



# No Customer Left Behind - Supporting each Customer's Choice on their Innovation Path

PUBLIC

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# Agenda

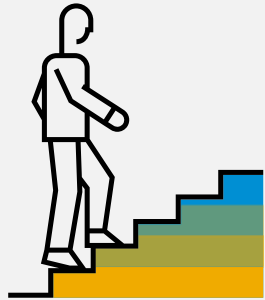
- 1 Background on the SAP Customer Evolution Team
- 2 Why and What is the SAP Customer Evolution Kit?
- 3 Preparation activities & next steps



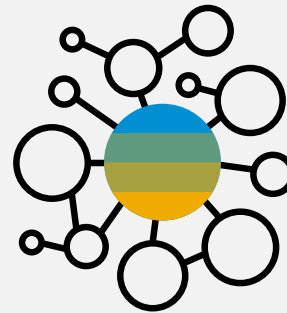
## Background on the SAP Customer Evolution Team

# Who is the SAP Customer Evolution Team?

## Our Vision and Mandate



We help existing **SAP customers** define and realize the **next steps in their business and IT evolution.**



Jointly with our ecosystem, we deliver a **tailored and accelerated journey to the Intelligent, Sustainable Enterprise.**



We commit to **leaving no installed base customer behind** on their innovation journey.

# What do we DO?

Educate customers on how to best leverage their SAP investment

Work jointly with customers to understand their priorities

Provide guidance on tools and resources

Listen to the needs of our customers

Provide insights into how our customers use their current environment

Focus on our customer needs and provide prescriptive advice





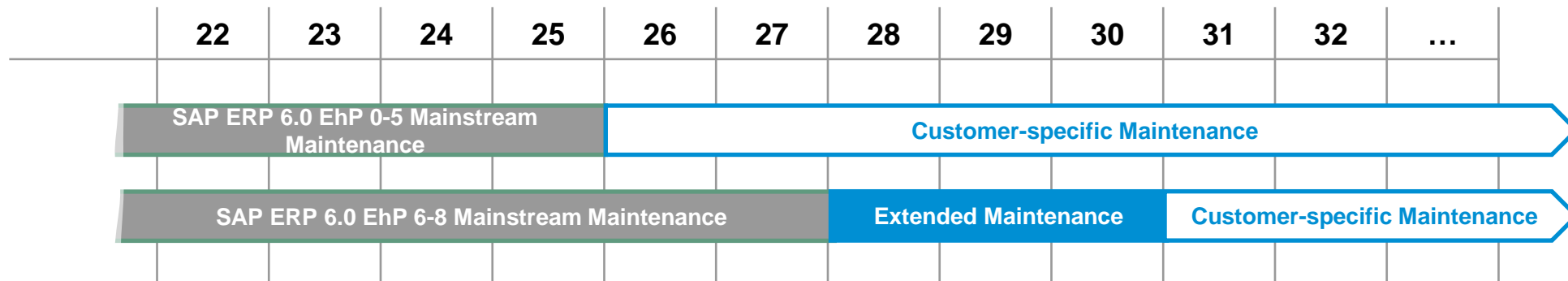
2

## Why and What is the SAP Customer Evolution Kit?

# What was the trigger for the SAP Customer Evolution Kit?

SAP provides mainstream maintenance (MMT) for core applications of SAP Business Suite 7 (incl. SAP ERP 6.0) software until end of 2027 followed by customer specific maintenance OR the option to purchase extended maintenance through December 31, 2030.

This is only valid for systems on the last 3 EhPs (6/7/8). All other systems on EhP 5 or below will go into customer specific maintenance at the end of 2025 <https://blogs.sap.com/2022/09/20/maintenance-timelines-for-sap-erp-6.0/>





# What Options Do I Have?

**SAP Customer-  
Specific  
Maintenance**

**EhP  
upgrade to 6  
and higher**

**Migrate to  
SAP  
S/4HANA**

**Migrate to RISE  
with SAP  
S/4HANA Cloud**

# What is the SAP Customer Evolution Kit?

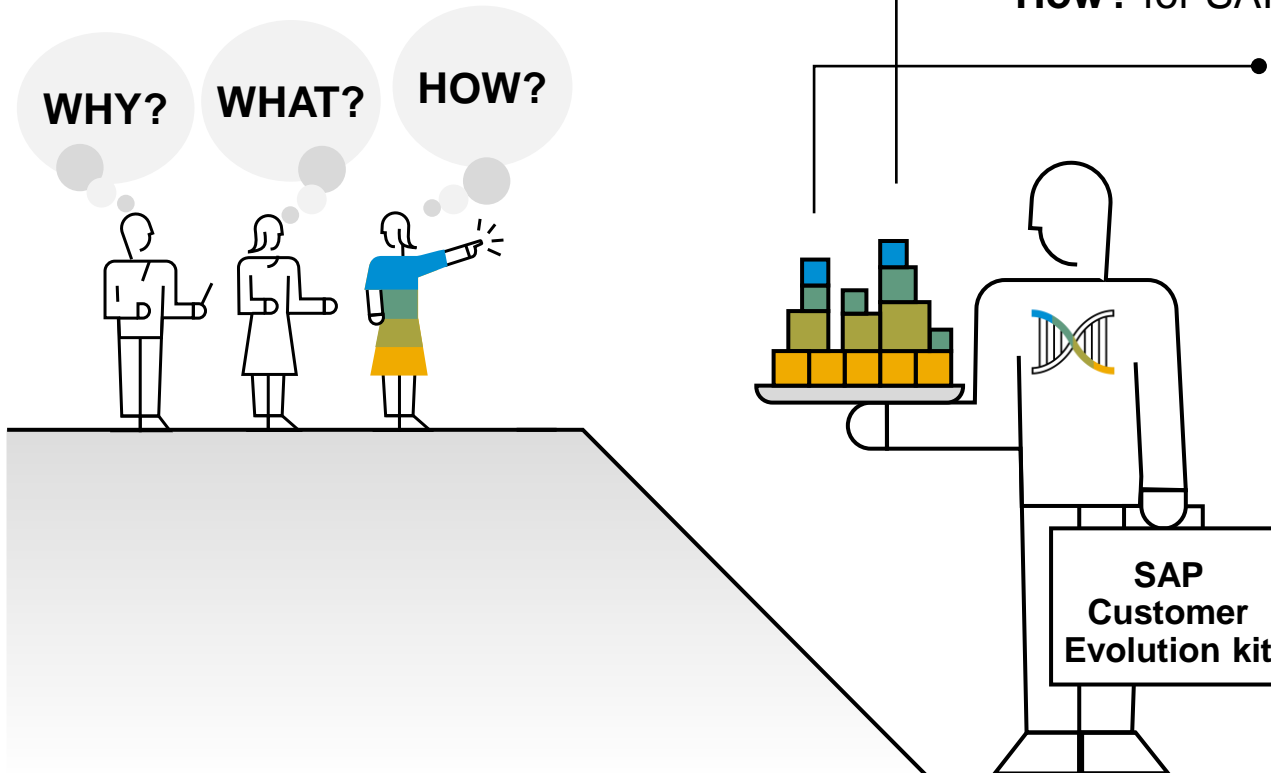


## What is unique about it?

- High touch and time efficient engagement helping customers get a comprehensive prospective on the **Why? What? and How?** for SAP S/4HANA

## What makes the difference? This program ...

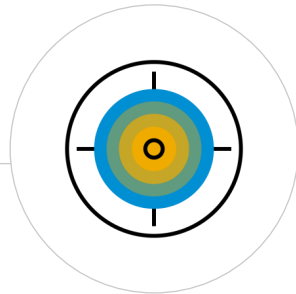
- ... **cuts down the workload** on customer side
- ... is provided at **no additional costs**
- ... delivered **remotely** via **1:1 sessions** by a dedicated team
- ... covers **WHY? WHAT? HOW?**
- ... generates customer specific and actionable **Transformation Plan**
- ... significantly **accelerates SAP S/4HANA adoption**



# SAP Customer Evolution Kit - Target Audience

## Customer Target Group

- ERP installed base customers
- Not live on SAP S/4HANA yet
- All customers with a valid Support Agreement
- Direct and indirect customers
- Indirect customers are requested to join with their reselling or implementation partners
- Intended scope is business and technical focused



## Timing and Set-up

- Ideal timing is evaluation or early planning phase (pre-license)
- Time bound, structured engagement
- 1:1 SAP & customer sessions
- Multiple participants from a customer are welcome



# SAP Customer Evolution Kit | Framework

## What does the customer journey look like?

### Framework



3

**Handover Session:**  
Case for Change



**Readiness Check review**

**Transition Strategy**



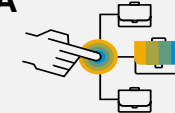
**Tailored Value Case**

**Customer-specific Product Map**



**SAP S/4HANA Simulation**

**Process Discovery for SAP S/4HANA**

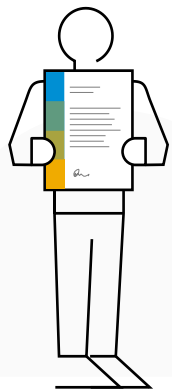


1

2

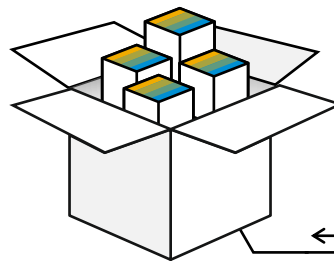


**Customer specific Point of View Document**



### Preparation & Information Call

Customer engages with SAP to investigate more details about the SAP Customer Evolution kit and to set the focus for the engagement



Elements are part of the **welcome package**

Market Research & Bot Mining



Solution Value Data



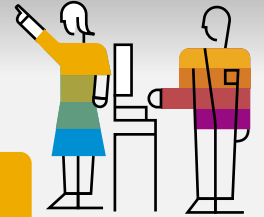
Consulting Know-How on Customer



# SAP Customer Evolution Kit for SAP S/4HANA

## What is covered?

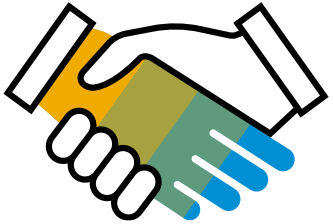
### Overview of topics for the individual days



1 <sup>st</sup> half day	2 <sup>nd</sup> half day	3 <sup>rd</sup> half day	4 <sup>th</sup> half day	One hour session
<p><b>Session 1: WHY?</b> Experience the value of SAP S/4HANA with SAP S/4HANA Simulations</p> <ul style="list-style-type: none"> <li>Interactive and collaborative business simulation leveraging state-of-the-art SAP innovations</li> <li>The power of SAP S/4HANA with real-time embedded analytics and streamlined E2E processes was experienced</li> <li>Aspects of the ERP sim beneficial for the customer selected and prioritized</li> </ul> <p>powered by: <b>SAP S/4HANA Simulation by Baton Simulations</b></p>	<p><b>Session 2: WHY?</b> Discuss customer-specific point-of-view document created by SAP</p> <p>powered by: <b>Process Discovery</b></p>	<p><b>Session 4: WHAT?</b> Sketch the future based on a prepopulated customer-specific product map</p> <p>powered by: <b>SAP Transformation Navigator</b></p>	<p><b>Session 6: WHAT?</b> Analyze software, infrastructure requirements, functional implications, custom code adaptations and data migration requirements in advance</p> <p>powered by: <b>SAP Readiness Check</b></p>	<p><b>Closing Session</b> Wrap up and presentation of final result document</p>
	<p><b>Session 3: WHY?</b> Identify SAP S/4HANA innovation &amp; improvement potential based on your system data</p> <p>powered by: <b>Process Discovery</b></p>	<p><b>Session 5: WHY?</b> Identify and quantify financial benefit to establish a Value Case for the SAP S/4HANA Transformation</p> <p>powered by: <b>SAP Value Lifecycle Manager</b></p>	<p><b>Session 7: HOW?</b> Discuss transition strategies and deployment options for moving to SAP S/4HANA</p>	<p> Business</p> <p> IT</p> <p> Stakeholders</p>

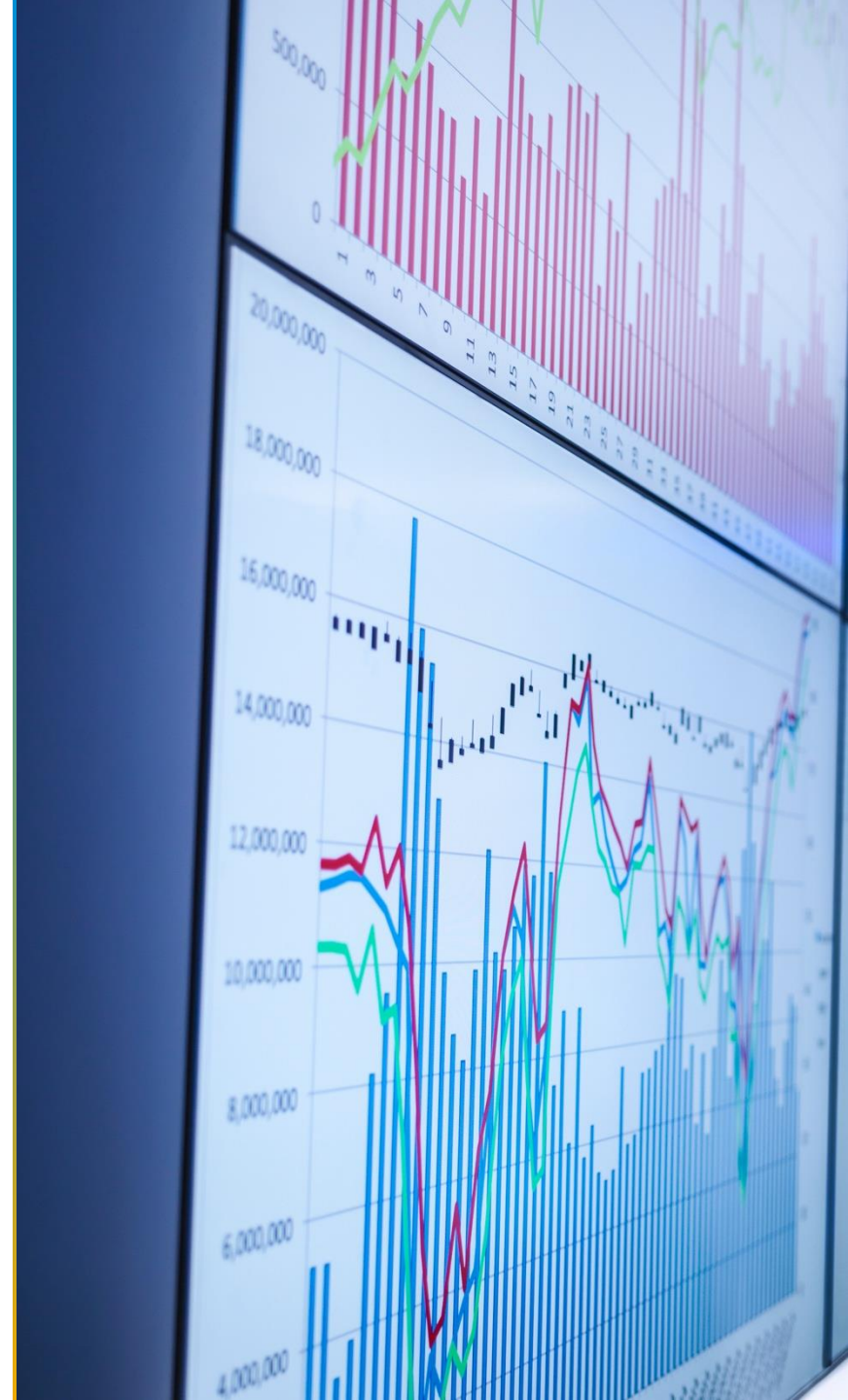
# Who Should Be Involved in the SAP Customer Evolution Kit?

<b>From Customer</b>	<b>From Partner (optional)</b>
Logistics Lead (Business VP or Director)	Account Team Representative
IT Lead (Enterprise Architect, Infrastructure Lead, or Solution Architect)	Engagement Manager
Finance Lead (Business VP or Director)	Solutions Architect/ Solution Advisor
Key SAP users	Business Process Consultants



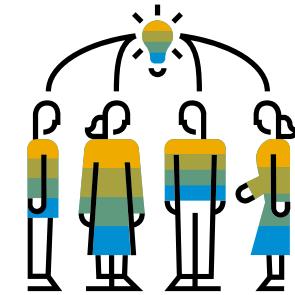
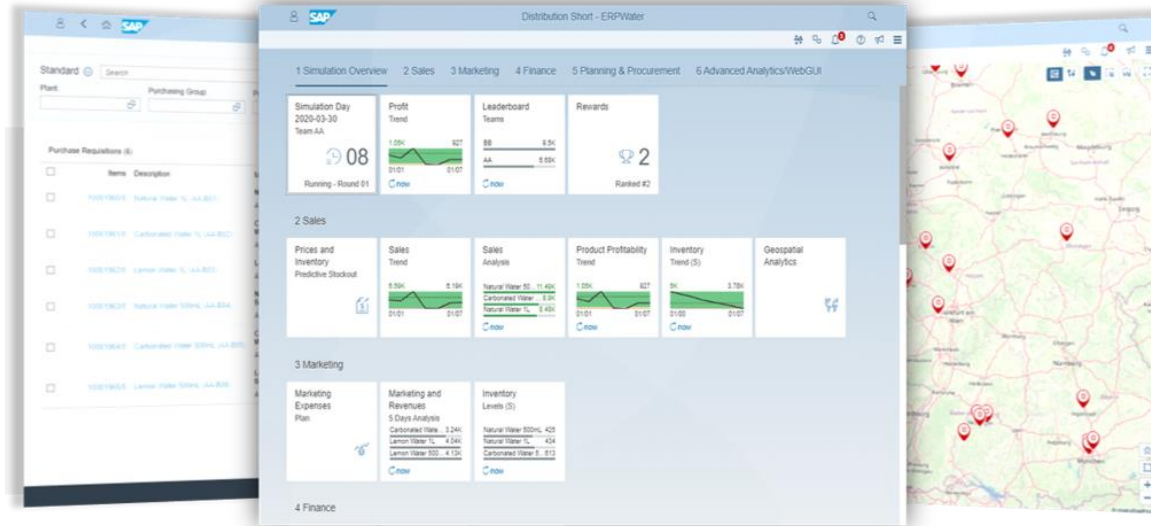
# Overview Customer Evolution Kit - Tools

## S/4HANA Simulation by BATON



# SAP S/4HANA Simulation

## What is the SAP S/4HANA Simulation?



### SIMULATION ENGINE

1. Customer and supplier behavior algorithms
2. Simplification of administrative tasks (iRPA)
3. Time acceleration

# SAP S/4HANA

## SAP Business Technology Platform

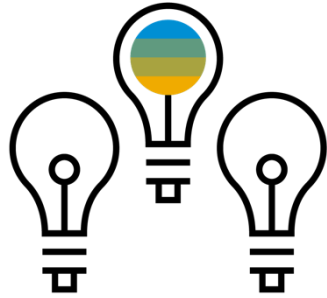
### PARTICIPANTS ROLE

1. Business decisions
2. Business analytics
3. End-to-end process collaboration



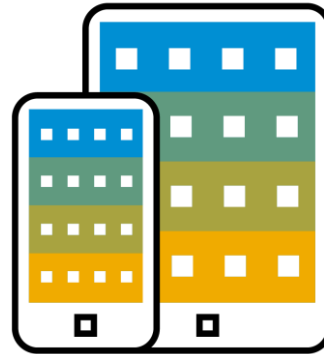
# Define your priorities for the Intelligence Enterprise

Consider how aspects of the S/4HANA Simulation experience would be beneficial to your organization



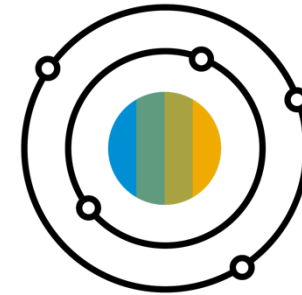
## Embedded real-time insight and analytics

Insights, suggested actions and outcomes are presented to the user based on their role.



## Intuitive role-based User Experience

SAP Fiori provides a single entry point using customizable active tiles with KPI's, Trends, Comparisons and Visual Alerts.



## Best Practice processes, reduced customizations and native integration to SAP solutions

Integrated, streamlined processes mean that the user can concentrate on the key tasks and not on the process itself which could cross different LOBs.

# Overview Customer Evolution Kit - Tools

## Business Process Discovery & Spotlight



# Understand the Value of SAP S/4HANA when reading the Process Discovery Summary

Understand how to achieve your business goals with SAP S/4HANA

## Business goal

“What does my CEO want me to achieve?”

1

Optimize Finance

## Value drivers

“What should we improve?”

2

Reduce G/L Efforts and Financial Closing Time

Reduce Days Sales Outstanding

## Deep dive into performance

“Where are issues in today’s processes?”

3

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

Impacting G/L Efforts and Closing Time	Impacting Days Sales Outstanding
<ul style="list-style-type: none"> <li>• <b>Overdue &amp; open</b> finance AR / AP items</li> <li>• Customer/ vendor payments <b>autom. cleared</b></li> <li>• <b>Open items</b> on finance G/L accounts</li> </ul>	<ul style="list-style-type: none"> <li>• # of sales order items <b>overdue</b> for invoicing</li> <li>• # of delivery Items shipped and <b>not billed</b></li> <li>• # of days for <b>lead time</b>: invoice creation to clearing</li> </ul>

## Deep dive into usage

“How are we working today?”

4

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

Capabilities	What peers are using	What you use today
Financial Accounting	★★★	★★★
Collections Management	★★★	No use detected

<http://s4hana.com>

5

## How SAP S/4HANA helps and what’s different?



### Entity Close

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



### Cash & Liquidity Management

Gain real-time insight into global cash and liquidity with SAP S/4HANA. Position cash accurately and analyze enterprise-wide cash flows within a timeframe of choice.



### Additional SAP Products

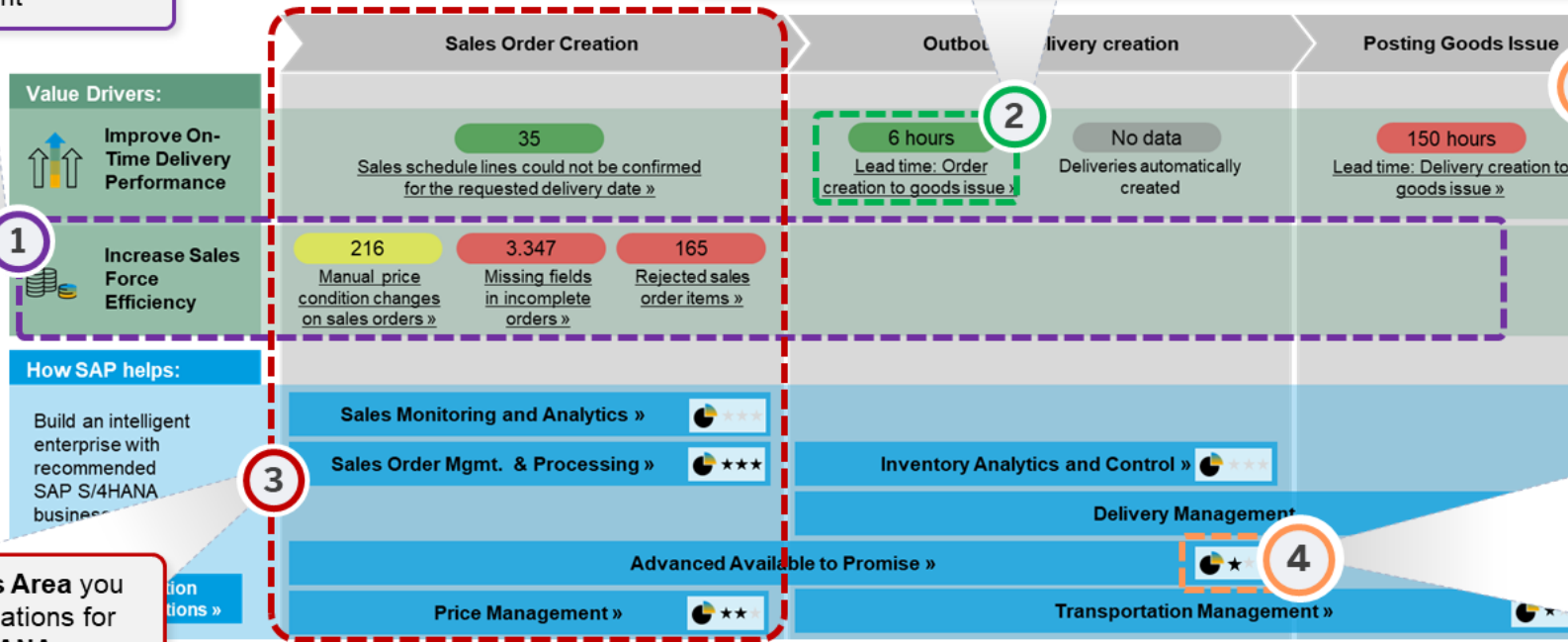
- SAP Cash Application
- Financial Statement Insights
- SAP Multi-Bank Connectivity

# How to Read the Findings Summary

**1** For each **Value Driver** relevant process performance indicators are listed on the right

**2**

- Process performance indicators measured in your productive SAP ERP system
- Colors** indicate **industry benchmarking performance**:  
green = 'top 25%', yellow = 'average', red = 'bottom 25%', grey = 'no benchmark data available'



**3** For each **Business Area** you will get recommendations for relevant **SAP S/4HANA** business scenarios

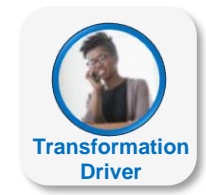
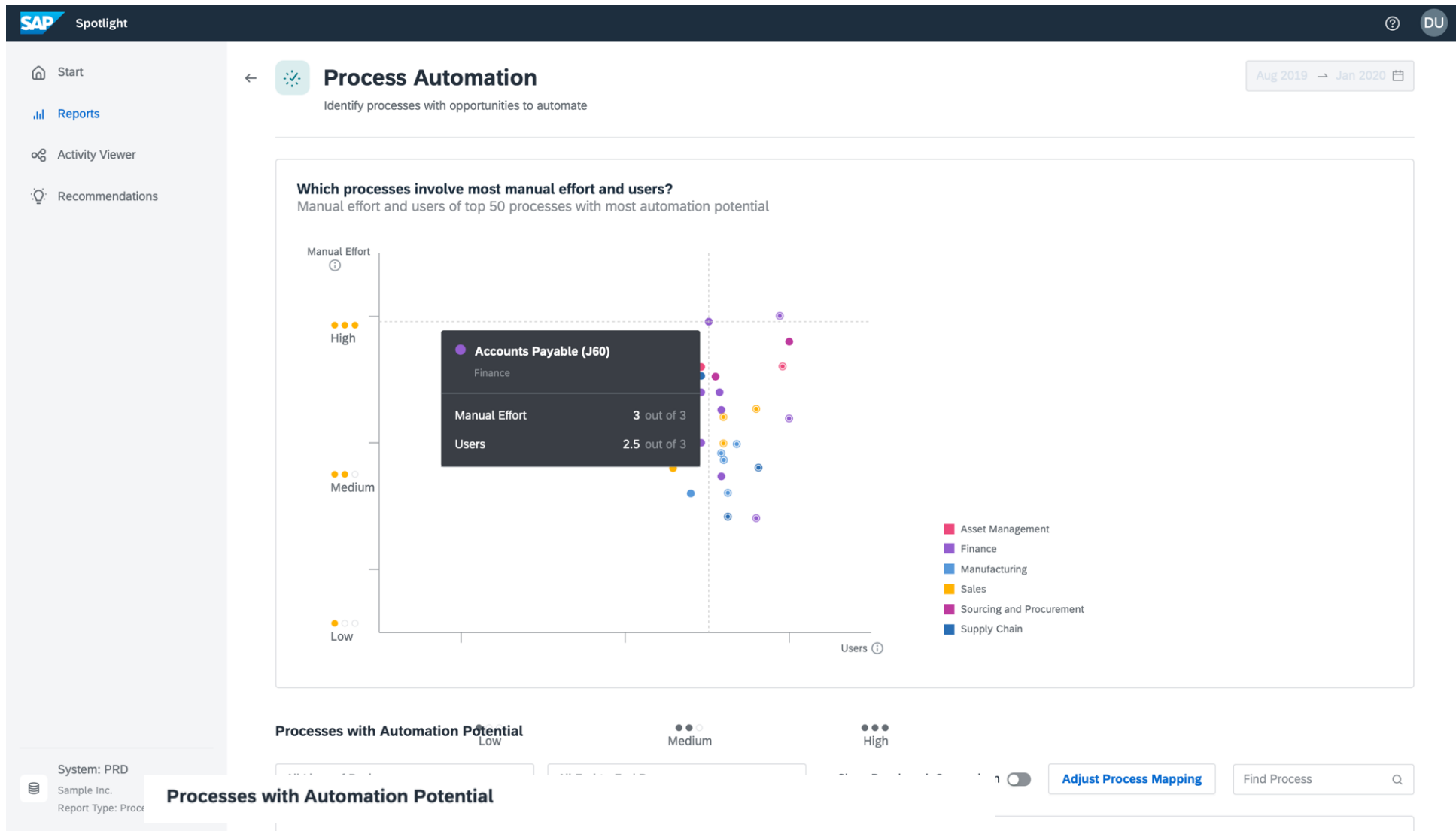
**4** 'Usage icon' indicates your current usage of business scenarios:

- = No usage
- = Low usage
- = Medium usage
- = High usage



# Spotlight

SAMPLE ANALYSIS



# Overview Customer Evolution Kit - Tools

## SAP Transformation Navigator



# Introduce the SAP Transformation Navigator

Generates company-specific product map + guides

## CUSTOMER INPUTS



### Current product list

Pre-filled from support profile



### Business needs

Selected from capability catalog

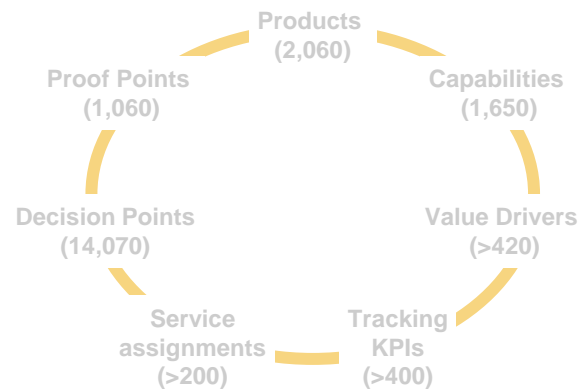


### IT-strategy

Prompted decision points, such as cloud preference



Select | Navigate | Display | Share



## TOOL OUTPUTS

### Business guide – why?



- Value drivers
- Aspiration ranges
- Tracking KPIs

### Technical guide – what?



- Industry reference map
- Product recommendations
- Decision points

### Transformation guide – how?



- Transition types
- License policies
- Services

# SAP Transformation Navigator – Tool Screenshots

The screenshot displays the SAP Transformation Navigator interface for 'Sample Inc 1'. The left sidebar contains a navigation menu with six items: 'Transform Landscape' (selected), 'Extend Business', 'Review Benefits', 'Set Priorities', 'Download Documents', and 'Share and Collaborate'. The main content area is titled 'Transform Your Landscape' and includes a sub-section 'SAP ERP' with the instruction: 'Select the deployment preference (Cloud, On Premise) which best fits your business'. Below this is a search bar and two view tabs: 'General View' (active) and 'Detail View'. A table lists capabilities and their deployment preferences for the 2022 Q3 period.

Capability	Deployment Preference	2022 Q3
Accounts Payable	Decide	SAP S/4HANA Cloud
Accounts Receivable	Decide	SAP Cash Application SAP S/4HANA Cloud
Available-to-Promise	Decide	SAP S/4HANA Cloud
Batch Management	Decide	SAP S/4HANA Cloud

The SAP Transformation Navigator tool can be accessed [here](#)

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# Overview Customer Evolution Kit - Tools

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## SAP Readiness Check





# SAP Readiness Check for SAP S/4HANA

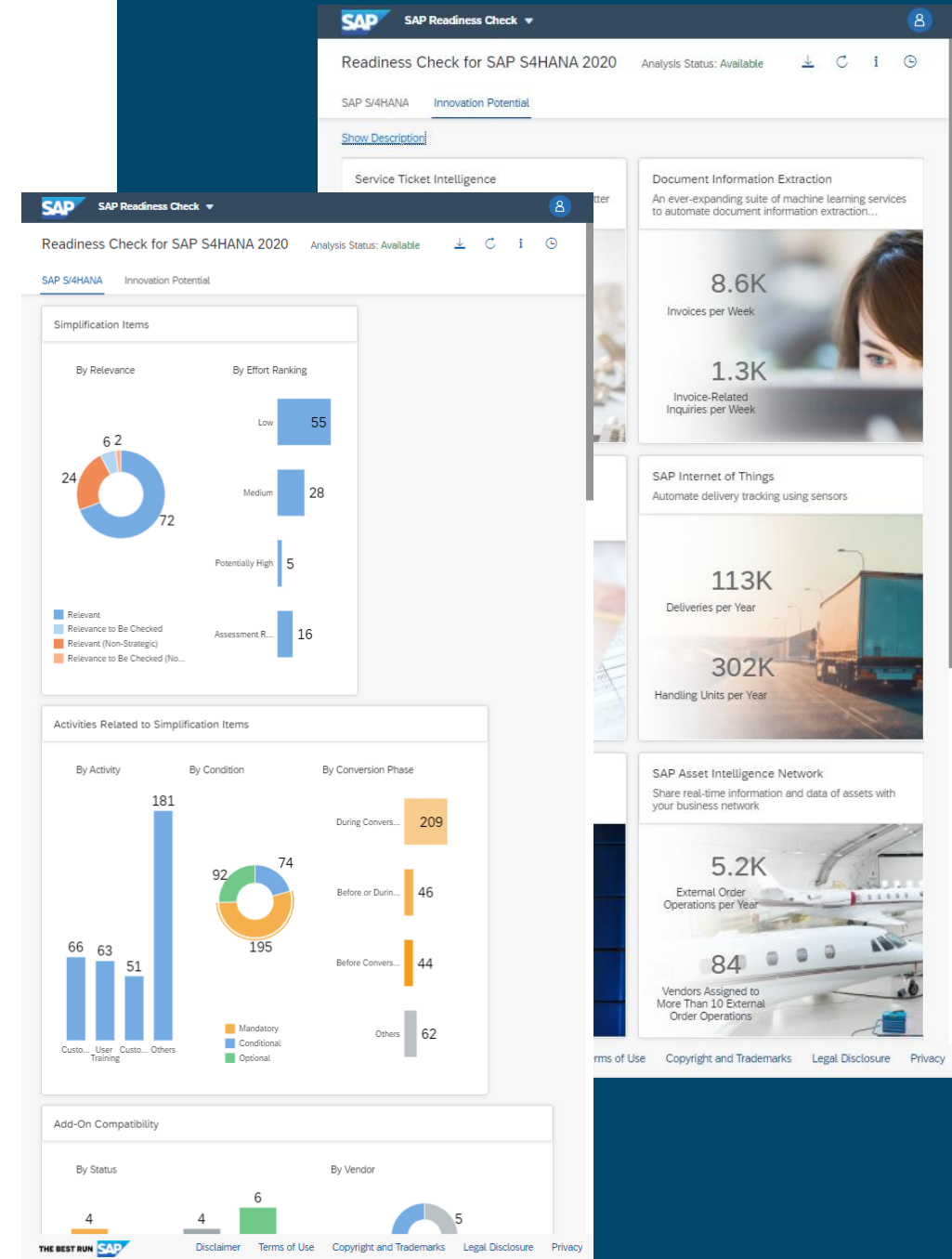
## Preparing for Your SAP S/4HANA Conversion

As you prepare your SAP S/4HANA transition project, it is critical to understand both the **technical and functional considerations** that can influence the project scope and duration.

SAP Readiness Check for SAP S/4HANA provides customers with the **analysis tools and an interactive dashboard** to evaluate an existing SAP ERP system in preparation for the transition to SAP S/4HANA.

*Have you ever wondered...*

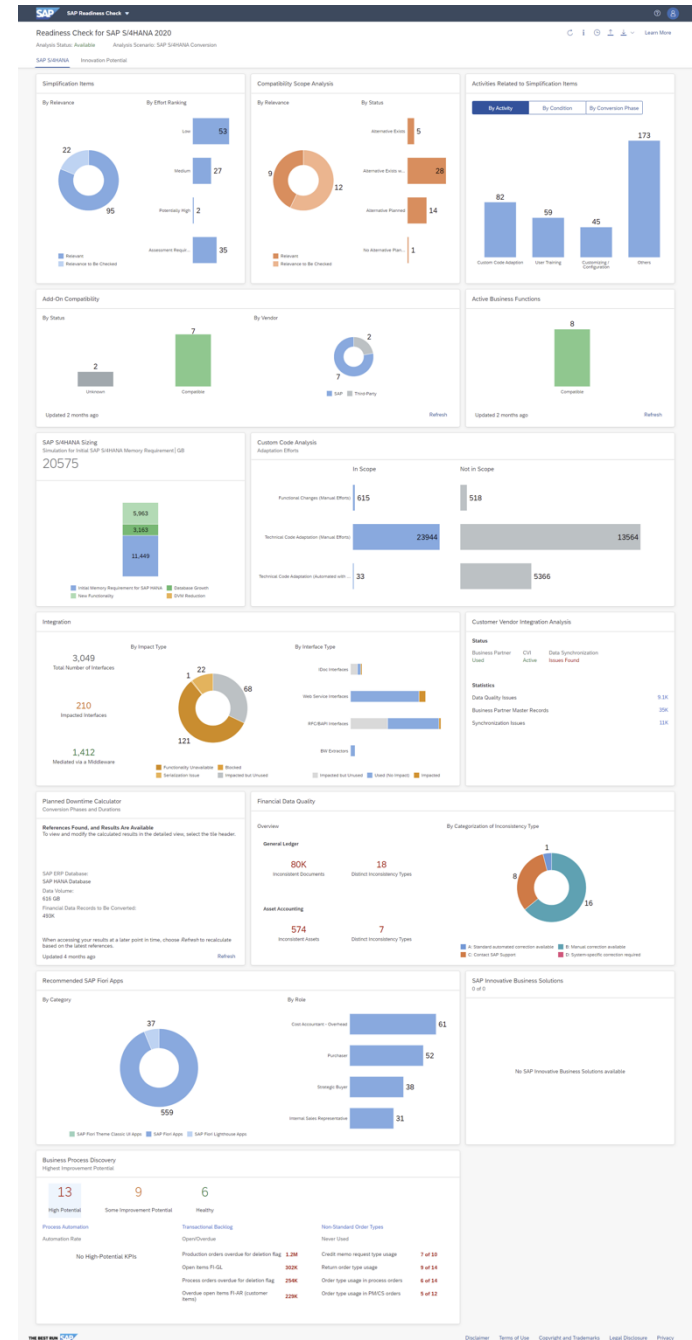
- Which **SAP S/4HANA simplification items** are relevant for you?
- Which **project activities** are behind each simplification item and how high is the effort?
- Will my **custom code** work with SAP S/4HANA, and if not, what do I do?
- Are my **add-ons** and **business functions** compatible with SAP S/4HANA?



# SAP Readiness Check for SAP S/4HANA

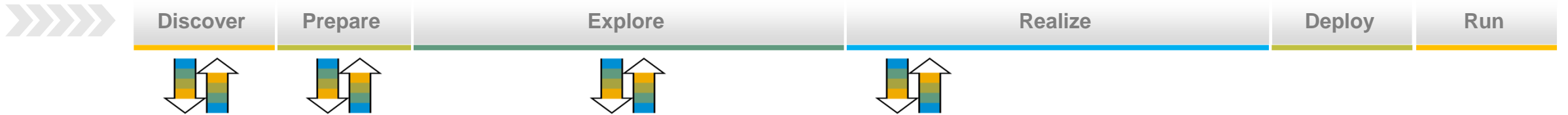
## Available Checks and Analyses

- Simplification Items
- Compatibility Scope Analysis
- Activities Related to Simplification Items
- Add-On Compatibility
- Active Business Functions
- SAP S/4HANA Sizing
- Custom Code Analysis
- Integration
- Customer Vendor Integration Analysis
- Planned Downtime Calculator
- Financial Data Quality
- Recommended SAP Fiori Apps
- SAP Innovative Business Solutions
- Business Process Discovery
- Innovation Potential



# SAP Readiness Check for SAP S/4HANA

## Overview of the Dashboard



### SAP Readiness Check for SAP S/4HANA

**Relevant simplification items** based on analysis of the existing SAP ERP system; with **effort ranking**

Simplification items relevant for **compatibility packages** to run classic SAP ERP solutions on SAP S/4HANA

Currently installed **add-ons** checked for compatibility with SAP S/4HANA

Estimated memory and disk **sizing**, before and after cleanup, including archiving potential

Integration analysis, which includes a **detailed interface inventory** of identified interfaces and **conversion related impact analysis**

**Action items** resulting from the relevant simplification items

Compatibility analysis of **active business functions** with SAP S/4HANA

Analysis of **custom code** with respect to SAP S/4HANA compatibility

Identification of **financial data inconsistencies** and **effort drivers** in preparation for the financial data conversion

**Additional checks** support:

- Customer/vendor integration
- Business process automation
- Recommended SAP Fiori Apps
- SAP Innovative Business Solutions

- A holistic system analysis is the foundation for further planning steps toward a successful and smooth SAP S/4HANA system transition.
- SAP Readiness Check for SAP S/4HANA **summarizes the most important aspects of the conversion in an easily consumable way.**



[SAP Help Portal: SAP Readiness Check](#)  
SAP Note [2913617](#) (Conversions)

**Link to Readiness check:**

<https://rc.cfapps.eu10.hana.ondemand.com/>

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# Overview Customer Evolution Kit - Tools

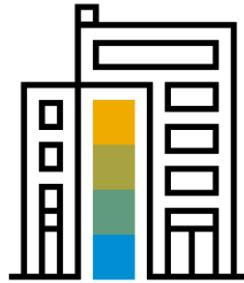
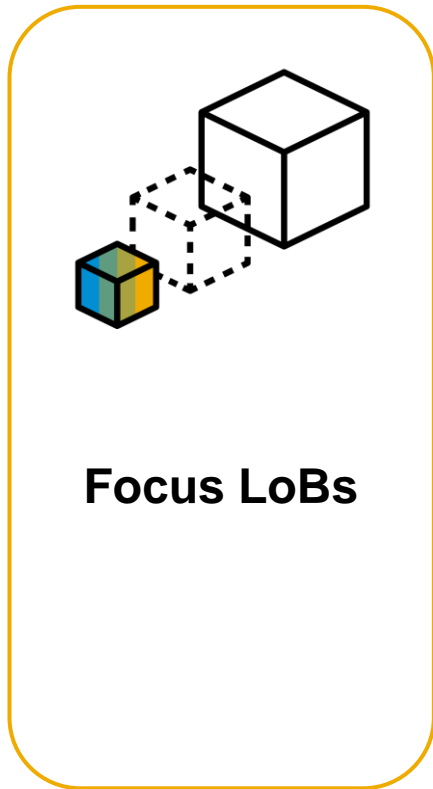
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## SAP Value Lifecycle Manager

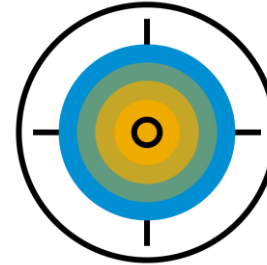


# Define your priorities for the Intelligence Enterprise

What are your focus Lines of Business?



Company Overview



Business Goals



Areas of Improvements & Pain points



Customization



Cloud Preference



Additional SAP Products



# Benefit Case for S/4HANA



Option to build S/4HANA business case for “on-premise”, cloud deployments or hybrids



Automated recommendation of value drivers to articulate the benefits of S/4HANA



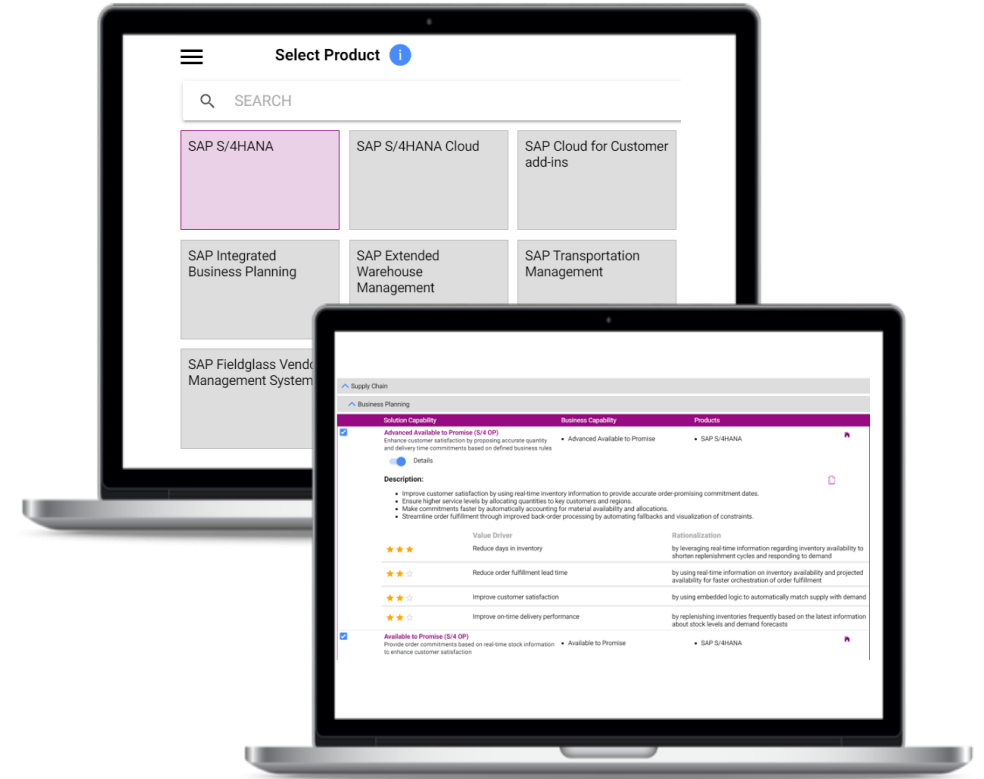
Monetary benefits are directly tied to S/4HANA solution capabilities



Ability to select your landscape maturity for benefit recommendation in case of move from ECC to S/4HANA



Option to combine business case for S/4HANA with other SAP products (Ariba, SuccessFactors, Cx etc.)



Access Value Lifecycle Manager [here](#)

# Output of the VLM – Benefit Summary Report per Line of Business





3

Preparation activities & next steps

# Preparation activities



Prerequisites:

- Request your own Process Discovery ([www.s4hana.com](http://www.s4hana.com))  
Link to: [Process Discovery How-To Guide](#)

A screenshot of the SAP Business Scenario Recommendations interface. The interface is titled "SAP Business Scenario Recommendations" and includes a navigation bar with tabs for OVERVIEW, EXECUTIVE SUMMARY, FINANCE, SOURCING AND PROCUREMENT, SALES, SUPPLY CHAIN, MANUFACTURING, ASSET MANAGEMENT, and NEXT STEPS. The main content area is titled "Lines of Business" and displays six recommendation cards for different business areas: Finance, Sourcing & Procurement, Sales, Supply Chain, Manufacturing, and Asset Management. Each card lists specific recommendations and indicates the number of customer-specific recommendations and the usage level (High, Medium, or Low).

SAP S/4HANA helps you achieve your business goals. For selected lines-of-business and business goals, this report 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.

Line of Business	Number of Recommendations	Usage Level
Finance	13	High
Sourcing & Procurement	6	Medium
Sales	12	High
Supply Chain	7	Medium
Manufacturing	13	High
Asset Management	4	Low

# Preparation activities

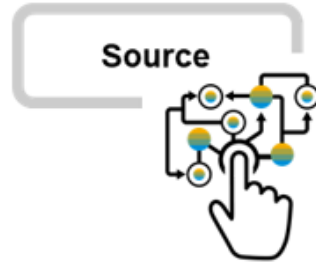
## Prerequisites:

- SAP Readiness Check (1/2)



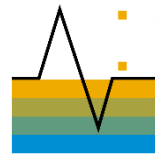
**Note:** Enable Custom Code Analysis via ABAP Test Cockpit if you want a more in-depth analysis in comparison to the Custom Code Analyzer – Note [2781766](#)

How to set up ABAP Test Cockpit [here](#)



## Execute Collectors

- Select the target SAP S/4HANA version and checks of interest.
- Schedule the analysis collector jobs.
- Monitor the progress of the analysis jobs.



## Explore Results

- Select an “available” analysis from the SAP Readiness Check launch page.
- Review high-level results presented on the tiles, or open a tile for more detail.
- (Optional) Generate a downloadable document as an offline record.

## Prepare ERP System

- Check the SI catalog version
- Implement analysis collectors, following central **SAP Note 2913617**.
- Transport the collectors to system being analyzed (i.e. production or a recent copy of production).



## Transfer Analysis Data

- Download analysis data once collectors are complete.
- Review and (if required) modify the collected analysis data.
- Visit the SAP Readiness Check launch page.
- Create a new analysis and upload data.



## Prepare the Conversion

- Use the SAP Readiness Check results to prepare the ERP system for the conversion to SAP S/4HANA.



SAP S/4HANA



# Preparation activities

Prerequisites:

- SAP Readiness Check (2/2)



SAP Note [2913617](#) is the leading SAP Note for SAP Readiness Check.

Start by reading it completely before implementing.

- It is frequently updated with tips and changes, so stay up to date.
- The SAP Note explains in detail what data is extracted from your system and how you can “review” it if you are interested in this security-related information.



**Bookmark** this link to the SAP Readiness Check application entry page:

<https://rc.cfapps.eu10.hana.ondemand.com/>

## 2913617 - SAP Readiness Check 2.0

Version	8	Type	SAP Note
Language	English	Master Language	English
Priority	Correction with medium priority	Category	Advance development
Release Status	Released for Customer	Released On	11/20/2020
Component	SV-SCS-S4R ( SAP Readiness Check )		

Please find the original document at <https://launchpad.support.sap.com/#/notes/2913617>

### Symptom

You are planning a transition from your SAP ERP system to SAP S/4HANA. Therefore, you want to use SAP Readiness Check for SAP S/4HANA, checking the readiness of your SAP ERP system or using SAP Business Scenario Recommendations to find the most beneficial scenarios that can enable you to improve your business processes.

SAP Readiness Check for SAP S/4HANA supports the following releases as source releases: SAP ERP 6.0 (Enhancement Package 0 to 8) and SAP S/4HANA Finance 1503 and 1605 (technically based on SAP ERP 6.0 Enhancement Package 7 and8).

This SAP Note provides the basic setup to perform SAP Readiness Check for SAP S/4HANA. Moreover, it provides answers to frequently asked questions.

### Other Terms

SAP Readiness Check; SAP S/4HANA; System Conversion

### Reason and Prerequisites

To run SAP Readiness Check for SAP S/4HANA, APIs are required. To install these supporting APIs, implement the SAP Notes that are listed in the *Discovery Phase* and *Detailed Planning Phase* section below. For more information, see the [Transition to SAP S/4HANA](#) roadmap.

### Note:

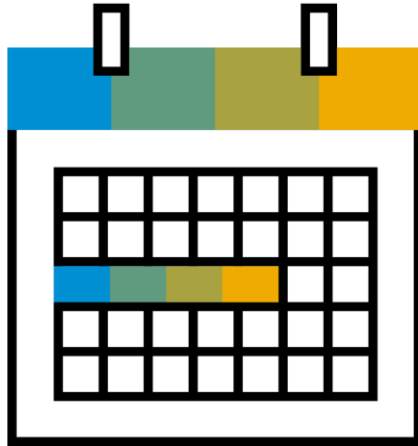
Always deimplement previous versions of the SAP Note before you implement the new version of the SAP Note. In case of an ABAP class inconsistency, please clean up the class header in the SE24 transaction, specify the object, and select *Utilities -> Regenerate sections* in the change mode. **If the dependent SAP Note 2310438 has been implemented before, it needs to be deimplemented first before implementing this SAP Note.**

### Discovery Phase:

Well in advance of a transition from SAP ERP to SAP S/4HANA, you should know more about the technical and functional impacts to plan your project accordingly. The following SAP Notes are required to perform the SAP Readiness Check analysis for the discovery phase.

Preparation Step	SAP Note	Component for issues	Mandatory	Comment
Setting up SAP	2758146	SV-SCS-	Yes	SAP Note 2758146 is a prerequisite for executing SAP

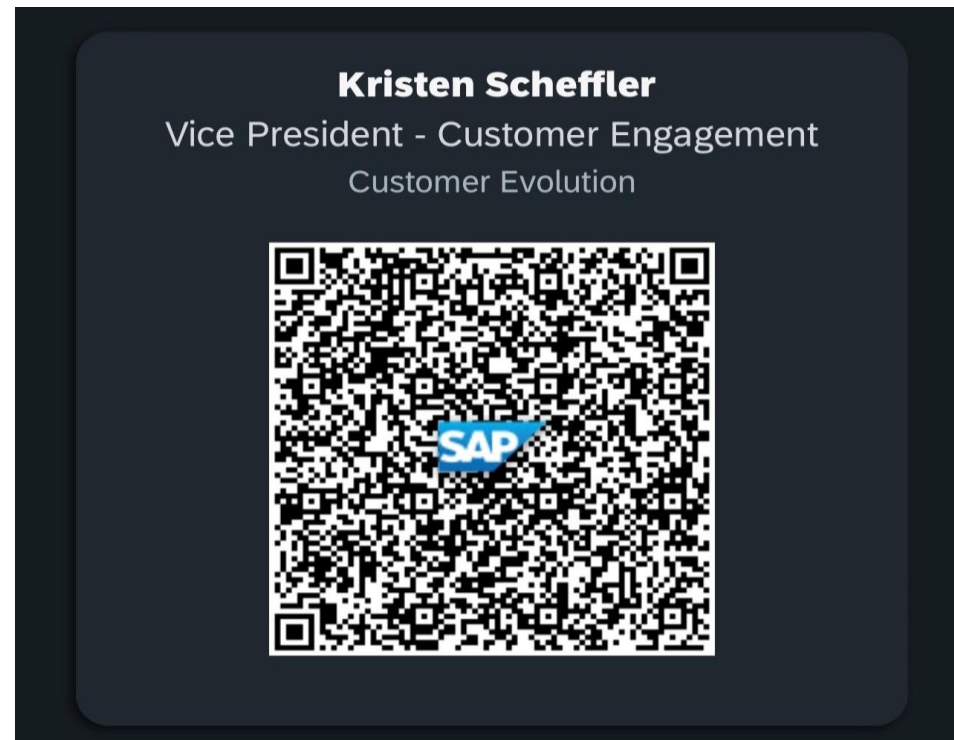
# Next steps



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