BTP
Customer Success Partner Organization

SAP

Agenda

BTP Customer Success Partner Organization

- Mission, Vision, and Focus.

Future Ready Enterprise Framework

- Platform Maturity Model

BTP Preferred Success

- Engagements to Accelerate Adoption

Key Takeaways

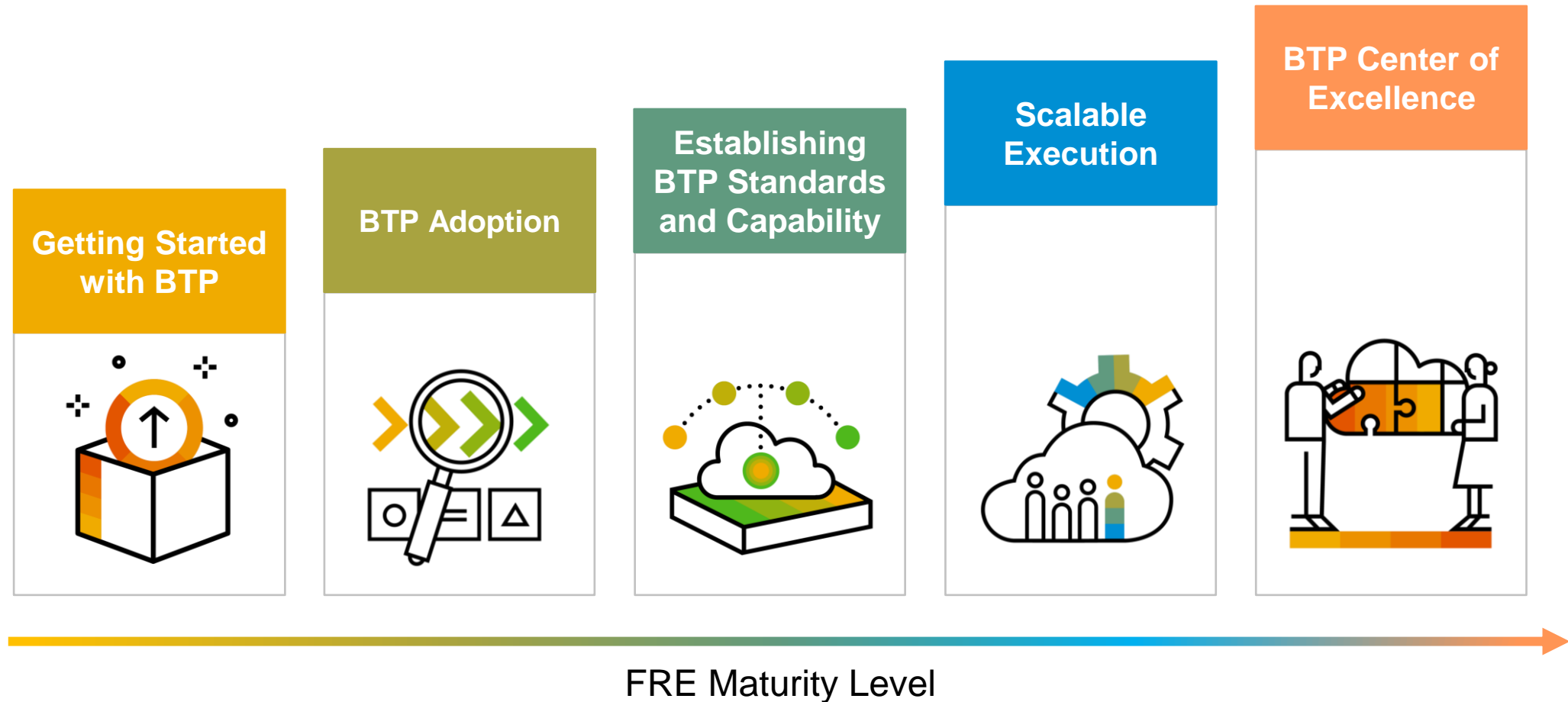# BTP Customer Success Partner Organization

Mission

Our mission is to **drive consumption growth** of SAP BTP as the platform of choice for the SAP Intelligent Enterprise through technical advisory based on the Future Ready Enterprise Engagement Model, resulting in growth of **CCB.**

Who are we?

➢ **Post-Sales Customer Success**
➢ Initial Onboarding and Set-up
➢ Strategic Advisory and on-going Account Management
➢ Preferred Success main contact
➢ Future Ready Enterprise Engagement Model

Future Ready Enterprise Framework - Platform Maturity Model

The FRE Platform Maturity Model drives value by coaching customers on specific technology domains from the initial project to enterprise standardization and self-sufficiency.

Getting Started with BTP

BTP Adoption

Establishing BTP Standards and Capability

Scalable Execution

BTP Center of Excellence

FRE Maturity Level

FRE Tools - Platform Maturity Model

Maturity Dimensions	L1 Getting Started with BTP	L2 BTP Adoption	L3 Establishing BTP Standards and Capability	L4 Scalable Execution	L5 BTP Center of Excellence
Strategy	• No roadmap for further adoption • No plans to innovate on BTP	• Initial discussions of BTP Strategic Adoption • Exploring innovation with BTP	• Defined BTP Adoption Strategy • Formal process for innovating on BTP	• Adoption of BTP as a Strategic Cloud Platform • Active innovation pipeline for BTP	• Actively engaged with SAP product roadmap & strategy • BTP is strategic innovation platform
Architecture Practice	• No architecture practice • Emerging architecture	• Shared domain ownership • No formal processes • Single BTP Pattern in use for tactical projects	• Dedicated domain owners • Establishing processes • Multiple foundational BTP Patterns established for initial use cases	• Formal Practice • Holistic Architecture Artifacts Best Practices	• Mature architecture practice with governing body and process, both EA and SA • Realized target state architecture
BTP Knowledge	• Little to no in-house knowledge of BTP	• Aware of BTP domain relevant technologies and high-level value • Requires external support when it comes to product detail	• Good understanding of BTP services in their domain • Requires external support for technical detail only	• Deep understanding of BTP services • Rarely requires outside support on product details	• Centre of Excellence • Self-sufficient
BTP Delivery Capability	• No capability (partner or in-house)	• High level capability for relevant BTP domain • Not proficient	• Capable BTP skills in relevant technologies in the domain • Mostly Proficient	• Deep skills in relevant BTP domain technologies • Proficient Execution	• Expert in-house BTP capability, or established framework to engage partners who are highly skilled in BTP as needed
Portfolio Success	• Tactical use cases with LoB • 1-2 use cases	• More sophisticated architectures with multiple BTP services • 2-3 Use Cases	• Multiple Services • 3-4 Use cases	• Multiple Services • 4-5 Use Cases	• BTP services across relevant BTP technology domain • > 6 use cases (differing for customer size)
IT Operations	• No formal lifecycle management • No monitoring and alerting	• Software delivery manually processed • Manual monitoring	• Formal SDLC management • Notifications in place for some apps / services	• Some automation in SDLC • Automated monitoring and notifications, manual fixes	• Testing and deployment fully automated where possible with CI/CD • Self-healing applications

Preferred Success Engagements: Accelerating Adoption

Feature Adoption Planning and Success Checks
Identify SAP best practices during implement/adopt and operate/optimize phases to improve ROI.

In-depth Release Guidance
Plan for relevant feature adoption based on your goals.

Targeted Learning Programs
Empower key users and administrators with knowledge and best practices.

Advanced Support and Enhanced Target SLAs
Receive quicker initial incident response times and resolution targets.

New Feature Activation
Get personalized recommendations on what new features to add and when for faster innovation adoption.

EarlyWarning*
Get alerts to mission-critical risk patterns and recommendations to proactively address issues.

Customer Success Experts
Receive expert guidance on using your exclusive content, resources and planning insight.

*   EarlyWarning only available for selected cloud solutions

Key Takeaways:

➢ Ask your BTP Account Team about **getting access to a BTP CSP**

➢ Engage your BTP CSP to run an **FRE Assessment** in order to drive your Intelligent Enterprise transformation

➢ Talk to your AE and BTP CSP about **Preferred Success** and how it can help accelerate and safeguard your BTP Projects

Thank you.

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