



**Ready.....Set.....S/4HANA!!!**

**Ellen Jewell – Sr. Director, SAP Customer Evolution**

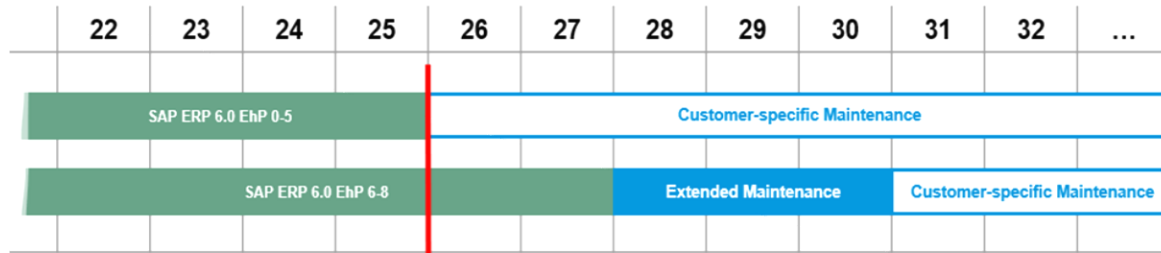
PUBLIC

# WHEN SHOULD I MOVE TO S/4HANA?

## S/4HANA MOVE CONSIDERATIONS:

### End of mainstream maintenance (EOMM)

- 2025 EOMM - Enhancement Pack levels 0 through 5
- 2027 EOMM - Enhancement Pack levels 6 through 8



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

- Customer-Specific Maintenance
  - No legal changes
  - No delivery of support packages
  - No guarantee for technological updates
- Extended Maintenance
- Mainstream Maintenance

### SAP ERP 6.0 EOMM NOTES:

- [SAP Note 2881788 - EOMM of Business Suite 7](#)
- [SAP Note 52505 - Support After EOMM and Extended Maintenance](#)
- [SAP maintenance phases](#)

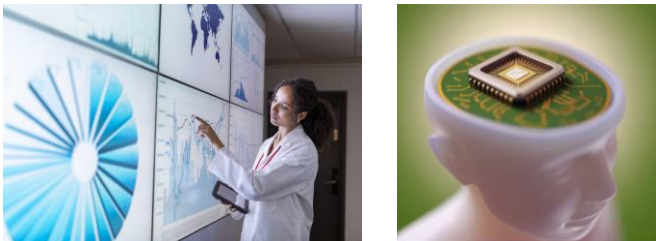
### Budget availability



### Hosting contract expiring



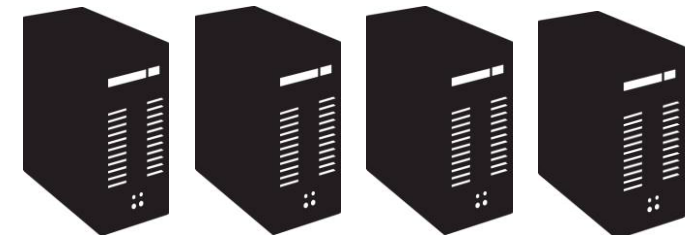
### Innovation or additional functionality requirements



### Implementation Partner / Services availability



### Hardware / DB upgrade or purchase are required





# WHAT CAN I DO TO PREPARE FOR MY S/4HANA MOVE?

Recommended Services and Reports already included in your SAP Investment:



Remote Continuous Quality Checks  
Enterprise Support Value Maps  
Virtual S/4HANA Bootcamps  
S/4HANA Readiness Check  
SAP Signavio Process Insights, Discovery  
Edition  
SAP Customer Evolution Kit



# SAP REMOTE CONTINUOUS QUALITY CHECKS

## SUPPORT DATA CLEAN-UP



### DATA VOLUME MANAGEMENT CHECK



Cleaning up and removing the clutter means that more people can use, trust, and leverage the data. It also means you aren't maintaining data / customizations that are no longer needed in your production environment.

## SUPPORT CUSTOM CODE CLEAN-UP



### CUSTOM CODE MAINTAINABILITY CHECK

## SUPPORT FINANCIAL DATA CLEAN-UP



### FINANCIAL DATA QUALITY CHECK

For a list of all available checks, info docs, and sample reports please visit:

[SAP Continuous Quality Checks](#)

Remote services can be requested by logging a support ticket via the new "Get Support" Application in [SAP for Me](#).

When submitting your request please select:

1. **Product:** "Continuous Quality Check & Improvement Services"
2. **Product function:** "Service request for an On-Premise Solution"

# DATA VOLUME MANAGEMENT SERVICE (DVM): Real Customer Example

- SAP identified a potential of halving the DB size for just one system and just as an immediate quick win
- Customer is currently in the process of going through this exercise.

## ARCHIVING / DELETION

Document Type	Current Size [GB]	Reduction Potential [%]	Reduction Potential [GB]	Remaining Size [GB]
Intermediate Documents	587,12	90	526,47	60,65
Application Logs	525,54	70	367,30	158,24
FI NewGL: Accounting Documents	69,72	65	45,46	24,26
Work Items	50,97	60	30,52	20,45
Billing Documents	27,88	78	21,74	6,14
Secondary Index for GL Accounts	27,07	50	13,56	13,51
Accounting Interface Documents (MM)	22,00	86	19,01	2,99
Material Documents	14,13	77	10,86	3,27
Sales Documents	13,55	27	3,68	9,87
Delivery Documents	12,85	65	8,35	4,50
Table Change Protocols	8,77	73	6,42	2,35
Total	1.359,60	77	1.053,37	
<b>Total DB-Size</b>	<b>2.476,53</b>	<b>43</b>	<b>1.053,37</b>	<b>1.423,16</b>

# CONTINUOUS QUALITY CHECKS (CQC)

## SAP Continuous Quality Checks

- SAP Business Process Improvement
- SAP Business Process Performance Optimization
- SAP Data Volume Management
- SAP Deployment Readiness
- SAP EarlyWatch Check
- SAP Financial Data Quality
- SAP Going-Live Support
- SAP Implementation
- SAP Interface Management
- SAP OS/DB Migration Check
- SAP Private Cloud Go-Live
- SAP Security Optimization
- SAP Technical Conversion Optimization
- SAP Transformation Assessment
- SAP Technical Performance Optimization
- SAP Upgrade
- SAP Upgrade Assessment

## SAP Improvement Services

- SAP Modification Justification Check
- SAP Custom Code Maintainability Check

### SAP Support Portal

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

### SAP Note

#### How to request a CQC service ?

- Remote Services can be requested via the new [Get Support](#) application in SAP for Me ([SAP Note 1296527](#))

When submitting your request, select 'Product' **Continuous Quality Check & Improvement Services** and in 'Product function' choose either:

- **Service Request for a Cloud Solution**
- **Service Request for an On-Premise Solution**
- If you need assistance to submit your request, you may contact [your local Customer Interaction Center \(CIC\)](#)



# SAP ENTERPRISE SUPPORT VALUE MAPS



## 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

SAP Learning
Home Learn Content Library Collaborate Practice Certify Stay Current

### Become competent

Are you looking for in-depth knowledge on the topic? In the content in this scenario you will find guidance on what it takes and how it fits your company's need.

Generate Business Case

**Build Your Product Roadmap – SAP Transformation Navigator**

SAP Transformation Navigator provides clear guidance to the intelligent enterprise, and understand how to create your own SAP product roadmap

**SAP Customer Evolution Kit**

The SAP Customer Evolution kit helps our customers understand how to leverage SAP S/4HANA and how to transform their business into an intelligent, sustainable enterprise.

Assess the value of SAP S/4HANA Cloud, private edition for your business

**Process Discovery for SAP S/4HANA Transformation (evolution of SAP BSR on Spotlight)**

Receive tailored insights to build your case for SAP S/4HANA with Process Discovery (the evolution of SAP Business Scenario Recommendations on Spotlight)

**Fiori Apps Library**

SAP Fiori Apps Reference Library  
SAP Fiori Apps Reference Library Tutorial

Define your transition path to SAP S/4HANA Cloud, private edition

**Understand the Transition Paths to SAP S/4HANA**

Understand the transition paths to SAP S/4HANA with a practical guide for senior IT leadership, to help you to define your roadmap to SAP S/4HANA.

**Three key questions customers face considering SAP S/4HANA**

Join this session, which covers three typical questions that SAP ECC customers face for the SAP S/4HANA business case.

**SAP S/4HANA Discovery – Greenfield vs. Conversion**

Get an overview introduction of different SAP S/4HANA transitions options of greenfield, brownfield, and conversion. Get to learn why and how customers decide on the migration approach.

**Understand System Conversion to SAP S/4HANA Cloud, private edition**

With these learning programs you will get to know how to plan and execute system conversion to SAP S/4HANA Cloud, private edition. You will learn how to prepare for conversion to SAP S/4HANA Finance and how to set-up customer vendor integration for conversion to SAP S/4HANA Cloud, private edition.

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

SAP Readiness Check for SAP S/4HANA provides an overview of the most important aspects for an SAP ERP 6.0 system conversion to SAP S/4HANA Cloud, private edition or SAP S/4HANA. This learning program helps you learn what is SAP Readiness Check for SAP S/4HANA, how to execute the tool and how to read the result.

## JOIN APPLICABLE VALUE MAPS AND SET UP WEEKLY NOTIFICATIONS

**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](#)

# SAP ENTERPRISE SUPPORT VALUE MAPS

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<a href="#"><u>SAP S/4HANA</u></a> 	<a href="#"><u>SAP Business Technology Platform</u></a> 
<a href="#"><u>SAP S/4HANA Cloud</u></a> 	<a href="#"><u>Application Lifecycle Management</u></a> 
<a href="#"><u>SAP S/4HANA Cloud, private edition</u></a> 	<a href="#"><u>Business Process Intelligence</u></a> 
<a href="#"><u>SAP SuccessFactors</u></a> 	<a href="#"><u>Business Process Improvement</u></a> 
<a href="#"><u>SAP Customer Experience solutions</u></a> 	<a href="#"><u>Data Volume Management</u></a> 
<a href="#"><u>SAP Analytics Solutions</u></a> 	<a href="#"><u>Security</u></a> 
<a href="#"><u>SAP Ariba</u></a> 	<a href="#"><u>SAP Jam Collaboration</u></a> 



# SAP VIRTUAL S/4HANA BOOTCAMP DETAILS

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

S/4HANA RIG Experts explain step-by-step how to convert a system to SAP S/4HANA Cloud, Private Edition or SAP S/4HANA On-Premise in ten virtual classroom sessions distributed over a period of four weeks.

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 (Basis, Finance, and Logistics) and complete all the steps.

### FOR REGISTRATION AND DATES:

[10 Steps to S/4HANA for SAP Customers | SAP Blogs](#)

ID	Date	Region
EMEA-15	Mar 4 – 29, 2024	EMEA
AMER-15	Apr 4 – 30, 2024	Americas
APJ_GCN-13	May 6 – 31, 2024	APJ

### Your Team

*Important: Three members, one each with Basis, Finance, and Logistics experience, are required per customer team. Additional members from customer organization may be enrolled as guests to join the presentation sessions.*



#### Basis

Senior technical expert with experience in OS/DB migrations and upgrades.

Main tasks: Technical preparation for system conversion, SUM execution, migration to HANA, Gateway configuration, FIORI initial configuration.

**Hours of commitment: 50 hours (Presentation: ~20 and Hands-On: ~30)**



#### Finance

Finance expert with experience in accounting.

Main tasks: Check consistency of finance data, period-end closing activities, posting data snapshot, finance migration to ACDOCA, customizing migration for SAP Accounting, credit management migration.

**Hours of commitment: 30 hours (Presentation: ~20 and Hands-On: ~10)**



#### Logistics

Logistics expert with a general understanding of Master data and MRP

Main tasks: Customer Vendor integration, MRP.

**Hours of commitment: 30 hours (Presentation: ~20 and Hands-On: ~10)**



#### ABAP (Optional)

Developer with experience in ABAP development and optimizations.

Main tasks: Check custom code for migration to S/4HANA, fix SPAU and SPDD, and learn S/4HANA Extensibility options.

**Hours of commitment: 10 hours (Presentation: ~5 and Hands-On: ~5)**

# SAP READINESS CHECK FOR SAP S/4HANA

## Available Checks and Analyses

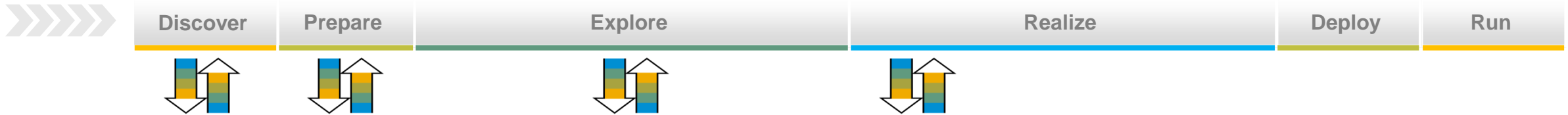
- Simplification Items
- Compatibility Scope Analysis
- Activities Related to Simplification Items
- Add-On Compatibility
- Active Business Functions
- SAP S/4HANA Sizing
- Custom Code Analysis
- Integration
- Customer Vendor Integration Analysis
- Planned Downtime Calculator
- Financial Data Quality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

## AVAILABLE READINESS CHECKS AND SET-UP NOTES

- ❖ [3193560 - SAP Readiness Check for SAP SuccessFactors Solutions](#)
- ❖ [3123220 – SAP Readiness Check for SAP Customer Experience solutions](#)
- ❖ [3112362 – SAP Readiness Check for SAP ERP usage and data profiling](#)
- ❖ [3061594 - SAP Readiness Check for SAP BW/4HANA](#)
- ❖ [3059197 – SAP Readiness Check for SAP S/4HANA upgrades](#)
- ❖ [2913617 – SAP Readiness Check for SAP S/4HANA](#)
- ❖ [3352301 – SAP Readiness Check for SAP Datasphere, SAP BW bridge](#)
- ❖ [3236443 – SAP Readiness Check for SAP Cloud ALM](#)

# SAP READINESS CHECK FOR SAP S/4HANA: Example

## 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)



# SAP Process Insights Discovery Edition Report (SPIDE)

You can now try the free solution **SAP Signavio Process Insights, discovery edition** to:

- Improve business processes
- Start the journey to SAP S/4HANA
- Optimize live SAP S/4HANA systems

## Benefits

Identify issues and blockers as the first step of improving your business processes

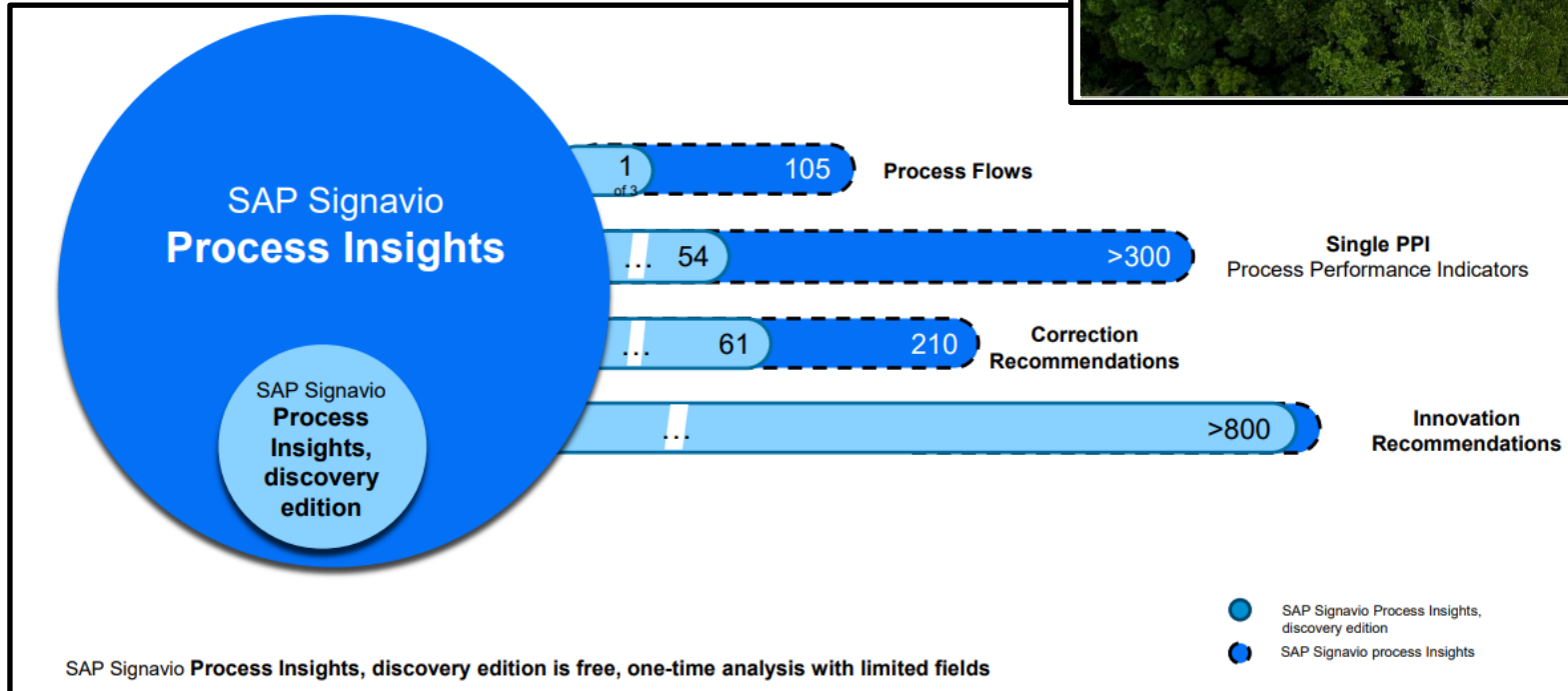
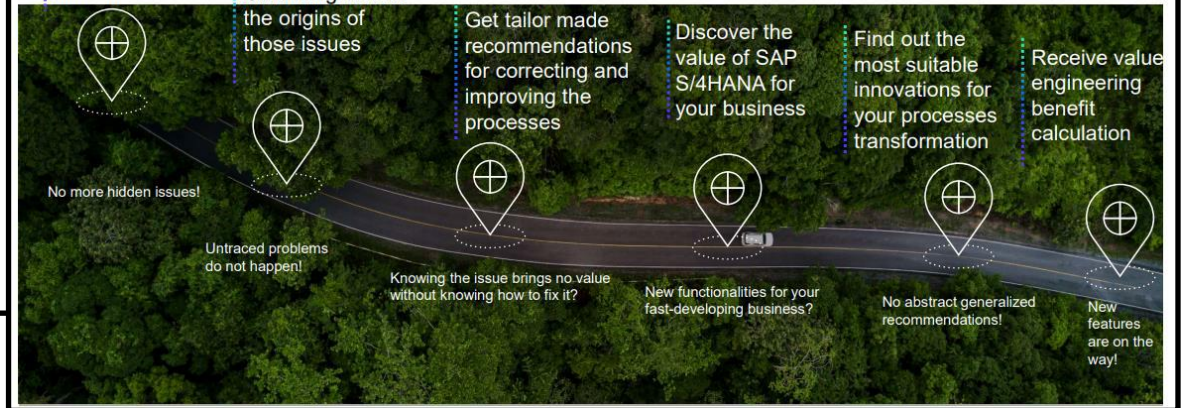
Gain insights into the origins of those issues

Get tailor made recommendations for correcting and improving the processes

Discover the value of SAP S/4HANA for your business

Find out the most suitable innovations for your processes transformation

Receive value engineering benefit calculation



# SAP Process Insights Discovery Edition Report: PDF \_Top Opportunities Example

**SAP Signavio**

SAP Signavio Process Insights, discovery edition  
**Executive Summary**

Customer Name: Sample Inc.

Customer Number: 12345    System ID: ABC  
Date of analysis: 22 Jan, 2024    Current Release: SAP ERP -  
Country/Region: USA    Database: SAP HANA

Consumer Products Industry

Interactive Sample Report:  
View in "Full Screen Mode" with Adobe Acrobat Reader

**SAP Signavio** Process Insights, discovery edition Executive Summary

Sample Inc. | System: ABC  
Consumer Products Industry

OVERVIEW    LINES OF BUSINESS    NEXT STEPS

INTRODUCTION    **TOP OPPORTUNITIES**    PROCESS FLOW

### Top SAP S/4HANA and Process Transformation Opportunities:

<p><b>Reduce Sales Cost</b></p> <p>Sales documents created</p> <p>Current metric: 3000 Documents</p>	<p><b>Estimated Benefits: 414.2K EUR</b></p> <p>Current Automation Rate: <b>8%</b>    Target Automation Rate: <b>77%</b></p> <p>Bottom 25%    30%    Median    49%    Top 25%</p>	<p><b>Recommended SAP S/4HANA capabilities</b></p> <p>Sales Order Management and Processing Sales Master Data Management</p> <p><a href="#">Details »</a></p>
<p><b>Reduce Finance Cost</b></p> <p>Sales billing documents created</p> <p>Current metric: 4,179 Documents</p>	<p><b>Estimated Benefits: 289K EUR</b></p> <p>Current Automation Rate: <b>24%</b>    Target Automation Rate: <b>94%</b></p> <p>Bottom 25%    29%    Median    86%    Top 25%</p>	<p><b>Recommended SAP S/4HANA capabilities</b></p> <p>Sales Billing Solution Billing</p> <p><a href="#">Details »</a></p>
<p><b>Reduce Total Manufacturing Cost</b></p> <p>Process orders created</p> <p>Current metric: 1,251 Documents</p>	<p><b>Estimated Benefits: 245.1K EUR</b></p> <p>Current Automation Rate: <b>0%</b>    Target Automation Rate: <b>82%</b></p> <p>Bottom 25%    9%    Median    46%    Top 25%</p>	<p><b>Recommended SAP S/4HANA capabilities</b></p> <p>Kanban Manufacturing Outsourced Manufacturing Production Execution</p> <p><a href="#">Details »</a></p>

[Access the Full Value Calculation Details »](#)    [Access Correction Recommendations »](#)

# SAP Process Insights Discovery Edition: LOB Summary and Recommendations List Example

**SAP Signavio** Process Insights, discovery edition **Executive Summary**

OVERVIEW **LINES OF BUSINESS** NEXT STEPS Sample Inc. | System: ABC  
Consumer Products Industry

INTRODUCTION **FINANCE** SOURCING & PROCUREMENT SALES SUPPLY CHAIN MANUFACTURING ASSET MANAGEMENT

**LINE OF BUSINESS SUMMARY** RECOMMENDATIONS LIST

### Finance: Your Current Process Performance in SAP ERP System "ABC"

Value Drivers:	Reduce Days Payables Outstanding	Reduce Days Sales Outstanding	Reduce Finance Costs	Reduce Days to Close Annual Books
<b>Process performance:</b> In the green area, are the various process performance indicators coming from your system. <a href="#">All performance Indicators »</a>	<b>62,379</b> <a href="#">Overdue &amp; open Account Payable items »</a> not available Automation rate: Supplier invoice clearing »	<b>112,292</b> <a href="#">Overdue &amp; open Account Receivable items »</a> not available Automation rate: Customer invoice clearing » <b>638</b> <a href="#">Sales invoices not posted to accounting »</a>	<b>38,283</b> <a href="#">Electronic bank statements not completely posted »</a> <b>14%</b> <a href="#">Open items in general ledger accounts »</a> <b>2%</b> <a href="#">Incorrect cost calculations from confirmations »</a>	<b>2,522</b> <a href="#">Delivery items shipped and overdue for billing »</a> <b>52%</b> <a href="#">Errors during variance calculation for manufacturing orders »</a>

**How SAP helps:**  
In the blue area, are the recommended SAP S/4HANA capabilities.  
[All innovation recommendations »](#)

<a href="#">Accounts Payables »</a>	<a href="#">Financial Accounting »</a>
	<a href="#">Entity Close »</a>

**SAP Signavio** Process Insights, discovery edition **Executive Summary**

OVERVIEW **LINES OF BUSINESS** NEXT STEPS Sample Inc. | System: ABC  
Consumer Products Industry

INTRODUCTION **FINANCE** SOURCING & PROCUREMENT SALES SUPPLY CHAIN MANUFACTURING ASSET MANAGEMENT

**LINE OF BUSINESS SUMMARY** RECOMMENDATIONS LIST

**Recommended SAP S/4HANA Capabilities – Based on Your Current SAP Usage**

The table below shows SAP S/4HANA capabilities that are enhancing process areas which you are already running: [See details »](#)

SAP S/4HANA CAPABILITIES	RELEVANCE	INDUSTRY POPULARITY
<a href="#">Access Governance and Identity Management</a>	■■■	New
<a href="#">Enterprise Risk Management</a>	■■■	■■■
<a href="#">Commodity Procurement</a>	■■■	■■■
<a href="#">Profitability Analysis</a>	■■■	■■■



# How to request SAP Signavio Process Insights, discovery edition?

## Request Process Overview

### 1. Extract data

- Implement the latest versions of SAP Notes [2745851](#) and [2758146](#) in productive SAP S/4HANA or ERP system
- Run data extraction report and download ZIP file

[How-To Guide »](#)

### 2. Initiate your request

- Initiate your request – go to the [url.sap/discovery-edition](http://url.sap/discovery-edition)
- 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 Backoffice creates the scenario with your data

### 4. SAP will share results

- SAP emails you the instruction to activate your online SAP Signavio Process Insights, discovery edition solution account.
- Follow-up meetings with your SAP administrator are possible

*SAP Process Insights, discovery edition currently is currently not available in China. Customers in China can still use Process Discovery for SAP S/4HANA Transformation ([www.s4hana.com](http://www.s4hana.com)).*

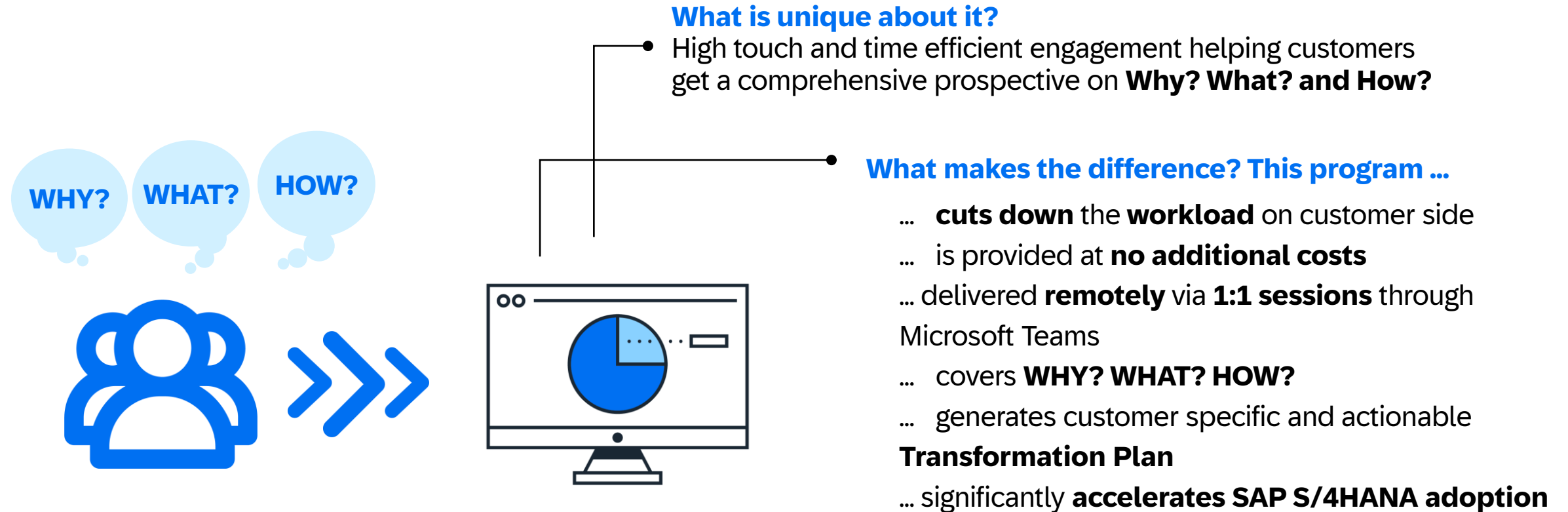
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# SAP Customer Evolution Kit

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# Why SAP Customer Evolution Kit?





# 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 with no additional fees
- Direct and indirect customers
- Indirect customers are requested to join with their reselling or implementation partners
- Intended scope is business and technical focused



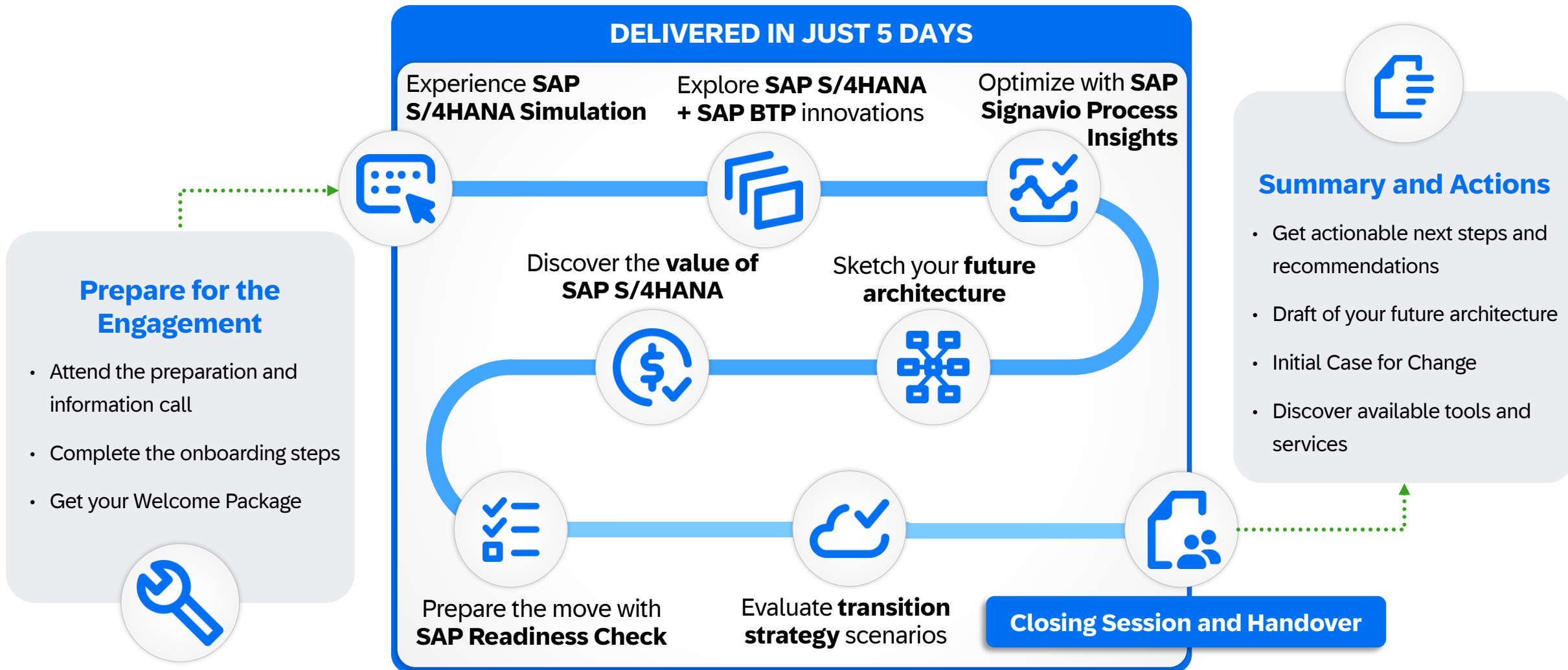
## Timing and Set-up


- 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



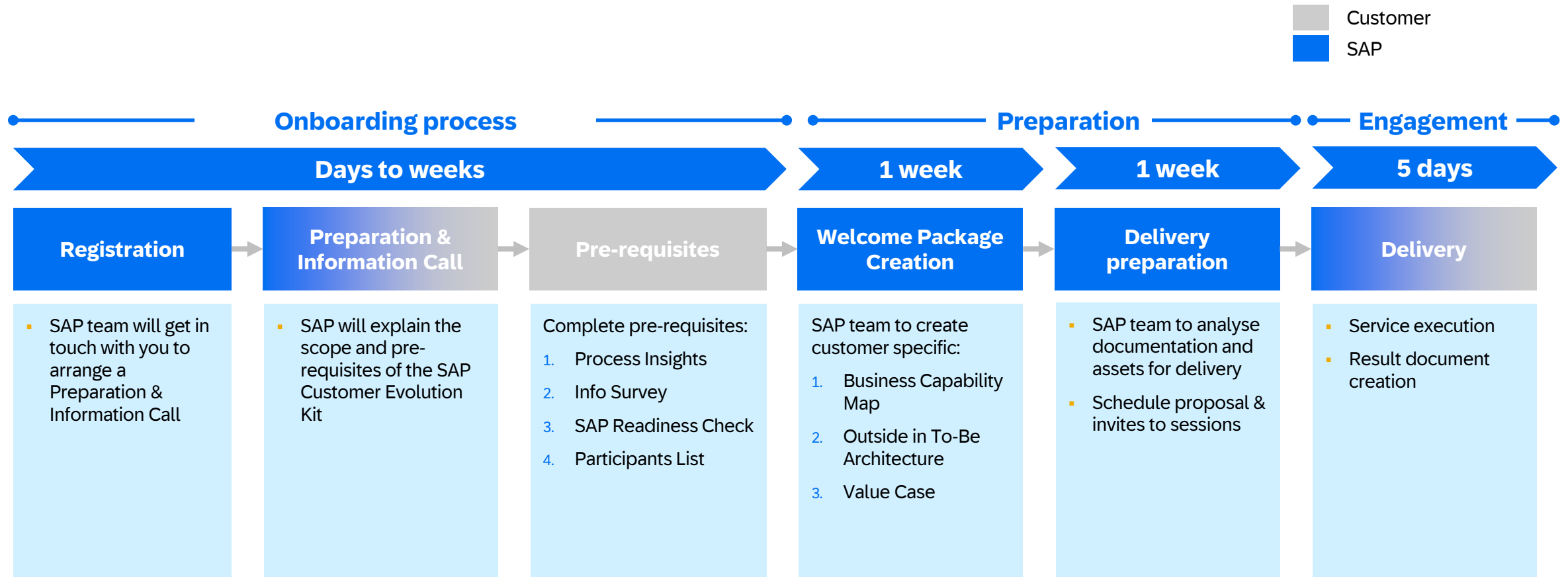
# SAP Customer Evolution Kit for SAP S/4HANA

What does the customer journey look like?



 Excited about the SAP Customer Evolution Kit? [Register here](#)

# Timeline



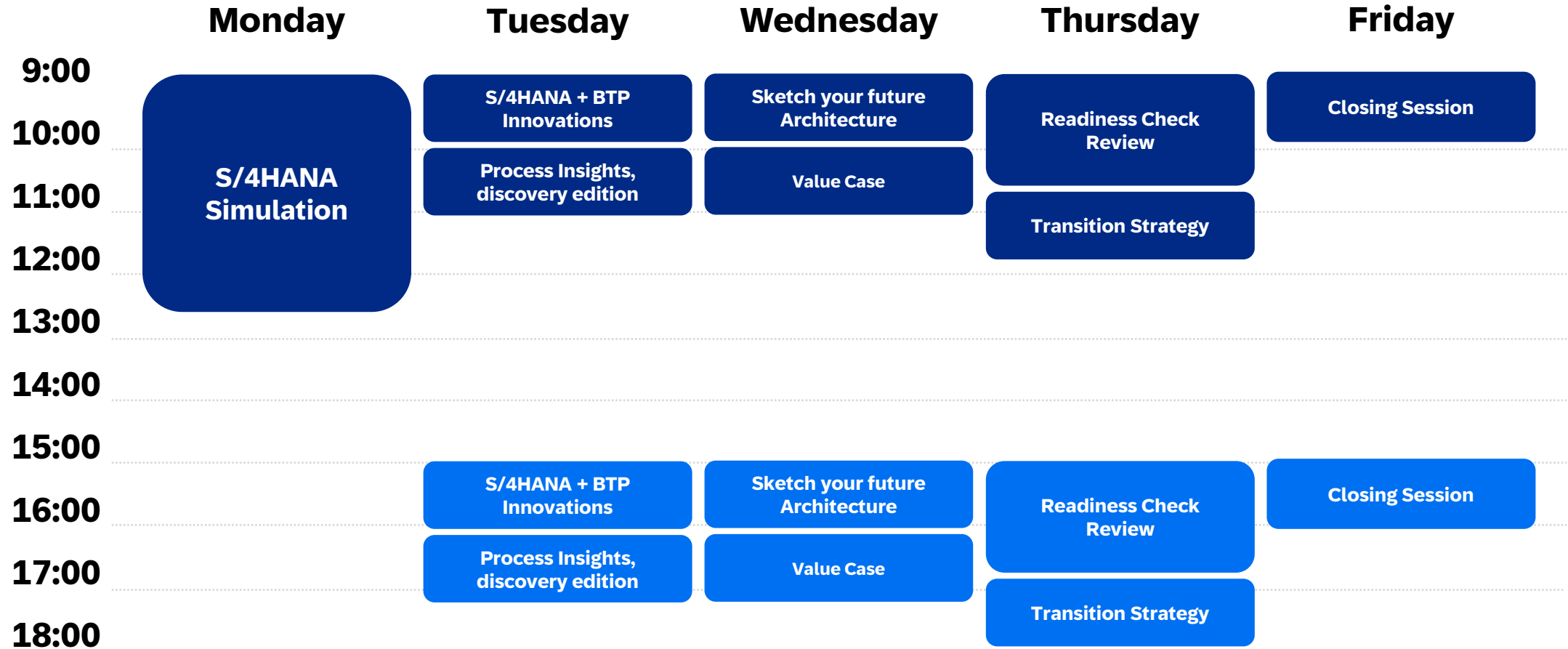
# SAP Customer Evolution Kit – Recommended participants

1. SAP S/4HANA Simulation	2. SAP S/4HANA & BTP Innovations	3. Signavio Process Insights, discovery edition	4. Sketch your Future Architecture	5. Tailored Value Case	6. SAP Readiness Check Review	7. Transition Strategy	8. Closing Session and Results Document
<b>SAP TEAM :</b>							
Certified Instructor/Delivery Expert	SAP Delivery Expert					Delivery Expert Customer Account team	
<b>CUSTOMER TEAM:</b>							
<b>Core Business Team leadership:</b> <ol style="list-style-type: none"> <li>Engagement Coordinator (registrant)</li> <li>Logistics Lead (Business VP or Director)</li> <li>Finance Lead (Business VP or Director)</li> <li>IT Lead (Enterprise Architect, Infrastructure Lead, or Solution Architect; Value Advisor suggested if available)</li> <li>Key SAP users</li> </ol>	<b>Core Business Team leadership:</b> <ol style="list-style-type: none"> <li>Engagement Coordinator (registrant)</li> <li>Logistics Lead (Business VP or Director)</li> <li>Finance Lead (Business VP or Director)</li> <li>IT Lead (Enterprise Architect, Infrastructure Lead, or Solution Architect; Value Advisor suggested if available)</li> <li><b>Finance expert/Controller</b></li> </ol>			<b>Core Business Team leadership:</b> <ol style="list-style-type: none"> <li>IT Lead (Enterprise Architect, Infrastructure Lead, Solution Architect; Value Advisor suggested if available)</li> </ol>		<b>Core Business Team leadership:</b> <ol style="list-style-type: none"> <li>IT Lead (Enterprise Architect, Infrastructure Lead, Solution Architect; Value Advisor suggested if available)</li> <li>Engagement Coordinator (registrant)</li> <li>Logistics Lead (Business VP or Director)</li> <li>Finance Lead (Business VP or Director)</li> <li>IT Lead (Enterprise Architect, Infrastructure Lead, or Solution Architect; Value Advisor suggested if available)</li> <li><b>Customer Executive Sponsor (recommended)</b></li> </ol>	

PARTNER TEAM (Optional): Account Team Representative; Engagement Manager; Solutions Architect/ Solution Advisor (Value Advisor suggested if available); Business Process Consultants



# Example schedule



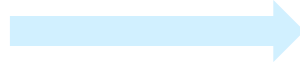
**NOTE: Sample schedule is subject to customer and delivery team availability. Once all pre-requisites are completed, a schedule proposal will be sent by email.**

# SAP Customer Evolution Kit – Outcomes

Structured 1:1 engagement delivered in 5 days



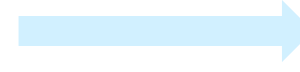
**SAP S/4HANA Simulation**  
(3-4 hrs)



Hands on experience of an **SAP S/4HANA productive system**. Get to see the new interface **FIORI** and **real-time analytics**



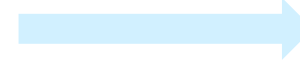
Explore **SAP S/4HANA + SAP BTP innovations**  
(1hr)



Understanding of the **RISE offering** and **S/4HANA + Business Technology Platform Innovations**.



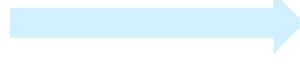
**Process Insights, discovery edition**  
(1.5hrs)



Identify the **potential of improvement in your company** based on your Process Performance Indicators



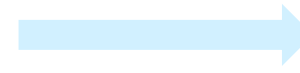
Sketch your future **Architecture**  
(1hr)



First draft of your **future SAP landscape** based on your current usage of the system and suggested **additional SAP products**.



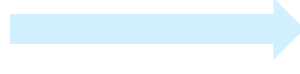
Tailored **Value Case**  
(1hrs)



**Customer-specific Value Case** based on the company financial information, as the starting point to create a full business case afterwards.\*\*



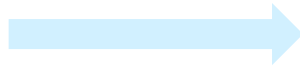
**SAP Readiness Check review**  
(1.5hrs)



Review the readiness of your system to make the move. **Simplification items, compatibility** assessment, **customer vendor integration, custom code** and more.



**Transition Strategy**  
(1hr)



Understand the different transition approaches that exist to move to SAP S/4HANA and get a **high level analysis for your company situation**.

**Closing session (1hr) : Executive summary and next steps**

## Next steps



**Complete preparation activities**



**Register** for your own personalized **SAP Customer Evolution Kit** delivery here:

<https://webinars.sap.com/customer-evolution-kit/en/home> -

- [Email us at: Customer.evolution.kit@sap.com](mailto:Customer.evolution.kit@sap.com)
- Align on start date and schedule

# Questions?



# Thank you.

Contact information:

Ellen.Jewell@sap.com



# APPENDIX

# Innovation & Value Realization – Intelligent Tools

## Tailored Recommendations

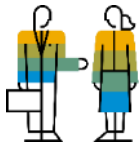


### SAP Road Map Explorer

Roadmap of software innovations

<https://www.sap.com/products/roadmaps.html>

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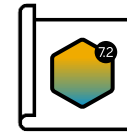


### SAP Signavio Process Insights, discovery edition

SAP S/4HANA recommendations

<https://url.sap/discovery-edition>

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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 Fiori Apps Library – Recommendations Self Service

Improvement through SAP Fiori Apps

<http://www.sap.com/fiori-apps-library>

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# 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)**

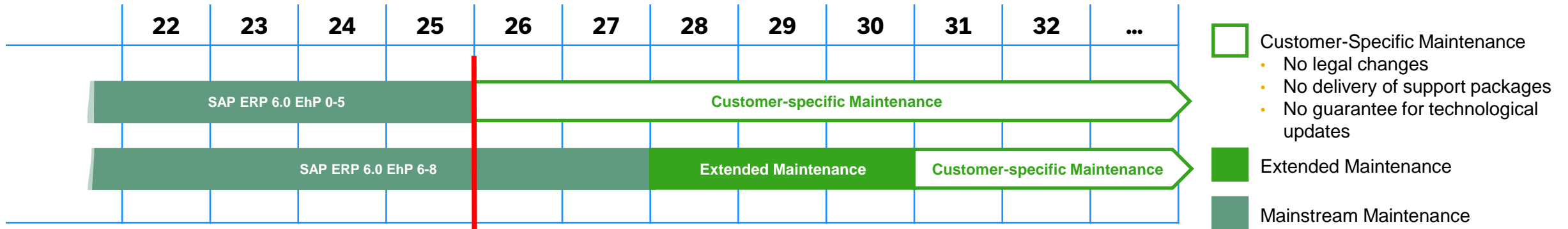
- Enhancement Pack levels 6 through 8


## **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



# 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 EoMM in the following SAP Notes:

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

# Maintenance Phases

Maintenance and support delivery in all phases requires a valid active support contract

Mainstream maintenance	Extended maintenance*	Customer-specific maintenance
<p>Full scope of maintenance and support, including e.g.</p> <ul style="list-style-type: none"> <li>• Legal changes</li> <li>• Support packages</li> <li>• Problem resolution</li> <li>• Global support backbone</li> <li>• Mission critical support</li> <li>• Service level agreements**</li> </ul>	<p>Scope of support similar as in mainstream maintenance</p> <p>However, technical limitations and/or other restrictions might require an upgrade to newer releases of SAP Business Suite 7 related</p> <ul style="list-style-type: none"> <li>• applications</li> <li>• enhancement packages</li> <li>• add-ons</li> <li>• or other technical components</li> </ul> <p>or may limit delivery of maintenance and support</p>	<p>Restrictions in maintenance and support service scope apply, including:</p> <ul style="list-style-type: none"> <li>• No delivery of legal changes</li> <li>• No delivery of new support packages</li> <li>• No guarantee for technological updates (e.g. no new kernel versions for new database or operating system versions)</li> <li>• No support of new interfaces</li> <li>• Customer-specific problem resolution for known problems only; may include a fee for solving new problems</li> <li>• No service level agreements**</li> <li>• No remote support to evaluate latest enhancement package based on a release in customer-specific maintenance**</li> </ul>

\* Currently offered for SAP Business Suite 7 core applications and related add-on products, from 2028 to 2030, at an additional fee of 2% on the maintenance base for all support offerings

\*\* As part of SAP Enterprise Support

See SAP Release and Maintenance Strategy, SAP Notes 2881788 and 52505 and SAP Support Portal for more details

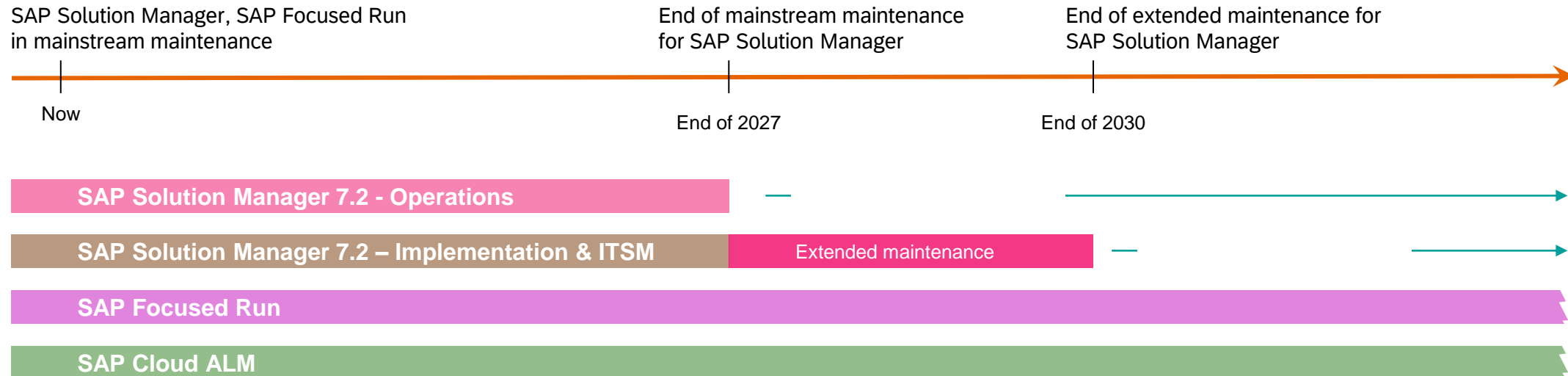
Third-party runtime databases are not affected; treatment of third-party runtime databases after 2025 will be announced once coverage from these vendors is confirmed

# SAP ALM Platforms – Planned Product Availability Strategy

## SAP Solution Manager follows the maintenance strategy of the SAP Business Suite

- Extended maintenance for process management, test suite, change & release management and ITSM in SAP Solution Manager 7.2 is automatically included in the optional extended maintenance for the SAP Business Suite 7
- SAP Solution Manager 7.2 is supported beyond 2030 in customer specific maintenance\*
- There are **no plans for further releases** after SAP Solution Manager 7.2

SAP Cloud ALM and SAP Focused Run are not dependent on the SAP Business Suite, allowing mainstream maintenance beyond 2030. SAP plans no new on-premise products in the ALM portfolio.



# 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.

# 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



Complete, modern, SaaS ERP



Cloud value, traditional flexibility & full scope



Total control and individualization

## As a Service

## As a Product

### 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

### 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

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

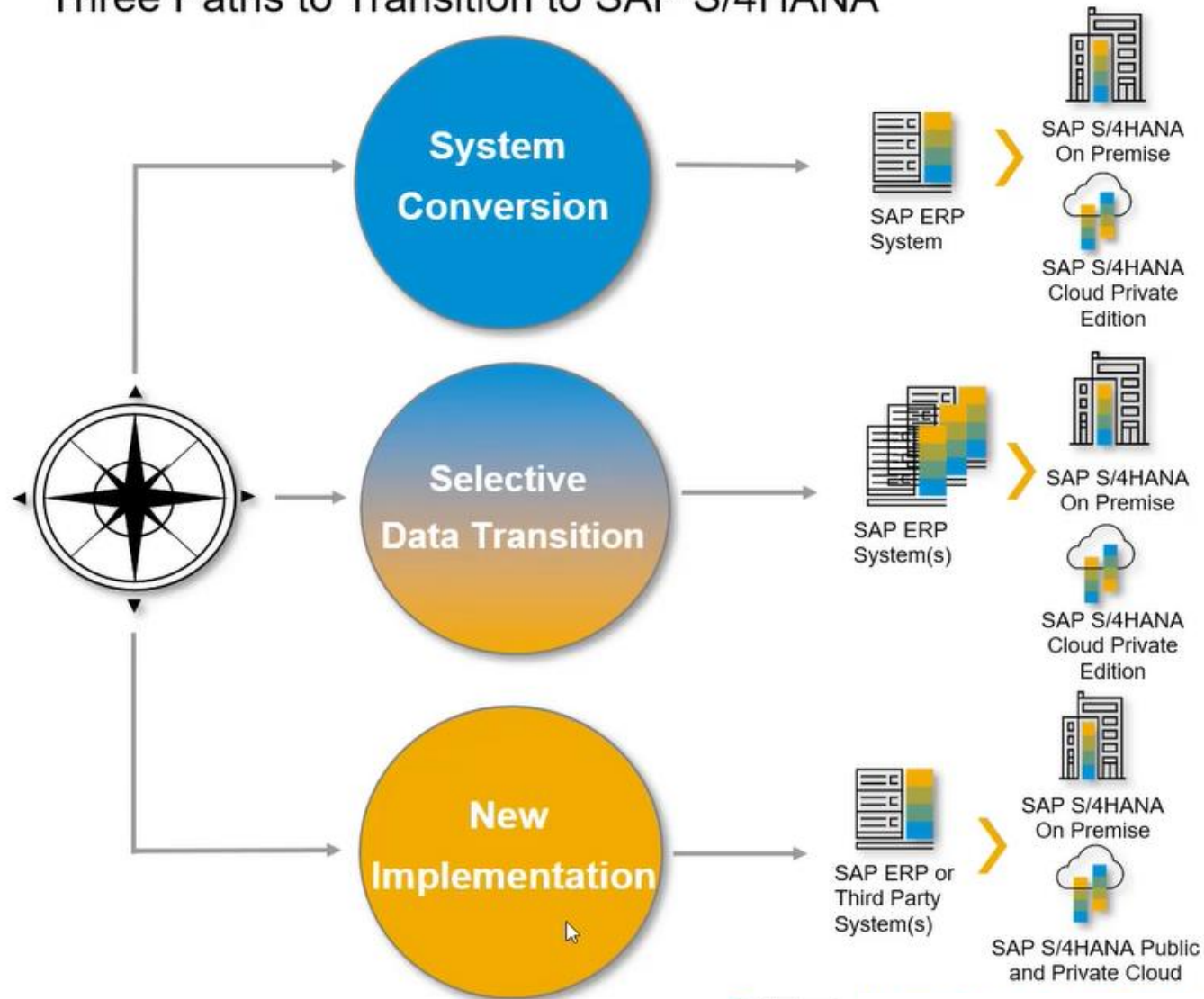
\* Included in SAP Subscription

\*\* 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

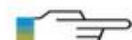
- A complete technical in-place conversion of an existing SAP ECC system to SAP S/4HANA
- Adopt new innovations at your speed

## 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)





# SAP Enterprise Support

## Key deliverables across all SAP deployment options



### Collaboration

Receive prescriptive guidance

#### Expert guidance

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



### Empowerment

Gain required knowledge and skills

#### Enablement for digital transformation

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



### Innovation and value realization

Benefit from continuous innovations

#### New features and business outcomes

- Remote services ([link](#))
- Releases, updates, patches
- Intelligent tools such as Signavio Process Insights, discovery edition (SPIDE) ([link](#))
- SAP Enterprise Support Advisory Council ([link](#))



### Mission-critical support

Protect business continuity

#### Digital customer support experience

- Service level agreements
- SAP for Me – ([link](#))
- Real-Time Support ([link](#))

Proactive and preventive support

SAP Enterprise Support  
powered by **application lifecycle management** capabilities

Across **all deployment** options

# Business Process Performance Optimization: Real Customer Example

- Customer provided 3 transactions (Highlighted in yellow) to SAP for optimization. However the service engineer analyzed 3 extra transactions (in grey) as they were part of the same process chains and had significant scope for optimization.

No.	Priority	Issue Description
1	High	Long Running ZPAK_3Z0NTWZQ9E30P6X3QYDR6BCX1
2	High	Long Running ZPAK_3RLC4US3X8WU4YR5VKQ4RZJFP
3	High	Long Running ZPAK_3YQ12OO3DSCAFX3FMMLD38OILH
4	High	Long Running DTP_00O2TMDWZ3G2LYQLZR9NOC28O
5	High	Long Running ZPAK_438OKSBC583DX0RGCJGUM0XLX
6	High	Long Running ZPAK_518LUG5UGR81FWB0CACFN4F1Z

- SAP Service Engineer noted there were lots of code changes as part of the recommendation.
- SAP Service Engineer worked with the ABAP consultant team to make the code changes in DEV environment.
- Successfully tested in the QA environment and eventually implemented in BWP Production.

Performance Improvement runtime results after the CQC recommendations were applied to BW's Production environment.

No.	Priority	Issues Description	Pre-Implementation Runtime (in mins)	Post-Implementation Runtime(in mins)	Reduction %
1	High	Long Running ZPAK_3Z0NTWZQ9E30P6X3QYDR6BCX1	54.46 m	3.091 m	94%
2	High	Long Running ZPAK_3YQ12OO3DSCAFX3FMMLD38OILH	2.24 h	37.66 m	72%
3	High	Long Running DTP_00O2TMDWZ3G2LYQLZR9NOC28O	56m 14s	13m 34s	77%
4	High	Long Running ZPAK_438OKSBC583DX0RGCJGUM0XLX	40.217 m	16.026 m	60%
5	High	Long Running ZPAK_518LUG5UGR81FWB0CACFN4F1Z	3.089 h	1.899 h	39%

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

## [Transformation Assessment \(link\)](#)

The continuous quality check for transformation assessment helps you keep your project on the right track from the end of the discover phase to the go-live. It assesses the project team's awareness of project challenges, tools, critical topics, and provides individualized recommendations consisting of best practices and enablement resources.

For further details, please read the info sheet below:

- [SAP S/4HANA](#)
- [SAP S/4HANA Cloud Private Edition](#)
- [SAP S/4HANA Cloud Public 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 \(CIC\)](#)