

# Customer Onboarding

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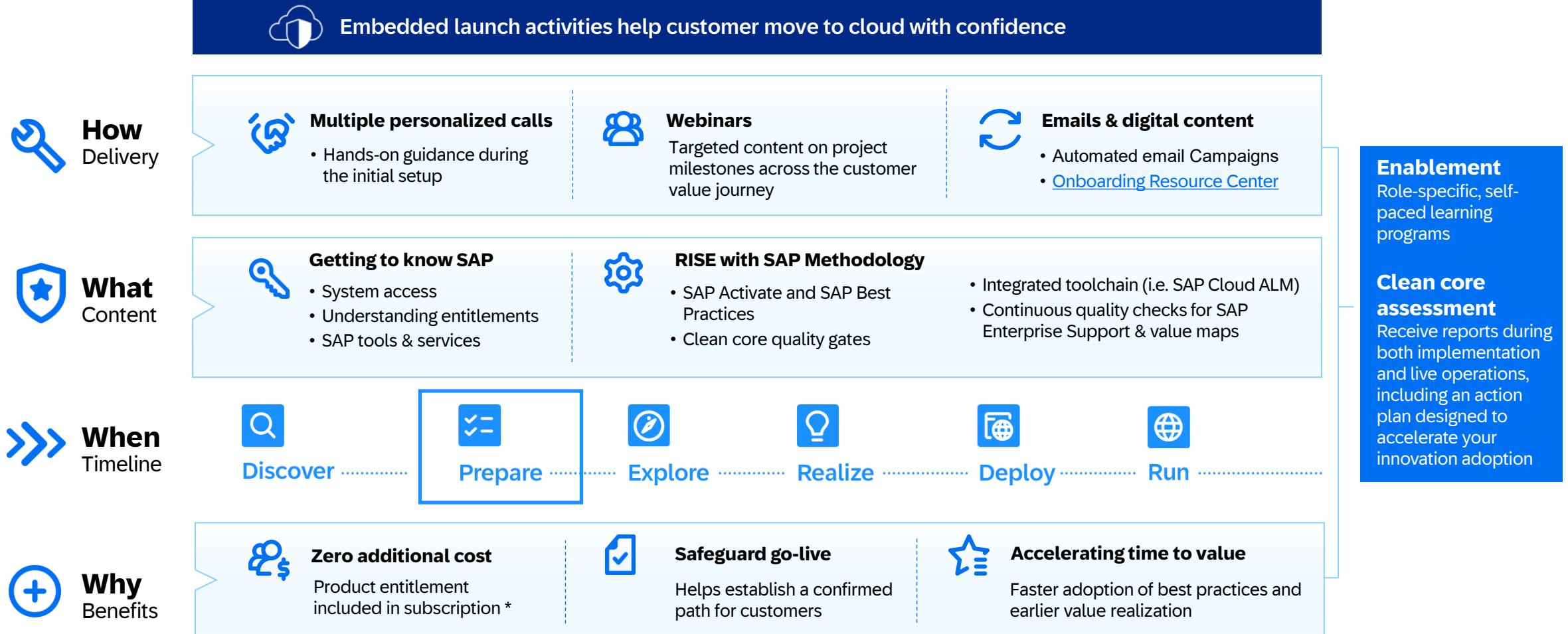
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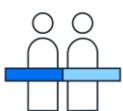
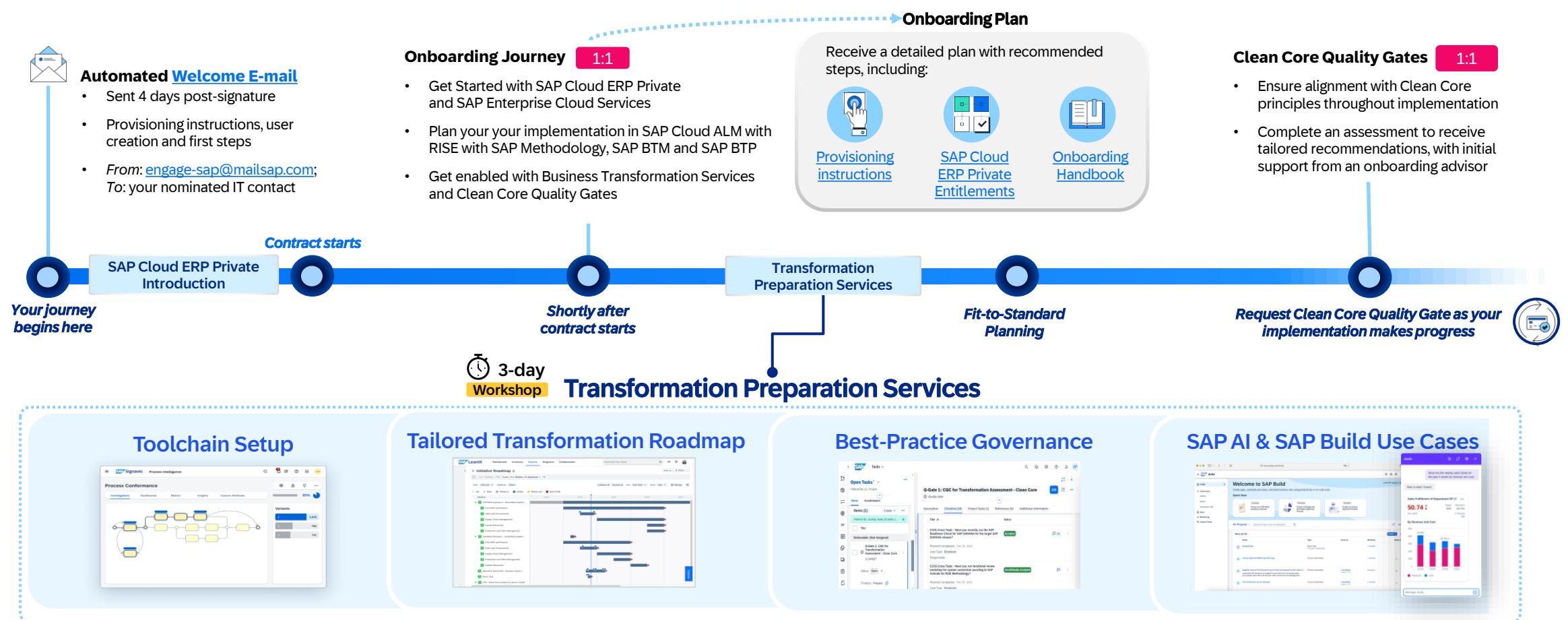
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# Embedded launch activities

## Onboarding support for SAP Cloud ERP Private



# What happens after signing your SAP Cloud ERP Private?



The Customer Onboarding Journey is introduced during the SAP Cloud ERP Private Introduction session by a

## Designated Onboarding Advisor

### DO's

- ✓ Guides onboarding journey from contract start to Quality Gates
- ✓ Supports Clean Core Quality Gate request and key findings

### DONT's

- ✗ Case management, technical support, and implementation consulting are **out of scope**
- ✗ Detailed guidance on all Quality Gate findings is **not** provided

# Guided experience to Kickstart your transformation

SAP Experts and business transformation toolset to help fast-track the transformation journey

Cloud ERP  
Private

SAP Cloud ERP  
Private Introduction  1h  
**1 to 1**

SAP Enterprise  
Cloud Services  
Kick-off  1h  
**1 to 1**

RISE with SAP  
Methodology  
Overview  1h  
**1 to 1**

Clean Core  
Quality Gates  
Execution  1h  
**1 to 1**

Clean Core  
Quality Gates  
Readout  1h  
**1 to 1**

SAP Business Transformation  
Solutions

SAP Signavio  3h  
**1 to few**

## Session 1 - Welcome & Getting Started

Get started with SAP Signavio, access learning resources, and set up users with basic configurations

## Session 2 - Sync-Up and Q&A

Set up Process Manager and Collaboration Hub, explore the Value Accelerator Library, understand Plug-and-Gain deployment, and learn how Signavio integrates with LeanIX

## Session 3 - Onboarding Review and Q&A

Begin modeling or reviewing processes in 1:1 sessions and get expert support to clarify open questions

SAP BTP

SAP LeanIX  4h  
**1 to few**

## Session 1 - Welcome & Getting Started

Set up your workspace with SSO guidance and explore the SAP LeanIX support resources

## Session 2 - Add first data to your workspace

Learn basic admin tasks, map your data to the LeanIX metamodel, and import your initial dataset

## Session 3 - Get your stakeholders onboard and enrich your data

Enable Fact Sheet Owners and populate application attributes to assess your application portfolio

## Session 4 - Prepare to Go-Live

Review key reports, plan for user adoption, and align your workspace with best practices for early use

Transformation  
Preparation  
Service

Transformation  
Preparation  
Services  3 days  
**ONSITE**

## Remote session 1 Workshop coordination

Align on the workshop agenda, confirm service scope, and validate toolchain use, including Build and AI

## 3-day Workshop (preferably onsite)

- Day 1: Review overall architecture with industry context, establish Clean Core baseline, and introduce BTM
- Day 2: Walk through an end-to-end business process, analyze customer processes using insights and Plug-and-Gain, and identify potential AI use cases
- Day 3: Align on RISE with SAP governance, define target architecture, and plan the transition to the SAP Business Suite

## Remote session 2 Wrap-Up & Handover

Share key workshop findings, deliver the governance playbook, and hand over the integrated toolchain



**Q&A**



# Thank You.



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