



# To S/4HANA or NOT to S/4HANA..... That is the Question

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PUBLIC

# To S/4HANA or NOT to S/4HANA - That is the Question And many sub-questions....

***WHY** Should I Move to S/4HANA?*

***WHAT** S/4HANA Model is the best fit for my business?*

***WHEN** should I move to S/4HANA?*

***HOW** do I plan, prepare, and move to S/4HANA?*

# WHY Should I Move to S/4HANA?

**Leverage the SAP Customer Value Experience tools to build your plan and build your business case**

- SAP Innovation and Optimization Pathfinder on Spotlight
  - Process Discovery
  - Transformation Navigator
- Customer Evolution Kit Program

# Innovation & Value Realization – Intelligent Tools

## Tailored Recommendations



### SAP Innovation and Optimization Pathfinder on Spotlight

Innovation recommendations, industry benchmarks, and optimization potentials  
<http://www.sap.com/pathfinder>

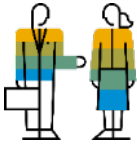
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### SAP Road Map Explorer

Roadmap of software innovations  
<https://www.sap.com/products/roadmaps.html>

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### Process Discovery

SAP S/4HANA recommendations  
[www.s4hana.com](http://www.s4hana.com)  
[www.sap.com/process-discovery](http://www.sap.com/process-discovery)

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### SAP Transformation Navigator

Creation of the plan for your digital transformation journey  
<http://www.sap.com/transformationnavigator>

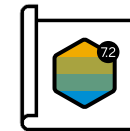
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### SAP Fiori Apps Library – Recommendations Self Service

Improvement through SAP Fiori Apps  
<http://www.sap.com/fiori-apps-library>

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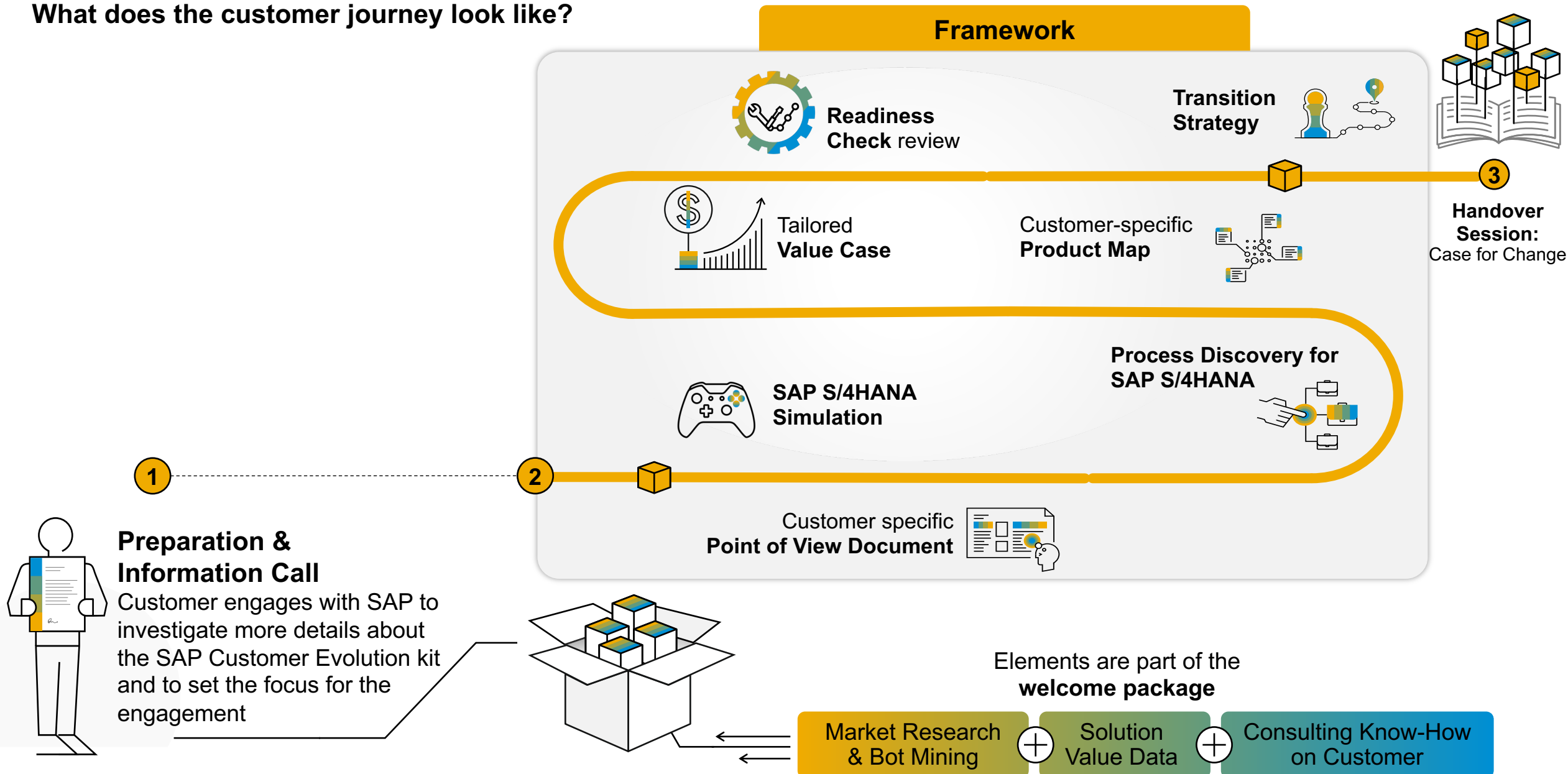
### SAP Readiness Check

Identification of prerequisites for migration, setup and usage of SAP solutions  
[https://help.sap.com/viewer/p/SAP\\_READINESS\\_CHECK](https://help.sap.com/viewer/p/SAP_READINESS_CHECK)

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# SAP Customer Evolution Kit | Framework

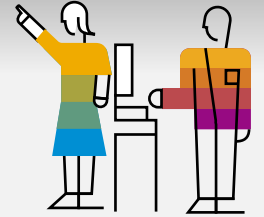
## What does the customer journey look like?



# SAP Customer Evolution Kit for SAP S/4HANA

## What is covered?

### Overview of topics



#### Session 1: WHY?

Experience the value of SAP S/4HANA with SAP S/4HANA Simulations

- Interactive and collaborative business simulation leveraging state-of-the-art SAP innovations
- The power of SAP S/4HANA with real-time embedded analytics and streamlined E2E processes was experienced
- Aspects of the ERP sim beneficial for the customer selected and prioritized

powered by:  
**SAP S/4HANA Simulation**  
by Baton Simulations



#### Session 2: WHY?

Identify and quantify financial benefit to establish a Value Case for the SAP S/4HANA Transformation

powered by:  
**SAP Value Lifecycle Manager**



#### Session 3: WHY?

Identify SAP S/4HANA innovation & improvement potential based on your system data

powered by:  
**Process Discovery**



#### Session 4: WHAT?

Sketch the future based on a prepopulated customer-specific product map

powered by:  
**SAP Transformation Navigator**



#### Session 5: WHAT?

Analyze software, infrastructure requirements, functional implications, custom code adaptations and data migration requirements in advance

powered by:  
**SAP Readiness Check**



#### Session 6: HOW?

Discuss transition strategies and deployment options for moving to SAP S/4HANA



#### Closing Session

Wrap up and presentation of final result document



 Business  
 IT  
 Stakeholders

# WHAT SAP S/4HANA Model is the best fit for my business?

## **Deployment Options**

1. SAP S/4HANA on premise
2. SAP S/4HANA Cloud, Private Edition
3. SAP S/4HANA Cloud, Public Edition

## **S/4HANA migration scenarios**

1. New Implementation
2. Conversion
3. Selective Data Transition



# SAP S/4HANA - Deployment Options

High level picture of SAP S/4HANA consumption



To learn more about cloud deployment, listen to the session:  
[The Path to SAP S/4HANA, Choosing the Right Cloud Deployment for Your Business](#)



Complete, modern, SaaS ERP



Cloud value, traditional flexibility & full scope



Total control and individualization

## As a Service

### SAP S/4HANA Cloud

#### Customers who desire:

- A complete, modern, native SaaS ERP solution with the **full benefits of public cloud**
- The **fastest path** to innovation and the lowest TCO
- A **clean Cloud ERP** solution without converting old/legacy ERP processes and configurations.
- To reimagine business processes and take advantage of **standardized** best practices

### SAP S/4HANA Cloud, Private Edition

#### Customers who desire:

- A **rapid conversion** of their existing ERP/ECC environments to a Cloud-based architecture
- The **flexibility** of a traditional on-premise application as well as subscription-based, **cloud economics**
- Gradual transformation to a pure SaaS landscape at their **own pace**
- Full, extensive, ERP functionality including **partner add-ons** with the ability to extend and enhance

## As a Product

### SAP S/4HANA On-Premise

#### Customers who require:

- Complete **control and ownership** of their application and data landscape
- The ability to manage **unique, customer-specific needs** which cannot be addressed by public cloud or private cloud offerings
- The utilization of their **existing** IT departments, infrastructure, budget, and IaaS vendor agreements
- **Specific compliance** with industry- and country-specific regulatory requirements

**ONE Data Model • ONE Semantic • ONE User Experience**

**RISE with SAP**



# SAP S/4HANA - Deployment Options

Characteristics, delivery and operation view



## SAP S/4HANA Cloud



## SAP S/4HANA Private Cloud



## SAP S/4HANA On-Premise

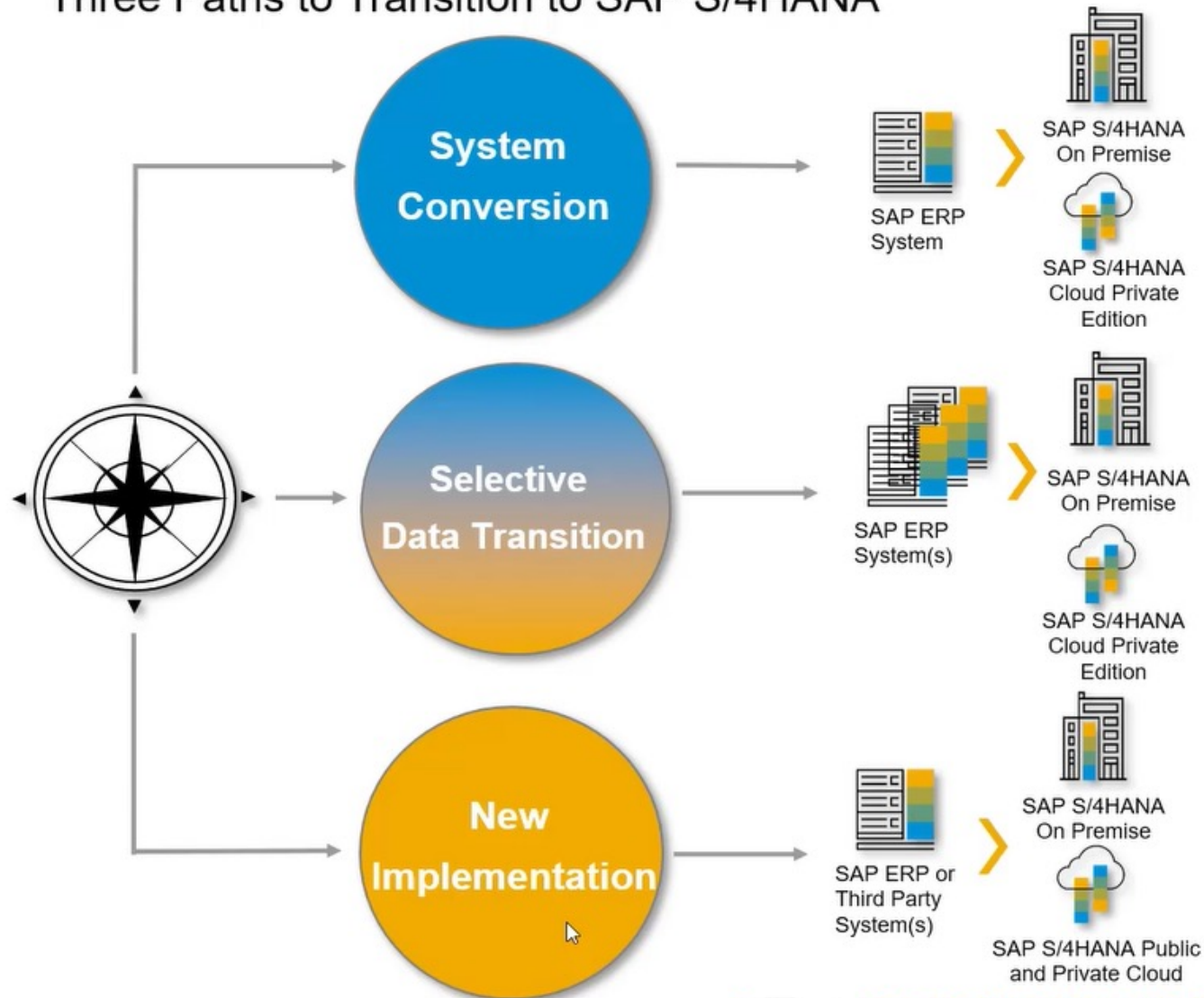
Transition Path	New Implementation	Conversion, Selective Data Transition, New Implementation	
Extensibility	Within SAP S/4HANA Extensibility Framework and SAP S/4HANA Cloud ABAP Environment	Customize & Extend	
Modifications	Not allowed	not recommended, but allowed	
Release Upgrades	included and mandatory	Customer owned, technical installation on request included	not included
Upgrade entitlement	2 times per year (4 in 2021)	yearly	yearly
Minimum Upgrade frequency	2 times per year (4 in 2021)	5 years (stay in mainstream maintenance)	not limited (maintenance to be considered)
Business Configuration/ Content	Enterprise management layer/Best Practices included	Enterprise management layer optional extra, Best Practice activation** included and optional	not included
3 <sup>rd</sup> Party Add-ons	Certified public cloud partner add-ons available	Wide list of partner add-ons available and allowed	allowed
Partner Templates	Planned	allowed	
Product Support	SAP *	SAP *	SAP / Resell Partner
Technical Operations	SAP *	SAP *	Partner / Customer / SAP HEC
Infrastructure	SAP / Hyperscaler*	Hyperscaler / SAP*	Customer DC / Hyperscaler / SAP / Premium Supplier / Partner
Application Management Services & Content Life Cycle Management	SAP *	Partner / Customer / SAP HANA Enterprise Cloud (HEC)	

\* Included in SAP Subscription

\*\* only one country activation is included

# SAP S/4HANA Transition Paths

## Three Paths to Transition to SAP S/4HANA



### Bring your business processes to the new platform

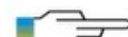
- A complete technical in-place conversion of an existing SAP ECC system to SAP S/4HANA
- Adopt new innovations at your speed

### Partly re-use, partly re-implementation

- Covers the migration of relevant business data from SAP ERP to SAP S/4HANA
- Allows to combine redesign of business processes with retaining historical data
- Realized by a combination of standard functions used for a new implementation or system conversion together with complementing expert functions which are not released to general availability

### New implementation / re-implementation

- Reengineering and process simplification based on latest innovations
- Fueled with best practices or Enterprise Management Layer (EML) & based on a clean core
- Migrate your master data & open documents (no historical data)



# WHEN should I move to S/4HANA?

## End of Mainstream Maintenance 2025 (EoMM25)

- Enhancement Pack levels 0 through 5

## End of Mainstream Maintenance 2027 (EoMM27)

- Enhancement Pack levels 6 through 8

## Link to SAP Maintenance Phases

- <https://support.sap.com/en/release-upgrade-maintenance/maintenance-information/maintenance-strategy/maintenance-phases.html>
  - Mainstream maintenance
  - Extended Maintenance
  - Customer Specific Maintenance

# ASUG Pulse of the SAP Customer

# 2023

ASUG's annual Pulse of the SAP Customer study gauges the attitudes, preferences, and plans of ASUG members regarding SAP technology. We track the evolution of trends and provide insight into how SAP customers are adapting to developments in the SAP world and beyond.

## The Move to SAP S/4HANA

### SAP S/4HANA Implementation Plans



**19%**  
more than two  
years from now

**18%**  
within seven to  
24 months

**2%**  
will move within  
the next six  
months

**41%**  
are live/started  
to move

**3%**  
no plans to be  
involved

**13%**  
have plans on hold

### Top Ways Organizations Find SAP S/4HANA Skills



Permanent staff who  
learned SAP S/4HANA  
on the job



Independent consultants/  
temporary staff with  
SAP S/4HANA skills



Implementation partner



Permanent staff  
who possessed  
SAP S/4HANA skills

### SAP S/4HANA Cloud Environments



**34%**  
Private cloud



**23%**  
On-premise



**18%**  
Managed cloud



**16%**  
Hybrid cloud

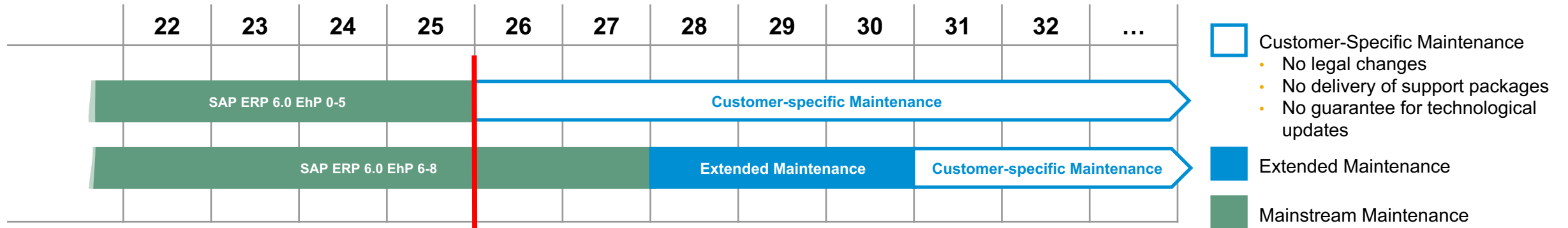


**8%**  
Public cloud

Download and view the results  
here:

[ASUG 2023 Research: Progress, Trends, Challenges Across SAP Customer Peers - ASUG](#)

# End of mainstream maintenance situation within the SAP ERP 6.0 customer base



**SAP ERP 6.0 EhP 0-5  
runs out of mainstream  
maintenance  
on December 31, 2025.**

Details on SAP ERP 6.0 EoM in the following SAP Notes:

- [2881788 - End of SAP Business Suite 7 mainstream maintenance](#)
- [52505 - Support after end of mainstream maintenance or extended maintenance](#)



# HOW do I plan, prepare and move to S/4HANA?

## **Leverage SAP Enterprise Support Services and Resources** (see Track 1 at 2:10PM – You've paid for it)

- Collaboration (especially CQCs)
- Empowerment (especially Value Maps)
- Innovation and Value Realization (especially Readiness Check)
- Mission-Critical Support
- 10 steps to S/4 Hana Bootcamp (*runs sporadically throughout the year*)

## **Utilize SAP Enterprise Support Value Maps** (see Track 1 at 1:15PM – One skill, two skill, upskill)

- Prescriptive Guidance
- Expert Access
- Social Collaboration
- Empowerment

# SAP Enterprise Support

## Key deliverables for SAP on-premise solutions



### Collaboration

#### Expert guidance

- SAP Enterprise Support value maps ([link](#))
- SAP support advisory services
- Customer Interaction Center ([link](#))



### Empowerment

#### Enablement for digital transformation

- SAP Enterprise Support Academy ([link](#))
- SAP Support Portal ([link](#))



### Innovation and value realization

#### New features and business outcomes

- Remote services ([link](#))
- Releases, updates, patches
- Intelligent tools such as SAP Innovation and Optimization Pathfinder on Spotlight ([link](#))
- SAP Enterprise Support Advisory Council ([link](#))



### Mission-critical support

#### Digital customer support experience

- Service level agreements
- SAP ONE Support Launchpad ([link](#))
- Real-Time Support ([link](#))



Application Lifecycle Management ([link](#))

Find more information about SAP Enterprise Support [here](#)

# SAP Enterprise Support Value Maps

**SAP Enterprise Support value maps** – an empowerment and support program, which leads you through the knowledge, skills, experts and services needed to address business challenges and adopt intelligent technologies. Learn more [here](#).



## Program Offerings

- **Prescriptive guidance** - Structured content enables guided journey, simplification, and accelerated consumption of content
- **Expert access** - SAP experts provide prescriptive guidance, best practices and technology insight
- **Social Collaboration** - Forums allow you to exchange ideas and best practices with SAP experts and peers
- **Empowerment** - Interactive learning formats to empower you with the knowledge and skills for realizing your deployment strategy



## User Benefits

- **Advance** digital skill level with interactive learning formats
- **Achieve** deployment and operational goals
- **Maximize** the value of your SAP solutions
- **Reduce** training expenditures
- **Get quick** advice from SAP experts and peers
- **Easy** access to latest news and releases
- **Access** to virtual events with leading experts
- **Record** of learning accomplishments

## Available value maps

[SAP S/4HANA](#)

[SAP S/4HANA Cloud, public edition](#)

[SAP S/4HANA Cloud, private edition](#)

[SAP SuccessFactors HXM Suite](#)

[SAP Analytics Solutions](#)

[SAP Customer Experience solutions](#)

[SAP Business Technology Platform](#)

[Business Process Transformation](#)

[Data Volume Management](#)

[SAP Digital Supply Chain](#)

[Application Lifecycle Management](#)

[Business Process Improvement](#)

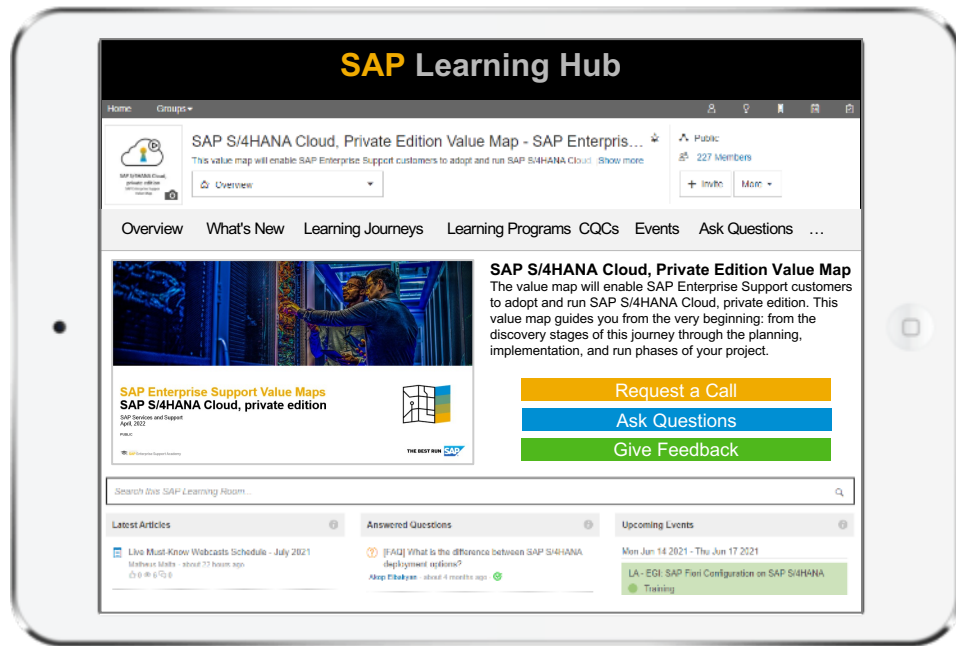
[Security](#)

[SAP Ariba solutions](#)

# SAP Enterprise Support Value Maps

## Explore the value map for SAP S/4HANA Cloud, private edition

The value map will enable SAP Enterprise Support customers to adopt and run SAP S/4HANA Cloud, private edition. It will guide you from the very beginning: from the discovery stages of this journey through the planning, implementation, and run phases of your project



- Discover the value of SAP S/4HANA Cloud, private edition; get to know RISE with SAP
- **Define your transition path (new Implementation, system conversion, or selective data transition) to SAP S/4HANA Cloud, private edition**
- Understand the tools for your journey to SAP S/4HANA Cloud, private edition
- Utilize SAP Readiness Check for SAP S/4HANA Cloud, private edition
- Understand SAP Activate for SAP S/4HANA Cloud, private edition
- Understand how to perform an SAP S/4HANA transition for new implementation, system conversion, or selective data transition
- For system conversion, have a comprehensive overview of the required prerequisites, the potential risks, and main effort drivers
- For system conversion, understand some of the key preparation topics such custom code adaptation and conversion of accounting
- For new implementation, understand how to migrate your legacy data using SAP S/4HANA Migration Cockpit
- Learn about SAP Fiori implementation and embedded analytics
- Leverage Continuous Quality Check services to ensure a smooth go-live
- Learn about new innovations and continue value generation

# SAP Enterprise Support Value Map for SAP S/4HANA Cloud, private edition

## 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.

**Plan and execute your system conversion to SAP S/4HANA Cloud, private edition**

[Access Learning Program >>](#)

**Prepare for your sandbox conversion to SAP S/4HANA Cloud, private edition**

[Access Learning Program >>](#)

**Learn SAP S/4HANA Finance**

[Access Learning Program >>](#)

**Learn SAP S/4HANA Central Finance**

[Access Learning Program >>](#)

**Learn SAP S/4HANA Logistics**

[Access Learning Program >>](#)

**Understand SAP Readiness Check for SAP S/4HANA**

[Access Learning Program >>](#)

**Prepare for conversion to SAP S/4HANA Finance**

[Access Learning Program >>](#)

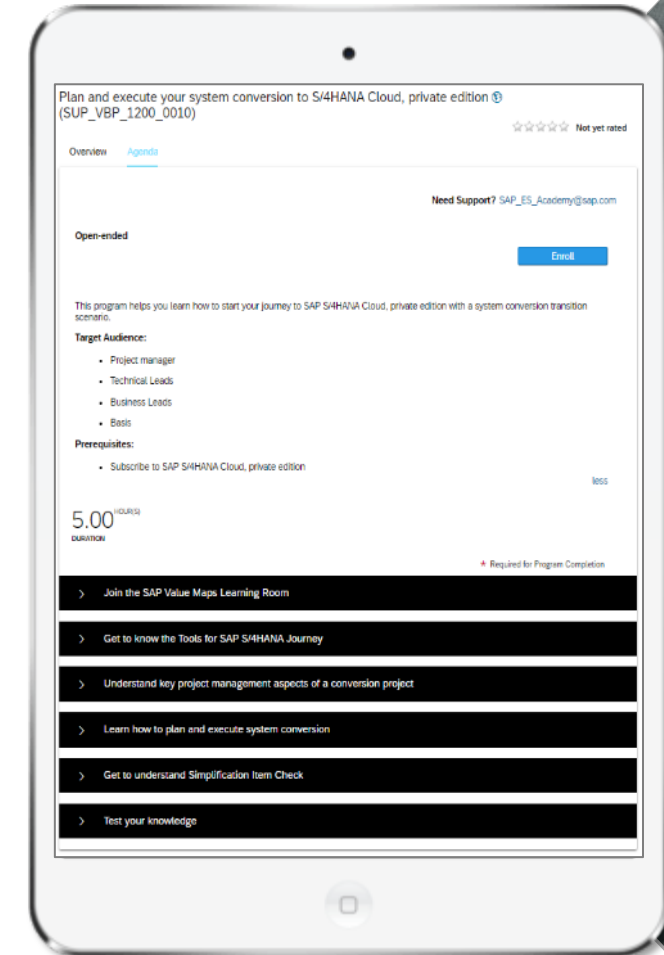
**Prepare your custom code for SAP S/4HANA**

[Access Learning Program >>](#)

**Prepare Your SAP Fiori Implementation for SAP S/4HANA**

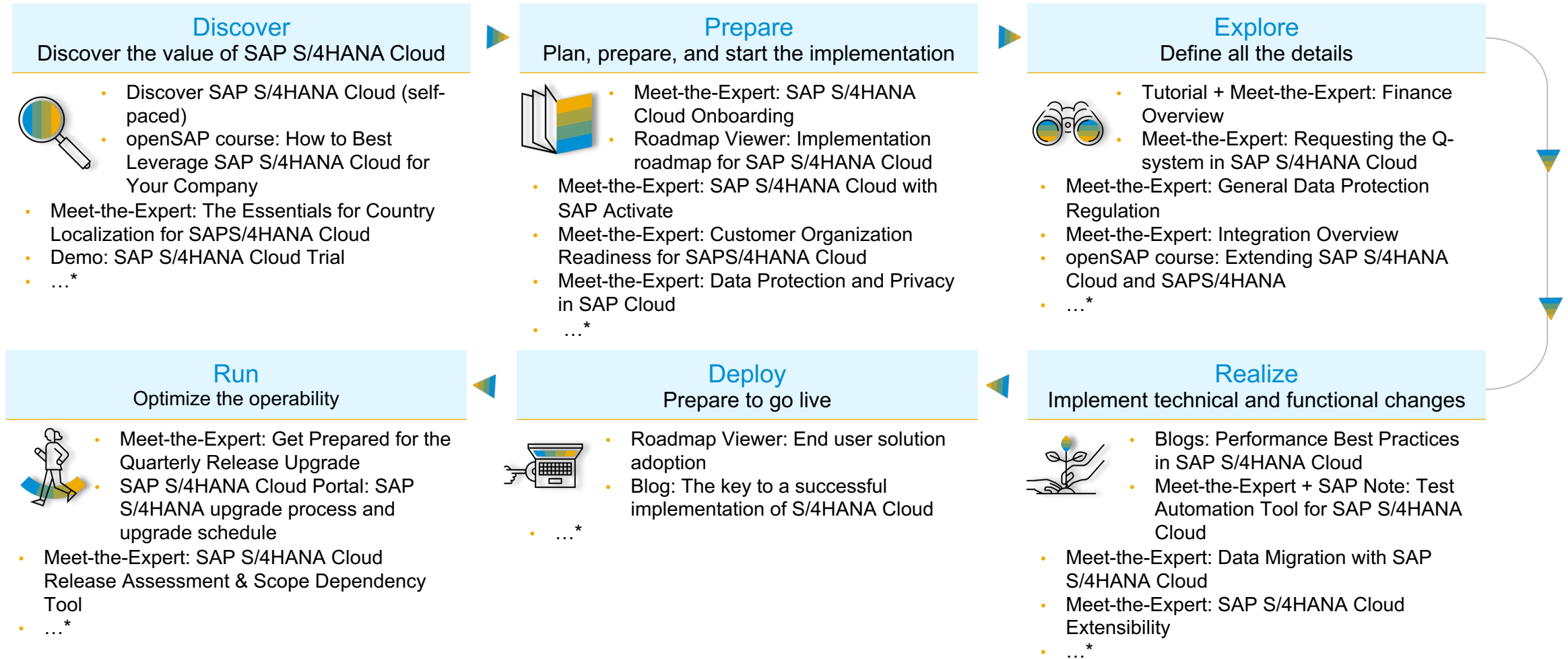
[Access Learning Program >>](#)

Access more learning programs [here](#)





# Example: SAP S/4HANA Cloud Value Map Learning Journey



\*Please note that the complete content of the learning journey is available within SAP Enterprise Support value maps learning room.

# SAP Enterprise Support Value Maps

How to register and access value maps in 2 steps

## Step 1

Request access to SAP Learning Hub, edition for SAP Enterprise Support.  
Watch [the video](#) and refer to our [tutorial](#) to learn how to sign up and use the hub.  
If you are already registered you should use 'Access Value Maps' button.

Sign Up



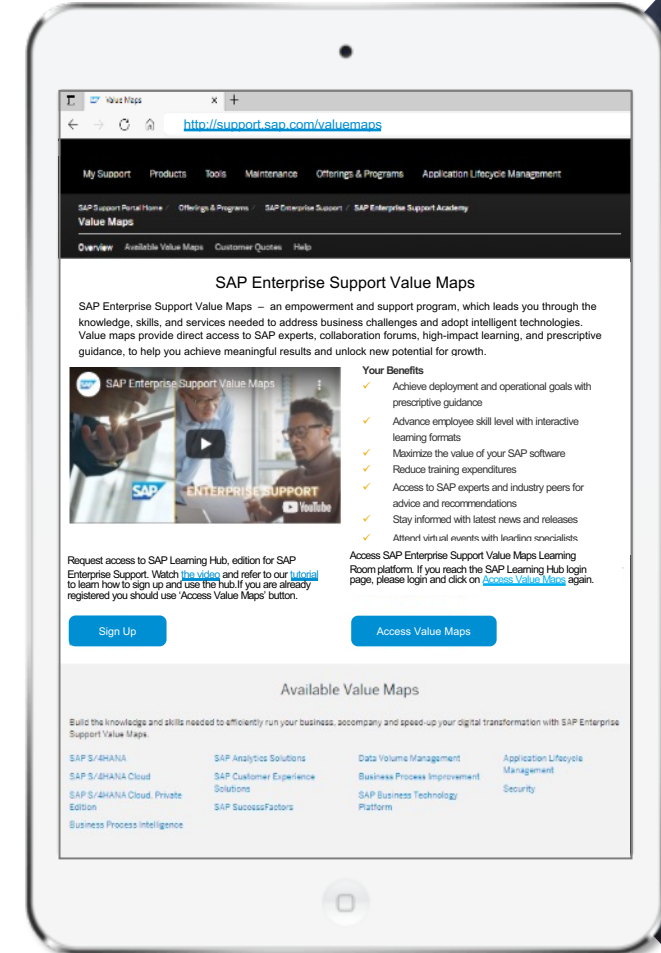
## Step 2

Access SAP Enterprise Support Value Maps Learning Room platform. If you reach the SAP Learning Hub login page, please login and click on [Access Value Maps](#) again.

Access Value Maps



| Learn more: <https://support.sap.com/valuemaps>



# 10 steps to S/4 Hana Bootcamp

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## What is it:

During the Bootcamp the S/4HANA Experts will explain step-by-step how to convert a SAP ERP (ECC) system to SAP S/4HANA 2021

Incredible opportunity for your company to get hands-on experience and a good understanding of what it will take to convert to SAP S/4HANA.

Each customer will convert a single **SAP provided ERP 6.0 EhP7 system to SAP S/4HANA 2022** during which they will have access to the latest and advanced tools.

## Expectations during the course:

The customer is to participate as a team, consisting of three mandatory roles (Basis, Finance, and Logistics), and one optional role (ABAP).

Join all the sessions and complete the tasks after each step.

## Logistics:

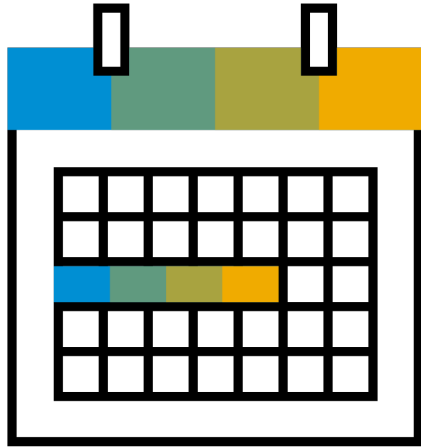
10 two-hour virtual classroom sessions

22 spots available

July 5<sup>th</sup> – July 31<sup>st</sup>

Please let me know if you're interested – [d.mehta@sap.com](mailto:d.mehta@sap.com)

# Next steps



## Contact:

Dilshad Mehta  
Director, Customer Evolution (US West)

[D.Mehta@sap.com](mailto:D.Mehta@sap.com)



**Questions?**

**Thank you!!**





# APPENDIX

# SAP Mainstream Maintenance

## Mainstream Maintenance

Mainstream maintenance is offered for all SAP software releases. Mainstream maintenance begins with the release-to-customer date and continues throughout the unrestricted shipment phase. During the mainstream maintenance phase, you receive support according to your support agreement with SAP. Towards the end of mainstream maintenance, you have three options:

- Upgrade - Typically SAP recommends to upgrade before you reach the end of the mainstream maintenance phase. The delivery of new releases of the licensed software (if available), as well as upgrade tools, are covered by the SAP support contract. Go to the Upgrade Information page to learn more about the possible transition options and SAP's offerings to efficiently support the upgrade.
- Extended Maintenance (see below)
- Customer-Specific Maintenance (see below)

On February 4, 2020, SAP has announced a maintenance commitment for SAP S/4HANA until the end of 2040. At the same time, SAP will provide the mainstream maintenance period for SAP Business Suite 7 core applications until end of 2027. This new maintenance strategy prevails over any other deviating statement regarding SAP S/4HANA and Business Suite 7 maintenance phase(s) in any other SAP document

# SAP Extended Maintenance

## Extended Maintenance

The scope of support for the extended maintenance period is similar to the scope of support provided during mainstream maintenance. Extended maintenance is available for SAP Business Suite 7, SAP S/4HANA 1709, SAP S/4HANA 1809, and SAP S/4HANA 1909.

### For Business Suite 7

Extended maintenance is offered as an option for SAP Business Suite 7 core applications and SAP Business Suite 7 related add-on products from January 1, 2028 to December 31, 2030. This three-year extended maintenance phase comes at an additional fee on top of the respective maintenance fee. Details are documented in SAP Note [2881788](#). Extended maintenance is an optional offering and requires a separate, additional contract in addition to your support agreement. Customers can request a quotation for extended maintenance through the respective SAP Account Executive or respective partner contact.

Extended maintenance is also offered for certain products included in private cloud services. Please see details about the availability of extended maintenance in the context of RISE with SAP S/4HANA Cloud, private edition in SAP Note [3016524](#) and SAP ERP, private cloud edition in SAP Note [3016445](#).

# SAP Customer-Specific Maintenance

## Customer-Specific Maintenance

Customer-specific maintenance is generally offered for all SAP releases except for SAP Business One and SAP BusinessObjects solutions not based on SAP NetWeaver and SAP Predictive Analytics. Software deployed at the customer's site can enter the customer-specific maintenance phase in one of three ways:

- Customer's extended maintenance contract term ends.
- Mainstream maintenance period ends, and extended maintenance is not offered.
- Mainstream maintenance period ends, and extended maintenance is offered, but the customer does not choose to take advantage of the offer.

During customer-specific maintenance some restrictions apply to the scope of support (for details see [SAP Note 52505](#)). A release enters customer-specific maintenance automatically. There is no need to apply for an additional contract. During customer-specific maintenance, the customer continues to pay the annual support fee for the support option they have (for example SAP Enterprise Support).

Customer-specific maintenance currently does not have an expiry date.

# Key Benefits of Process Discovery



- Identify the **most valuable SAP S/4HANA capabilities** for your company



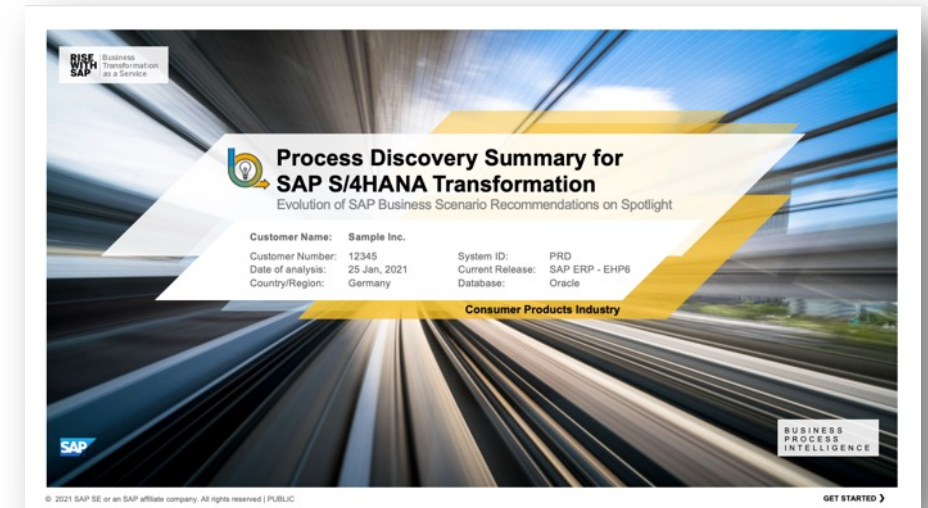
- Receive **tailor-made insights** to build your case for SAP S/4HANA



- Get unique **business performance and usage insights** as well as tailored **recommendations by line of business** based on the actual usage of your SAP ERP system



- **Personalized analysis at no additional charge** for all customers under SAP maintenance, independent of their support model

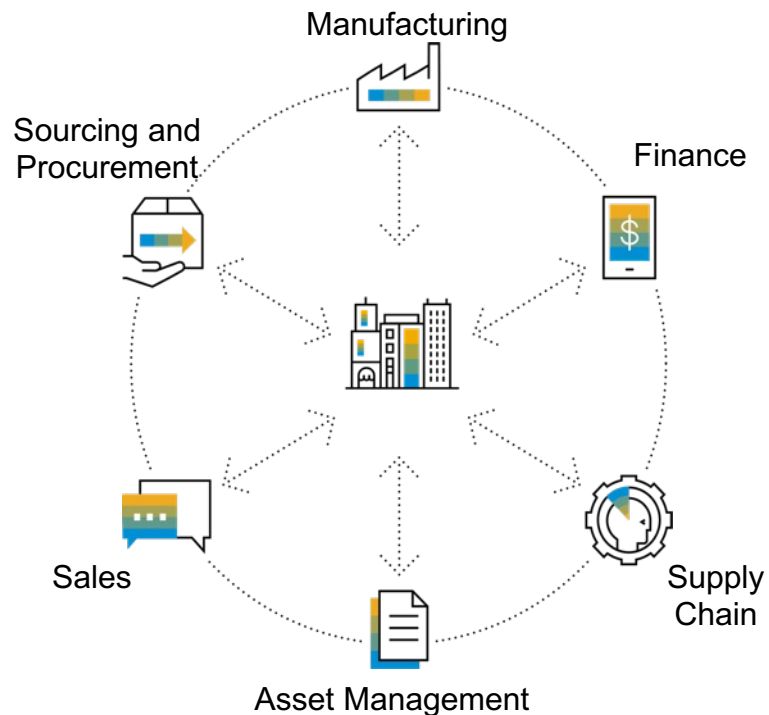


Order your free analysis: [www.s4hana.com](https://www.s4hana.com)

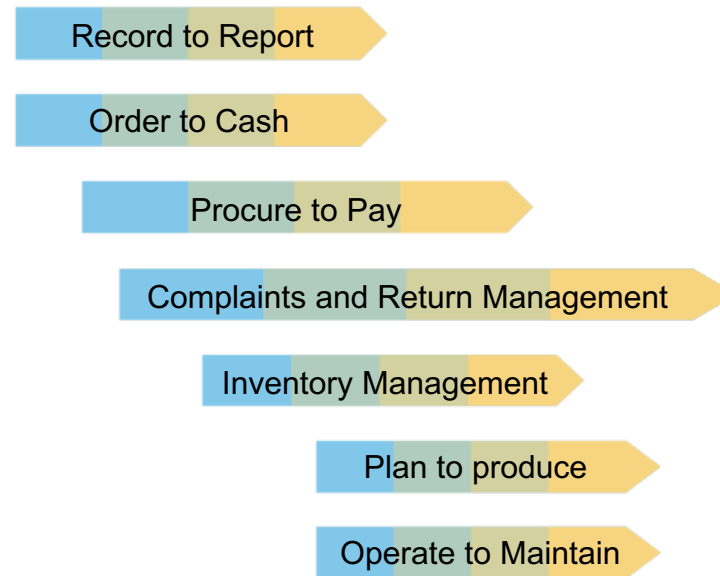


# 12 optimization goals for 6 lines of business across 7 end-to-end processes

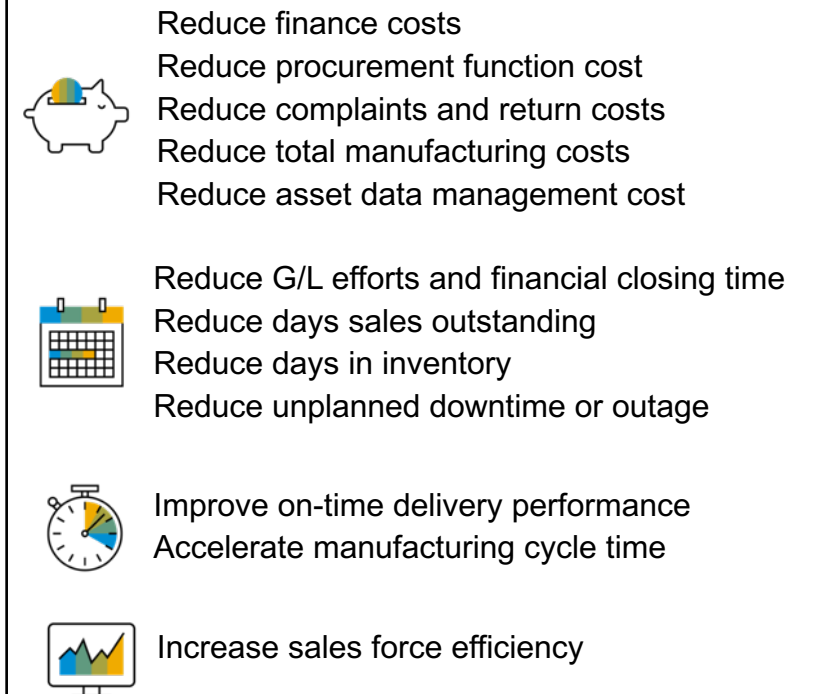
## 6 Lines of Business



## 7 End-to-end Processes



## 12 Optimization goals



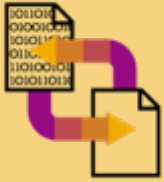
~80 process performance metrics selected out of a [set of 1300+ readily available KPIs](#) in SAP Solution Manager, supporting the need to MOVE to SAP S/4HANA, collected from the customer's SAP ERP systems and benchmarked against peers (3000+ data sets per January 2021).

# 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](http://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

# Transformation Assessment for S/4HANA & S/4HANA Cloud, private edition

## Continuous Quality Check

### SAP Enterprise Support Continuous Quality Check (CQC) Transformation Assessment for SAP S/4HANA and SAP S/4HANA Cloud, private edition

#### OVERVIEW

SAP Enterprise Support is the baseline success experience from SAP. The experience is included with your cloud subscription and is the go-to on-premise support model. With SAP Enterprise support you have access to self-paced expert guidance, training, and best practices. Another SAP Enterprise Support benefit are SAP continuous quality checks (CQCs).

#### KEY FEATURES

Every IT project is different, but SAP S/4HANA projects are even more different given the many options offered. Each of these factors, along with your current project phase, will lead you to use a given set of tools which is very specific to your project.

For these reasons, it is likely challenging and/or time consuming for you to find the best tools, assets and accelerators that will help you in your project and to identify knowledge gaps for your team.

Based on this reality, SAP Enterprise Support designed a solution to help you along your project from the end of the discover phase, to your go-live. The CQC for transformation assessment helps you keep your project on the right track from the beginning. It assesses the project team's awareness of typical SAP S/4HANA project challenges, tools, critical topics, and provides individualized recommendations for tools and enablement resources.

#### VALUE OUTCOMES

- Avoid typical pitfalls and gain access to lessons learned from former SAP S/4HANA projects.
- Save time, understand potential areas where knowledge of your team needs to be increased.
- Receive learning suggestions based on your needs, not generic curriculums.
- Get pointers as to whether or not your SAP S/4HANA project is on track regarding some activities.
- Empower your team with the latest accelerators and tools.

#### WHEN TO USE

The CQC for transformation assessment is available for the following project types:

- New implementation (from non-SAP or from SAP ERP) to SAP S/4HANA
- Conversion to SAP S/4HANA
- Selective Data Transition from SAP ERP to SAP S/4HANA
- Upgrade to an higher release of SAP S/4HANA

#### SOLUTIONS IN SCOPE

The CQC for transformation assessment is available for:

- SAP S/4HANA Cloud, private edition (as part of RISE with SAP)
- SAP S/4HANA (on premise, on SAP HEC or on hyperscaler)
- SAP S/4HANA Cloud, extended edition.

# Deployment Readiness Continuous Quality Check

## Deployment Readiness

The continuous quality check for SAP Deployment Readiness provides an analysis of your key cloud solution settings. During this service, your cloud solution is reviewed for potential risks, and recommendations are given in alignment with SAP best practices. This service is most applicable prior to your go-live and, in some cases, it can also be delivered post-go-live. For further details, please review the infosheet below:

- [SAP S/4HANA Cloud,public edition](#)
- [SAP Business Technology Platform](#)
- [SAP Integrated Business Planning](#)
- [SAP SuccessFactors](#)
- [SAP Ariba](#)
- [SAP Cloud Integration](#)
- [SAP Configure, Price, and Quote \(SAP CPQ\)](#)
- [SAP Customer Experience Solutions \(CX\)](#)

# Continuous Quality Check Services and How to Request

## Continuous Quality Check & Improvement Services

Continuous quality check and improvement services from SAP connect you with an SAP Expert. Our experts analyze your system and/or situation based on real life data from your systems or solution. Depending on the topic, you will be given the chance to provide more information (i.e. via questionnaire) that will be part of the analysis. After each service, you receive a service report with an executive summary, findings and a detailed action plan to mitigate risks or improve your situation.



How to request a CQC service ?

- Create an incident under below components
  - Cloud customers Only: [SV-ES-SAC \(SAP Note 1296527\)](#)
  - On Premise and Hybrid customer only: [SV-BO-REQ \(SAP Note 1296527\)](#)
- Or Contact [SAP Customer Interaction Center \(CIC\)](#)

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