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SAP Enterprise Support Guides
Program Overview
Timo Bauer, SAP
Agenda

How can SAP Enterprise Support Guides support you?
- Program introduction
- New program assets
- Delivery methodology

Details on new deliverables
- Onboarding
- Journey Checks
- Engagement Plan
- Engagement Points

Summary and Questions & Answers
Welcome to the Age of Intelligence:
Accelerate your Move to SAP S/4HANA powered by
SAP Enterprise Support Guides

Join the SAP S/4HANA Movement to unlock the value of the Age of Intelligence

With SAP Enterprise Support Guides the Move to SAP S/4HANA will be simplified for Enterprise Support Direct customers.

SAP Enterprise Support Guides will support you from Prepare Phase to Go-Live in your SAP S/4HANA project.

The program offers:
- A proposed goals-based Engagement Plan tailored to support your SAP S/4HANA project
- Planned Engagement Points during your project life cycle
- Journey Checks to guide you in the right direction at each stage of your SAP S/4HANA project
- The program is available to SAP Enterprise Support Direct customers at no additional cost

The SAP Enterprise Support Guides Program at a glance:
- Source: Join the SAP S/4HANA Movement: Unlock the value of the age of intelligence

Collaboration and Support through the SAP Enterprise Support Value Maps (e.g. SAP S/4HANA)
How can SAP Enterprise Support Guides support you?
What delivery methods and asset types can be included in your Engagement Plan?

CQC SERVICES
Analyze your systems and/or situation based on data from your own systems. You receive a Continuous Quality Check (CQC) report with findings and a detailed action plan to mitigate risks or improve the situation.

EXPERT GUIDED IMPLEMENTATIONS
Multi-day remote training sessions with experienced SAP service engineers, training participants in SAP S/4HANA technical and functional topics.

MEET-THE-EXPERT SESSIONS
Live webinars focusing on SAP S/4HANA technical and business topics. Sessions are recorded.

TUTORIALS
Provide step by step instructions, demonstrations, and interactive elements that teach learners how to complete tasks or processes.

ACCELERATED INNOVATION ENABLEMENT SESSIONS
These are remote live sessions, one to few, within 90 minutes, delivered by an SAP expert who will explain key SAP S/4HANA topics.

LEARNING JOURNEYS
Detailed collections of learning assets organized in a journey to help you achieve your goals.

LEARNING PROGRAMS
Detailed collections of learning assets all related to a specific topic and aimed at giving a comprehensive understanding of the topic.

JOURNEY CHECKS
Journey Checks will help you to ensure you move in the right direction at each stage of your SAP S/4HANA project. Each project phase is assessed to provide project recommendations, learning/enablement options and/or to position service content.

ENGAGEMENT POINTS
Regular “check-ins” with you throughout the program. Engagement Points can be human or digital, supporting planned and specific events.

LIVE MUST-KNOW WEBINARS
Key SAP S/4HANA topics regularly delivered live to you in multiple time zones and languages allowing for customer Q&A.

*The learning journeys and the learning programs are part of the SAP Enterprise Support value maps.
**These enablement assets are available in SAP Enterprise Support Academy and/or available through the SAP S/4HANA value map learning journeys.
***Only limited SAP S/4HANA topics are covered by the asset type Accelerated Innovation Enablement.
How can SAP Enterprise Support Guides support you?

- **Onboarding Session** between you and SAP S/4HANA Enterprise Support
- **A tailored and goal-based SAP S/4HANA Engagement Plan** is provided
- **Planned Engagement Points and Journey Checks** are delivered based on the initial engagement plan
- **Go-live and Final Exit Call**

**SAP Enterprise Support Guides KEY PILLARS**
- Onboarding
- Journey Checks
- Engagement Plan
- Engagement Points (to be delivered throughout the project)

*Not every JC will be available at the start of Guides. Number of JCs varies depending on deployment options and transition paths.*
SAP Enterprise Support Guides Demonstration

The onboarding session

- John (SAP advisor) receives the information that ABC is going to start their SAP S/4HANA project in 6 months. This is the best moment for ABC to join the program.
- John invites the ABC team to the onboarding call
- ABC project team joins the call and explains the current project situation, planning and main pain points
- John explains how the SAP Enterprise Support Guides program can help ABC
- ABC and John discuss and agree on governance and cadence
- The next steps are clearly defined
- ABC must complete the SAP Enterprise Support Guides registration process after the onboarding call

Outcomes of the onboarding call:
- John has a clear overview of ABC’s project
- ABC understands the key concepts and deliverables of SAP Enterprise Support Guides
- John is able to select the relevant SAP Journey Check questionnaires

Deliverables:
- The SAP Enterprise Support Guides Onboarding deck presentation
- The meeting minutes of the session including the proposed next steps
- The Journey Check questionnaires to fill out

Agenda

Introduction
- Roundtable
- Your Project Description
- Session Objectives
- Key Deliverables

Enterprise Support Overview (optional)

How Can SAP Enterprise Support Guides Support You?
- SAP Enterprise Support Guides Overview
- SAP S/4HANA Best Practices and Lessons Learned

Engagement Governance and Cadence

Engagement Plan Approach
Customer Success Story
SAP Enterprise Support Guides – Registration Process
Next Steps
The ABC project lead fills out the SAP JC questionnaires and reaches out to the Finance and Technical leads to address specific questions

The ABC project lead sends the filled questionnaires back to SAP

SAP generates the report based on the information provided in the questionnaire

The ABC project lead receives the corresponding reports and can decide which recommendations they want to implement

Outcomes of the SAP JC reports

✓ ABC learn that:
  ✓ they need to empower themselves on ABAP Test Cockpit
  ✓ maximum business downtime should be discussed with the business at the start of project
  ✓ the Simplification Item check must be run in client 000.
  ✓ Fiori is a key element to unlock the value of SAP S/4HANA, and is not yet part of the project scope

✓ ABC receives prescriptive learning recommendations on areas of improvements

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2. Your project: Key information and milestones

3. Understanding your project: SAP ERP system

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4. Understanding your project: The Target

5. Understanding your project: The Source

6. SAP Readiness Checklist and Simplification

7. SAP Readiness Checklist for SAP S/4HANA

8. SAP Readiness Check list for the larger project

9. Fiori

10. Simplification Item check

11. Simplification Item check: Business benefits

12. Technical Decision as allowed Business Change

13. Ramp-up of technology

14. What you need to achieve an accurate migration

15. What is the total business downtime allowed?

16. What is the total business downtime allowed in case of unforeseen circumstances?

17. Miscellaneous Questions

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Executive Summary

Many elements of a successful SAP S/4HANA conversion project are present

✓ Overall duration for the project in the average of most of the SAP S/4HANA projects

✓ Project milestones are already developed or ongoing (SAP Readiness phase)

✓ Maximum business downtime of 48 hours is an average of the expectations of the customer and usually reachable for the size of your system (although each system behaves differently)

However a few elements require your attention, which is why the rating of this report is Yellow:

✓ Remaining time before your first environment conversion is likely too short. You may want to extend the planning for this part

✓ There is no data-referenced planned. Although data-reference is an additional keyword, on a production-like landscape, and such is a significant milestone in the project. It is a strong best practice to include a data-reference, and particularly in your case for which the architecture of the production is significantly different from the other environment.

✓ Add-on situations are not totally clarified, and the conversion is planned in less than 1 month. Based on experience, inconsistent Add-ons can generate significant delays in project planning. A specific attention should be devoted to this activity.

✓ SAP Fiori is not planned to be in the scope of the project. Since SAP Fiori is a key enabler of the value of SAP S/4HANA, it is strongly recommended to start with a minimum of low SAP Fiori apps, as a showcase of the future value for your business counterparts.

Remark: This report is delivered independently from the Technical Aspects and Functional Aspects. Some elements from these reports may still change the overall rating of this project.
Based on the Journey Check results and what was discussed during the onboarding call, John creates the prescriptive engagement plan. This captures the relevant empowerment assets and services for ABC.

John schedules a call with ABC, where the high-level engagement (PPT) and the detailed engagement plan will be presented and discussed.

ABC and John have the call and agree on the next steps.

ABC registers for some ES value maps.

Outcomes of the engagement plan

ABC receives two documents:
- A deck which captures key elements (ABC’s situation, governance, cadence, high-level plan, etc.)
- An Excel spreadsheet which captures the prescriptive detailed list of assets relevant to their project.
SAP Enterprise Support Guides Demonstration
The detailed Engagement Plan – deep dive

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**PREPARE PHASE**

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SAP Enterprise Support Guides Demonstration

Next Engagement Points

- ABC and John have regular calls during the project life-cycle as agreed during the onboarding call
- ABC completes the sandbox conversion and discovers downtime issues
- John then adjusts the detailed engagement plan and recommends the new CQC Technical Conversion Optimization
- Close to the go-live, John schedules the relevant CQC services “Analysis session”, “Going Live Support” and “Verification Session”. These services are documented in the detailed engagement plan
- After the go-live, ABC and John have a final exit call

Outcomes of the next engagement points

✓ ABC received regular guidance through the prescriptive engagement plan which John adjusts as needed
✓ ABC received support from SAP Enterprise Support through the complete project life-cycle
Differentiators in SAP Enterprise Support Guides

- Multiple Journey Checks* for Conversion and New Implementation

- Customer specific Engagement Plans and specialized Engagement Points

- Individual Customer Onboarding Sessions
  - “Close handshake” with SAP S/4HANA Movement Program where applicable

- Embedded customer feedback loop (Qualtrics)

- Exclusive access to new Continuous Quality Checks

- Access to new and SAP S/4HANA specific content by Live Must-Know (LMK) webinars
  - Offered in various languages

* Not every JC is available as of June 2020, depending on deployment options and transition paths. Check with your Guides Focus Advisor.
Questions?

Timo Bauer  
Senior Manager Support  
Lifetime Customer Experience  
timo.bauer@sap.com

SAP SE  
Dietmar-Hopp-Allee 16, Walldorf, Germany  

THE BEST RUN SAP
Let’s MOVE together

Intelligent Enterprise starts at the Core
Product capabilities ready for mass adoption and follows industry specific roadmaps

Possible already today:
From a customer perspective
Leveraging more of the newer processes and capabilities by moving to SAP S/4HANA

No ERP customer is left behind!!
We need to support our customers accelerating the adoption of SAP S/4HANA and with this, becoming intelligent enterprises

Main Assets:
www.sap.com/jointhemovement
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SAP S/4HANA Manifesto
Contact us via:
S4MOVE@sap.com