Using Your SAP Support Investment to Research, Plan and Move to SAP S/4HANA

ASUG Alabama Chapter Meeting – Spring 2022

Ellen Jewell
Customer Engagement | Customer Success
SAP

ASUG Pulse of the SAP Customer 2021

The Move to SAP S/4HANA

2% within the next six months

16% within seven to 24 months

25% will move in two or more years

33% are live/started to move

6% are not considering a move

18% have plans on hold

Agenda - Quick Wins

Using Your SAP Support Investment to
Research, Plan and Move to SAP S/4HANA

- Discover the value with **Process Discovery for SAP S/4HANA Transformation**
  www.s4hana.com or www.sap.com/process-discovery
- Start your **Readiness Check for SAP S/4HANA**
  https://help.sap.com/viewer/product/SAP_READINESS_CHECK/200/en-US
- Join the **S/4HANA SAP Enterprise Support Value Maps**
  http://support.sap.com/valuemaps

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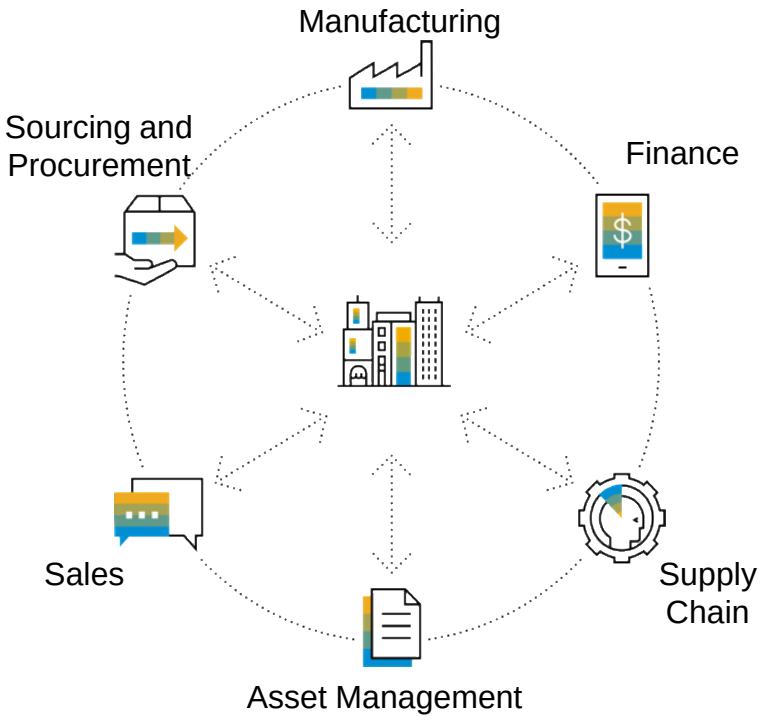
Discover the value with Process Discovery for SAP S/4HANA Transformation

6 Lines of Business



7 End-to-end Processes

- Record to Report
- Order to Cash
- Procure to Pay
- Complaints and Return Management
- Inventory Management
- Plan to produce
- Operate to Maintain

12 Optimization goals

Reduce finance costs
Reduce procurement function cost
Reduce complaints and return costs
Reduce total manufacturing costs
Reduce asset data management cost

Increase sales force efficiency

Reduce G/L efforts and financial closing time
Reduce days sales outstanding
Reduce days in inventory
Reduce unplanned downtime or outage

Improve on-time delivery performance
Accelerate manufacturing cycle time

~ **60 process performance metrics** selected out of a set of 1300+ readily available KPIs in SAP Solution Manager, supporting the need to MOVE to SAP S/4HANA, collected from the customer's SAP ERP systems and benchmarked against peers (3000+ data sets per January 2021).

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Discover the value with Process Discovery for SAP S/4HANA Transformation

Business goal
"What does my CEO want me to achieve?"

Optimize finance processes and liquidity

Value drivers
"What should we improve?"

Reduce G/L efforts and financial closing time

Reduce days sales outstanding (DSO)

Deep dive into performance
"Where are issues in today's processes?"

Process view and process performance indicators
(from customer's SAP ERP software data with industry benchmarks)

Impacting G/L efforts and closing time

- **Overdue & open** finance AR / AP items
- Customer/ vendor payments **autom. cleared**
- **Open items** on finance G/L accounts

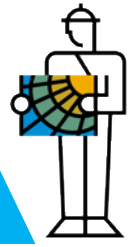
Impacting days sales outstanding

- # of sales order **items overdue** for invoicing
- # of delivery **items shipped and not billed**
- # of days for **lead time**: invoice creation to clearing

Deep dive into usage
"How are we working today?"

Usage view
(from customer's SAP ERP software data with industry benchmarks)

Capabilities	What you use today	Manual Effort	Custom Code
Financial Accounting	★★☆	Total 40,2%	5,6%
Collections Management	★★★	Total 32,4%	20,1%



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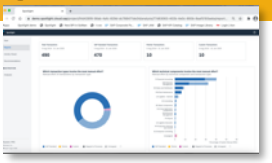
Discover the value with Process Discovery for SAP S/4HANA Transformation

Audience:
Process Experts

Process Discovery Solution

Online application
(Currently named Spotlight)



- Deep-dive into process performance and efficiency
- Identification of areas for improvement and automation potential
- Tool-based support to identify standardization opportunities

Process Discovery
For SAP S/4HANA Transformation

Audience:
Business executives

Process Discovery Summary

- Executive summary
- Starting point to build a case for SAP S/4HANA
- Easy to share including direct links to Process Discovery solution

Interactive PDF document
(Evolution of SAP Business Scenario Recommendations)

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SAMPLE ANALYSIS

Start
Reports
Activity Viewer
Recommendations

Start

Aug 2019 → Jan 2020

Top Opportunities to Improve

Sales invoices not posted to accounting
January 2020
1.5K

Lead time: Prod. order creation to release
January 2020 (weekly)
23.6 Days

Sales order items overdue for invoicing
January 2020
44.5K

Manual price condition changes on sales orders
January 2020 (weekly)
9.9K

Top Performance

Work orders in phase created
January 2020 (weekly)
1

Lead time: Purchase requisition creation to PO
January 2020 (weekly)
<0.1 Days

Work orders in phase released
January 2020
784

Work orders not settled
January 2020 (monthly)
51

Top Recommendations

View All

SAP S/4HANA Capabilities
Delivery Management
Usage-Based Relevance · Industry Popularity

SAP S/4HANA Capabilities
External Processing
Usage-Based Relevance · Industry Popularity

SAP S/4HANA Capabilities
Financial Accounting
Usage-Based Relevance · Industry Popularity

SAP S/4HANA Capabilities
Goods Movement
Usage-Based Relevance · Industry Popularity

System: PRD
Sample Inc.
Report Type: Process Discovery

SAMPLE ANALYSIS

- Start
- Reports
- Activity Viewer
- Recommendations

Recommendations

Leverage the optimization potential identified in your ERP system

Aug 2019 → Jan 2020

External Processing	●●●	●●●	Manufacturing	ME21N, ME22N, ME23N View All (6)	
Goods Movement	●●●	●●●	Supply Chain	VL02N, VL01N, MB1A View All (7)	
Invoice Processing	●●●	●●●	Finance, Sourcing and Procurement	MIRO, MIR4, MIR6 View All (8)	
Financial Accounting	●●●	●●●	Finance	FBL3N, FBL5N, FBL1N, F-04, FB01, F-03, FB05, FB08, FB03, F-02, F-51, FB02, FBR2, FBD5, KSB1, FS10N, AW01N, KO02, AS03, FBRA, KO01, F-58, KO03, AR01, KOB1, GD13, F.13, AS01, AS02, ACACTREE02, FB50, FS00, FBD1, F-47, FBD9, KS03, KOH2, KAH3, F.08, FB41, ACACPSDOCITEMS, FSS0, KSU5, F.80, F.05, FBD3, ABAON, F.14, KSB5, FBD2, KO8G, KO04, FBL3, KS02, KAH2, KP46, RFBILA00N, OKENN, KSU2, KSH2, FB00, KS13, OKB9, FBU3, F-59, KS01, KA01, KOK3, KSU3, CO43, KA02, F-01, GD23, F-53, KSU6, FS10 Collapse	Learn More

Machine Learning (28) View All

SAMPLE ANALYSIS

RISE WITH SAP | Business Transformation as a Service

Process Discovery Summary for SAP S/4HANA Transformation

Evolution of SAP Business Scenario Recommendations on Spotlight

Customer Name: **Sample Inc.**

Customer Number:	12345	System ID:	PRD
Date of analysis:	16 Jul, 2021	Current Release:	SAP ERP - EHP6
Country/Region:	Germany	Database:	Oracle

Consumer Products Industry

BUSINESS PROCESS INTELLIGENCE

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GET STARTED ❯

Lines of Business

SAP S/4HANA helps you achieve your business goals.

For selected lines-of-business and business goals, this analysis provides you with insights and tailored SAP S/4HANA recommendations.

Click one of the lines of business on the right to discover how you can benefit from using SAP S/4HANA today.

Finance

- Reduce G/L efforts and financial closing time
- Reduce finance costs
- Reduce days sales outstanding

13 Customer-specific recommendations

High usage

Sourcing & Procurement

- Reduce procurement function costs

6 Customer-specific recommendations

Medium usage

Sales

- Improve on-time delivery performance
- Increase sales force efficiency
- Reduce complaints and return costs

12 Customer-specific recommendations

High usage

Supply Chain

- Reduce days in inventory

8 Customer-specific recommendations

Medium usage

Manufacturing

- Reduce total manufacturing costs
- Accelerate manufacturing cycle time

13 Customer-specific recommendations

High usage

Asset Management

- Reduce unplanned downtime or outage
- Reduce asset data management cost

4 Customer-specific recommendations

Low usage

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SAMPLE ANALYSIS

FINANCE

For a high-level finance process, operational performance indicators are displayed, and put into the context of business goals on the left side.

REDUCE FINANCE COSTS & CLOSING TIME

Finance: Your Current Process Performance in SAP ERP System “PRD”

spotlight »

	Accounts Receivables	Accounts Payables	General Ledger Accounting	Product Cost Controlling
Value Drivers:				
Reduce G/L Efforts And Financial Closing Time	18.201 Overdue & open finance AR items »	80.102 Overdue & open finance AP items »	8.235.129 Open items on finance general ledger accounts »	331 Failed component consumptions during prod. order confirmation »
	24% Customer payments autom. cleared »	96% Vendor payments autom. cleared »		
Reduce Finance Costs	1.905 Bank statements not compl. posted »	13.185 PO items created after invoice »	28.739 Open items on goods receipt/invoice receipt clearing accounts »	No data Errors during production order settlement
How SAP helps:				
Build an intelligent enterprise with recommended SAP S/4HANA business scenarios.	**Cash Management »** ★★★			
	Payments and Bank Communications » ★★★			
	Financial Shared Services Management » ★★★			
	Financial Accounting » ★★★			**Product Costing »** ★★★
	Entity Close » ★★★			

All innovation recommendations »

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SAMPLE ANALYSIS

FINANCE

Here are the details of these 80.102 overdue & open finance Accounts Payable items.

Overdue & open finance AP items

Findings and Benchmark
What we measured

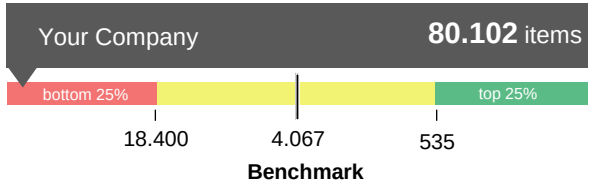
80.102 items

Overdue & open finance AP items

Absolute number of open FI-AP items, which are not cleared yet and the net due date is already in the past.

Learn more »

Consumer Products Industry Benchmark:



Details
What we measured

Aging Distribution:

0-3 months old	3-6 months old	6-12 months old	1-3 years old	3+ years old
13.580	2.920	7.916	8.034	47.652
17%	4%	10%	10%	59%

Top 5 Company Codes:

Company Code		Items	Percent
HQR	Headquarter	53.905	67%
SA02	Sales Area France	9.148	11%
SA06	Sales Area USA	3.641	5%
SA07	Sales Area Netherland..	1.748	2%
SA08	Sales Area UK	1.325	2%

Implication
Understand the problem

Possible Root Causes:

- Missing or inaccurate master data
- Missing or inaccurate invoice matching
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

Possible Business Impact:

- Inaccurate cash & liquidity planning data
- Unnecessary high manual workload
- Higher finance process operations costs
- Lost cash discount

Back to Overview »

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SAMPLE ANALYSIS

FINANCE

To understand how SAP S/4HANA can help, let's go back to the finance overview.

The bottom part contains SAP's top recommendations for SAP S/4HANA business scenarios. This customer is already using is "Entity Close", as one can see from the two little stars, which indicate usage intensity.

REDUCE FINANCE COSTS & CLOSING TIME

Finance: Your Current Process Performance in SAP ERP System "PRD"

spotlight »

	Accounts Receivables	Accounts Payables	General Ledger Accounting	Product Cost Controlling
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	Financial Shared Services Management » ★☆☆			
	Financial Accounting » ★★★			**Product Costing »** ★☆☆
	Entity Close » ★★☆			

All innovation recommendations »

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SAMPLE ANALYSIS

This is an example of the detailed information for an SAP S/4HANA business scenario.

FINANCE

Entity Close

Business Scenario Description

Increase accuracy, corporate governance, compliance, and efficiency of the entity close with automation and standardization. Accelerate the entity close process through automation and standardization.

★ ★ ☆ Usage intensity

★ ☆ ☆ Industry popularity

For more details, access Process Discovery solution »

Value Drivers

- **Reduce finance cost**
  by enabling automated, highly efficient closing tasks supported by single source of truth
- **Reduce audit cost**
  by providing single source of truth for general ledger and subledgers and real-time integration to logistics with full audit trail
- **Reduce days to close annual books**
  by enabling automated, highly efficient closing tasks supported by single source of truth

What's new in SAP S/4HANA

- **Enhanced and improved group reporting**
  Capability to navigate from the dashboard to the issue level
- **Predictive accounting**
  With SAP S/4HANA both continuous soft close and predictive accounting are enabled.
- **Cloud-enabled digital platform for extension of innovations and automation**

Further Information

Details

Business scenario details »

Related SAP Fiori apps »

Video

Group reporting »

Back to innovation overview »

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SAMPLE ANALYSIS

FINANCE

❶ This overview contains all customer-specific business scenario recommendations, incl. the customer's usage intensity in the current SAP ERP…

❷ … as well as information on how popular the business scenarios are in the industry.

Recommended SAP S/4HANA Business Scenarios – Based on Your Current SAP Usage

The table below shows SAP S/4HANA business scenarios that are enhancing process areas which you are already running.

SAP S/4HANA BUSINESS SCENARIO	YOUR CURRENT USAGE INTENSITY	BASED ON USAGE OF TRANSACTIONS*	INDUSTRY POPULARITY	DETAILS	SAP FIORI APPS
Financial Accounting	★★★	76	★★★		
Delivery Management	★★★	27	★★★		
Sales Billing	★★★	10	★★★		
Accounts Payable	★★☆	10	★★★		
Profitability Analysis	★★☆	9	★★★		
Accounts Receivable	★★☆	8	★★★		
Overhead Cost Management	★★☆	4	★★★		
Financial Reporting	★★☆	4	★★☆		
Cash and Liquidity Management	★★☆	4	★☆☆		
Entity Close	★★☆	1	★☆☆		
Sales Order Management and Processing	★☆☆	20	★★★		
Product Costing	★☆☆	3	★★★		
Advanced Compliance Reporting	½☆☆	Usage of related application area	New		

* = In addition to the SAP transactions used, we found that custom code transactions were used. For more details, access SAP Process Insights, discovery edition solution »

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SAMPLE ANALYSIS

FINANCE

Equally interesting are the most important SAP S/4HANA business scenarios, which are currently not in use in the company's SAP ECC system, at least not in the standard.

This helps in starting a more in-depth analysis of the reasons for deviating from the SAP standard, and the value of standard SAP S/4HANA capabilities.

Additional SAP S/4HANA Business Scenarios*

The table below shows additional SAP S/4HANA business scenarios you could benefit from.

SAP S/4HANA BUSINESS SCENARIO	INDUSTRY POPULARITY	DETAILS	SAP FIORI APPS
Access Governance and Identity Management	★☆☆		
Cash Management	★☆☆		
Collections Management	★☆☆		ⓘ
Commodity Sales	★☆☆		
Contract Accounting	★☆☆		ⓘ
Convergent Invoicing	★☆☆		ⓘ
Corporate Close	★☆☆		ⓘ
Credit and Collection Management	★☆☆		ⓘ
Credit Evaluation and Management	★☆☆		ⓘ
Debt and Investment Management	★☆☆		ⓘ
Dispute Resolution	★☆☆		ⓘ
Enterprise Risk Management	★☆☆		ⓘ
Financial Risk Management	★☆☆		ⓘ
Financial Shared Services Management	★☆☆		ⓘ

* = No SAP standard usage detected in your SAP ERP system. Business scenario possibly runs outside of the SAP ERP system or is a custom-developed solution.

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SAMPLE ANALYSIS

FINANCE

For each line of business, the summary shows typical customer pain points in the traditional end to end scenario and how the future with SAP S/4HANA could look like for each line of business.

For example, here you see the how SAP S/4HANA can enable real-time consolidation or continuous and self-auditing tax monitoring.

Reimagine Record to Report | Reimagine Order to Cash

Traditional Scenario:

- **Delayed close activities** that do not begin **until period end**
- **Multiple ledgers** require time-consuming and error-prone **reconciliations**

- Risk of regulatory noncompliance due to lack of transparency and **manual monitoring** of processes
- **Risk of penalties and fines** with insufficient, manual and error-prone tax audit processes

- **Manual, time-consuming and effort-intensive processes**

- Financial data needs to be **replicated** from the financial system into the consolidation system, requiring data aggregation and transformation

- Executive conversation is **limited to static presentations**, and ad hoc questions and analysis need to be taken offline for a later discussion

Financial Accounting | **Management Reporting** | **Compliance, Tax** | **Entity Close** | **Consolidation** | **Reporting, Analytics**

The New World With SAP:

- **Event-triggered execution** enabled through real-time derivation of profitability characteristics
- **No reconciliation needed** because of one **universal journal entry** that provides a single source of the truth

- **End-to-end visibility** and steering capabilities for local periodic legal reporting
- **Continuous, self-auditing** tax monitoring processes

Faster, efficient, and compliant close process

Real-time consolidation enabled by instant data access from integrating transaction and master data

Transformed board room experience with real-time business intelligence, ad hoc reporting at a granular level, and what-if analysis to make decisions

Read the whitepaper »

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SAMPLE ANALYSIS

FINANCE

Furthermore, the summary contains proof points about the potential improvements and savings:

Here is a reference customer from South Korea, who accelerated account closing time from 20 days to seven days with SAP S/4HANA.

Company
Woowa Brothers Corp

Headquarters
Seoul, South Korea

Industry
Professional services – food tech

Products and Services
Mobile apps

Employees
343

Revenue
US$43.8 million (2015)

Web Site
www.woowahan.com

Partner
LG CNS
www.lgcns.com

Objectives
- Reliable financial data to drive business decisions
- Ease and consistency of business tasks with systems that are user friendly
- More-efficient management through standardized information
- System configuration and standard processes that can scale with a growing business

Why SAP
- Proven success of SAP® solutions globally, locally, and among industry peers
- SAP S/4HANA® to simplify the IT landscape, increase efficiency, and enable active planning, simulations, and decisions based on real-time data

Resolution
Worked with SAP partner LG CNS to deploy SAP S/4HANA

Benefits
- Strengthened claim and obligation management and automated settlement processing
- Accelerated the processing of expense accounting and improved efficiencies in electronic payments
- Provided a user-friendly personnel, time card, and compensation management system, increasing the efficiency of employees and managers
- Increased standardization across IT systems and secured operational stability through better monitoring

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"In our business there is no room for error. When using our apps, vendors and customers need to be sure that their orders are processed correctly and payments are fast and accurate. With SAP S/4HANA, we can handle transactions automatically and securely – and we can continue to do so as the business grows."
Hyunjun Yoon, COO, Woowa Brothers Corp

6.3 million
Transactions processed automatically in the first seven months

7 days
For account closing – down from 20 days

0 errors
In vendor receipts, thanks to automated reimbursements

Real-time
Fund balance through the daily-balance closure system

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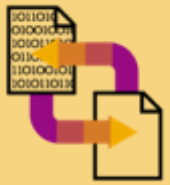
Process Discovery for SAP S/4HANA Transformation

Request Process Overview

1 Extract data



- Implement SAP Notes 2745851 and 2758146 in productive SAP ERP system
- Run data extraction report and download ZIP file

How-To Guide »

2 Initiate your request

- Initiate your request – go to: www.s4hana.com
- Fill in the form, upload the extracted ZIP file and submit your request

3 Confirm your request

- After submitting your request you receive an e-mail to confirm your e-mail address
- SAP starts to create the PDF summary and the Process Discovery solution after your confirmation

4 SAP will share results

- SAP sends you the PDF summary and the instruction to activate your Process Discovery solution account (Spotlight by SAP) via email

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Agenda - Quick Wins

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- Discover the value with **Process Discovery for SAP S/4HANA Transformation**
  www.s4hana.com or www.sap.com/process-discovery

- Start your **Readiness Check for SAP S/4HANA**
  https://help.sap.com/viewer/product/SAP_READINESS_CHECK/200/en-US

- Join the **S/4HANA SAP Enterprise Support Value Maps**
  http://support.sap.com/valuemaps

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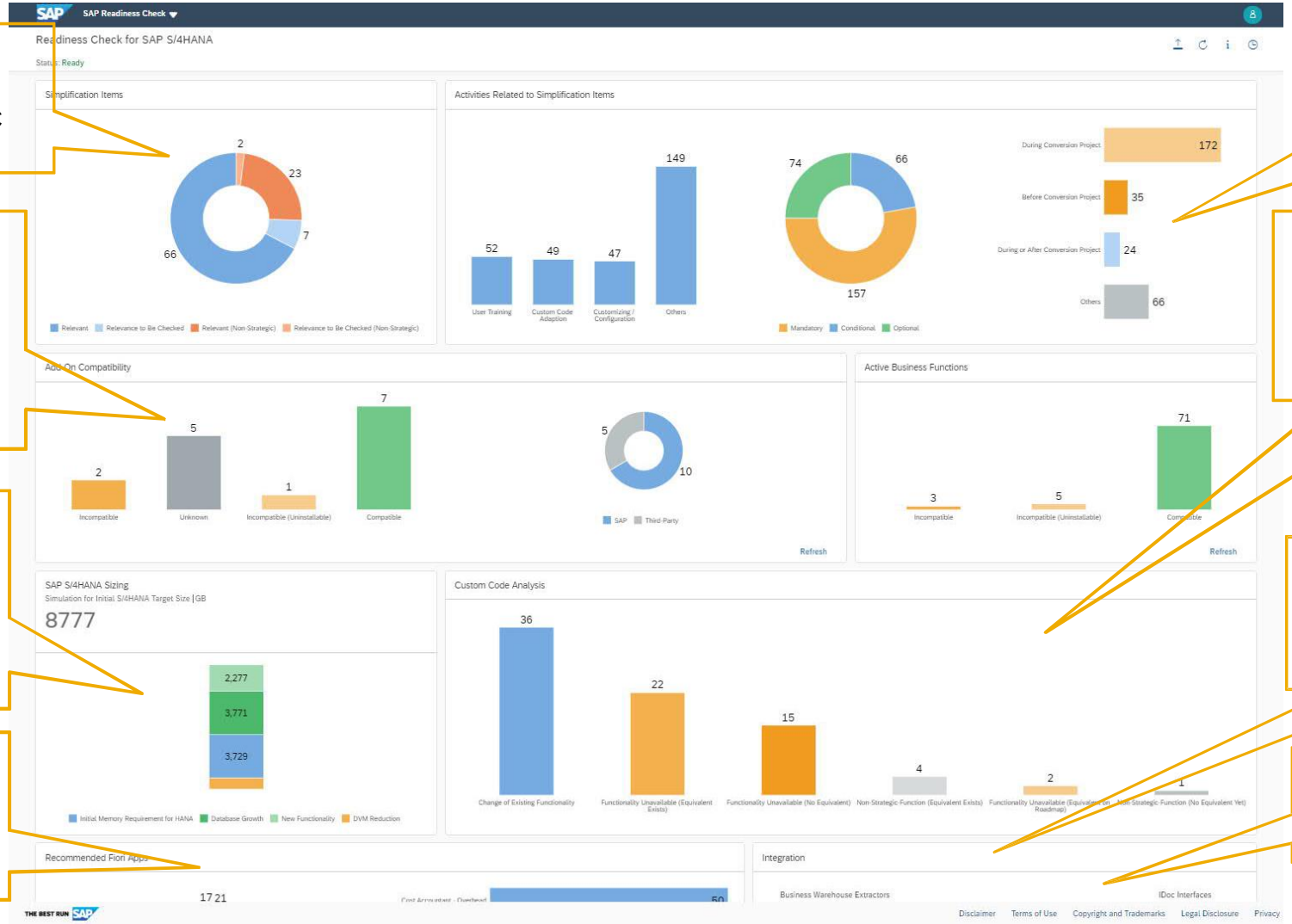
SAP Readiness Check 2.0 for SAP S/4HANA

Relevant Simplification Items based on your current usage in SAP ECC

Your currently installed **Add-Ons** and **Business Functions** checked for compatibility with SAP S/4HANA

Estimated memory and disk **size**, before and after clean up, including **archiving potential**

Recommended **Fiori Apps** based on your current usage



Action Items resulting from your relevant Simplification Items

Your **Custom Code** analyzed with respect to SAP S/4HANA compatibility

Shows whether your **BW extractors** and **idocs** are still working under SAP S/4HANA

Business Process Improvement potential

SAP Help Portal: SAP Readiness Check and SAP note 2290622

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  http://support.sap.com/valuemaps

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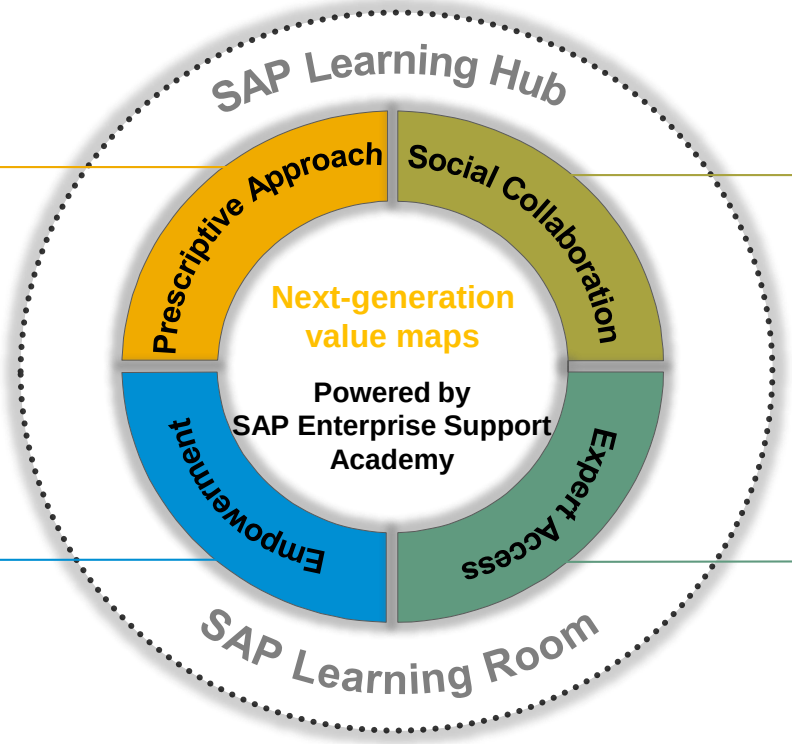
Collaboration
SAP Enterprise Support Value Maps

Register to SAP Enterprise Support value maps.

[http://support.sap.com/valuemaps]

Prescriptive Approach
to reach your objective

Empowerment
to build the knowledge and skills you need



Social Collaboration
to connect directly with SAP experts and peers

Expert Access
to obtain guidance from SAP support experts

>> Sign up
to available Value Maps

S/4HANA | S/4HANA Cloud | S/4HANA Cloud Private Ed. | Success Factors | Customer Experience solutions | Analytics | Ariba | Business Technology Platform | Data Volume Management | Application Lifecycle Management | Business Process Improvement | Security | Jam Collaboration

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SAP Enterprise Support Value Maps

SAP S/4HANA Cloud Value Map – Triggers

The SAP S/4HANA Cloud value map helps you to ensure your success in adopting and running SAP S/4HANA in the cloud. This value map includes SAP S/4HANA Cloud, extended edition (EX) and SAP S/4HANA Cloud, essentials edition (ES).

Discover

Discover the value

Access Learning Journey (ES) >>

Access Learning Journey (EX) >>

Prepare

Plan, prepare, and start the implementation

Access Learning Journey (ES) >>

Access Learning Journey (EX) >>

Explore

Define all the details

Access Learning Journey (ES) >>

Access Learning Journey (EX) >>

Realize

Implement technical and functional changes

Access Learning Journey (ES) >>

Access Learning Journey (EX) >>

Deploy

Prepare to go live

Access Learning Journey (ES) >>

Access Learning Journey (EX) >>

Run

Optimize the operability

Access Learning Journey (ES) >>

Access Learning Journey (EX) >>

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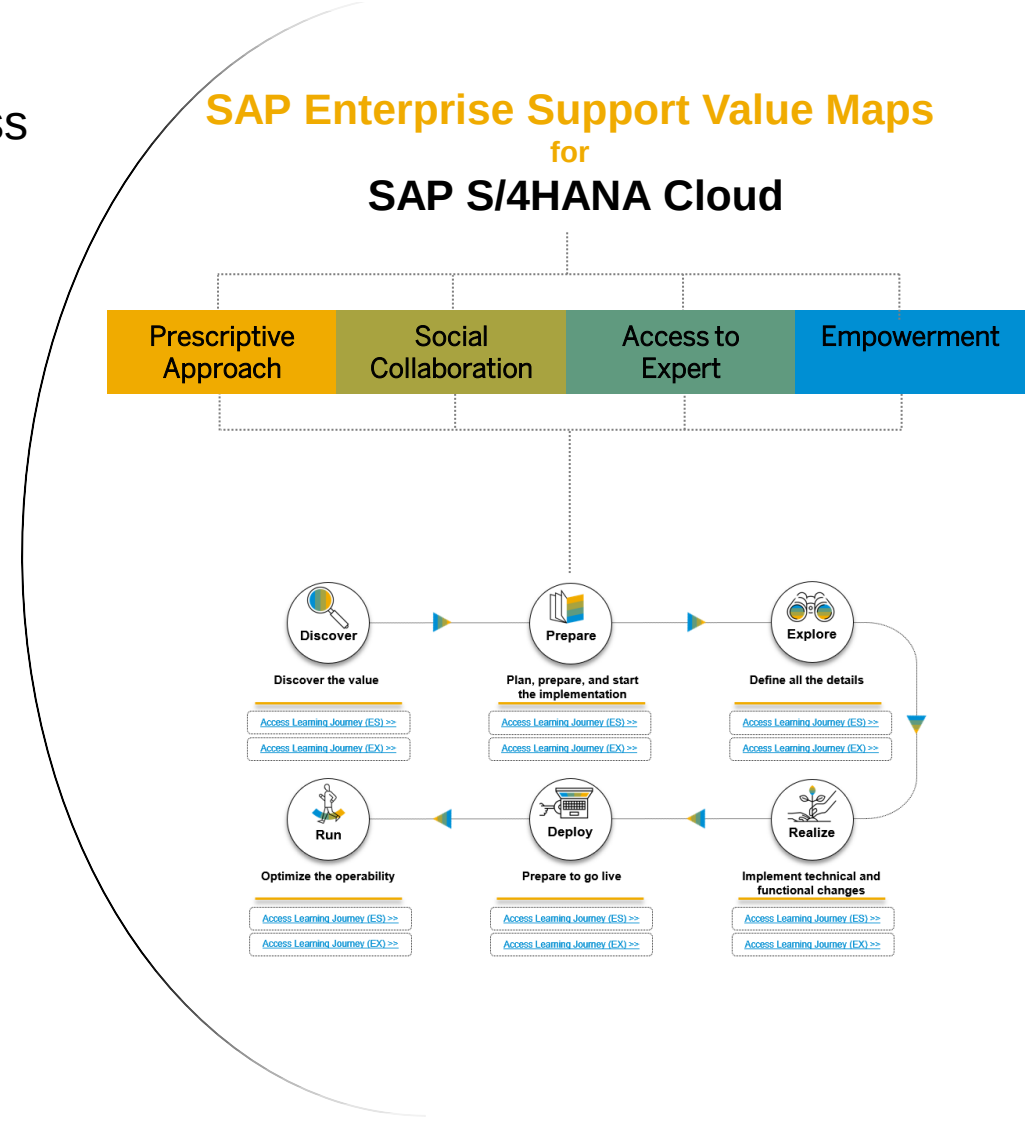
SAP Enterprise Support Value Map for SAP S/4HANA Cloud

Benefits

- Choose the best SAP S/4HANA Cloud solution for your business model
- Take the right next steps when planning an implementation project
- Configure your SAP S/4HANA Cloud solution in the most effective way
- Extend your SAP S/4HANA Cloud solution to cover your business processes
- Keep updated with the quarterly innovation cycle



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SAP Enterprise Support Value Map for SAP S/4HANA Cloud

Quick wins

A learning program will guide you through a set of expertly chosen SAP Enterprise Support offerings, assets, and tools in a sequential and interactive format to empower you to achieve the defined outcome.

Learning Programs for SAP S/4HANA Cloud, Essentials Edition

Access Learning Programs >>

Learning Programs for SAP S/4HANA Cloud, Extended Edition

Access Learning Programs >>

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Quick Wins

Using Your SAP Support Investment to
Research, Plan and Move to SAP S/4HANA

- Discover the value with **Process Discovery for SAP S/4HANA Transformation**
  www.s4hana.com or www.sap.com/process-discovery
- Start your **Readiness Check for SAP S/4HANA**
  https://help.sap.com/viewer/product/SAP_READINESS_CHECK/200/en-US
- Join the **S/4HANA SAP Enterprise Support Value Maps**
  http://support.sap.com/valuemaps

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10 Steps to S/4HANA Bootcamp for Customers

Brought to you by S/4HANA Regional Implementation Group (RIG)

Boost your knowledge and confidence by executing an end-to-end system conversion from SAP ERP to SAP S/4HANA.

S/4HANA RIG Experts explain step-by-step how to convert a system to SAP S/4HANA in ten virtual classroom sessions distributed over a one-month period.

Every customer enrolled in this program performs the system conversion activities in a dedicated SAP ERP system provided by SAP.

RIG experts will provide activity documents for each step and will be available to answer questions and assist you through the entire duration of the bootcamp.

If you, as an SAP ERP customer, are planning to move to S/4HANA, this is a great opportunity to get hands-on experience and come out with confidence and a good understanding of what it takes to convert your system. We expect you to participate as a team (covering technical basis, ABAP development, financial and logistics functional expertise) and complete all the steps.

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10 Steps to S/4HANA Bootcamp for Customers

System Conversion Bootcamp *March 1st – March 25, 2022 (AMER-09)*

S4HANA
bootcamp form

ID	Date	Region	Link to register
EMEA-09	Feb 1 – Feb 25, 2022	EMEA	10 Steps to S/4HANA – Registration for EMEA February 1st Bootcamp
AMER-09	Mar 1 – Mar 25, 2022	Americas	10 Steps to S/4HANA – Registration for Americas March 1st Bootcamp
EMEA-10	May 2 – May 27, 2022	EMEA	10 Steps to S/4HANA – Registration for EMEA May 2nd Bootcamp
AMER-10	Jun 3 – Jun 28, 2028	Americas	10 Steps to S/4HANA – Registration for Americas June 3rd Bootcamp

THE BEST RUN SAP

Questions?

For questions after this session, contact ellen.jewell@sap.com

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Thank you.

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Join the ASUG conversation on social media: **@ASUG365 #ASUG**

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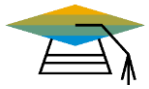
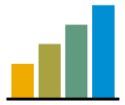
SAP Enterprise Support – The foundation for continuous customer success

Collaboration	Empowerment	Innovation and value realization	Mission-critical support
Expert guidance	**Enablement for digital transformation**	**New features and business outcomes**	**Digital customer support experience**
• SAP Enterprise Support Value Maps • SAP Enterprise Support Advisory • Remote services	• SAP Enterprise Support Academy • SAP Support Portal	• Releases, updates, patches • Intelligent tools • SAP Enterprise Support Advisory Council	• Service level agreements • Next-Generation Support concept • SAP ONE Support Launchpad

SAP Solution Manager 7.2

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