SAP Enterprise Support COVID-19 Continuity Plan

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SAP Enterprise Support: Service Bundles for Covid 19

At SAP, **we believe a proactive approach** is the best prevention to avoid a crisis. With this in mind, we bundled several SAP Support services already included in your SAP Enterprise Agreement. Designed to be delivered quickly, with immediate impact, these bundles have been specifically constructed to help you with various Covid 19 challenges, including:

Business Continuity	**Business Process and IT Process**	**Finance Optimization**	**Security, compliance and data protection**
Focuses on overall health of your SAP System and/or potential technical disruption due to high volumes and possible system instability	Recommended if you experience unprecedent peak load on certain areas of your business and you want all your processes up and running.	Takes a special focus on your financial and liquidity information to mitigate potential financial exposure.	Focuses on security, compliance gaps or protection of your data.

Want more information? Visit our Covid19 bundle Website

Additional questions and how to order:

If your area of concern is not listed above, or you need additional assistance, please do not hesitate to contact our **Customer Interaction Center. We are available** 24 hours a day, 7 days a week, 365 days a year. You can access the SAP CIC from the SAP Support Portal or through the SAP One Support Launchpad or through the links below for direct access:

- Chat with CIC
- Call CIC
- E-mail CIC

SAP Supports Your Business Continuity During COVID-19

During this exceptional situation, your organization may experience a peak of activities; you may be concerned regarding overall health of your SAP System and/or potential technical disruption due to high volumes and possible system instability.

At SAP, we believe **a proactive approach is the best prevention** to avoid a crisis. With this in mind, we bundled several SAP Support offerings already included in your **SAP Enterprise Agreement*** to optimize your business **performance** and ensure business **continuity**.

Symptoms:

- Recent performance peaks
- Increased volume, load or transaction times
- Unusual CPU/Memory bottlenecks
- Unusual trends in SAP EarlyWatch Alerts business key figures section

This bundle targets:

✓ Mitigation of business risks and disruption

✓ Support to maintain continuity of essential business processes and IT operations

✓ Supply chain security and order fulfillment

1 Optimize, prevent and protect.

Leverage and use the services included in your SAP Enterprise Support agreement to improve the situation:

1. Start with a Continuous Quality Check EarlyWatch Check service if you need help analyzing components of your SAP Systems. This will help identify deeper dive areas and potential value added Continuous Quality Checks
2. Understand and monitor current status of your core business processes using SAP Solution Manager tools"
3. Learn to create your own Data Volume Management analysis report to monitor increased volume and analyse your Data Volume Management strategies.
4. If your triggers point to overall system performance degradation, follow the recommendations at **Business Process Performance**
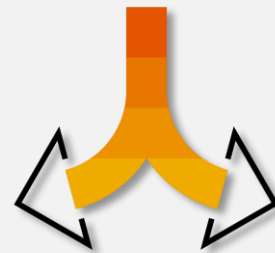
2 Develop a tailored strategy.

Collaborate with SAP experts to improve your business processes. For this, click on the blue **Sign up** button below to join our **SAP Enterprise Support Value Maps*** – an empowerment and support program which will guide you through the knowledge, skills, and services needed to address your business challenges.

Explore Available Value Maps section to find the topic area that best fits your needs. **Request a Call** feature to interact with SAP experts to help you get started.

Sign up

*It is necessary to have an S-User and to be registered to the SAP Learning Hub to access this content.

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SAP Supports Your Business Process and IT Performance During COVID-19

During this exceptional situation, your organization may experience an unprecedent peak load on certain areas of your business and you want all your processes up and running.

At SAP, we believe **a proactive approach is the best prevention** to avoid a crisis. With this in mind, we bundled several SAP Support offerings already included in your **SAP Enterprise Agreement*** to **minimize disruptions** in business processes through **performance issues**.

Symptoms:

- Analyze performance peaks and increased transaction usage based on COVID-19 situation
- Load increase, change of transaction times and CPU/Memory bottlenecks
- Increase number in incidents regarding performance problems

This bundle targets:

✓ Minimize disruptions in business processes through performance issues

✓ Ensure system availability for current situation and needs

✓ Stabilize solutions integration with technical and functional integrity and optimal performance

1 Optimize, prevent and protect.

Leverage and use the services included in your SAP Enterprise Support agreement to improve the situation:

1. Start with a Continuous Quality Check EarlyWatch Check service if you need help analyzing components of your SAP Systems. This will help identify deeper dive areas and potential value added Continuous Quality Checks
2. To address performance concerns with a specific core business process, **consider using the** SAP Continuous Quality Check Business Process Performance Optimization. You can learn more about the service here. You may also Contact SAP to inquire if this service is applicable for your situation and current concerns.
3. If you have spotted concerns around optimization of the throughput on the database, consider using the Continuous Quality Check Technical Performance Optimization. You may also Contact SAP to inquire if this is applicable for you situation.
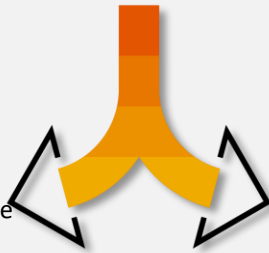
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SAP Supports Your Finance Optimization During COVID-19

During this exceptional situation, your organization may want to take a special focus on your financial and liquidity information to mitigate potential financial exposure.

At SAP, we believe **a proactive approach is the best prevention** to avoid a crisis. With this in mind, we bundled several SAP Support offerings already included in your **SAP Enterprise Agreement*** to help optimize business **effectiveness** and **maximize** the value of investment.

Symptoms:

- SAP EarlyWatch Alerts key business figures chapter

- Recent system performance peaks

- Increased or upward trending in the number of critical incidents

This bundle targets:

- ✓ Gaining transparency regarding liquidity (e.g. key finance data)
- ✓ Increases transparency on cost of business value drivers
- ✓ Accelerate the period end closing process
- ✓ Prevent potential financial losses by improving finance throughput and reducing backlog

1 Optimize, prevent and protect.

Leverage and use the services included in your SAP Enterprise Support agreement to improve the situation:

1. Analyse SAP EarlyWatch Alert with a focus on the key business figures chapter. If you do not have the key business figures chapter activated, please request as a Pathfinder report via www.sap.com/pathfinder

2. Learn more about Business Operations Savings Focused Continuous Quality Check Business Process Improvement aimed on costs reduction in finance, sourcing/procurement, sales, manufacturing and supply chain

3. Join the Business Process Improvement value map in step 3 to learn more and develop a long term strategy
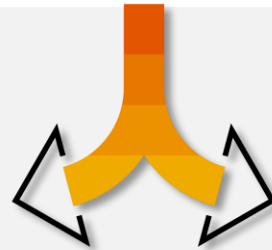
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SAP Supports Your Security, Compliance and Data Protection During COVID-19

During this exceptional situation, your organization may experience a peak of activities; you may be concerned with the security, compliance gaps or protection of your data.

At SAP, we believe **a proactive approach is the best prevention** to avoid a crisis. With this in mind, we bundled several SAP Support offerings already included in your **SAP Enterprise Agreement*** to help run a **secured** and **compliant** SAP software landscape.

Symptoms:

- Analyze SAP EarlyWatch Alerts for Security or Compliance related warnings
- Customer or Employee feedback

This bundle targets:

✓ Avoid business disruption due to security and compliance gaps

✓ Run a secured and compliant SAP software landscape

✓ Complying with regulatory and legal requirements

1 Optimize, prevent and protect.

- Leverage and use the services included in your SAP Enterprise Support agreement to improve the situation:

1. Analyze the SAP EarlyWatch Alert with a focus on the Security chapter

2. Learn more about the Continuous Quality Check Security Optimization service to check the security of your SAP System. You may also Contact SAP to inquire if this is applicable for you situation.

3. Learn how SAP helps customers to be GDPR-compliant.

4. Join the SAP Enterprise Support Security value map in Step 3 to stay up-to-date on the topic
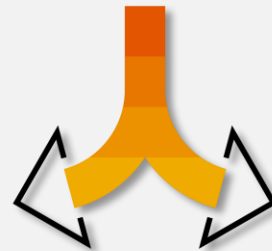
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2 Develop a tailored strategy.

Collaborate with SAP experts to improve your business processes. Click on the blue **Sign up** button below to join our **SAP Enterprise Support Value Maps*** – an empowerment and support program which will guide you through the knowledge, skills, and services needed to address your business challenges.

Explore the Available Value Maps section to find the **Security Value Map**. Use **Request a Call** feature to interact with SAP experts to help you get started.

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Thank you.