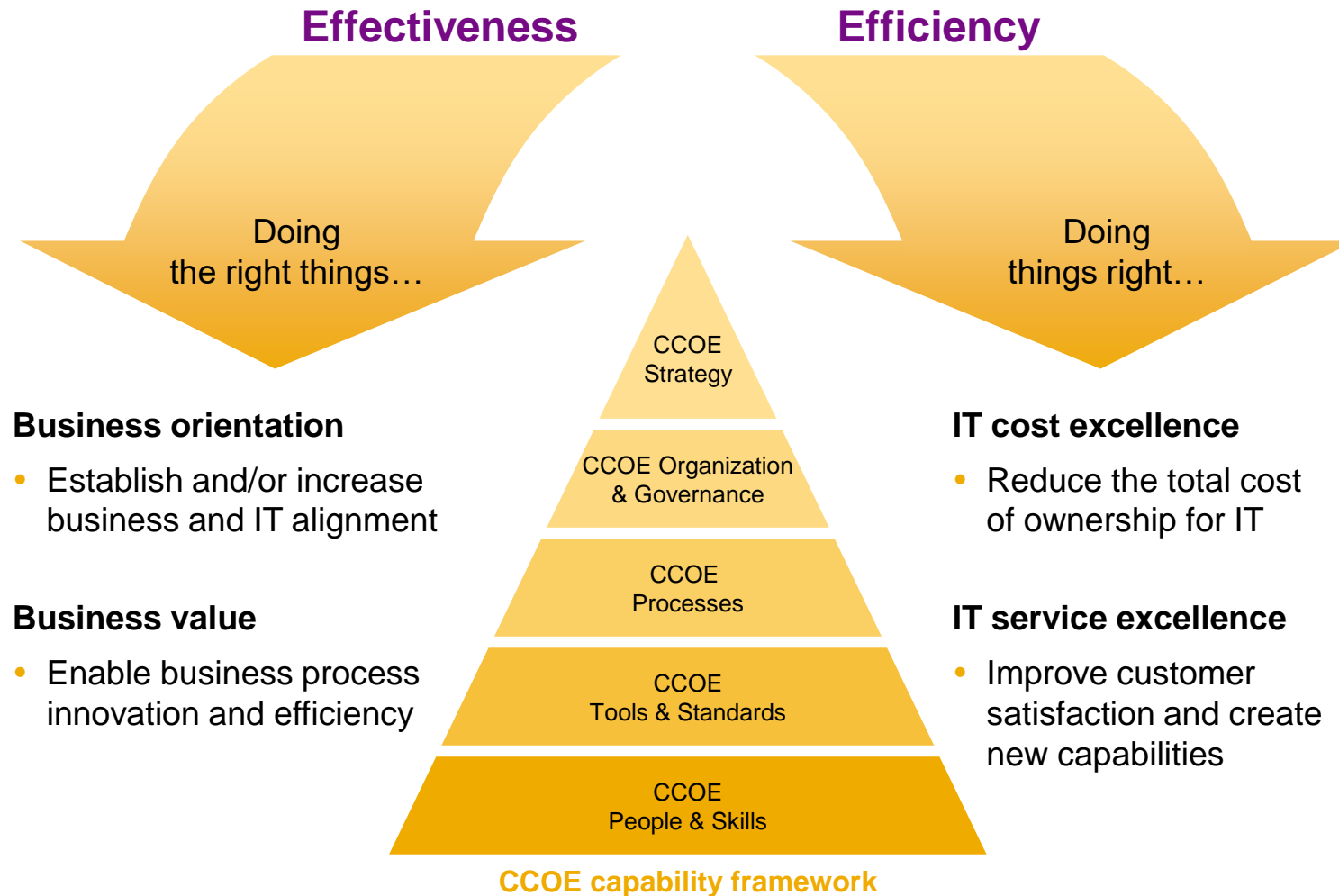
- **align business** priorities with **IT** → “Plan”
- deliver **innovative business** solutions → “Build”
- guarantee **business continuity** efficiently and effective → “Run”





# Customer COE capability framework

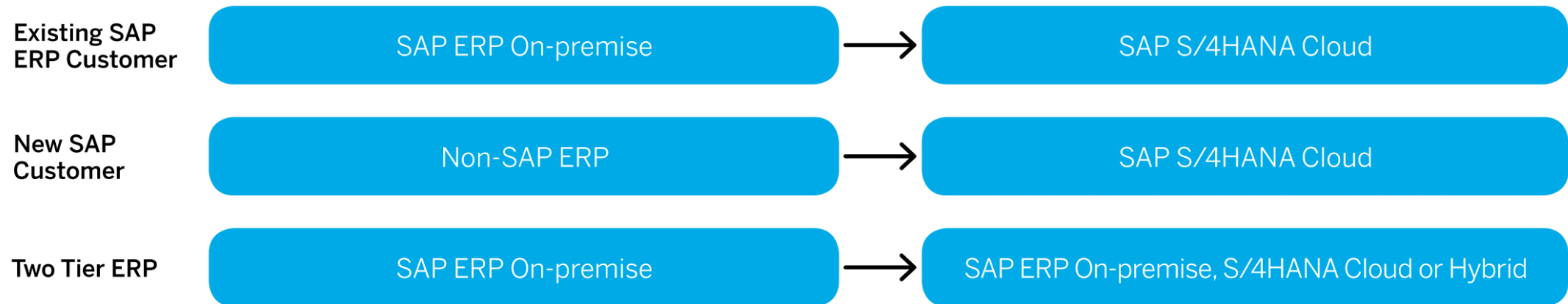
Holistic methodology to safeguard your investments into SAP software



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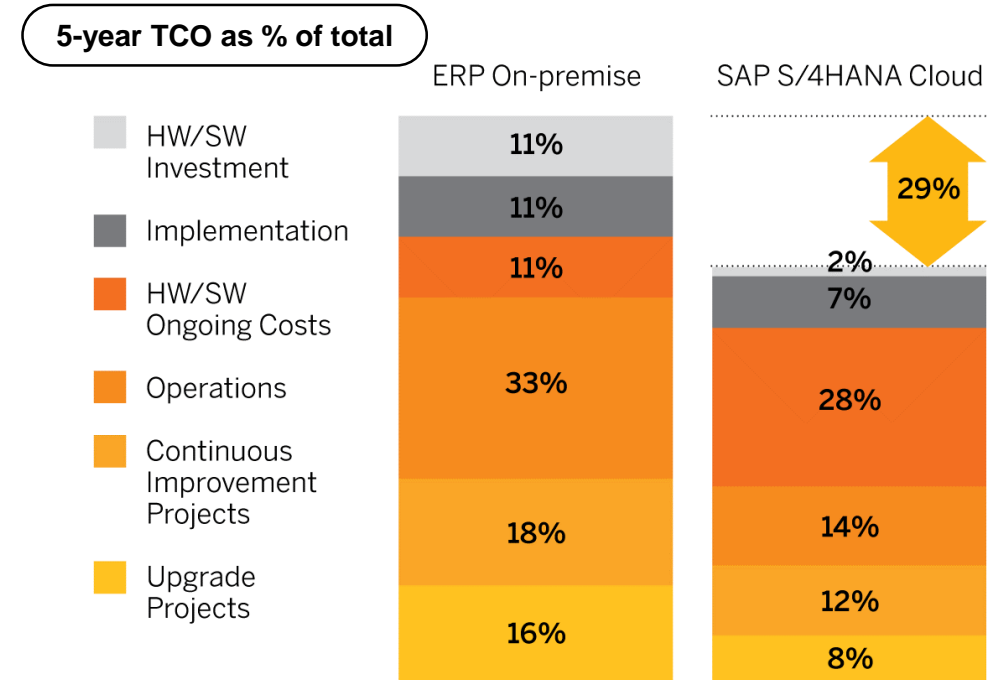
# Common SAP S/4HANA Cloud journey scenarios



# SAP ERP on-premise vs SAP S/4HANA Cloud

## 25–30% lower TCO for SAP S/4HANA Cloud adoption

- 75% reduction of on-premise changes
- 75% reduction of on-premise incidents
- Lower test effort, better release planning
- Key Users remain essential

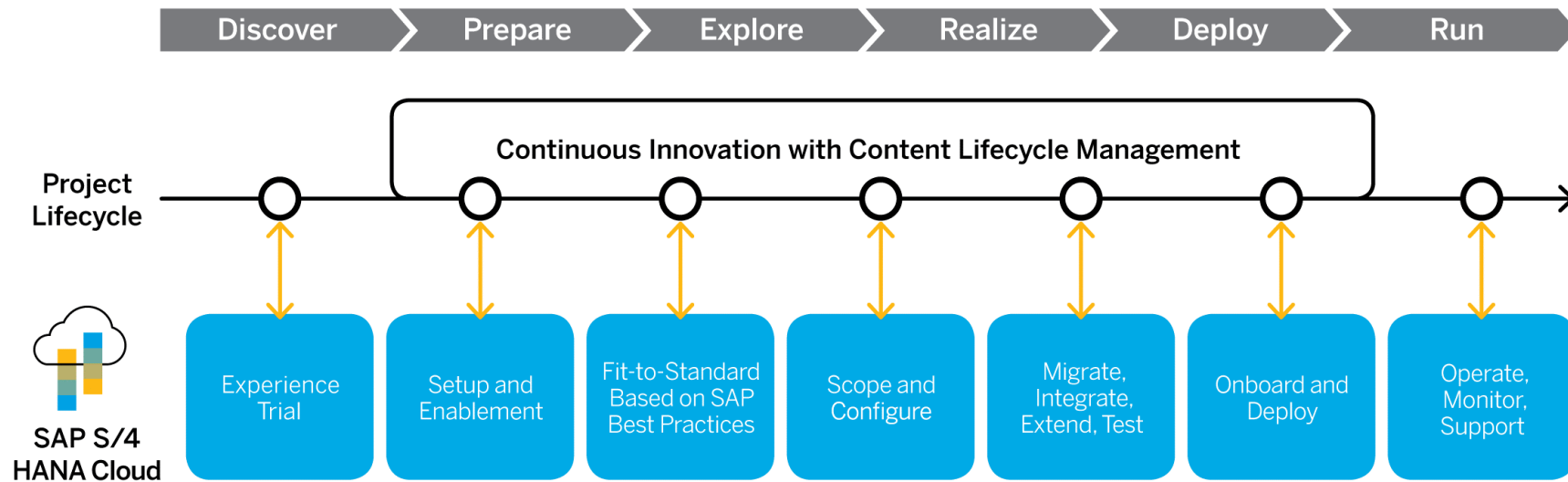


*\*On-premise costs based on Realtech's consulting TCO benchmarking data for about 4'200 SAP customer deployments. SAP S/4HANA Cloud costs savings based on Cloud Value Engineering customer engagements, 3rd party analysis*

# Agenda

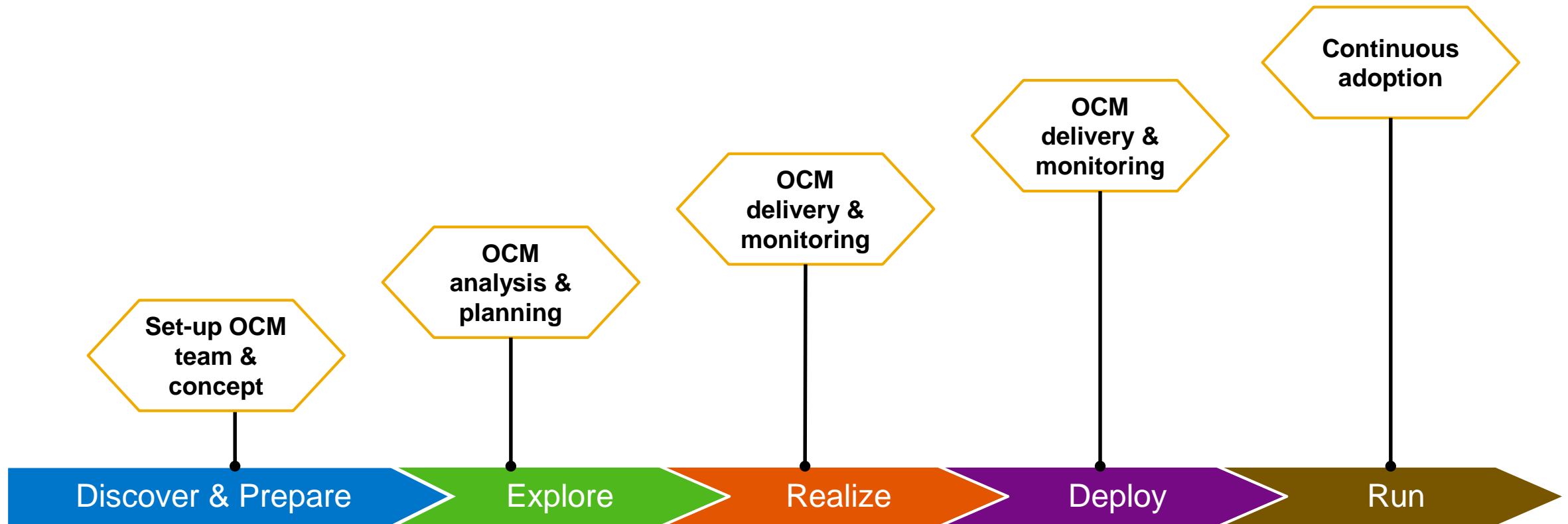
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# SAP Activate phases for SAP S/4HANA Cloud

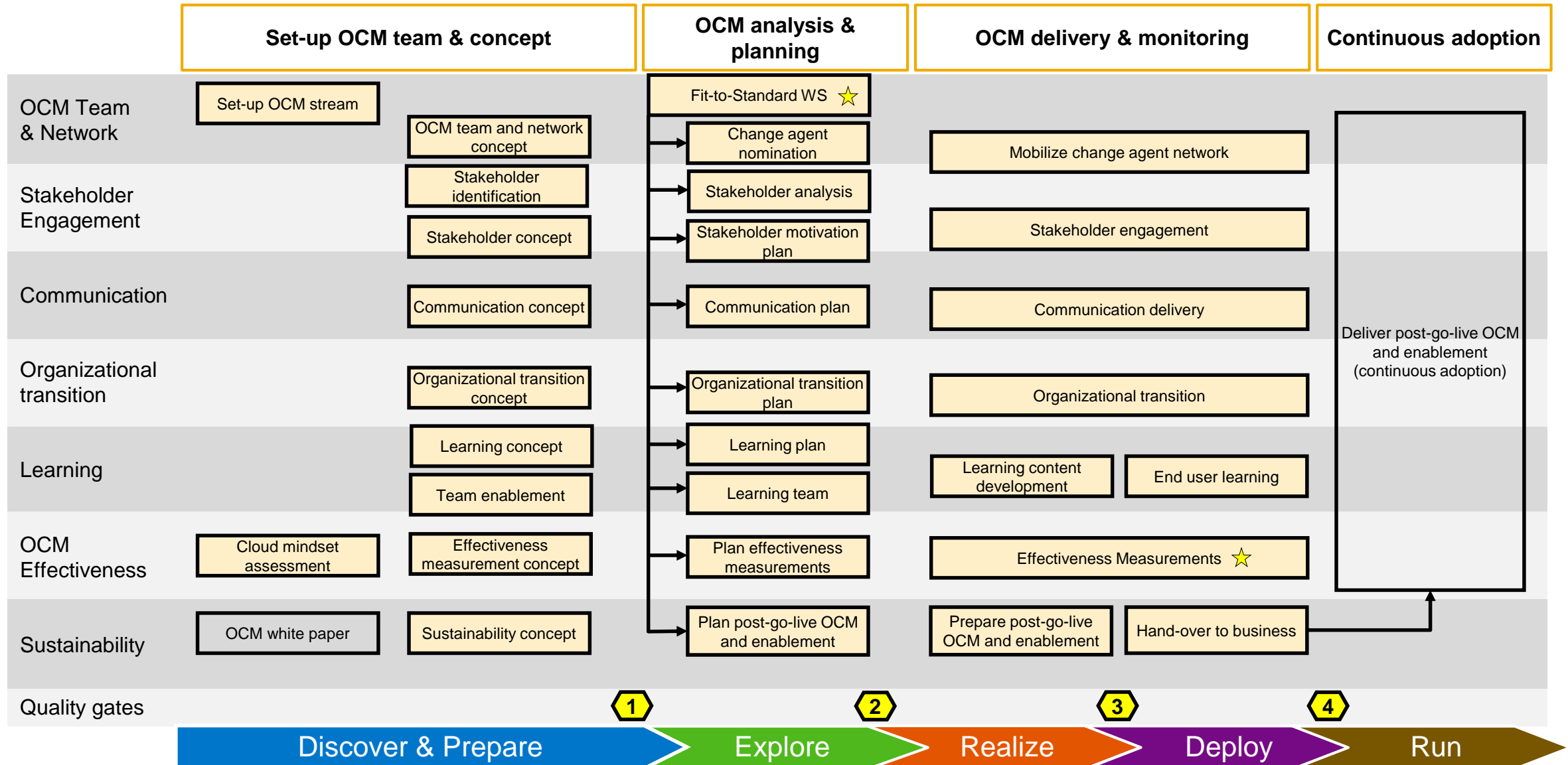




# SAP S/4HANA Cloud OCM journey



# Organization Change Management (OCM) roadmap



# Overview of OCM 1905 content with SAP Activate

☐ Application: Customer Team Enablement...

☐ Project Management(44)

☐ Application: Design & Configuration(97)

☐ Analytics(16)

☐ Application: Integration(31)

☐ Custom Code Extensions(19)

☒ Application: Solution Adoption(28)

☐ Technical Architecture & Infrastructure(48)

☐ Application: Testing(33)

☐ System & Data Migration(17)

☐ Transition to Operations(3)

## 2. Prepare

> Organizational Change Management Roadmap

## 3. Explore

> Organizational Change Management Impact Analysis

## 4. Realize

> OCM Alignment Activities

## 5. Deploy

> OCM Execution Activities

## 6. Run

> OCM Continuous Change Management Activities



Demo

# Change impact analysis process: accelerator used

Change impact analysis																																																																																																																																																																																																																																																																																																																	
Business area	Project ID	Detailed description of the project/ initiative	Change description	Affected stakeholders using QR (Please include all impacted stakeholders groups for all processes)										Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area impacted	Business area 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## Change impact analysis template

Tab: Analysis

**Heat Map**

Finance	Human Resources	Sales	Service	Sourcing and Procurement	Manufacturing	Professional Services	R&D / Engineering	Supply Chain	Asset Management
Accounting and Financial Close	Core HR and Time Recording	Order and Contract Management	Service Master Data & Agreement Management	Supplier Management	Production Operations	Controlling and Accounting	Enterprise Portfolio and Project Management	Order Promising	Environment, Health and Safety
Advanced Accounting and Financial Close		Subscription Billing and Revenue Management	Service Operations and Processes	Sourcing and Contract Management	Production Planning	Projects and Engagements	Product Compliance	Advanced Order Promising	Maintenance Management
Financial Operations				Central Procurement	Quality Management	Resource Management	Product Engineering	Inventory	
Advanced Financial Operations				Operational Procurement		Service-Centric Billing	Product Lifecycle Management	Warehousing	
Cost Management and Profitability Analysis				Invoice Management			Project Control	Shipping and Transportation	
Treasury Management				Procurement Analytics					
LoB Finance / Enterprise Risk and Compliance									

Scale: Low impact (light blue) to High impact (dark blue)


not relevant (grey)





Tab: Heat Map

rating	low	medium	high	number of business processes
number of business processes per rating				0
Percentage	#DIV/0!	#DIV/0!	#DIV/0!	




# Whitepaper: “Customer Organization Readiness for SAP S/4HANA Cloud”



 SAP S/4HANA Cloud Customer Community






[Home](#) [Your Journey](#) [More from SAP](#) [Support Offerings](#) [Partner Readiness](#) [Lines of Business](#) [Q&A](#)



## Whitepaper: Customer Organization Readiness for SAP S/4HANA Cloud

[Kristin Thome](#) · 3 months ago · Creator: [Kristin Thome](#) ·  339 Views ·  5 Likes

[Community](#) / [Content](#) / [News & Blogs](#)

 5  | [More](#) | 

### Whitepaper: Customer Organization Readiness for SAP S/4HANA Cloud

The paper addresses the following questions frequently asked by customers: • How does the support organization prepare for the transition to SAP S/4HANA Cloud? • What value drivers and savings are achieved by moving to SAP S/4HANA Cloud? • What strategy should be adopted to ensure the right organization with the right skills are in place for the Run phase? • How does my Center of Expertise (Customer COE) operate effectively with a hybrid landscape? • How do I assess my organizational readiness when moving from an on-premise to a cloud solution?

## [Customer Organization Readiness for SAP S/4HANA Cloud](#)



Demo

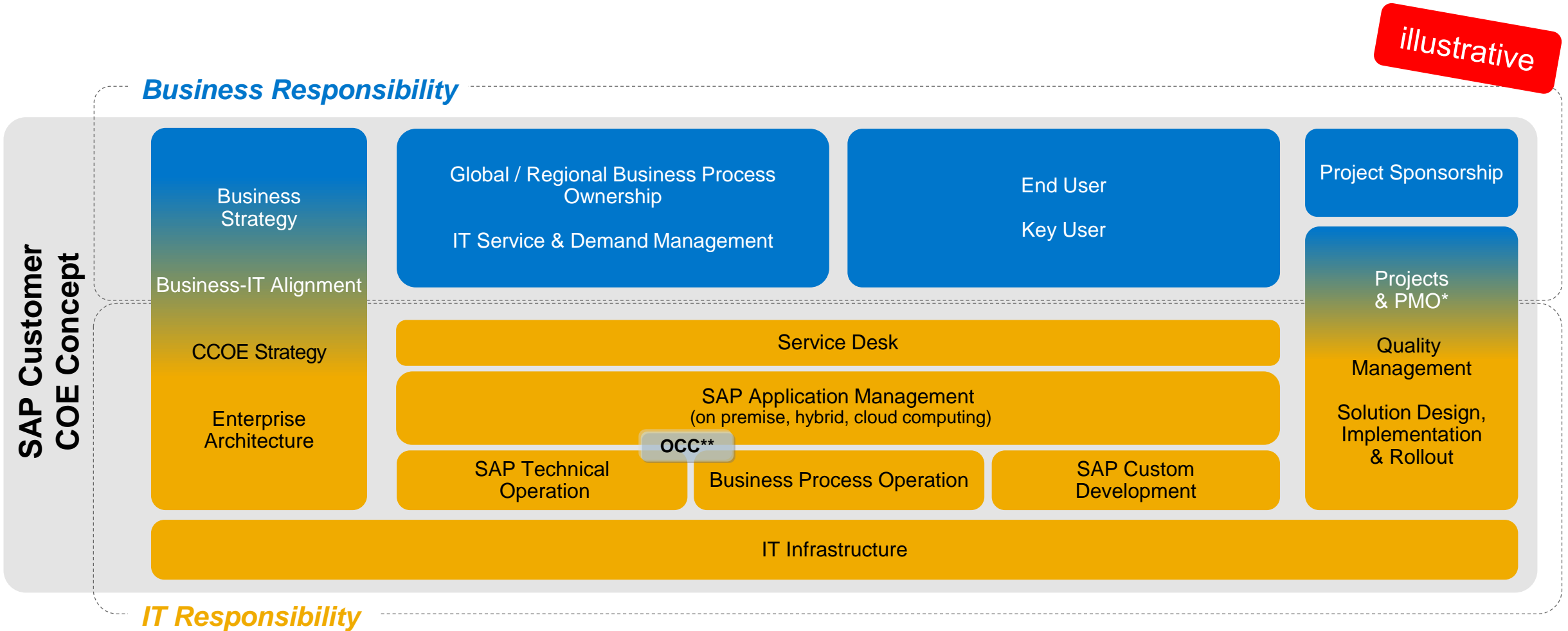
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# Functional overview “On Premise”

illustrative



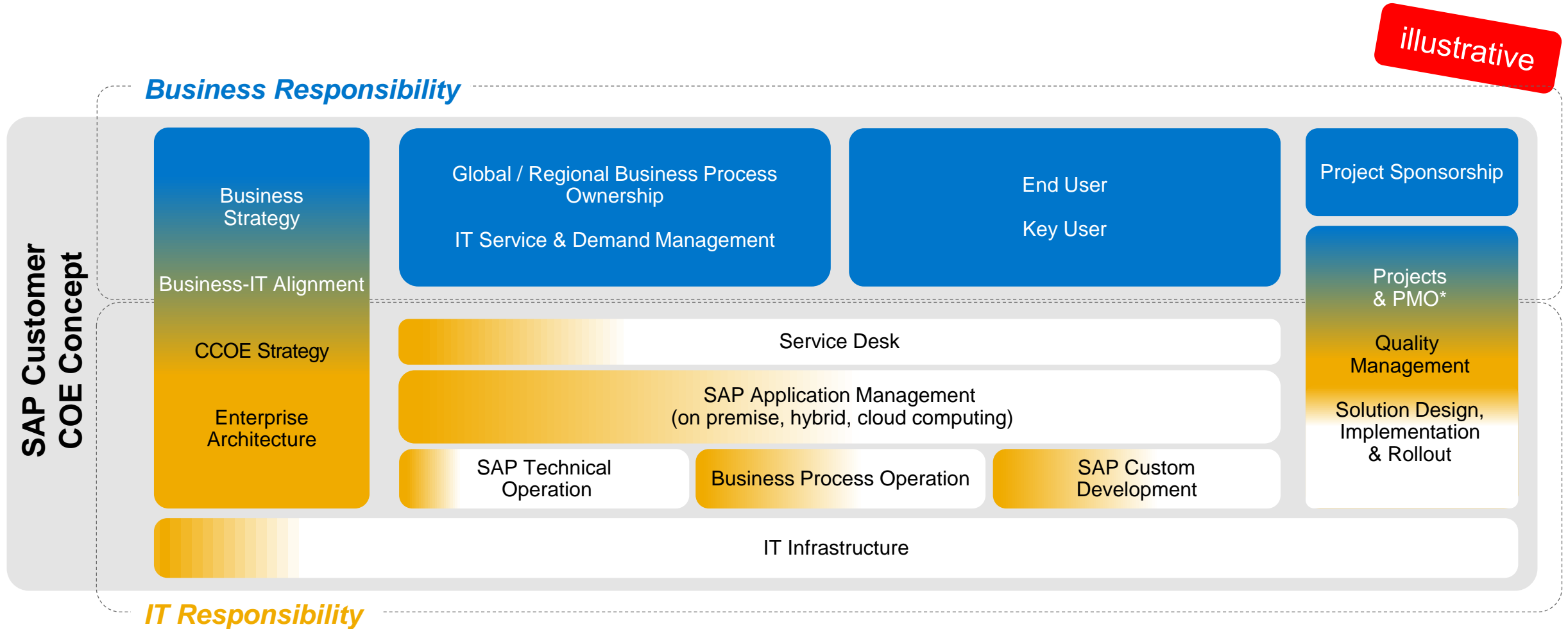
\* Project Management Office

\*\* OCC: Operations Control Center. OCC is an organizational entities within the CCOE. Have direct access to SAP experts. Supported and advised through the Mission Control Center at SAP.

# Functional overview “SAP S/4HANA Cloud”

Significantly less IT staff is needed for the SAP S/4HANA Cloud scenario

illustrative



\* Project Management Office

# Main roles for your SAP S/4HANA Cloud support team

Business Roles	<b>Business Owners</b> for strategic and operational guidance of business effective innovation and digitalization
	<b>Digital Business Analysts</b> for evolving business innovation and digitalization
	<b>Key Users</b> for the usage of standardized and business effective processes
	<b>Users</b> running standard business processes through <Personas> (Accountant, Controller, Purchaser...)
IT Roles	<b>Business (Cloud) Architect</b> for evolving business innovation and digitization & defining the E2E Business Model
	<b>Prototyper</b> for evolving clickable and running prototype solutions
	<b>UX Developer</b> for programming UX solutions (based on SCP)
	<b>Data Scientist</b> for evolving big data and analytics
Roles across <b>all</b> IT Customer COEs	<b>Enterprise Architect</b> for governance and strategy across whole IT landscape
	<b>Integration Architect (Process and Data Integration)</b> for process and data integration aspects
	<b>Technology Architect (Security Expert)</b> for implementation and governance of cloud & IoT connectivity
	<b>Release Manager</b> for planning & tracking of S4HC releases
	<b>Test Manager</b> for maintaining E2E scenarios and S4HC extensions in text plans
	<b>Service Manager</b> for governance of service levels in SLAs and S4HC subscription(s)

**Note:** Roles do not map to job positions, several roles can be combined to a single job position.

# Role comparison SAP on-premise vs. SAP S/4HANA Cloud support teams

## On-premise ERP

Business Roles	Business Owners
	Key Users
	Users
IT Roles	Application/Module Expert ●
	Developer ●
	Basis Expert ●
	Team Lead ●
	Database Administrator ●
	System Administrator ●
	Incident Manager ●
Roles across <b>all</b> IT Customer COEs	Change Manager ●
	Enterprise Architect
	Integration Architect
	Technology Architect
	Release Manager
	Test Manager
	Service Manager

## SAP S/4HANA Cloud

Business Roles	Business Owners
	Digital Business Analyst ●
	Key Users
IT Roles	Users
	Business Architect ●
	UX Developer ●
	Prototyper ●
	Data Scientist ●
Roles across <b>all</b> IT Customer COEs	Enterprise Architect
	Integration Architect
	Technology Architect
	Release Manager
	Test Manager
	Service Manager

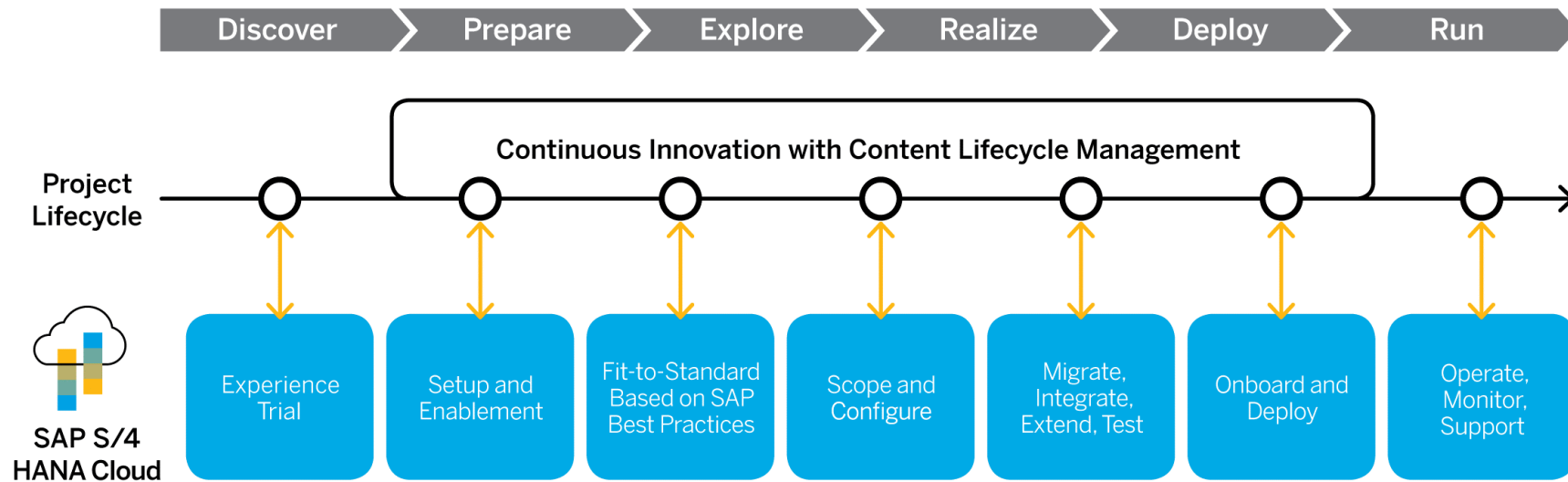
- Roles disappearing for SAP S/4HANA Cloud
- New Roles

**Note:** Roles do not map to job positions, several roles can be combined to a single job position.

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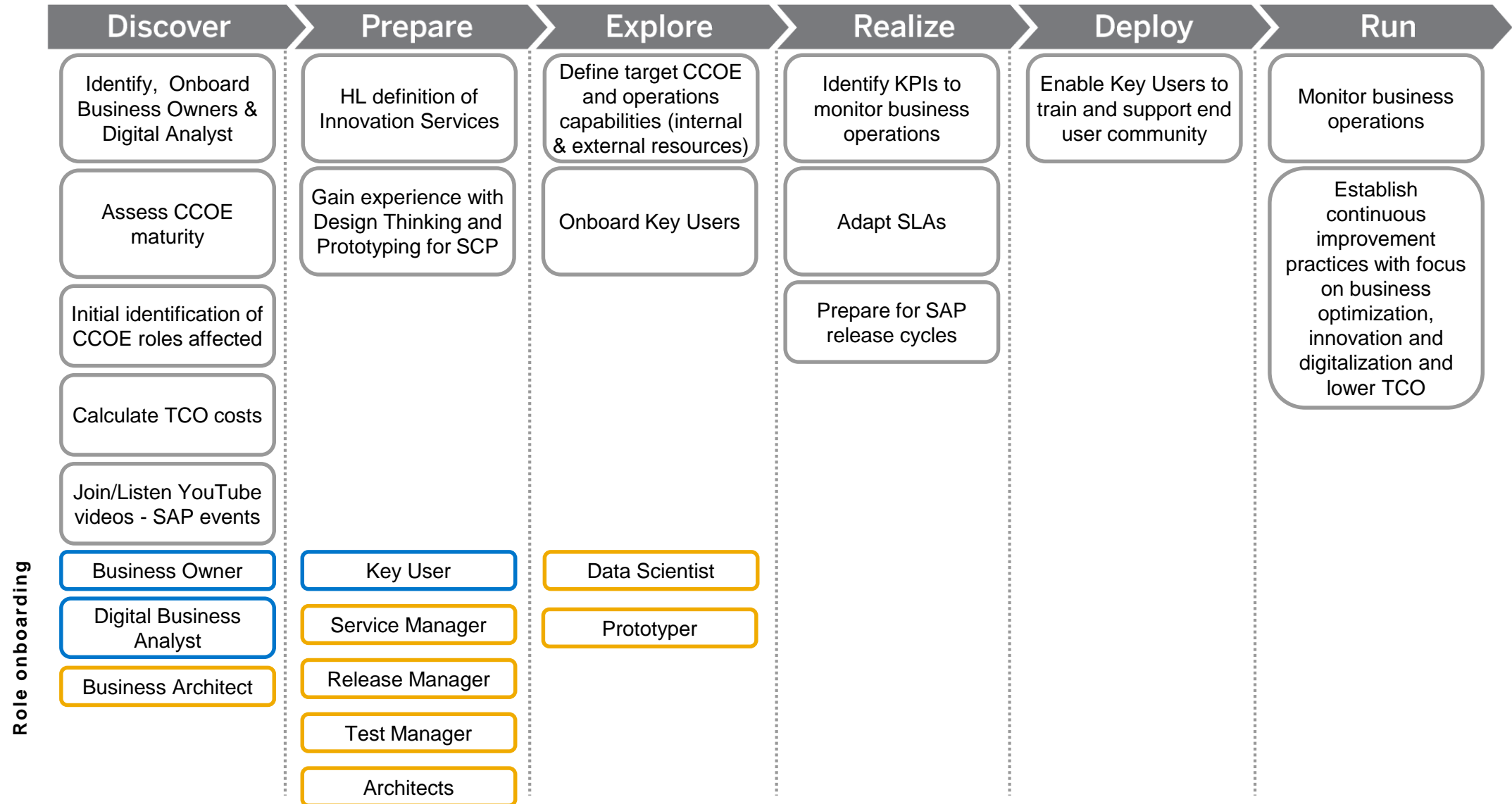
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# SAP Activate phases for SAP S/4HANA Cloud





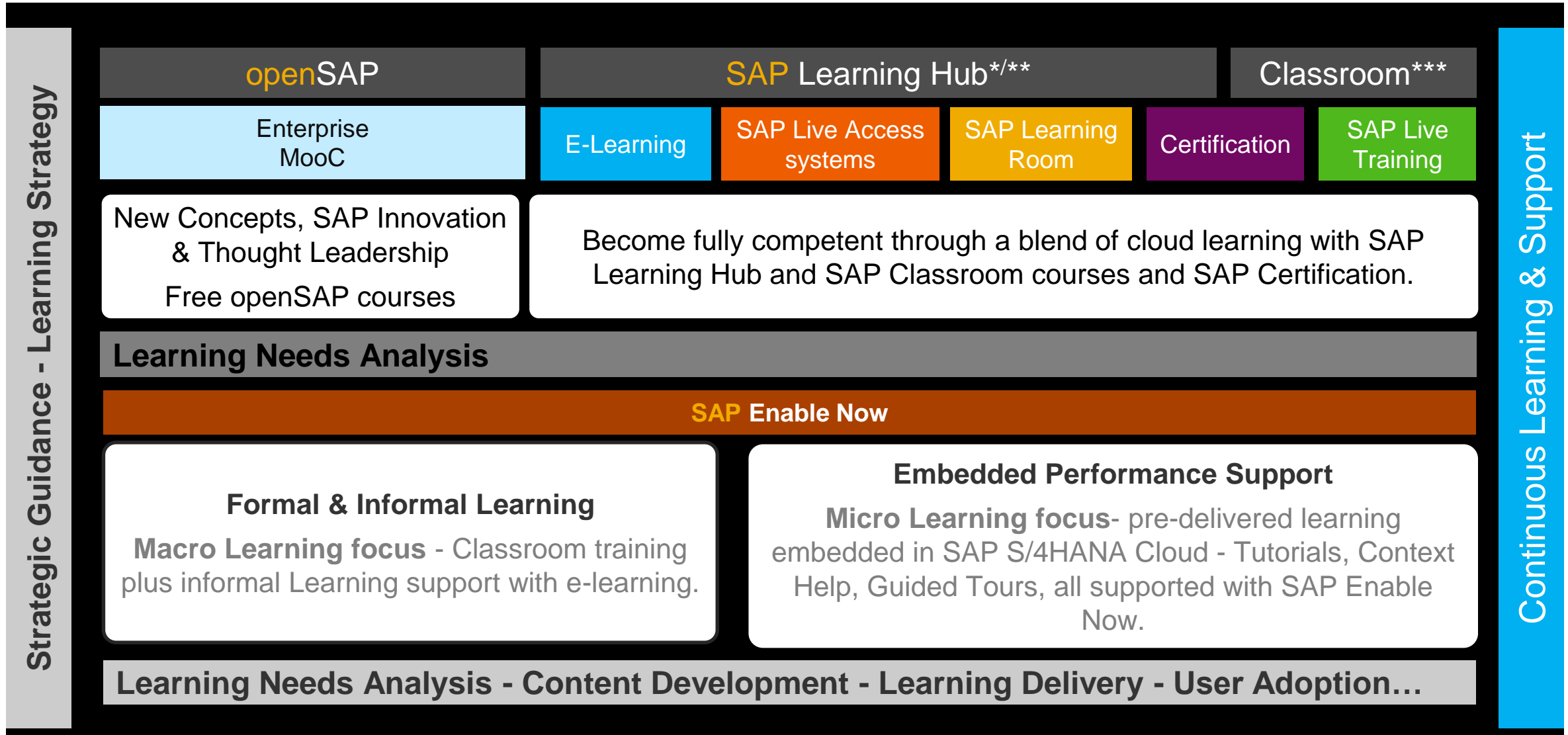
# Deliverables to implement/adjust your support organization for SAP S/4HANA Cloud



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# Summary overview - SAP Education to enable all



\* Subscription to SAP Learning Hub may apply

\*\* Foundational enablement for [SAP Enterprise Support](#); is included in your [SAP S/4HANA Cloud subscription](#), via SAP Learning Hub, edition for SAP Enterprise Support

\*\*\* Fees apply

# SAP S/4HANA Cloud online and self-paced courses from OpenSAP

## Overview

- [How to Best Leverage S/4HANA Cloud for Your Company \(~12h\)](#)
- [Intelligent ERP with S/4HANA Cloud \(~9h\)](#)
- [Two-Tier ERP with S/4HANA Cloud \(4h\)](#)

## Extensibility

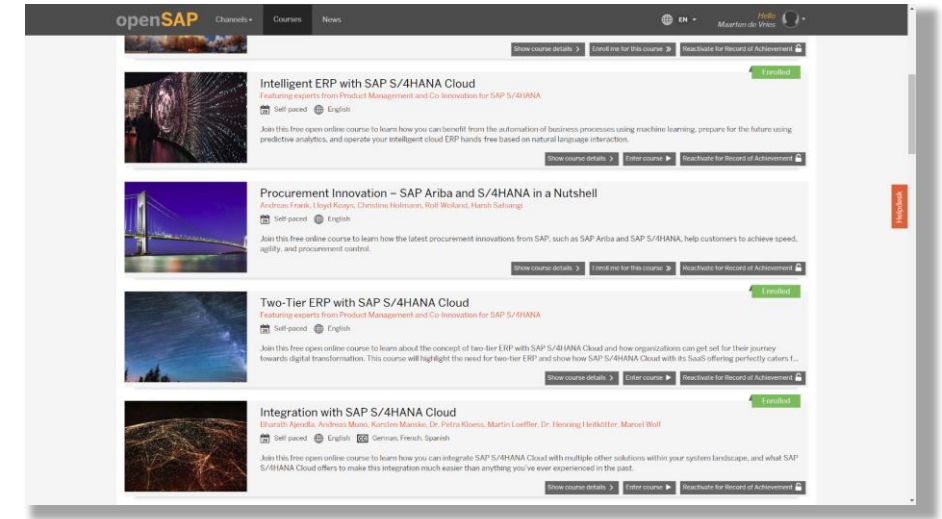
- [Extending S/4HANA Cloud and S/4HANA \(~12h\)](#)
- [Create and Deliver Cloud-Native S/4HANA Extensions \(~16h\)](#)

## Procurement

- [Procurement Transformation with SAP Ariba and S/4HANA \(~9h\)](#)
- [Procurement Innovation – SAP Ariba and S/4HANA in a Nutshell \(~5h\)](#)

## Other Topics

- [Integration with S/4HANA Cloud \(~9h\)](#)
- [Data Migration to S/4HANA \(~6h\)](#)



<https://open.sap.com>



Demo

# SAP Learning Hub: platform for all your SAP S/4HANA Cloud digital and blended learning\*/\*\*

## Blended Learning Journeys

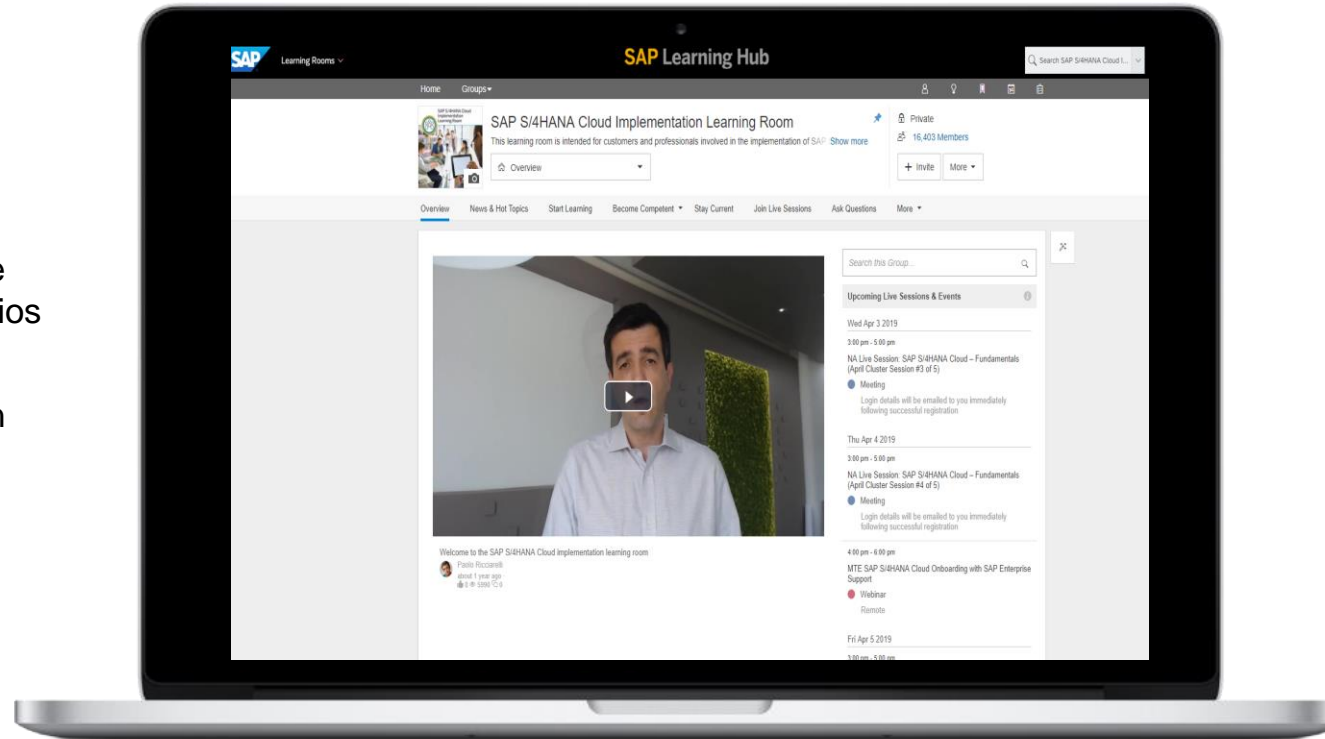
Learners get a straight forward guidance for the best learning journey and certification that are relevant to their learning scenarios and role

- Visit the [learning journeys](#) in Help Portal

## SAP S/4HANA Cloud Learning Rooms

Collaboration, social learning, community videos, Live Session events and more led by experts

- SAP S/4HANA Overview Learning Room
- SAP S/4HANA Cloud Implementation Learning Room (central room)



## Modular Digital Learning Content

Self-paced core and delta content structured in modular courses with assessments:

- Modular e-learning courses & assessments
- Stay-current learning & stay current assessments
- [Read more about SAP S/4HANA Cloud Certifications & Stay Current Program](#)

## Learning Management System

Powerful learning management capabilities to manage corporate and company-wide enablement programs

## SAP Live Access & Sandbox

- Exclusive purchase option for on-demand access to live, pre-configured training systems that support the 'core' digital content
- Quarterly updated 'as-is' SAP S/4HANA Cloud sandbox for solution exploration (free with any learning hub subscription)



# SAP S/4HANA Cloud Learning Journeys<sup>\*/\*\*</sup>

A learning journey is a visual guide to help you become competent and stay current in SAP innovations

## Solution & Role specific Learning Journeys

Providing a prescriptive way to guide your learning, taking a person's current and future role into consideration.



<https://help.sap.com/learningjourneys>



Certification available or planned for 2019



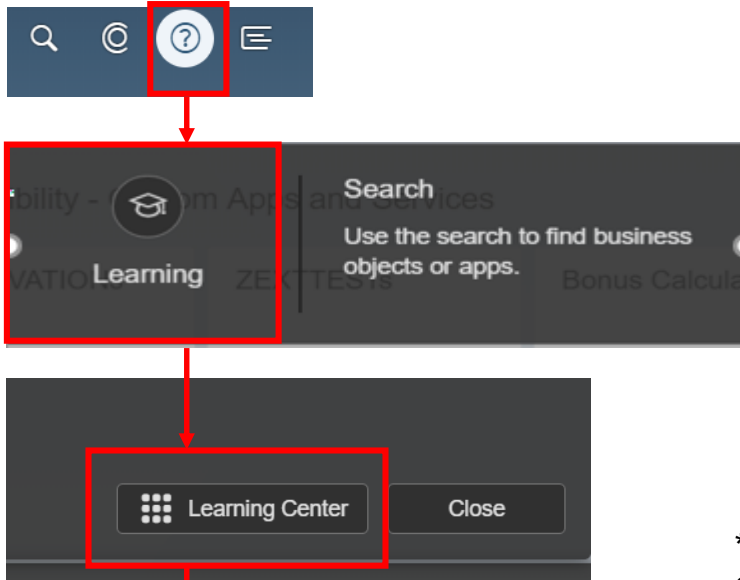
& Participates in the Certification Quarterly Stay Current Program

## SAP S/4HANA Cloud Learning Journeys

- [SAP S/4HANA Cloud for Customer Project Teams](#)
- [SAP S/4HANA Cloud - Project Management](#)
- [SAP S/4HANA Cloud - Procurement - Implementation & Configuration](#)
- [SAP S/4HANA Cloud - Professional Services - Implementation & Configuration](#)
- [SAP S/4HANA Cloud - Finance - Implementation & Configuration](#)
- [SAP S/4HANA Cloud - Manufacturing - Implementation & Configuration](#)
- [SAP S/4HANA Cloud - R&D Engineering- Implementation & Configuration](#)
- [SAP S/4HANA Cloud - Sales - Implementation & Configuration](#)
- [SAP S/4HANA Cloud - Asset Management - Implementation & Configuration](#)
- [SAP S/4HANA Cloud – Supply Chain](#)
- [SAP S/4HANA Cloud – Warehouse Management](#)
- [SAP S/4HANA Cloud – Service Management](#)
- [SAP S/4HANA Cloud Analytics](#)
- [SAP S/4HANA Cloud – Extensibility: SAP Fiori Application Development](#)
- [SAP S/4HANA Cloud – SAP Cloud SDK Development](#)



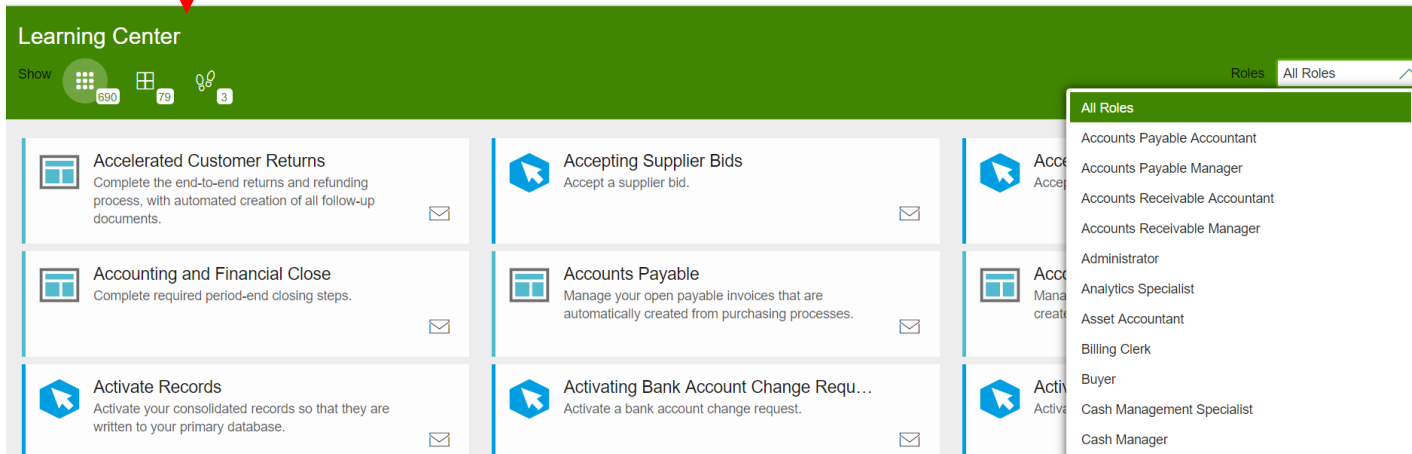
# SAP S/4HANA Cloud Embedded Tutorials via **Learning Center\*\*** or via the [Direct Link\\*](#)



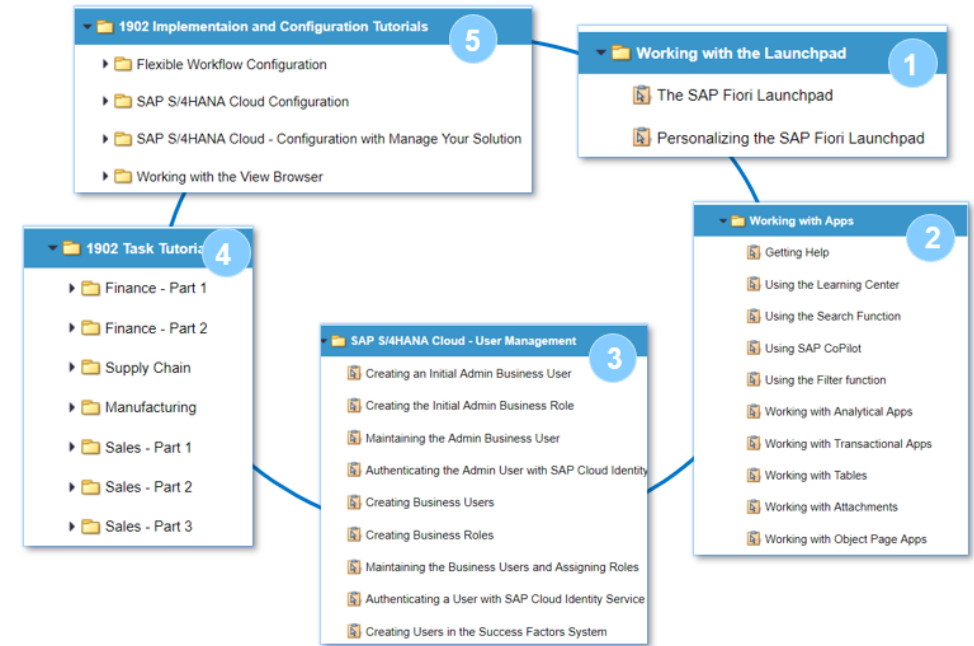
## Learning Center \*\*

1. Log into your starter or quality system
2. Open the help (top right corner)
3. Select Learning
4. Select Learning Center

**\*\*Listen to the tutorial Introduction to SAP S/4HANA Cloud Learning Center**



## [SAP S/4HANA Cloud Tutorials\\*](#)



\* The tutorials are enhanced in each quarterly release upgrade, please always refer to the [SAP Roadmap Viewer](#) to get the latest link

# Path to SAP S/4HANA Cloud Certification and the Stay Current Program\*



## SAP Learning Hub

1. Go to your relevant Learning Journey
2. Join the SAP Learning Room
3. Complete SAP S/4HANA Cloud overview scenario enablement

## SAP Learning Hub

1. Complete the Become Competent scenario in your learning journey to prepare for your certification

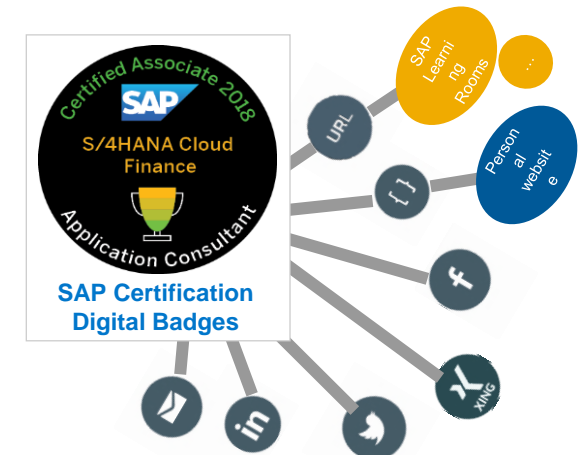


## Certification in the cloud

1. [View all available associate certification exams here](#) or in your relevant learning journey
2. Purchase a [certification in the cloud](#) subscription and register for the core associate certification exam (if you purchased SAP S/4HANA Cloud Learning Hub solution edition, you already have 2 exam takes and 10 hrs. of Live Access included)
3. Pass the certification
4. Claim your SAP Global Certification digital badge

## SAP Learning Hub

- Review the stay current content for your core exam
- Complete the corresponding stay current assessment in the SAP Learning Hub
- Repeat every quarter to maintain your certification credential and badge



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# Key takeaways

- The SAP Customer COE is a **joined collaboration hub between business and IT**
- Key **business roles** needed for your support team for SAP S/4HANA Cloud:
  - Business owner
  - Digital business analyst
  - Key user
- Key **IT roles** needed for your support team for SAP S/4HANA Cloud
  - Business architect
  - UX developer
  - Prototyper
  - Data scientist
- Organizational Change Management (OCM) deliverables are included in SAP Activate
- OpenSAP, SAP Learning Hub and the SAP S/4HANA Cloud embedded tutorials provide you the tools to **enable your support team**
- **Start your activities at the discover phase** to ensure your support organization is ready at run phase to support your SAP S/4HANA Cloud

# Thank you.

Contact information:

**Ruth Zamudio**  
**Principal Business Consultant**  
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[@RuthZamu](#)

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