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SAP Enterprise Support Guides
Program Overview

Timo Bauer, SAP

PUBLIC

THE BEST RUN 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

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Welcome to the Age of Intelligence:

Accelerate your Move to SAP S/4HANA powered by SAP Enterprise Support Guides

The program offers:

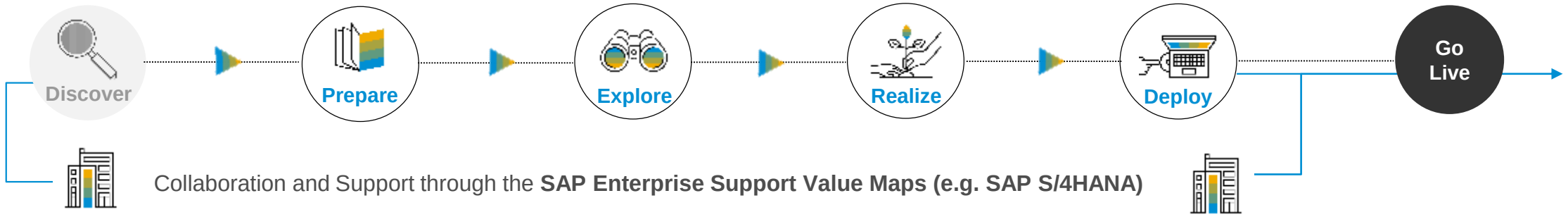
- A proposed goals-based **Engagement Plan tailored** to support your SAP S/4HANA project
- Planned **Engagement Points** during your project life cycle
- **Journey Checks** to guide you in the right direction at each stage of your SAP S/4HANA project
- The program is available to SAP Enterprise Support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

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 SAP Enterprise Support Guides Program at a glance:



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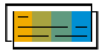
Source: Join the SAP S/4HANA Movement: Unlock the value of the age of intelligence

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*

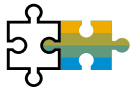
Detailed collections of learning assets all related to a specific topic and aimed at giving a comprehensive understanding of the topic.

Exclusive Pilot

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.

NEW



ENGAGEMENT POINTS

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

NEW Pilot

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.

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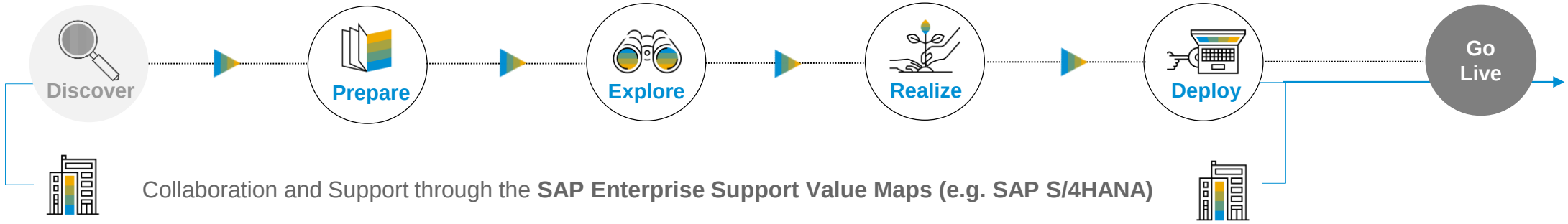
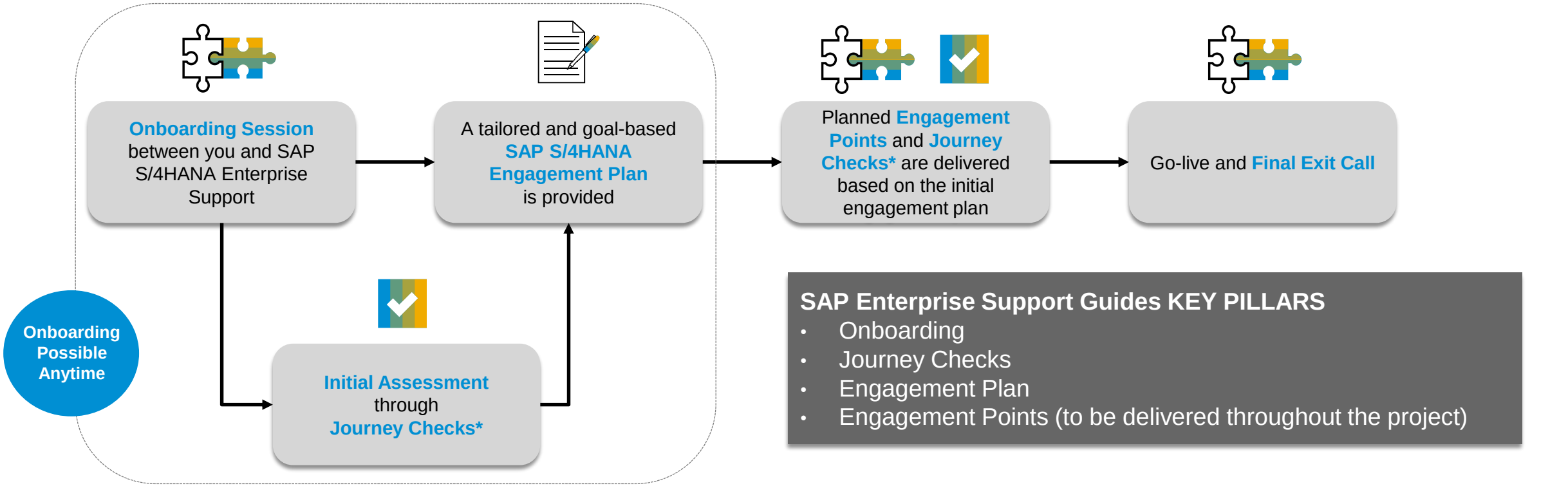
How can SAP Enterprise Support Guides support you?



We strongly recommend you to join SAP Enterprise Support Guides before the project start



SAP Enterprise Support Guides KEY PILLARS

- Onboarding
- Journey Checks
- Engagement Plan
- Engagement Points (to be delivered throughout the project)

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* 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

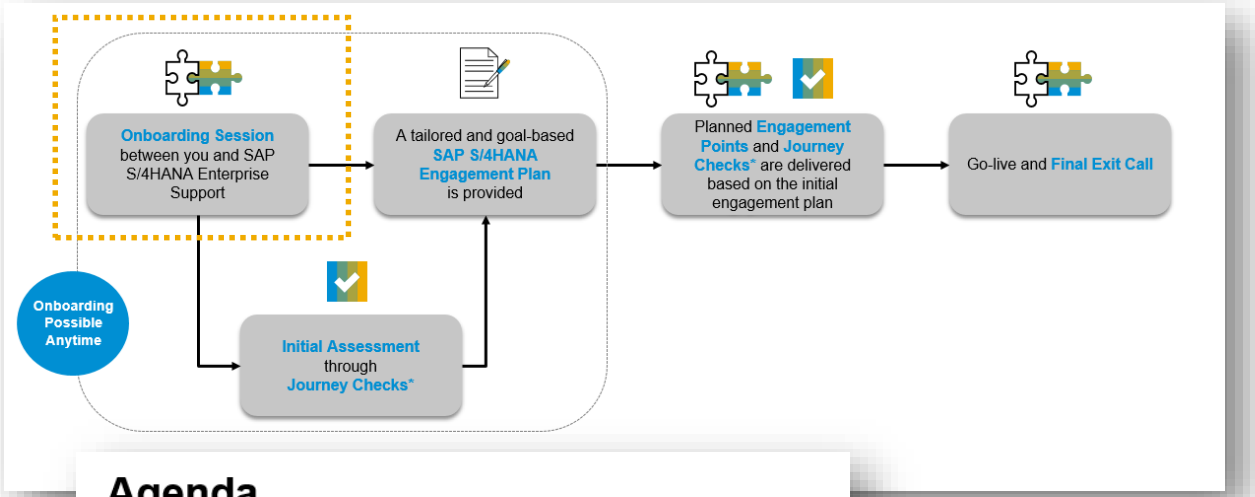
- John (SAP advisor) receives the information that ABC is going to start their SAP S/4HANA project in 6 months. This is the best moment for ABC to join the program.
- John invites the ABC team to the onboarding call
- ABC project team joins the call and explains the current project situation, planning 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

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SAP Enterprise Support Guides Demonstration

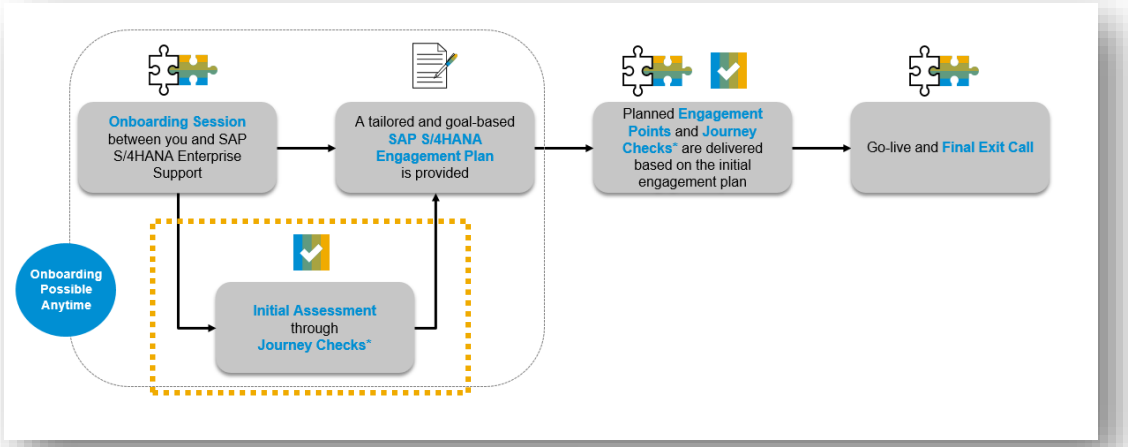
The first Journey Checks

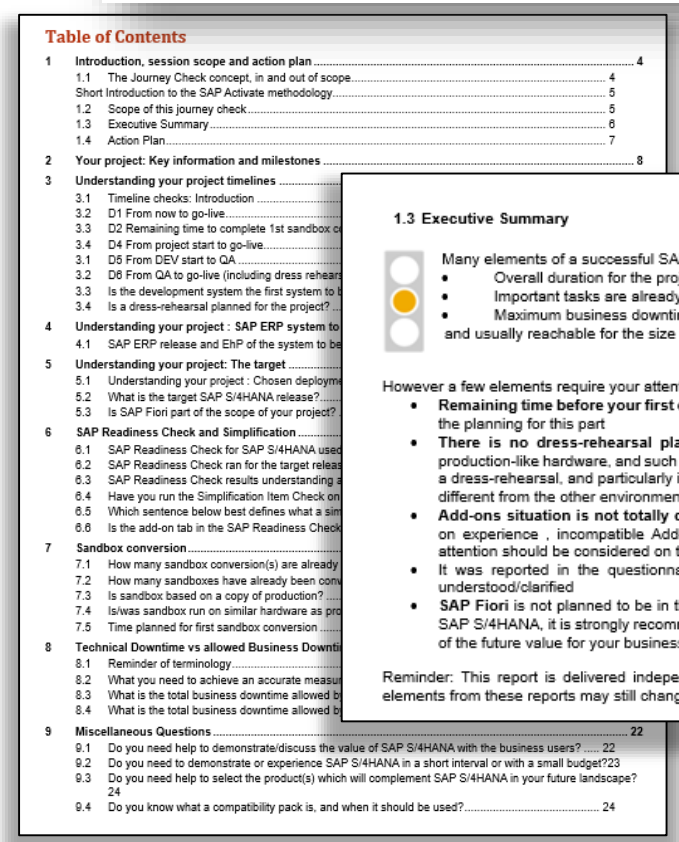
- The ABC project lead fills out the SAP JC questionnaires and reaches out to the Finance and Technical leads to address specific questions
- The ABC project lead sends the filled questionnaires back to SAP
- SAP generates the report based on the information provided in the questionnaire
- The ABC project 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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1.3 Executive Summary

Many elements of a successful SAP S/4HANA conversion project are present:
- Overall duration for the project is in the average of most of the SAP S/4HANA projects
- Important tasks are already anticipated or ongoing (SAP Readiness Check..)
- Maximum business downtime of 48 hours is in the average of the expectations of the customers, and usually reachable for the size of your system (although each system behaves very 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 dress-rehearsal planned.** Although dress-rehearsal is an additional conversion, on a production-like hardware, and such is a significative cost in the project, it is a strong best practice to include a dress-rehearsal, and particularly in your case for which the architecture of the production is significantly different from the other environment.
- **Add-ons situation is not totally clarified**, and first conversion is planned in less than 1 month. Based on experience , incompatible Add-ons can generate significant delays in project planning. A specific attention should be considered on this activity.
- It was reported in the questionnaire that **the SAP Readiness Check results** were not yet totally understood/clarified
- **SAP Fiori** is not planned to be in the scope of the project. Since S Fiori is a key enabler of the value of SAP S/4HANA, it is strongly recommended to start with a minimum of key SAP Fiori apps, as a showcase of the future value for your business counterparts

Reminder: This report is delivered independently from the Technical Aspects and Functional Aspects. Some elements from these reports may still change the overall rating of the project.

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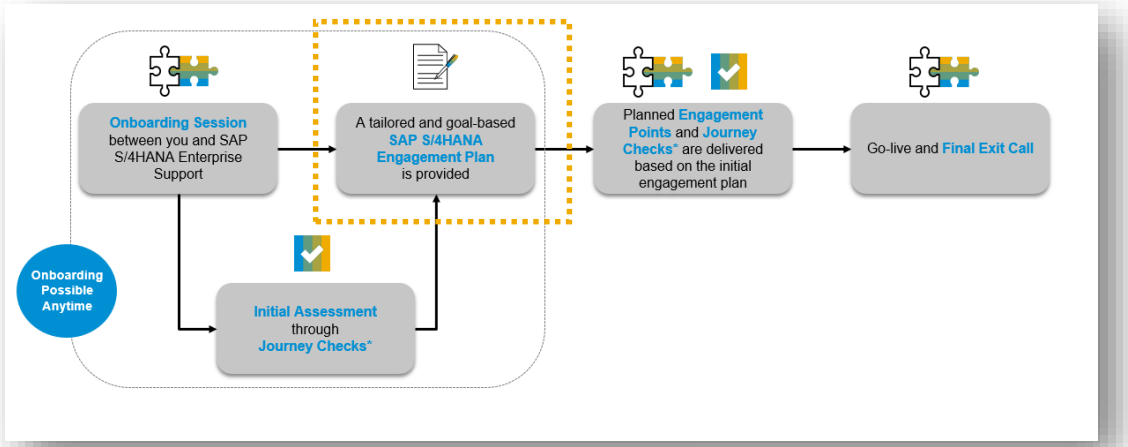
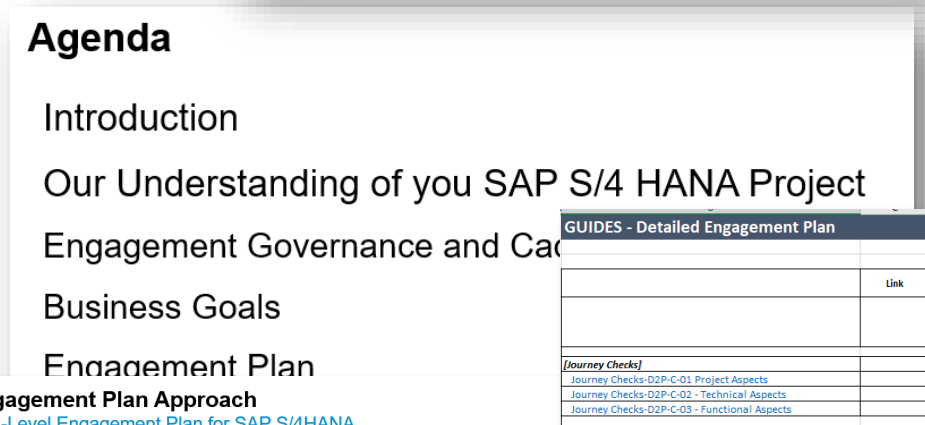
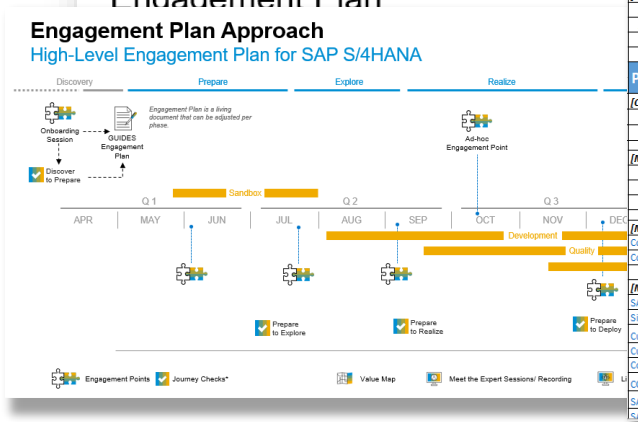
SAP Enterprise Support Guides Demonstration

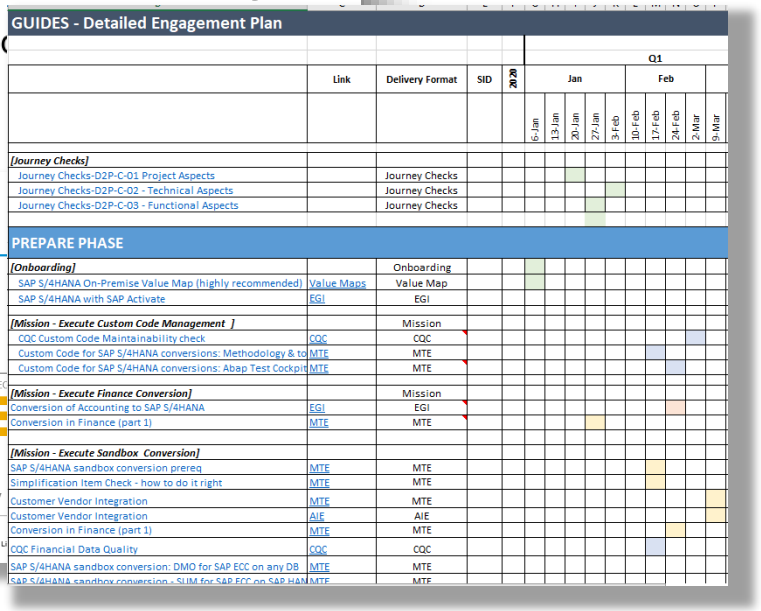
The tailored and goal-based Engagement Plan

- 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

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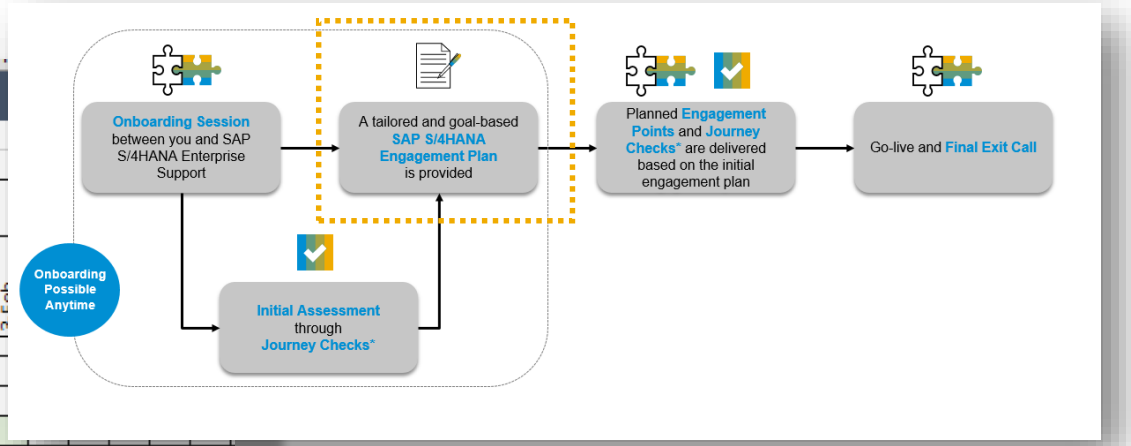
SAP Enterprise Support Guides Demonstration

The detailed Engagement Plan – deep dive



GUIDES - Detailed Engagement Plan

An example only

	Link	Delivery Format	SID	2020 Jan 6-Jan	13-Jan	20-Jan	27-Jan
[Journey Checks]							
Journey Checks-D2P-C-01 Project Aspects		Journey Checks					
Journey Checks-D2P-C-02 - Technical Aspects		Journey Checks					
Journey Checks-D2P-C-03 - Functional Aspects		Journey Checks					
PREPARE PHASE							
[Onboarding]		Onboarding					
SAP S/4HANA On-Premise Value Map (highly recommended)	Value Maps	Value Map					
SAP S/4HANA with SAP Activate	EGI	EGI					
[Mission - Execute Custom Code Management]		Mission					
CQC Custom Code Maintainability check	CQC	CQC					
Custom Code for SAP S/4HANA conversions: Methodology & to	MTE	MTE					
Custom Code for SAP S/4HANA conversions: Abap Test Cockpit	MTE	MTE					
[Mission - Execute Finance Conversion]		Mission					
Conversion of Accounting to SAP S/4HANA	EGI	EGI					
Conversion in Finance (part 1)	MTE	MTE					
[Mission - Execute Sandbox Conversion]							
SAP S/4HANA sandbox conversion prereq	MTE	MTE					
Simplification Item Check - how to do it right	MTE	MTE					
Customer Vendor Integration	MTE	MTE					
Customer Vendor Integration	AIE	AIE					
Conversion in Finance (part 1)	MTE	MTE					
CQC Financial Data Quality	CQC	CQC					
SAP S/4HANA sandbox conversion: DMO for SAP ECC on any DB	MTE	MTE					
SAP S/4HANA sandbox conversion - SUM for SAP ECC on SAP HAN	MTE	MTE					

Legend		
Proposed		
Scheduled		
In process		
Completed		
Cancelled		
Issues	●	
Go-live	✸	
New/Change	✸	

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SAP Enterprise Support Guides Demonstration

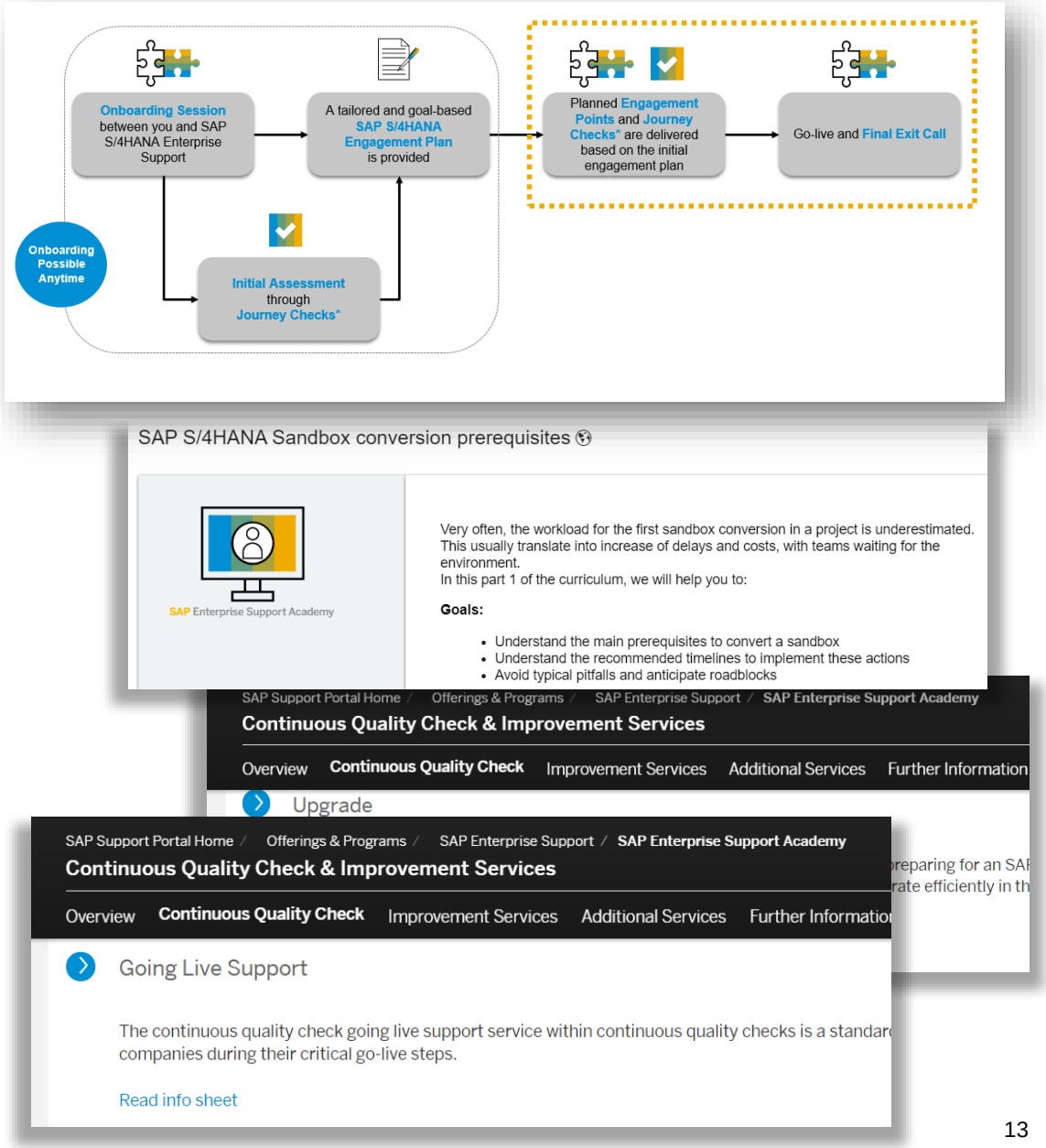
Next Engagement Points

- 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



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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

qualtrics XM

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

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

Questions?

THE BEST RUN SAP

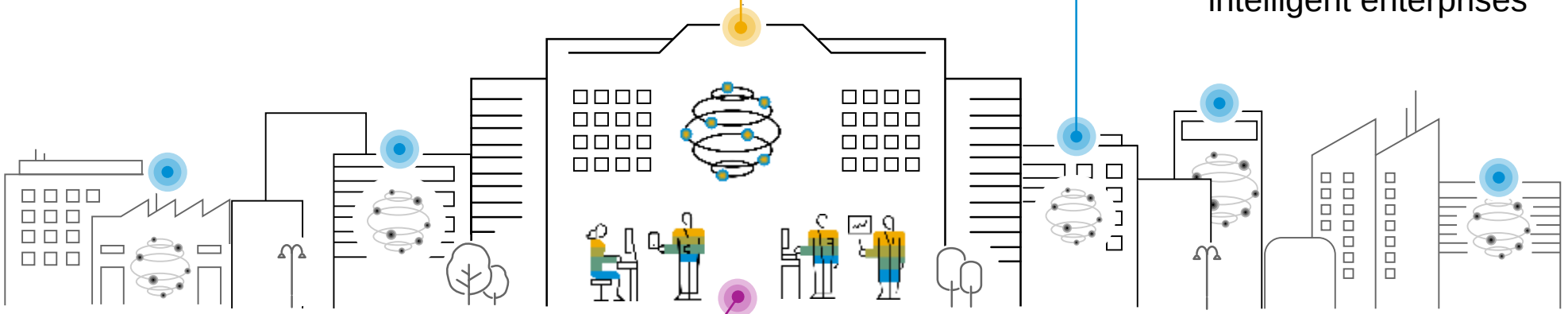
Let’s MOVE together

Intelligent Enterprise starts at the Core

Product capabilities ready for mass adoption and follows industry specific roadmaps

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



Possible already today: From a customer perspective

Leveraging more of the newer processes and capabilities by moving to SAP S/4HANA

Main Assets:

www.sap.com/jointhemovement
www.sap.com/s4hana-starter
SAP S/4HANA Manifesto

Contact us via:
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