

Overview Session

# Customer Onboarding

Customer Services & Delivery, ASC Customer Onboarding

*Sunil Mehta, October 2025*



Customer  
Onboarding



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# We strengthen connections with our customers in the crucial first 90 days

*“First impressions set the tone for the entire customer journey.”* Tom McKie – Global Head of Customer Onboarding at SAP



## Exceptional First Impression

Plays an outsized role in removing the needles for the customers, reducing churn and building loyalty.



## Structured Onboarding Journey

Positions our customers to rapidly achieve first-time value and sets the stage for long-term partnerships.



## Clear Path to Success

Increases the chance to successfully go-live and to achieve business goals.

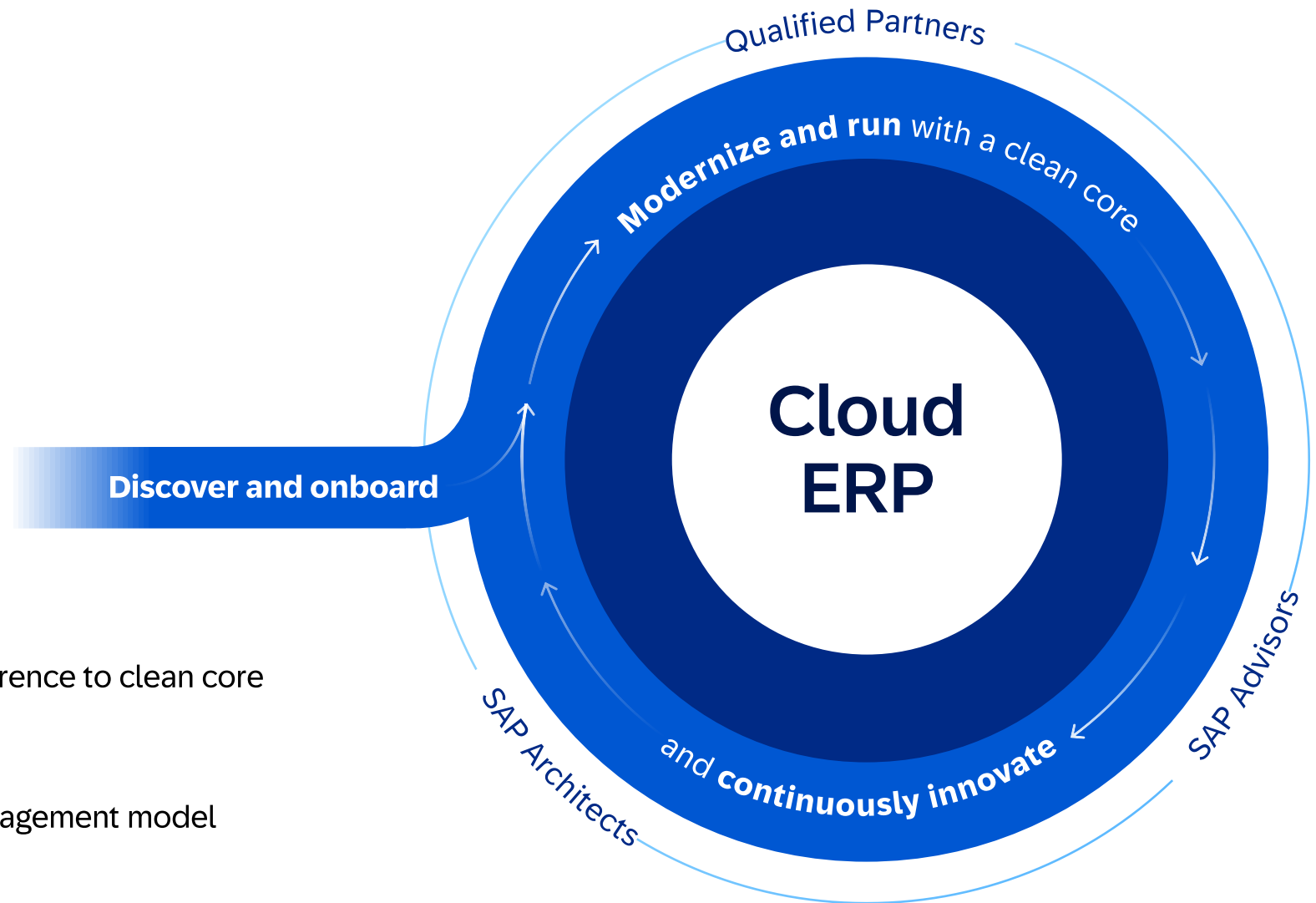
[Customer Onboarding video](#)



# RISE with SAP Methodology

Transformation and continuous innovation at your own pace

- Standardized framework and adherence to clean core
- Leveraging an integrated toolchain
- Guided through an end-to-end engagement model



# RISE with SAP Methodology

Enhanced with clean core principles



A standardized framework

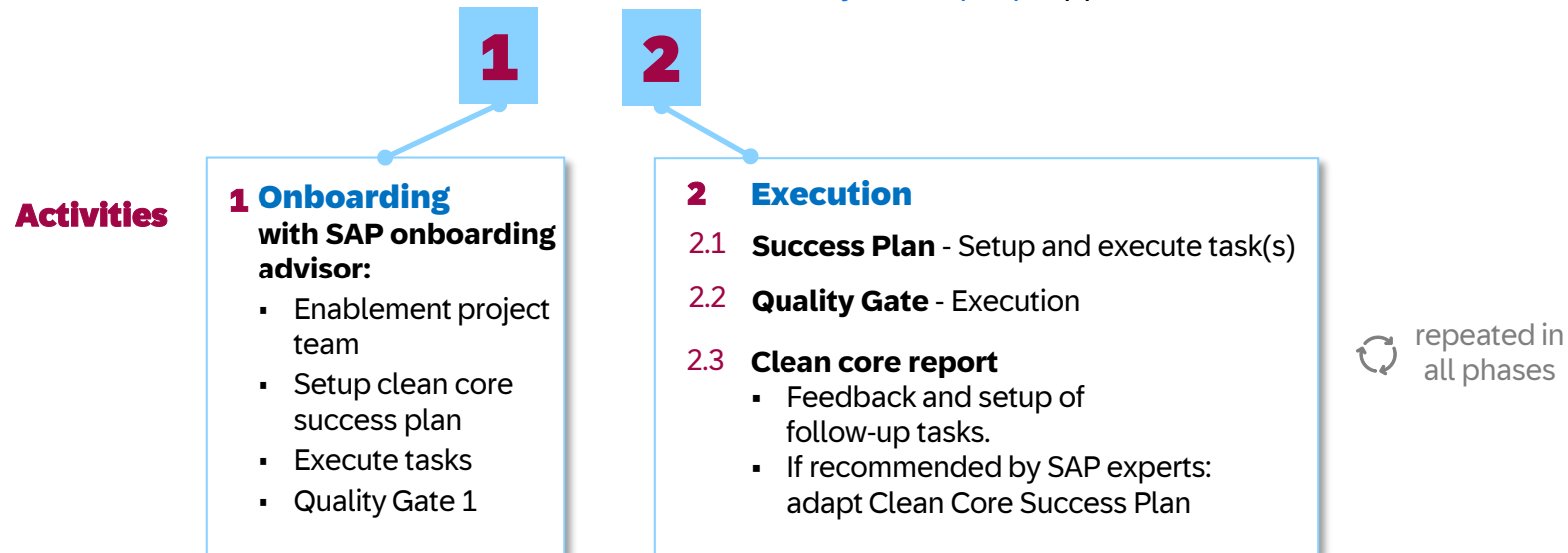
to facilitate the customer transformation journey

With **clean core activities** and **quality gates** as checkpoints, the RISE with SAP methodology enables improved business agility, shorter upgrade cycles, and faster adoption of innovation and new functionality.



## Clean Core Success Plan leads through the Customer Value Journey

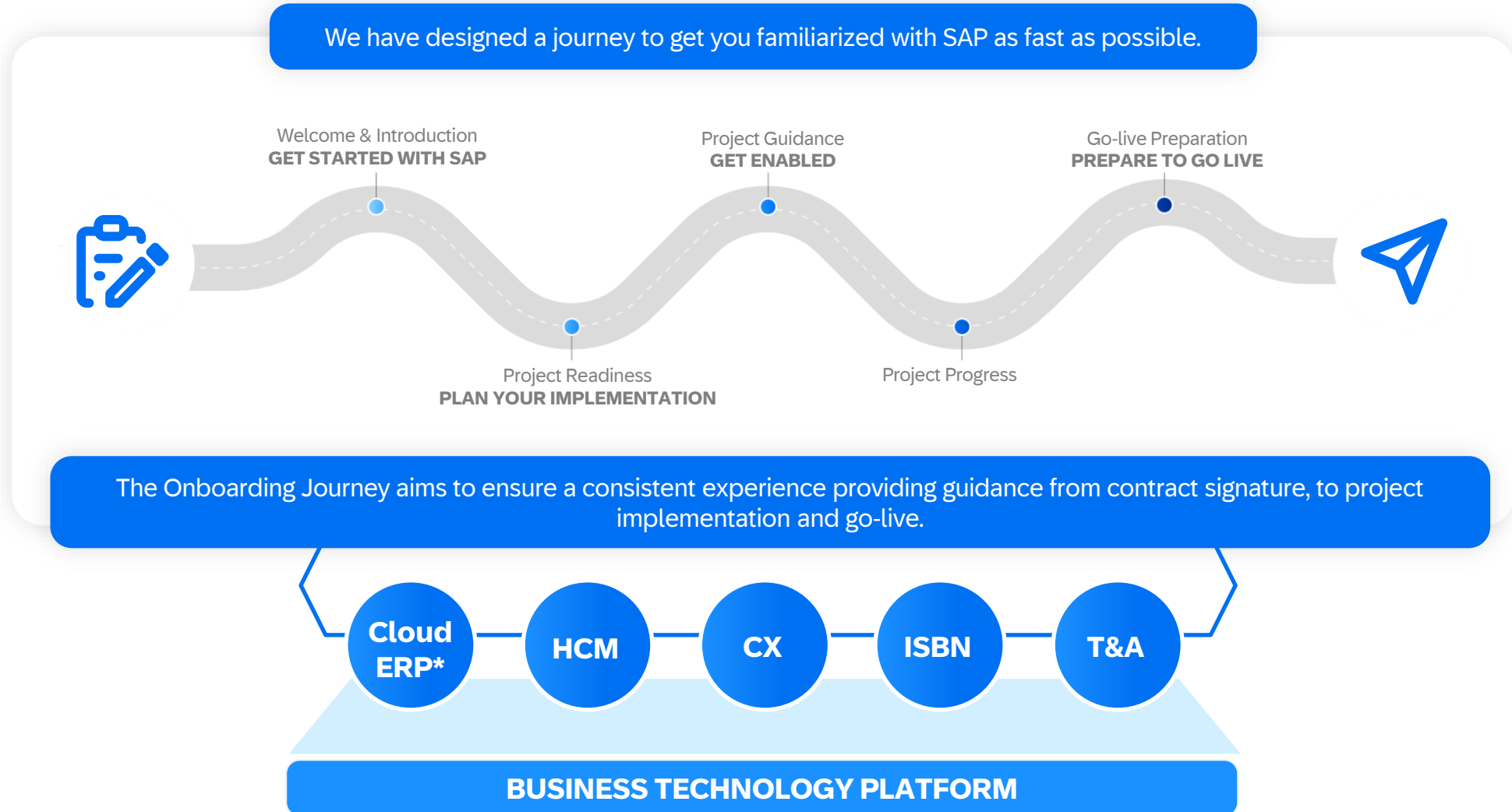
Clean Core Quality Gates (QG) support adherence to the Clean Core Success Plan and the project KPIs.



# Customer Onboarding in a Nutshell



Framework designed and executed to cover strategic SAP solutions and cater to diverse customer segments.



# Embedded Launch Activities (EmLA)

RISE with SAP S/4HANA Cloud Private Edition



## EmLA Components

### Guided Enablement

Personalized, self-paced learning programs focused on role-specific content related to solution architecture, business process leading practices, strategic topics and more.

### Onboarding Journey

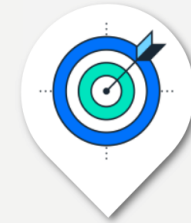
The Onboarding Journey orchestrates a unified path where SAP customers receive guidance for a successful implementation aligned with SAP methodology. The journey kicks off with three personalized 1:1 customer-facing calls, strategically designed to prepare both the project team and the customer for the upcoming implementation phase. This includes Welcome and Introduction call for RISE with SAP S/4HANA Cloud Private Edition, a customer call about SAP Cloud ALM and final call to run the SAP clean core Quality Gate for the Prepare Phase. In addition, our dedicated onboarding team will provide ongoing support throughout the Activate methodology. This includes a framework of 1:M live sessions to offer practical insights and best practices leading up to the go-live milestone.



Prepare for successful deployment



Accelerate time to initial value



Achieve solution adoption goals

- Use embedded launch activities at **no additional cost** as part of a new SAP cloud product subscription\*
- Prepare yourself for a successful **deployment** and **adoption** of your solution

### In scope:

- RISE with SAP S/4HANA Cloud, priv. edition, base
- RISE with SAP S/4HANA Cloud, priv. edition, premium
- RISE with SAP S/4HANA Cloud, priv. edition, premium plus
- RISE with SAP S/4HANA Cloud, priv. edition, base (China)
- RISE with SAP S/4HANA Cloud, priv. edition, premium (China)
- RISE with SAP S/4HANA Cloud, priv. edition, premium plus (China)
- RISE with SAP S/4HANA Cloud, priv. edition, core, tailored option

\*Embedded Launch Activities are included for a first-time subscription of RISE with SAP S/4HANA Cloud, Private Edition, premium, premium plus, and RISE with SAP S/4HANA Cloud, Private Edition, base, after April 1st



Get started with EmLA for RISE with SAP S/4HANA Cloud Private Edition



Find more information about EmLA in the Rise Onboarding Handbook

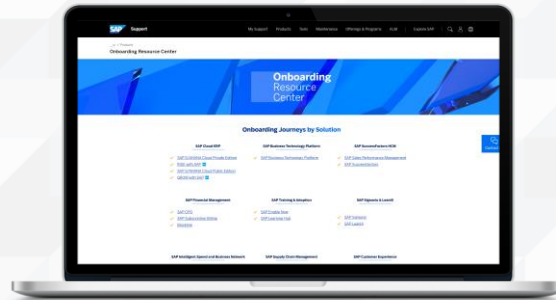
ONBOARDING  
**RESOURCES**





# Where Customers can find us

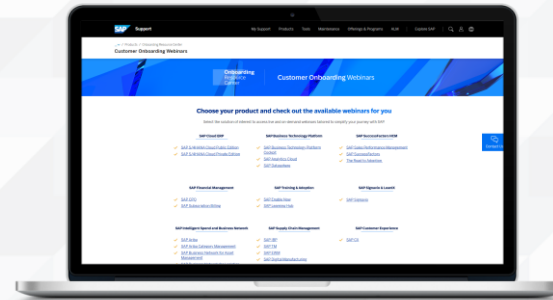
## Resources



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