

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

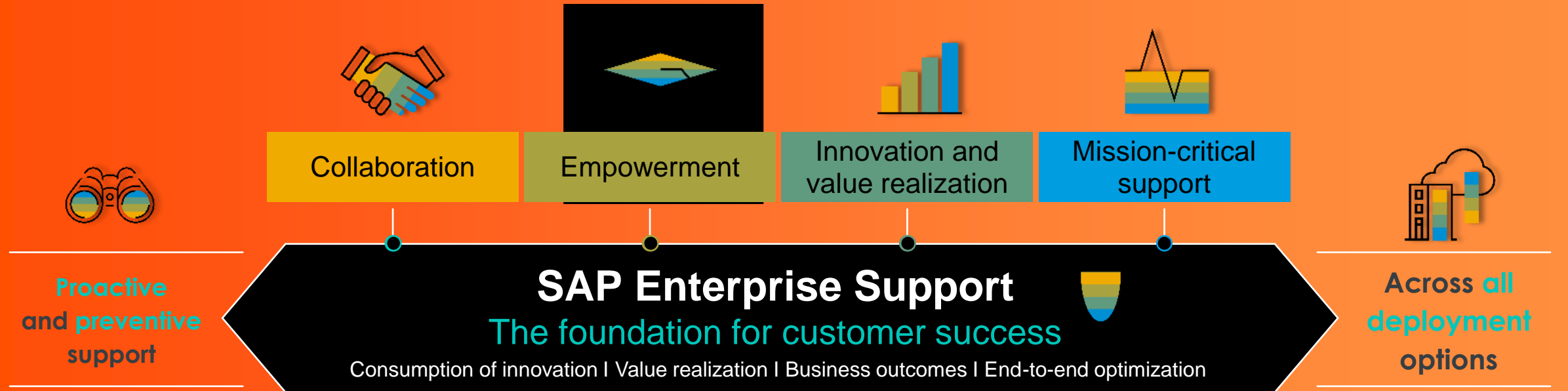
ASUG Texas/Oklahoma – October 28, 2022

VerNeil Mesecher Jr. | Customer Engagement | SAP Customer Success
Jennifer Dubler | Customer Engagement | SAP Customer Success
June 2022



SAP Enterprise Support

The foundation for customer success



Intelligent enterprise



Cloud



Digital core



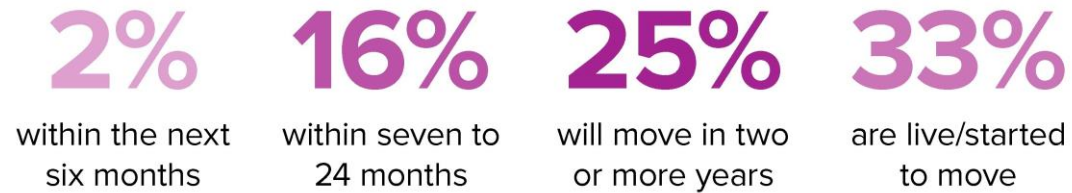
Innovations

ASUG

ASUG Pulse of the SAP Customer

2021

The Move to SAP S/4HANA



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**
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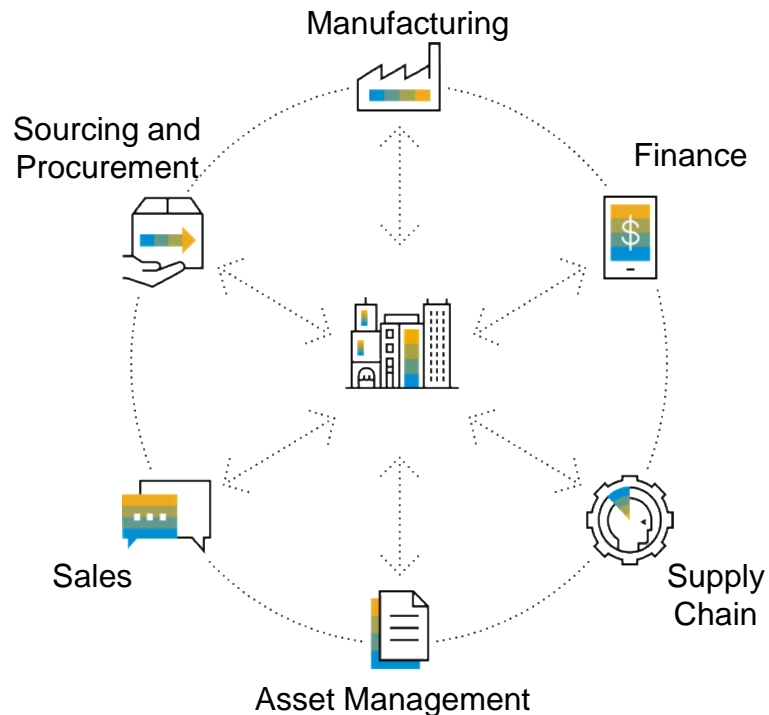
Agenda - Quick Wins

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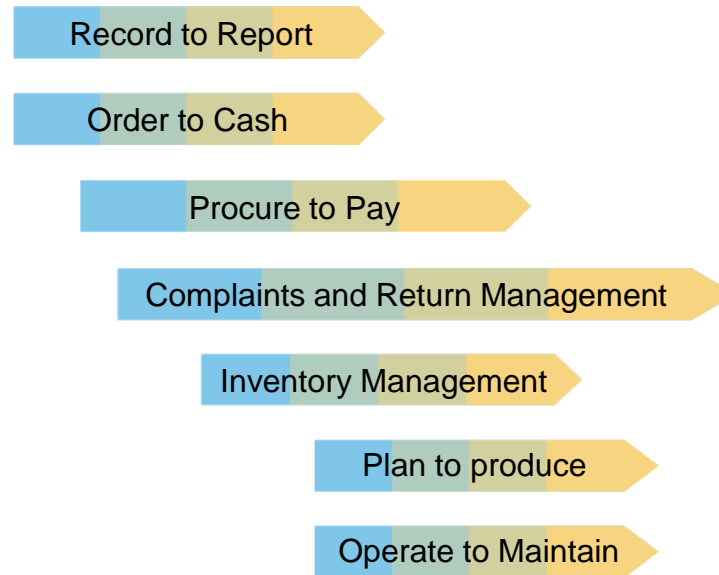
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Discover the value with Process Discovery for SAP S/4HANA Transformation





6 Lines of Business



7 End-to-end Processes

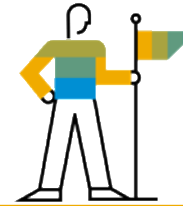


12 Optimization goals

-  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).

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
<u>Financial Accounting</u>	★★★	Total 40,2%	5,6%
<u>Collections Management</u>	★★★	Total 32,4%	20,1%



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

Executive summary

Starting point to build a case for SAP S/4HANA

Easy to share including direct links to Process Discovery solution



Audience:
Business executives

Process Discovery Summary



Interactive PDF document
(Evolution of SAP Business Scenario Recommendations)

- Start
- Reports
- Activity Viewer
- Recommendations**

Aug 2019 → Jan 2020

Start

Top Opportunities to Improve

<p>Sales invoices not posted to accounting January 2020</p> <p>1.5K</p>	<p>Lead time: Prod. order creation to release January 2020 (weekly)</p> <p>23.6 Days</p>	<p>Sales order items overdue for invoicing January 2020</p> <p>44.5K</p>	<p>Manual price condition changes on sales orders January 2020 (weekly)</p> <p>9.9K</p>
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Top Performance

<p>Work orders in phase created January 2020 (weekly)</p> <p>1</p>	<p>Lead time: Purchase requisition creation to PO January 2020 (weekly)</p> <p><0.1 Days</p>	<p>Work orders in phase released January 2020</p> <p>784</p>	<p>Work orders not settled January 2020 (monthly)</p> <p>51</p>
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Top Recommendations [View All](#)

<p>SAP S/4HANA Capabilities Delivery Management</p> <p>●●●● Usage-Based Relevance ●●●● Industry Popularity</p>	<p>SAP S/4HANA Capabilities External Processing</p> <p>●●●● Usage-Based Relevance ●●●● Industry Popularity</p>	<p>SAP S/4HANA Capabilities Financial Accounting</p> <p>●●●● Usage-Based Relevance ●●●● Industry Popularity</p>	<p>SAP S/4HANA Capabilities Goods Movement</p> <p>●●●● Usage-Based Relevance ●●●● Industry Popularity</p>
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SAMPLE ANALYSIS

Aug 2019 → Jan 2020

- Start
- Reports
- Activity Viewer
- Recommendations**

Recommendations

Leverage the optimization potential identified in your ERP system

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, AACTREE02, 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](#)



**RISE
WITH
SAP**

Business
Transformation
as a Service

SAMPLE ANALYSIS



Process Discovery Summary for SAP S/4HANA Transformation

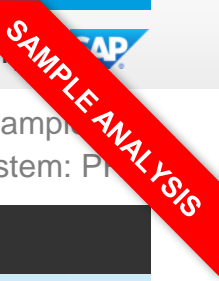
Evolution of SAP Business Scenario Recommendations on Spotlight

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

Consumer Products Industry

SAP

BUSINESS
PROCESS
INTELLIGENCE



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**

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



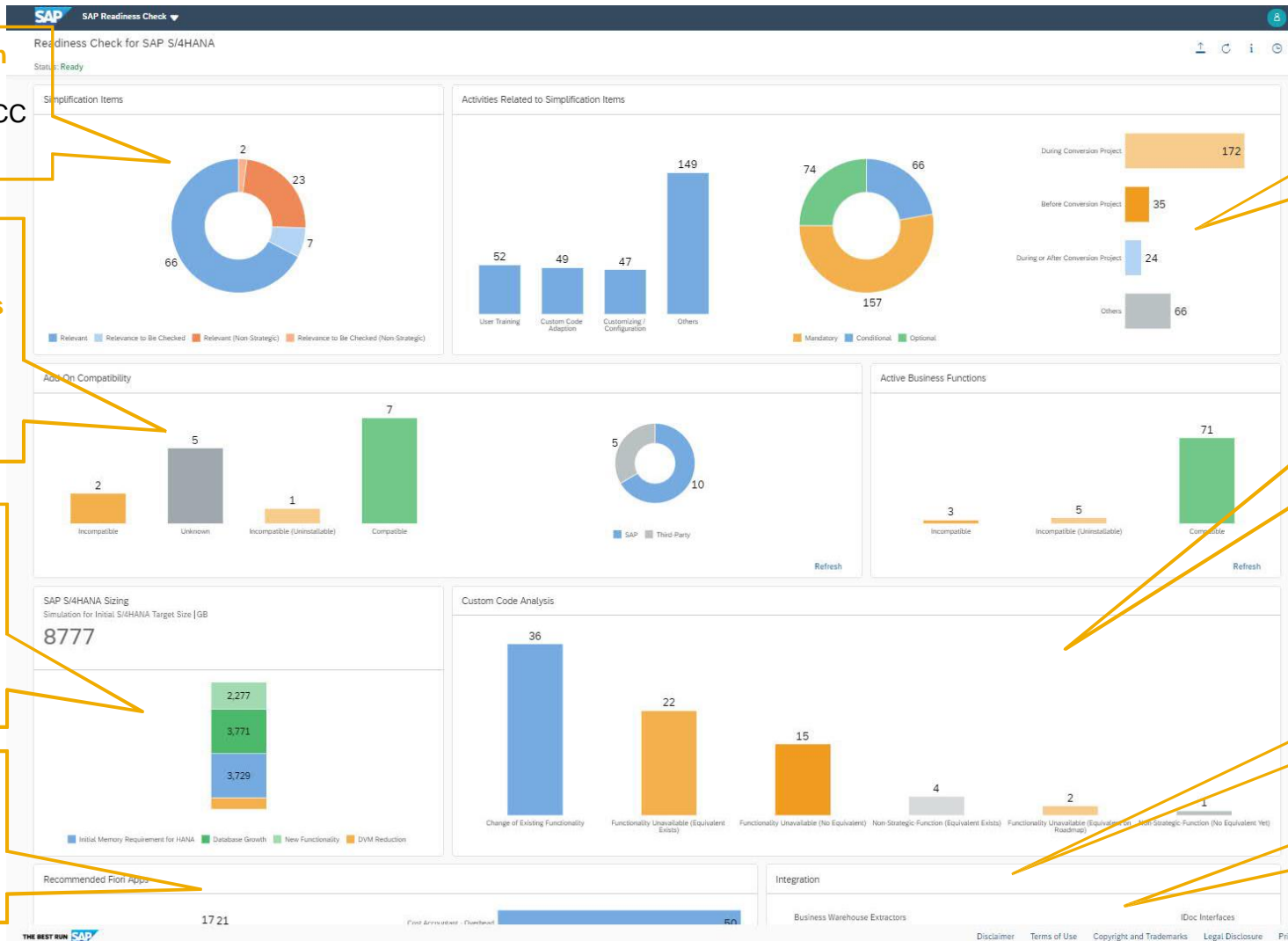
- SAP sends you the PDF summary and the instruction to activate your Process Discovery solution account (Spotlight by SAP) via email

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SAP Readiness Check 2.0 for SAP S/4HANA



Relevant Simplification Items based on your current usage in SAPECC

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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GETTING STARTED with Collaboration

SAP Enterprise Support–next-generation value maps

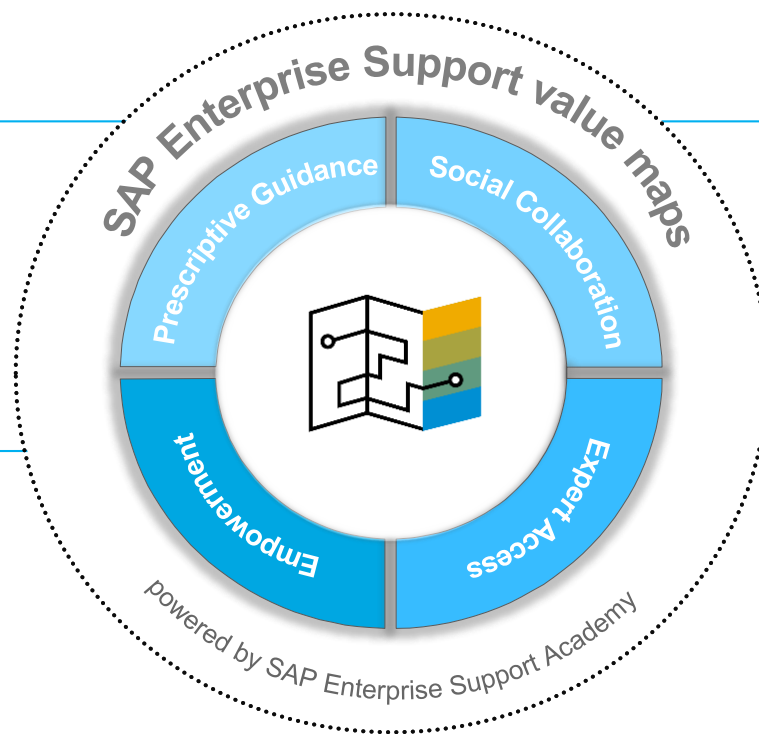
SAP Enterprise Support value maps – an empowerment and support program, which leads you through the knowledge, skills, and services needed to address business challenges and adopt intelligent technologies. Value maps provide direct access to SAP experts, collaboration forums, high-impact learning, and prescriptive guidance, to help you achieve meaningful results and unlock new potential for growth.

Prescriptive Guidance

Structured content enables guided journey, simplification, and accelerated consumption of needed enablement content across the entire lifecycle.

Empowerment

Interactive learning formats to empower you with the knowledge and skills for realizing your deployment strategy.




Social Collaboration


Collaboration forums allow you to get guidance and exchange ideas, and best practices with SAP experts and peers.


Expert Access


Access to SAP experts and industry peers for professional advice, best practices, business insight, and technology know-how.


Your Benefits


 Advance digital skill level with interactive learning formats


 Maximize the value of your SAP solutions


 Get quick advice from SAP experts and peers

 Access to virtual events with leading specialists

 Achieve deployment and Operational goals

 Reduce training expenditures

 Easy access to latest news and releases

 Record of learning accomplishments

SAP Enterprise Support Value Maps Portfolio

Available SAP Enterprise Support value maps

[SAP S/4HANA](#)



[SAP Business Technology Platform](#)



[SAP S/4HANA Cloud](#)



[Application Lifecycle Management](#)



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



[Business Process Intelligence](#)



[SAP SuccessFactors](#)



[Business Process Improvement](#)



[SAP Customer Experience solutions](#)



[Data Volume Management](#)



[SAP Analytics Solutions](#)



[Security](#)



[SAP Ariba](#)

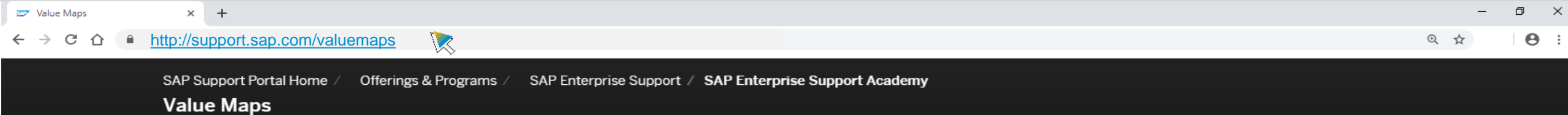


[SAP Jam Collaboration](#)



SAP Enterprise Support Value Maps

How to register and access value maps



SAP Enterprise Support Value Maps

SAP Enterprise Support Value Maps – an empowerment and support program, which leads you through the knowledge, skills, and services needed to address business challenges and adopt intelligent technologies. Value maps provide direct access to SAP experts, collaboration forums, high-impact learning, and prescriptive guidance, to help you achieve meaningful results and unlock new potential for growth.



Your Benefits

- ✓ Achieve deployment and operational goals with prescriptive guidance
- ✓ Advance employee skill level with interactive learning formats
- ✓ Maximize the value of your SAP software
- ✓ Reduce training expenditures
- ✓ Access to SAP experts and industry peers for advice and recommendations
- ✓ Stay informed with latest news and releases
- ✓ Attend virtual events with leading specialists

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.

Step 1

Sign Up



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.

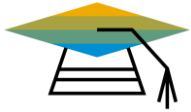
Step 2

Access Value Maps



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

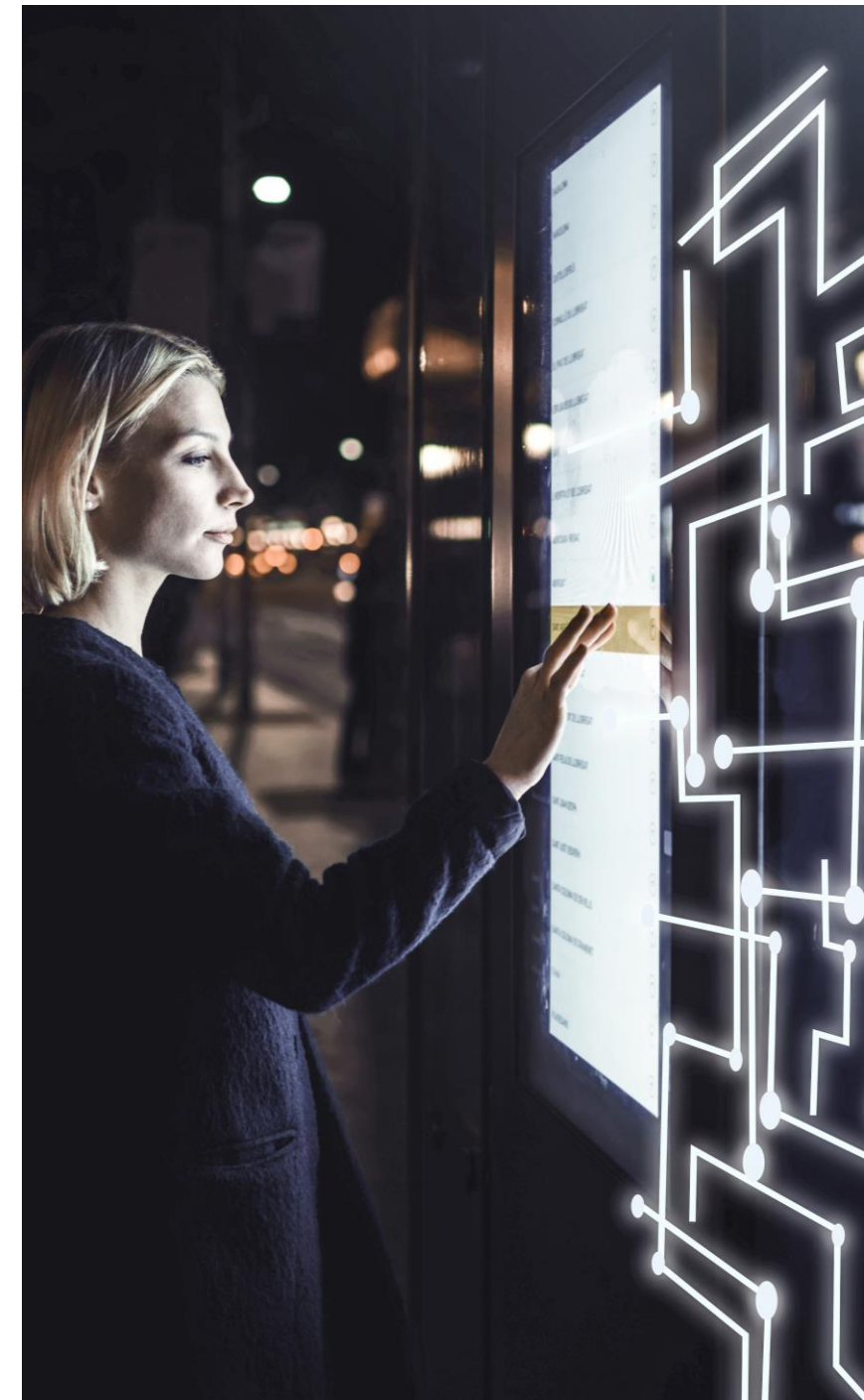
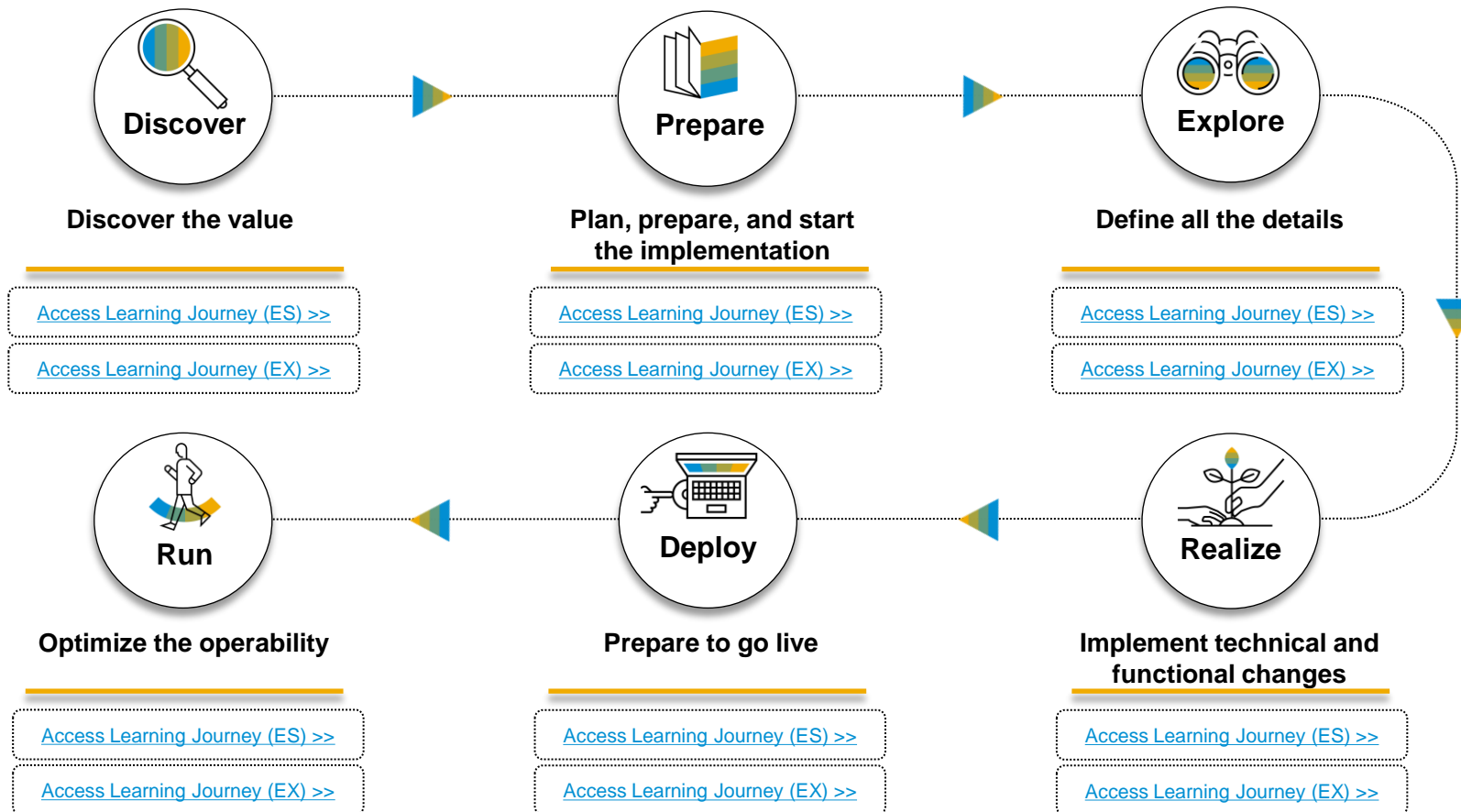
[Access Learning Programs >>](#)



SAP Enterprise Support Value Maps

SAP S/4HANA Cloud Value Map – Triggers

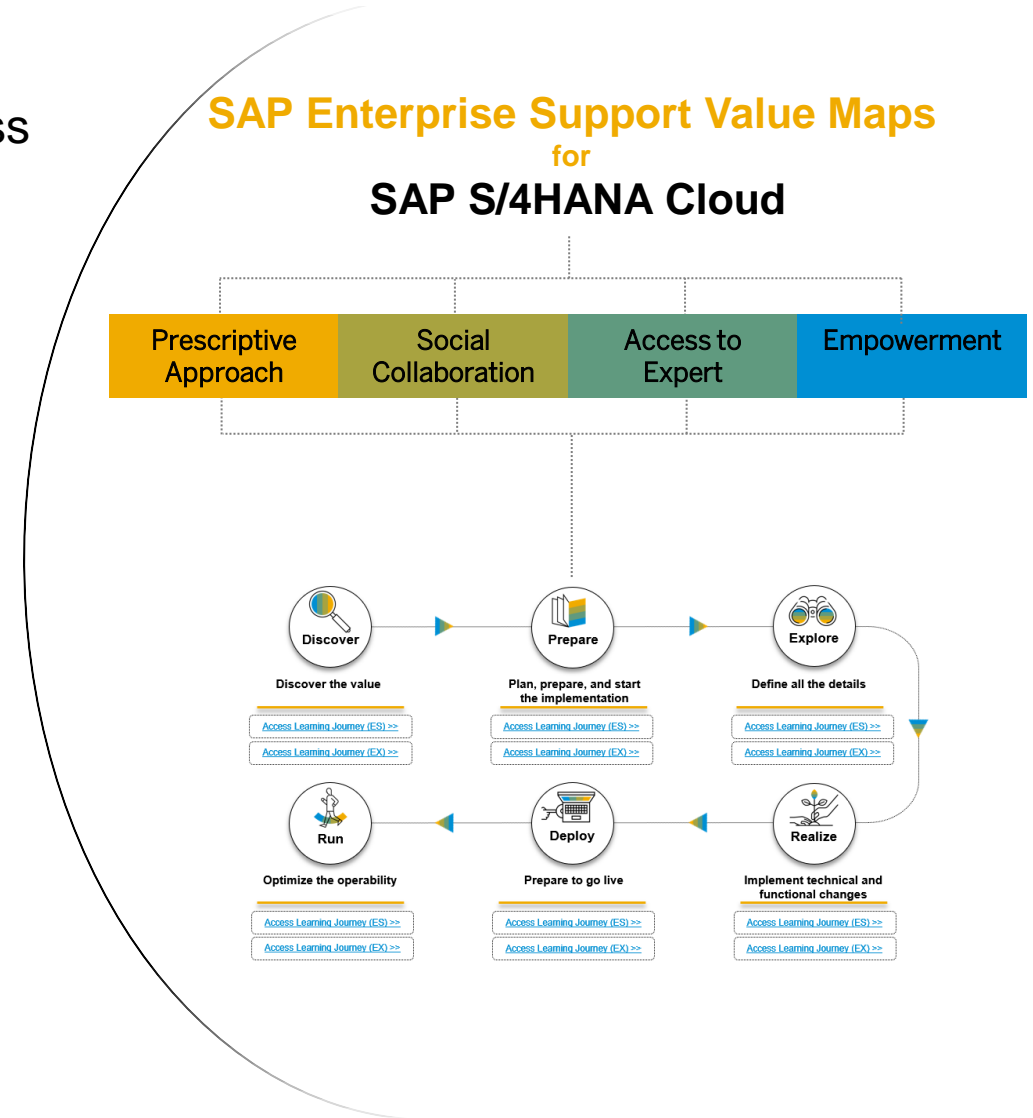
The SAP S/4HANA Cloud value map helps you to ensure your success in adopting and running SAP S/4HANA in the cloud. This value map includes SAP S/4HANA Cloud, extended edition (EX) and SAP S/4HANA Cloud, essentials edition (ES).



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

Benefits

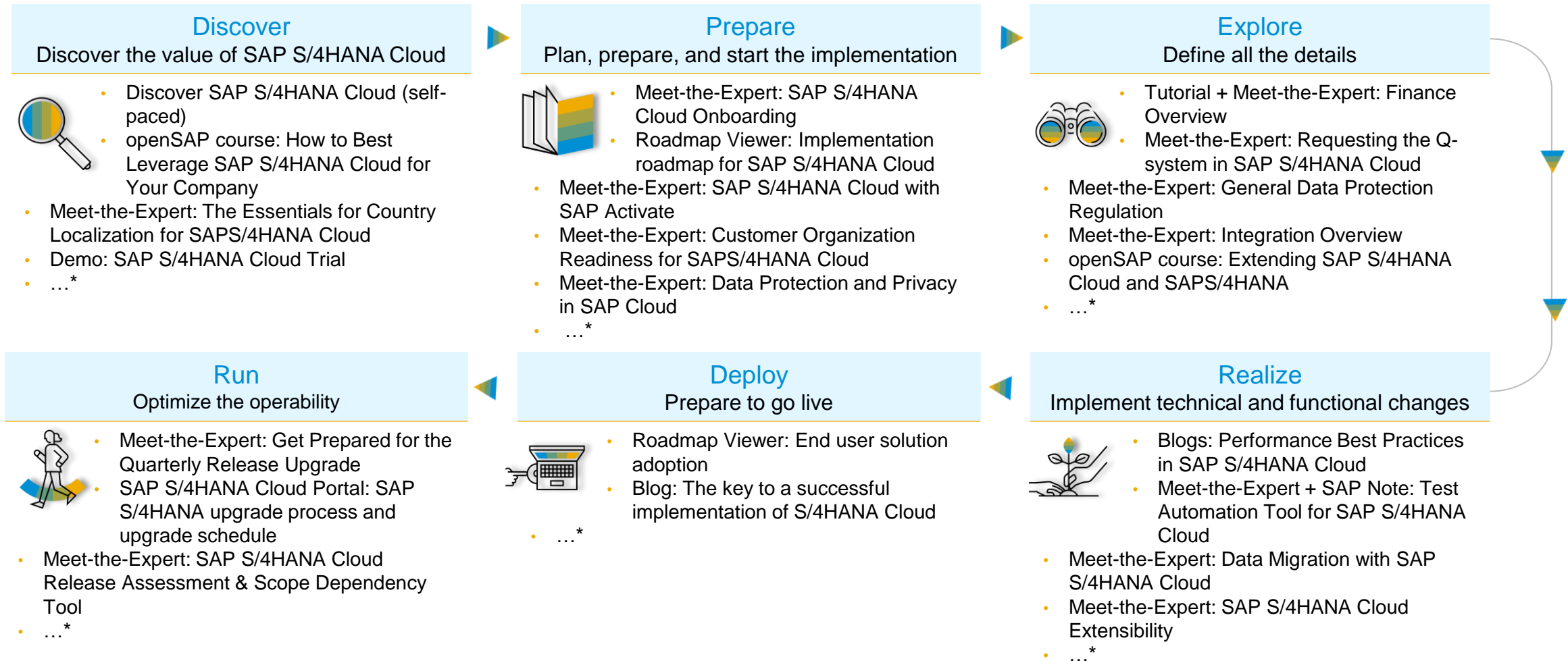
- Choose the best SAP S/4HANA Cloud solution for your business model
- Take the right next steps when planning an implementation project
- Configure your SAP S/4HANA Cloud solution in the most effective way
- Extend your SAP S/4HANA Cloud solution to cover your business processes
- Keep updated with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





GETTING STARTED with Collaboration

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.

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<http://support.sap.com/valuemaps>

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.



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, 2022	Americas	10 Steps to S/4HANA – Registration for Americas June 3rd Bootcamp



Thank You



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stay abreast of trends and know your support
benefits.



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Jennifer Dubler
Sr. Manager – Customer Engagement
RCM NA (US)

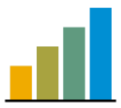
SAP

Phone: +1 (484)-656-6847
E-Mail : Jennifer.dubler01@sap.com

Thank you.

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





SAP Enterprise Support Services

Continuous Quality Checks

Remote services which help you to reduce technical risks and outline optimization potentials

- [Business Process Operations](#)
- [Business Process Performance Optimization](#)
- [Configuration Check](#)
- [Data Consistency Management](#)
- [Data Volume Management](#)
- [Downtime Assessment](#)
- [Early Watch Check](#)
- [Going Live Support](#)
- [Implementation](#)
- [Interface Management](#)
- [Integration Validation](#)
- [OS/DB Migration Check](#)
- [Security Optimization Check](#)
- [Technical Performance Optimization](#)
- [Transport Execution Analysis](#)
- [Upgrade](#)
- [Upgrade Assessment](#)
- [SAP Modification Justification Check](#)
- [SAP Custom Code Maintainability Check](#)

Additional Information

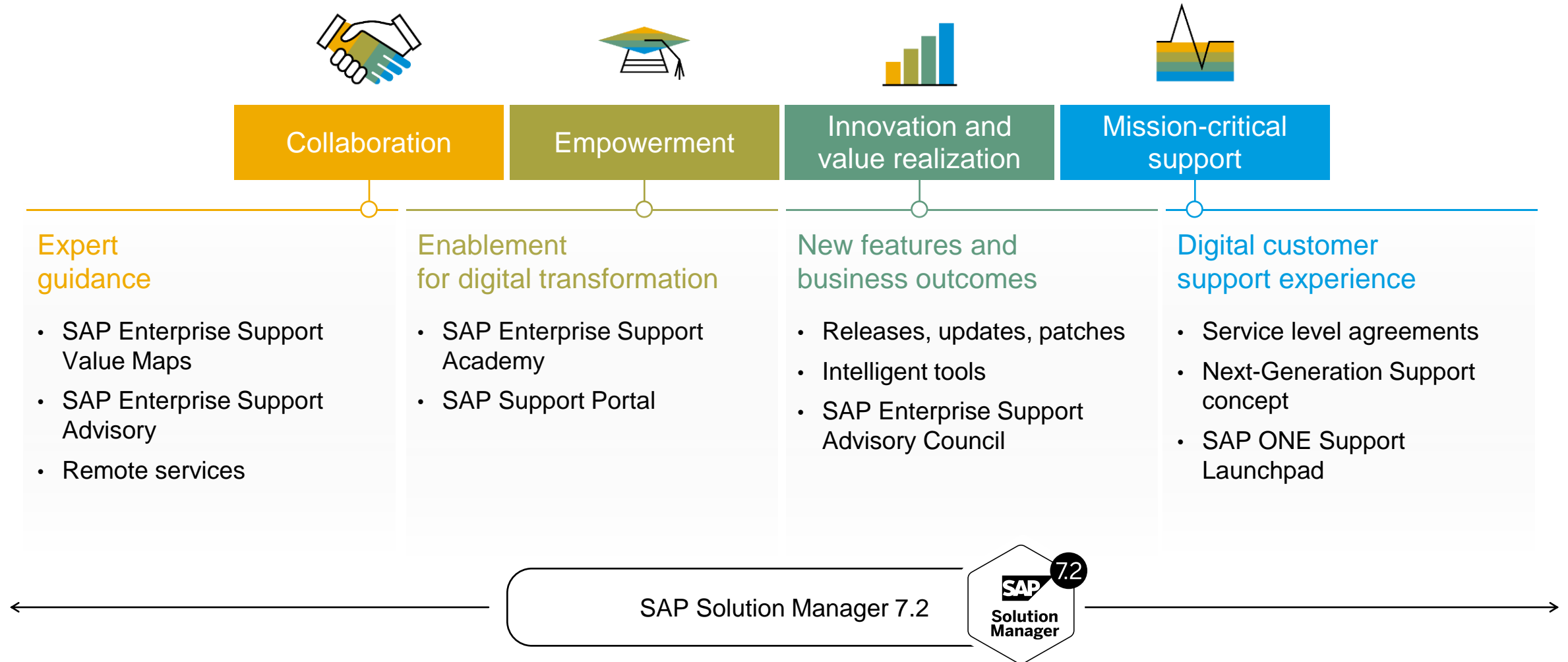
SAP Support Portal:

- [SAP Enterprise Support Delivery \(CQCs & Improvement Services\)](#)

SAP Note:

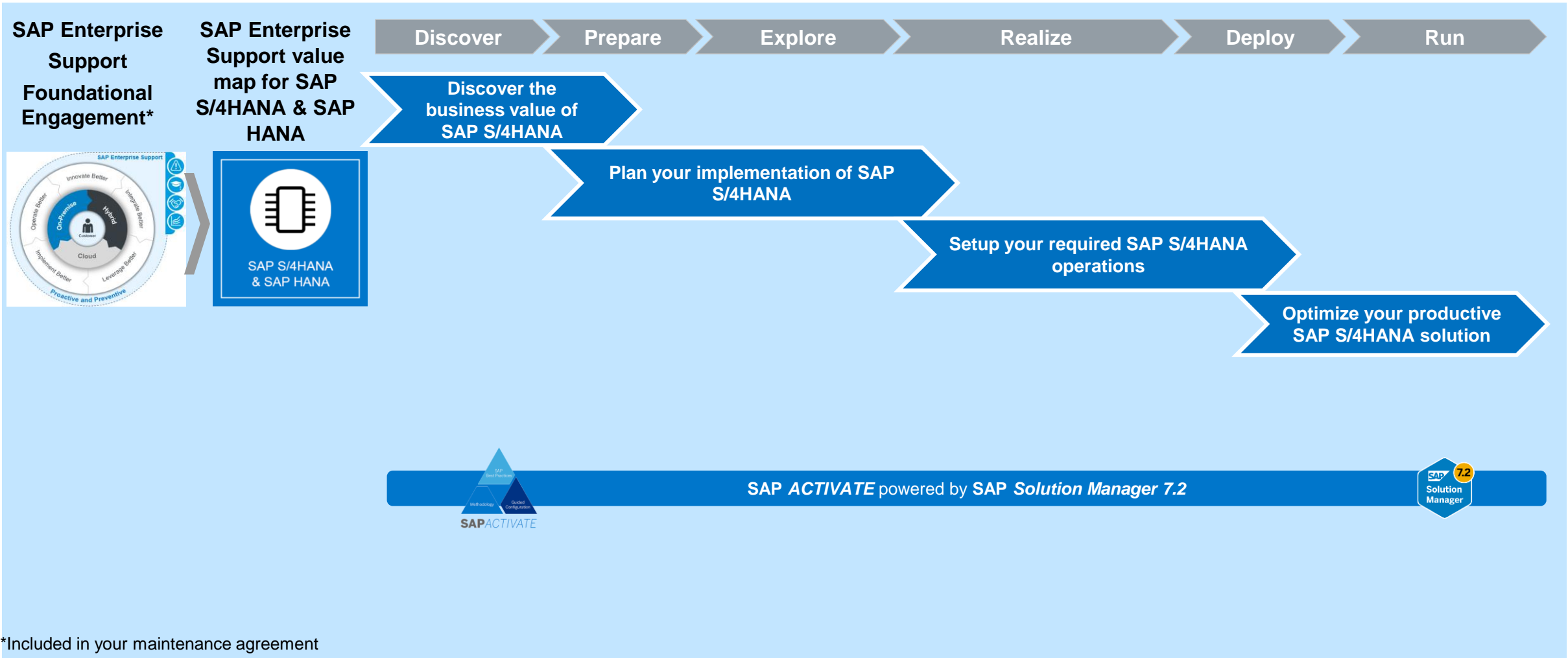
- [Central preparatory note \(91488\)](#)
- Open a customer incident on component “SV-BO-REQ” to request a remote service
- Contact your SAP Enterprise Support advisory to get a tailored service plan

SAP Enterprise Support – The foundation for continuous customer success



SAP S/4HANA customer transition roadmap

With SAP Enterprise Support as the foundation

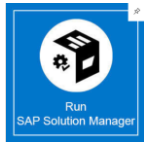


Recommended Services for the transition to S/4HANA

For New Implementation



Discover the Business Value of SAP S/4HANA



Install SAP Solution Manager 7.2
Configure SAP Solution Manager 7.2

Embed SAP HANA/S/4HANA systems in SAP Solution Manager 7.2

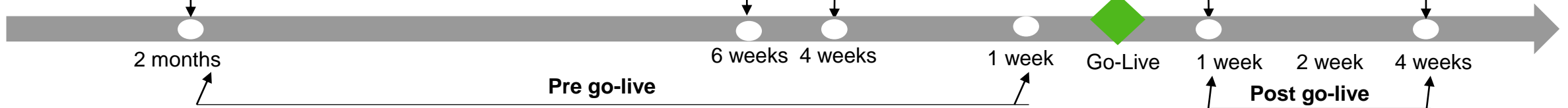
Set up Early Watch Alert

CQC OS/DB Migration Check Analysis

CQC Going Live Support

Early Watch Alert

CQC OS/DB Migration Check Verification

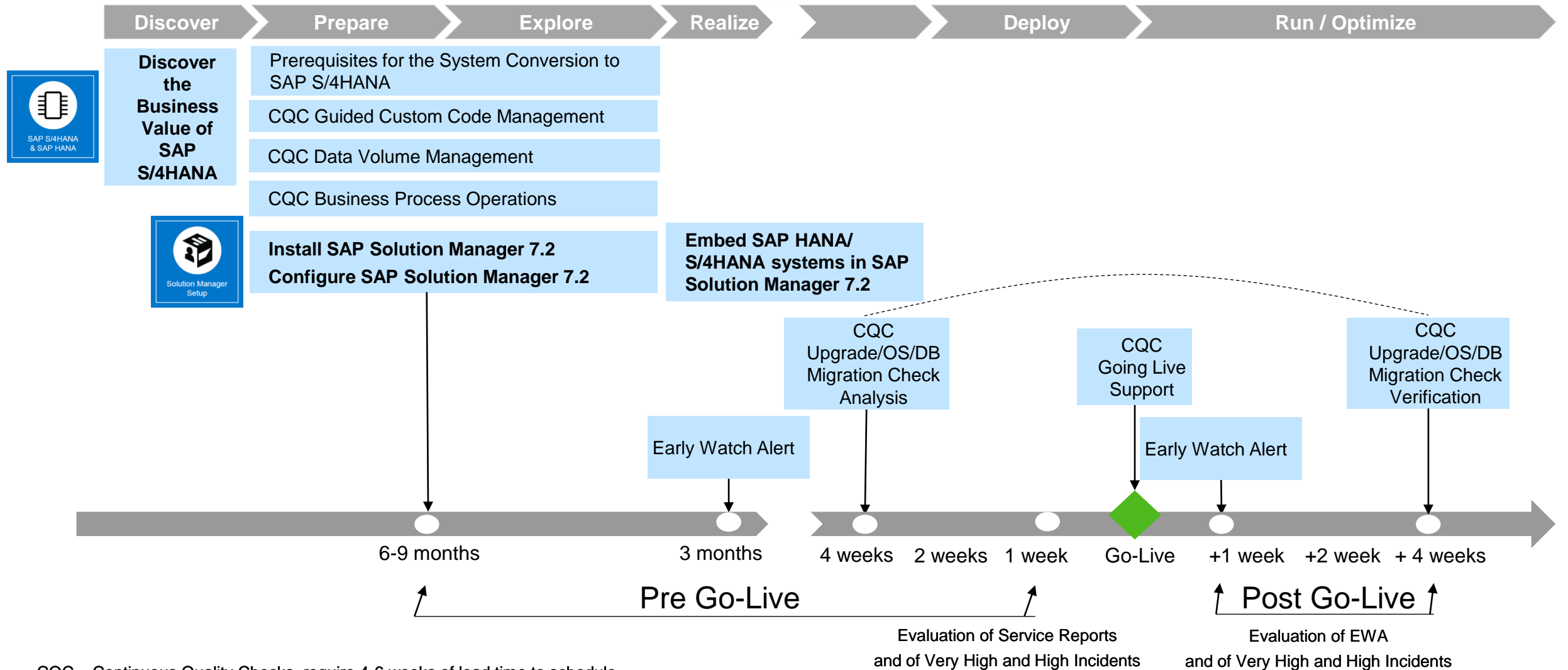


CQC – Continuous Quality Checks, require 4-6 weeks of lead time to schedule

Evaluation of Service Reports and of Very High and High Incidents

Evaluation of EWA and of Very High and High Incidents

Recommended Services for the transition to S/4HANA For System Conversion



CQC – Continuous Quality Checks, require 4-6 weeks of lead time to schedule