



ASUG

Wisconsin Chapter

March 31, 2022

Chris Foster – VP, RISE with SAP.

# RISE with SAP



# Agenda

- SAP Cloud Strategy/Portfolio
  - Line of Business SaaS/Public Cloud Solutions
  - Cloud ERP - RISE
- RISE Private Cloud Offering
  - Focused discussion on Private Cloud Edition

# How CEO Christian Klein is Transforming SAP into a Cloud Powerhouse

Cloud Wars CEO Outlook Series



By Bob Evans - March 15, 2022 - Updated: March 15, 2022 - 9 Mins Read

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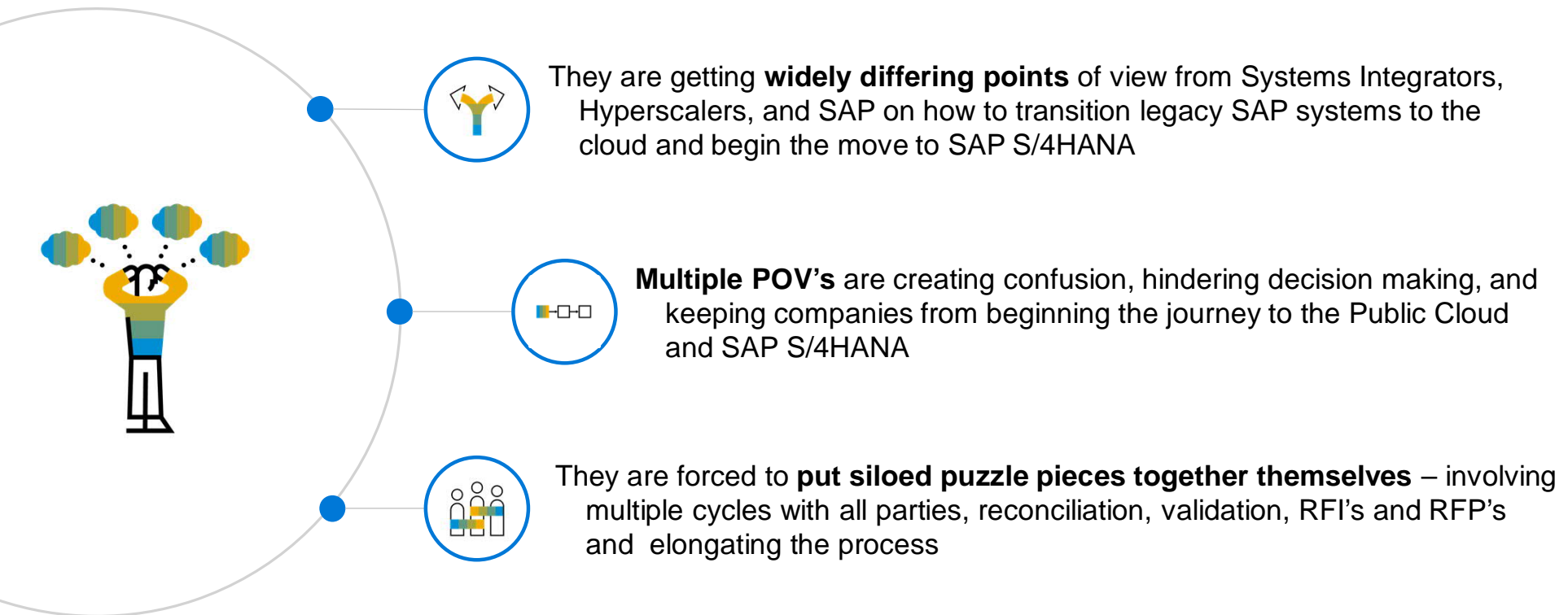
“That’s actually the three pillars of RISE: the business-model change, the network with resilient supply chains, and the third one is all around sustainability.”

Christian Klein, CEO SAP

Make better decisions to



## Journey to SAP S/4HANA Cloud – Customers want to move, *but....*



Customers **need clarity and a prescriptive harmonized set of recommendations**, leveraging industry best practices, cloud integration and security frameworks,



# Business innovation is necessary for survival

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Since 2000, **52% of companies in the Fortune 500** have gone out of business.

From 1955 to 2011, it took Fortune 500 companies an average of 20 years to reach a billion-dollar valuation; **today's digital startups are getting there in four.**



# Cloud technology is a key innovation enabler

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“It’s clear that there’s tremendous value enabled by adopting cloud—more than \$1 trillion by 2030. Almost all of that value comes from business innovation and optimization rather than IT cost reduction.”

**McKinsey 2021**



# RISE WITH SAP

Driving business  
innovation together

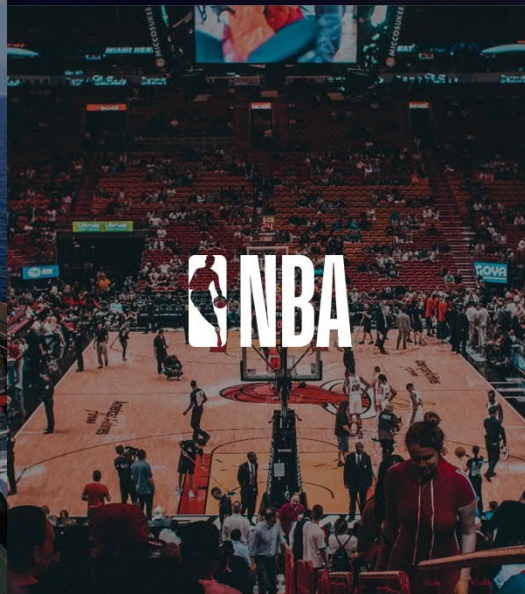
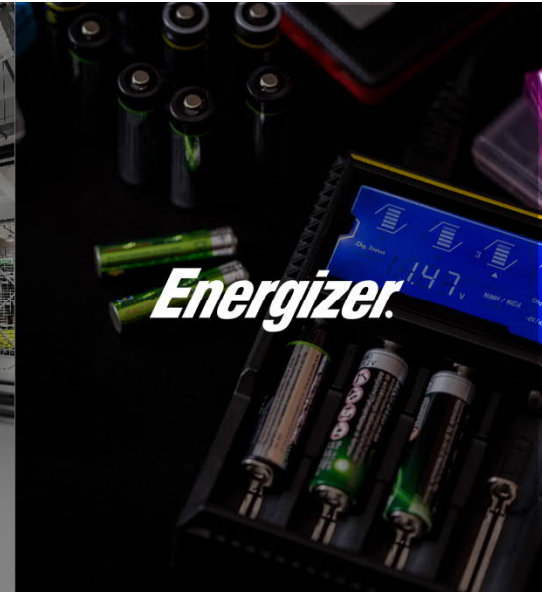
Every enterprise needs to develop new business models to avoid being disrupted, gain efficiencies to fund innovation, and transform mission-critical systems without business risk.

**RISE with SAP is the solution.**

It is SAP's solution to drive business innovation, so you can:

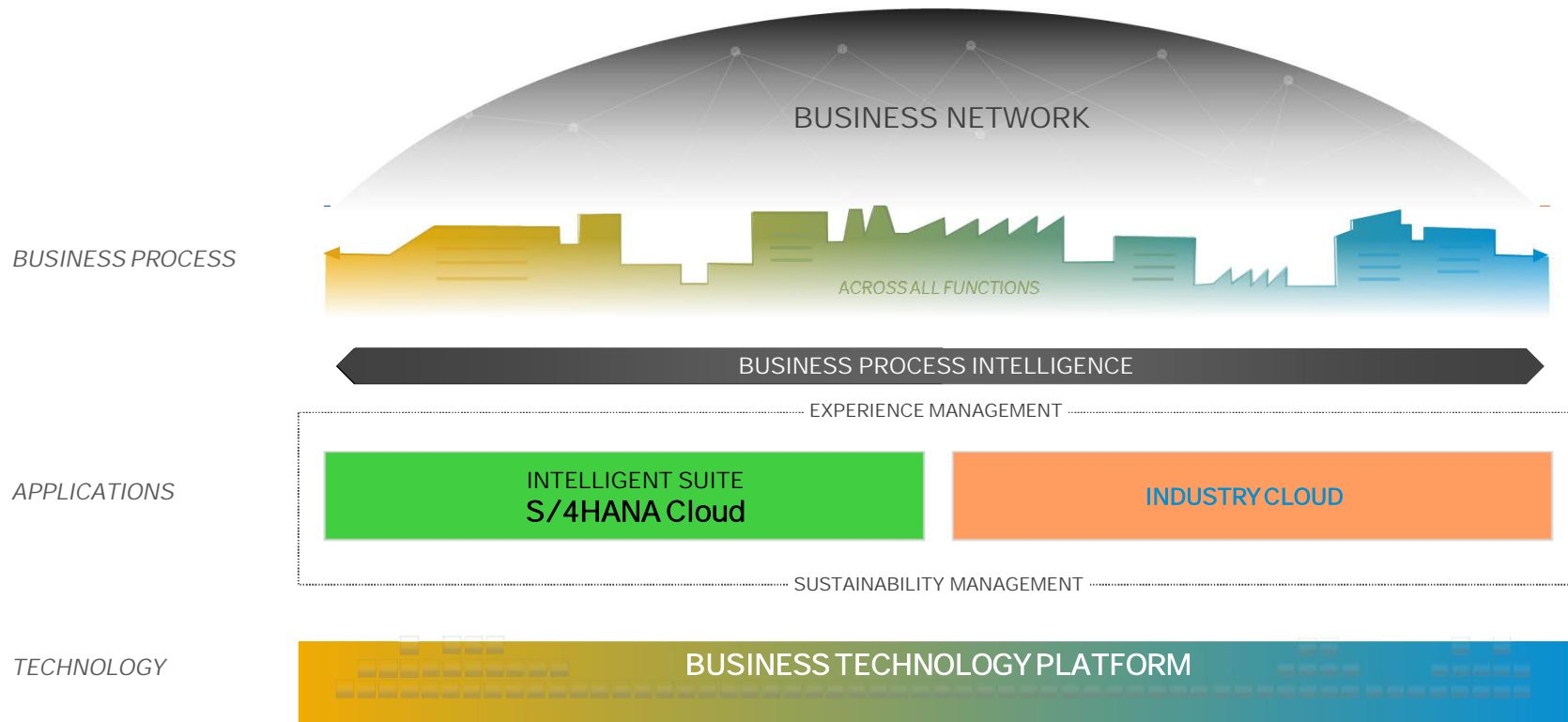
- ▀ **Take the lead** with industry innovation for top-line, bottom-line, and green-line growth
- ▀ **Never stop improving** with continuous insight to optimize business processes
- ▀ **Secure your success** with a trusted partner for your business needs, at every step of the way

**RISE with SAP enables you to become an intelligent, sustainable enterprise in the cloud.**





# SAP's Vision for Our Customers:      Run as an Intelligent Enterprise

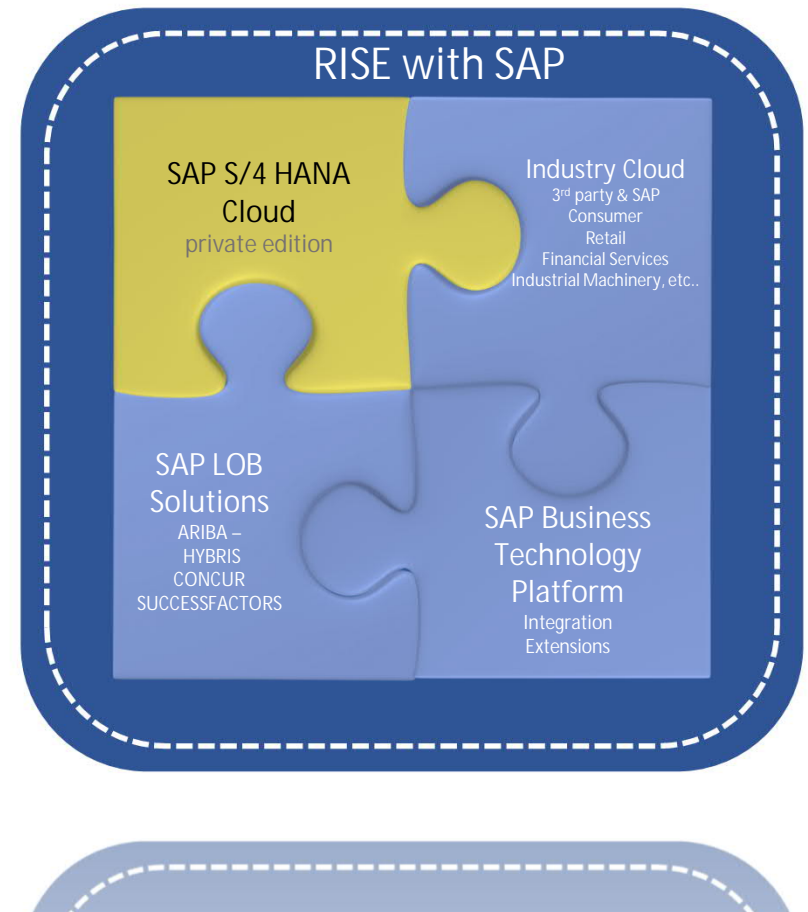


# RISE WITH SAP

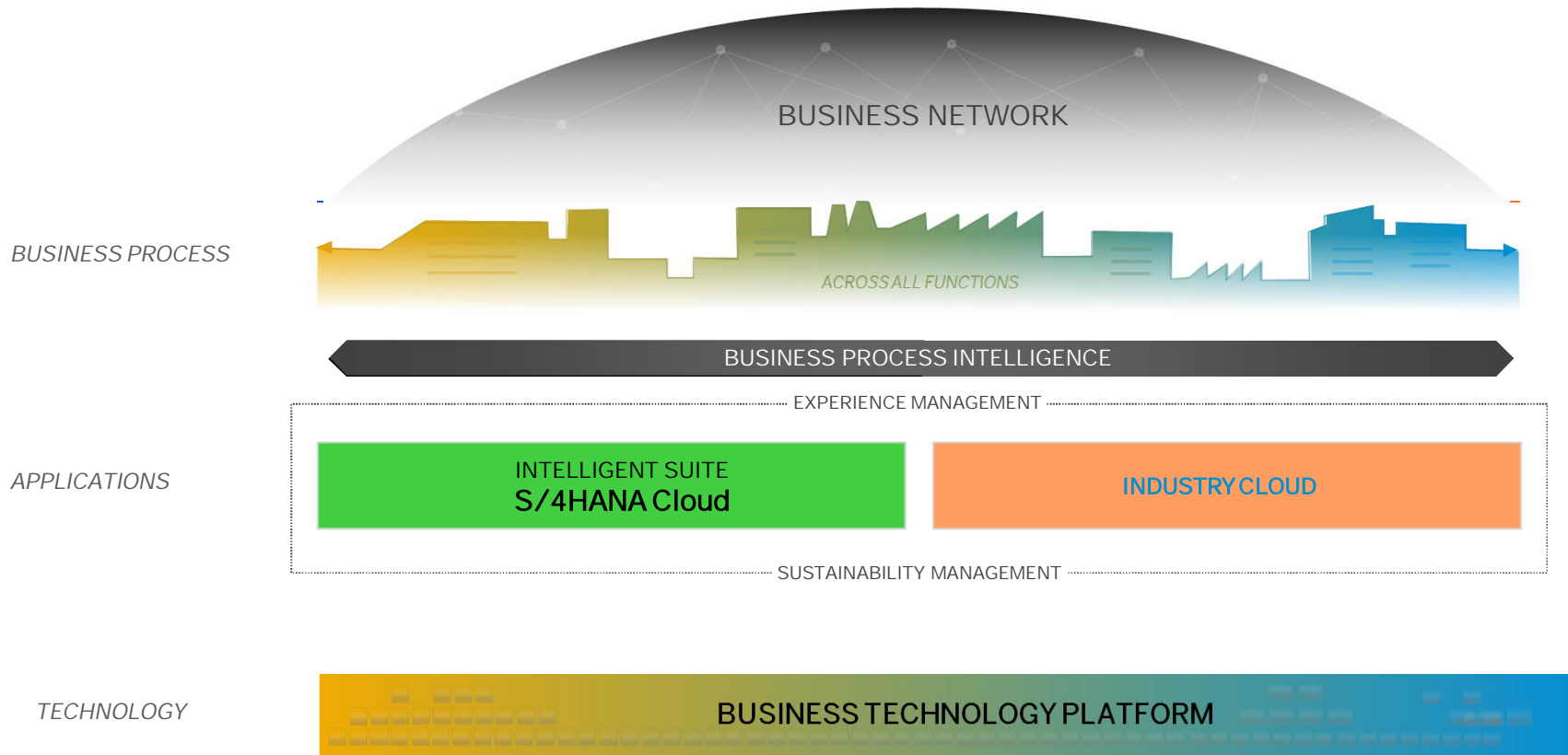
## for Modular Cloud Architecture

- A complete ERP in the Cloud
- Choose components relevant to your business
- Industry next practices and extensibility
- Accelerate innovation to unlock your business potential

### Modular Cloud Architecture



# SAP's Vision for Our Customers: Run as an Intelligent Enterprise



**Build, manage, and deploy apps.  
Connect data and business processes.  
On a single, integrated, business-centric platform.**

SAP BUSINESS TECHNOLOGY PLATFORM



**Database and Data Management**



Capture, manage, and govern your data to drive better business outcomes.



**Analytics**



Analyze all your data to accelerate insights and transform the data you have into the answers you need.



**Application Development and Integration**



Integrate and extend applications – build new ways to access and interact with your data.

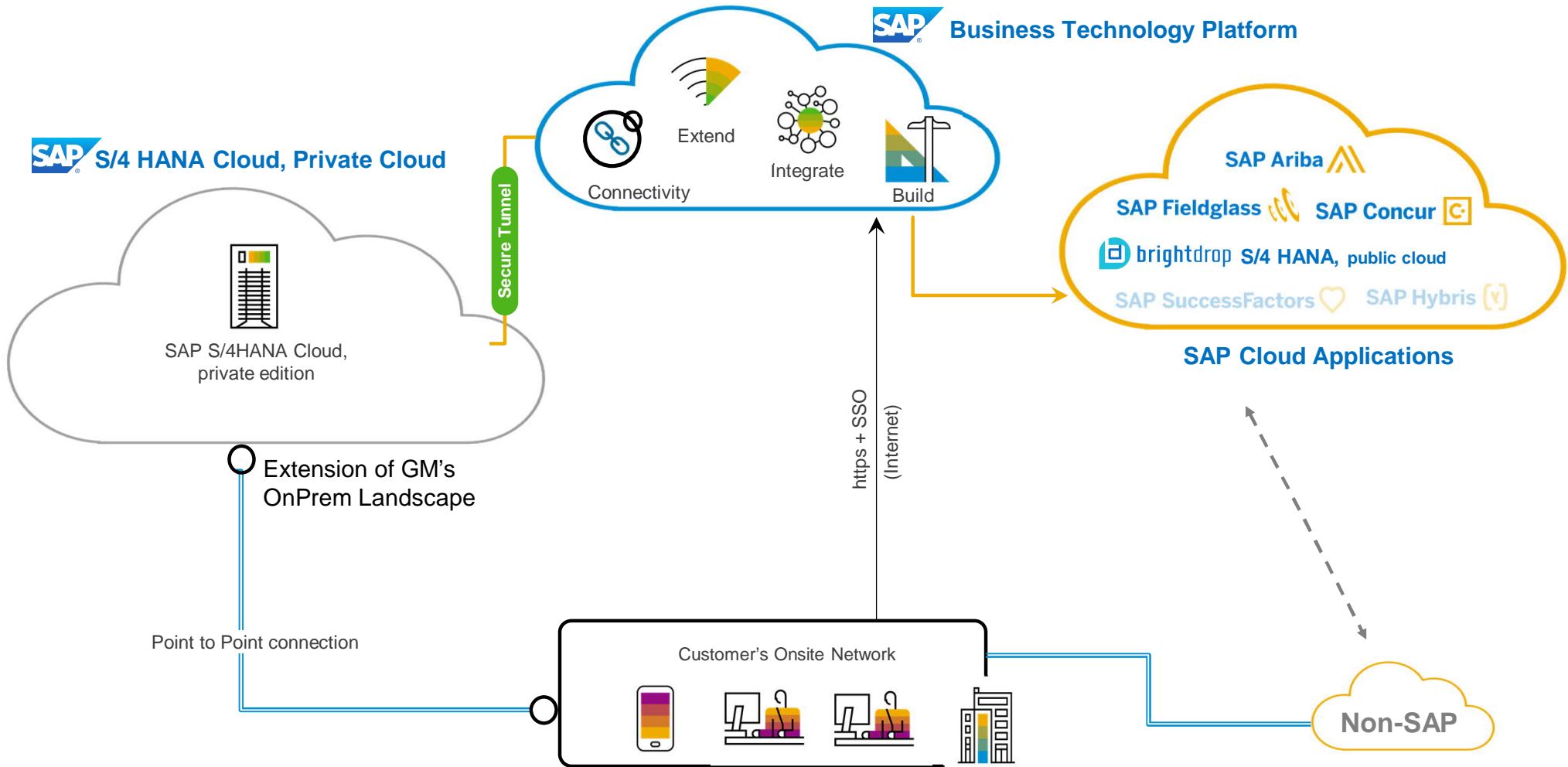


**Intelligent Technologies**



Data is the fuel propelling intelligent technologies forward – optimizing processes, and igniting innovation.

# Multi/hybrid-Cloud Strategy





# RISE WITH SAP

Driving business  
innovation together

## What is RISE with SAP?

The solution to become an intelligent,  
sustainable enterprise in the cloud

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It is a comprehensive solution delivering an outcome with:

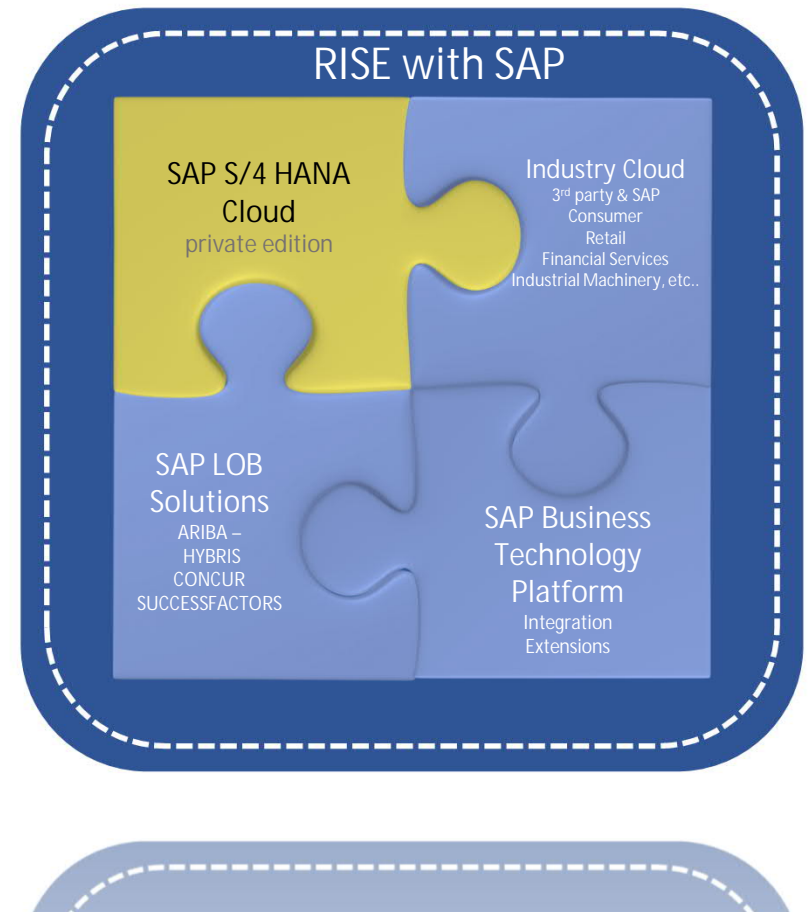
- Cloud ERP for every business need
- Industry next practices and extensibility
- Analytics and business process intelligence
- Outcome-driven services from SAP and partners

# RISE WITH SAP

## for Modular Cloud Architecture

- A complete ERP in the Cloud
- Choose components relevant to your business
- Industry next practices and extensibility
- Accelerate innovation to unlock your business potential

### Modular Cloud Architecture



# What is RISE?



## It is a new way of working.

- Outcome driven accountability
- Standardize, modularize, and accelerate innovation
- Get all the benefits without giving up your options



# RISE with SAP (How we deliver)

## SAP's Cloud ERP Solutions

**Public Cloud**

S/4HANA  
Standard best practices  
Configure & Extend , SAP Governed

and/or

**Private Cloud**

S/4HANA + Suite on HANA  
Full ERP scope capability  
Traditional flexibility, customer governance



### Operations Framework

- Enterprise Support (Master Data, Security & Change Management)
- Operations Transition & Support
- On premise Decommissioning



### Execution Architecture

- Business Alignment
- Digital & Cloud Strategy
- Partner Relationship
- Future Integration
- Scalability
- Environments



### Operations Architecture

- Performance
- Network
- Security
- High Availability
- Disaster Recovery

## EXCELLENCE

### SAP Software

Subscription software and maintenance included in bill of materials



## STANDARDIZATION & SPECIALIZATION

### Secure Cloud Delivery

Specialized remote resources to manage SAP operations

Operating System Management  
Infrastructure Management  
Database Management  
Security Management  
Basis Services



## CHOICE

### SAP Infrastructure

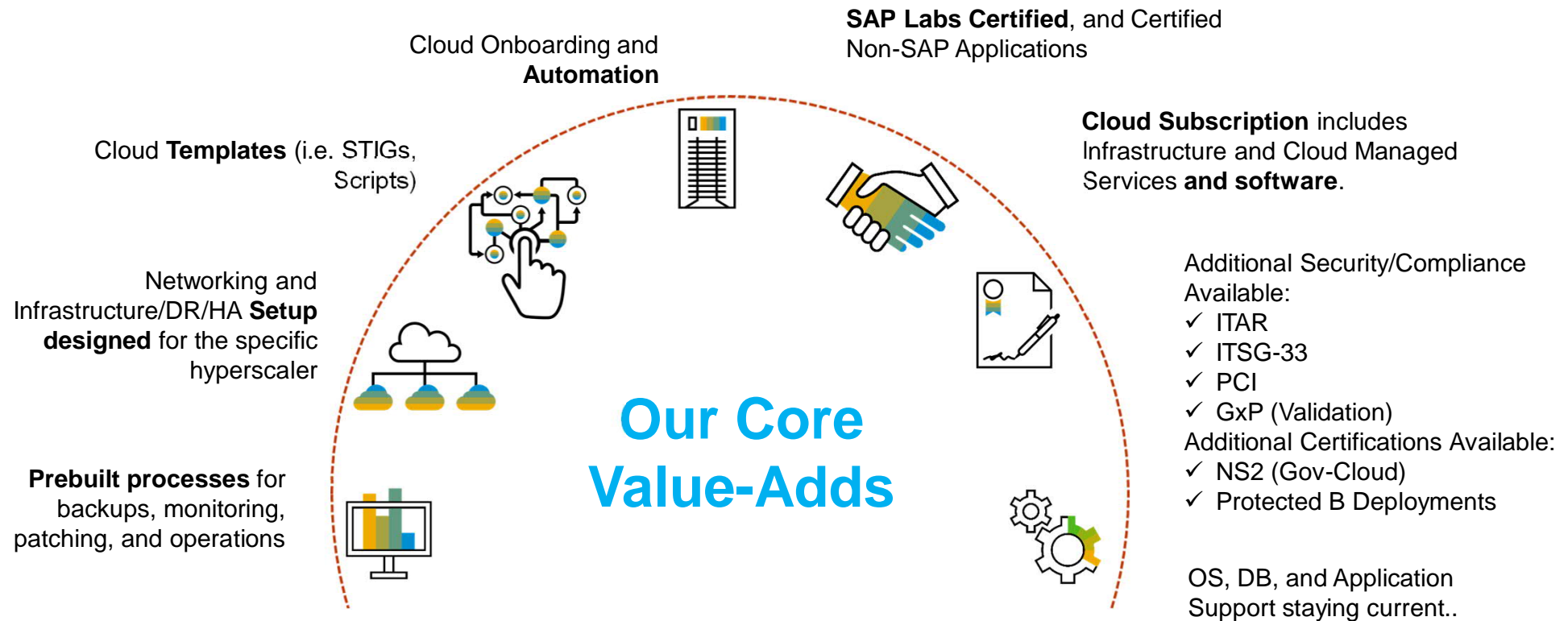
Certified SAP DC's w/ servers and capacity required to run SAP applications

Specialized tooling enhancing commodity infrastructure



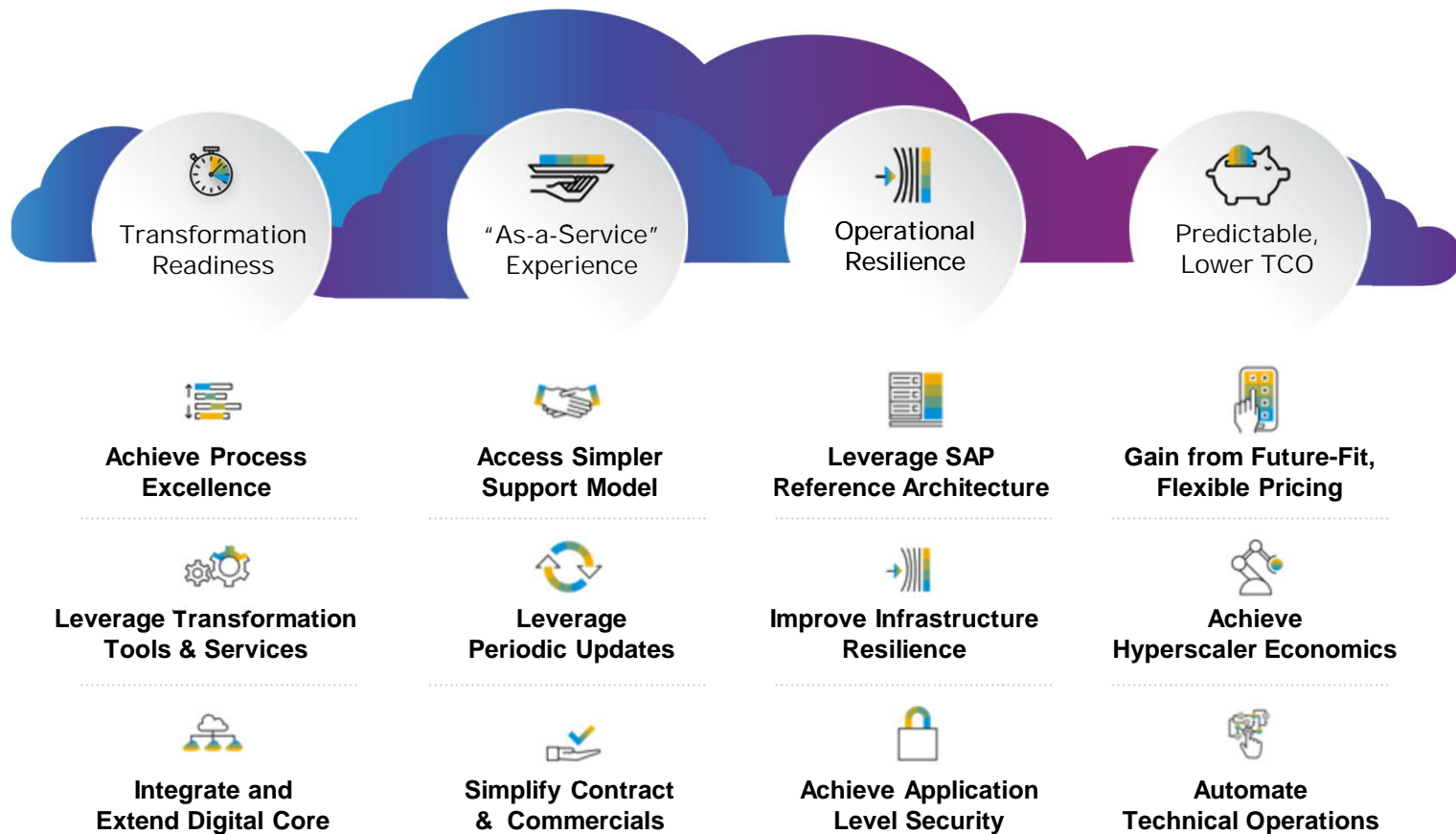
# SAP Secure Private Cloud – SAP Cloud Reference Architecture

Standards and Value for every customer

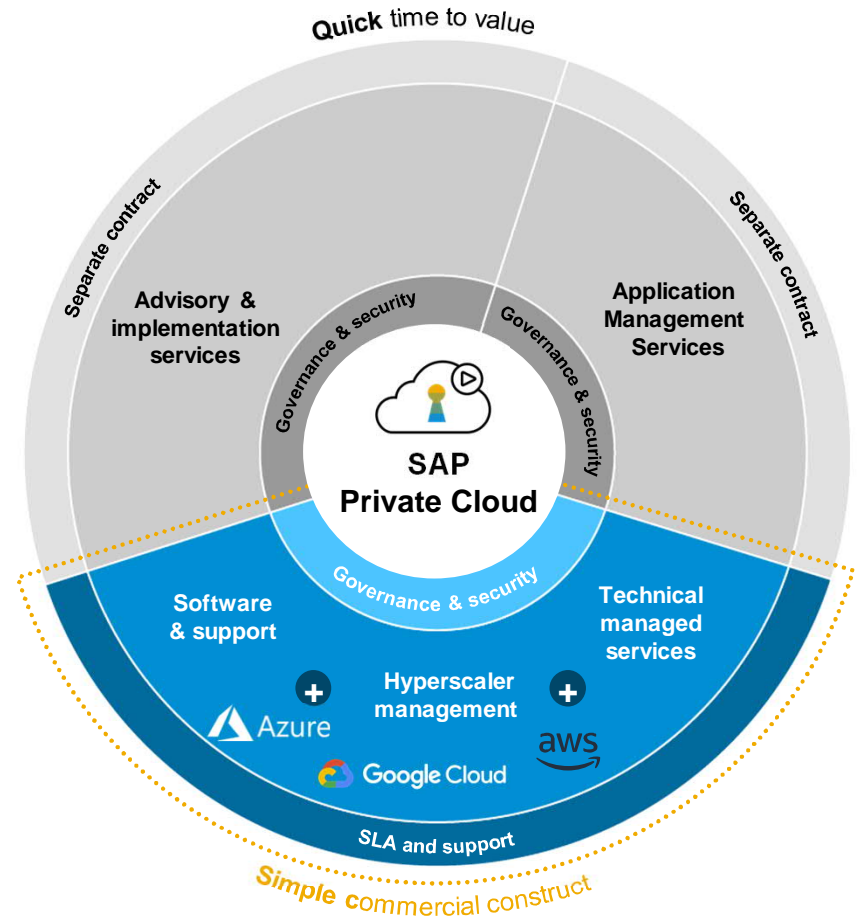
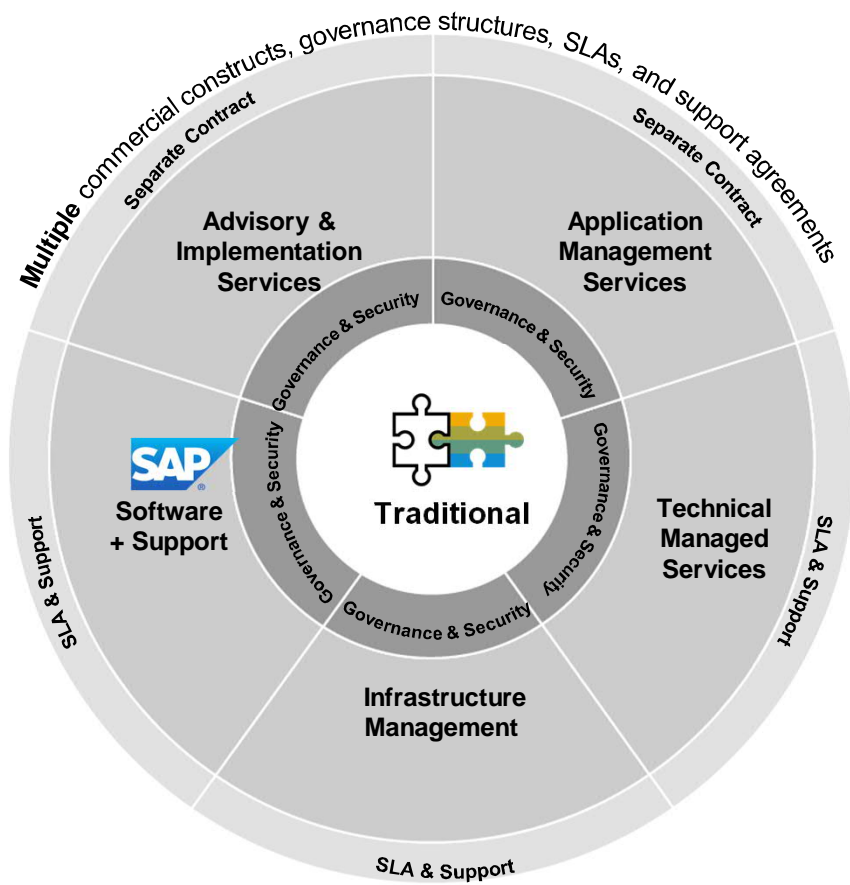


# RISE offers Cloud Delivery Capabilities enabling the Intelligent Enterprise

Mitigating risk, reducing cost and accelerating time to value



# One Commercial Construct: ERP, Infrastructure, and Technical Services



# What's inside the Solution Layers?

## Keep The Management Layer Up to Date

Application



Database



Operating System



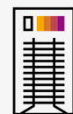
Infrastructure



Compute



Network & LB



Storage



Filesystem

## Regular Security Vulnerability Scanning & Patch Updates

### Application

- Release upgrade execution
- Support Pack updates
- SAP Note implementation, Bug Fixes and Kernel Updates

### Database

- Database software version upgrades
- Support Pack Updates & HANA Revision updates

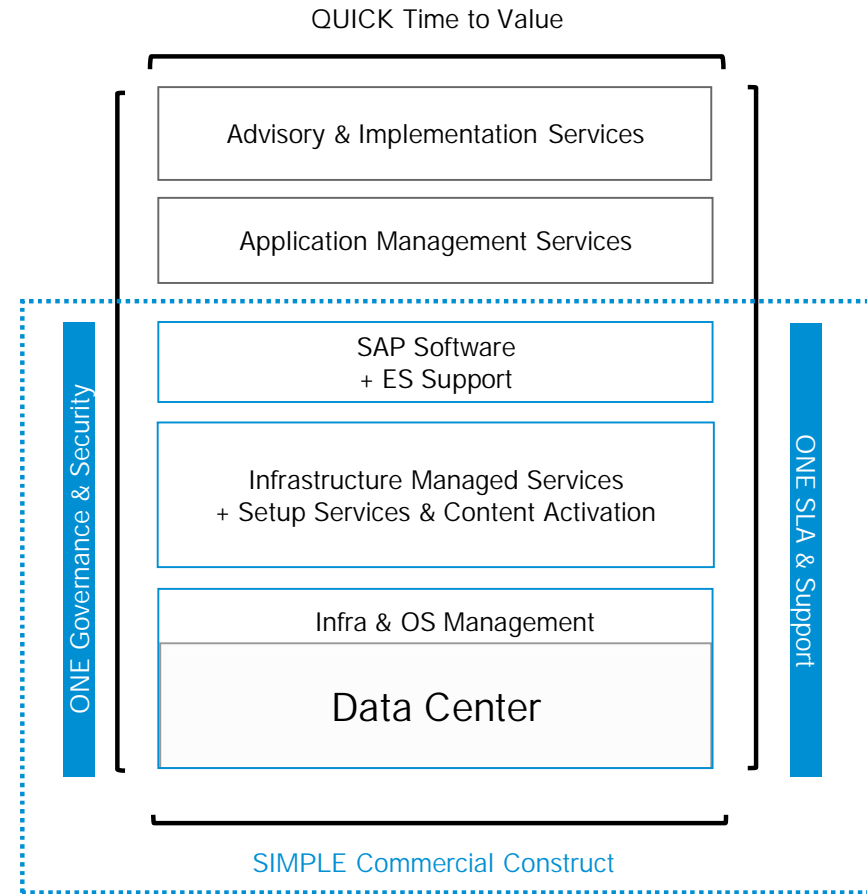
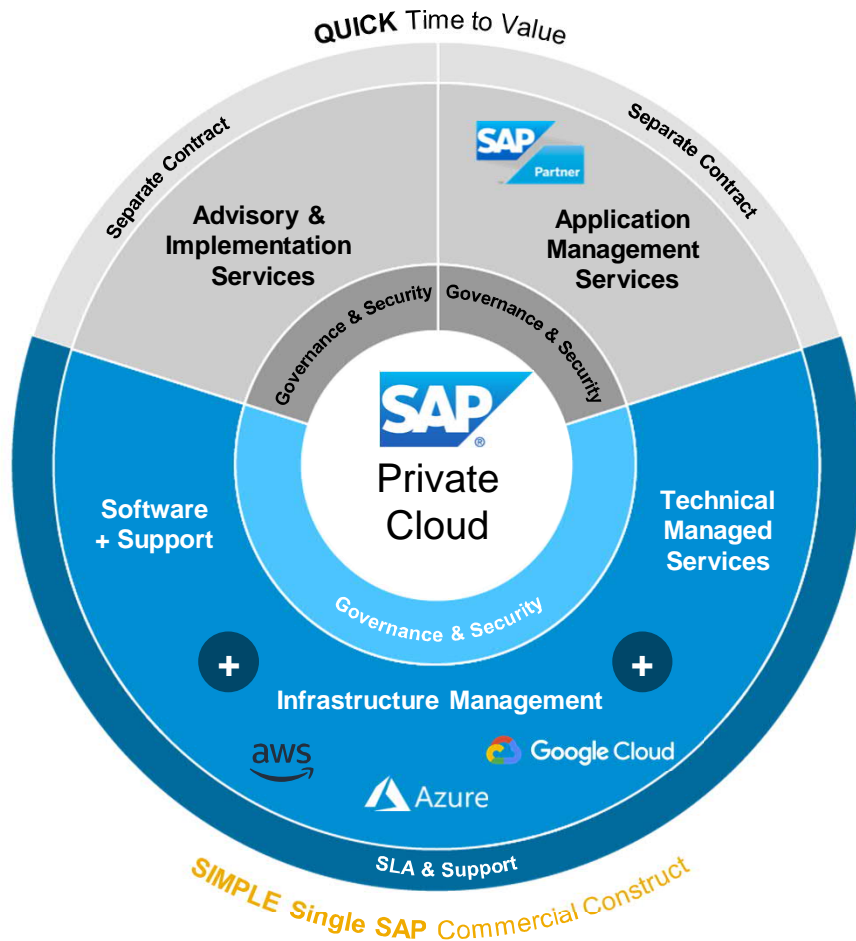
### Operating System

- Operating System version upgrades
- Support Pack updates / Bug Fixes

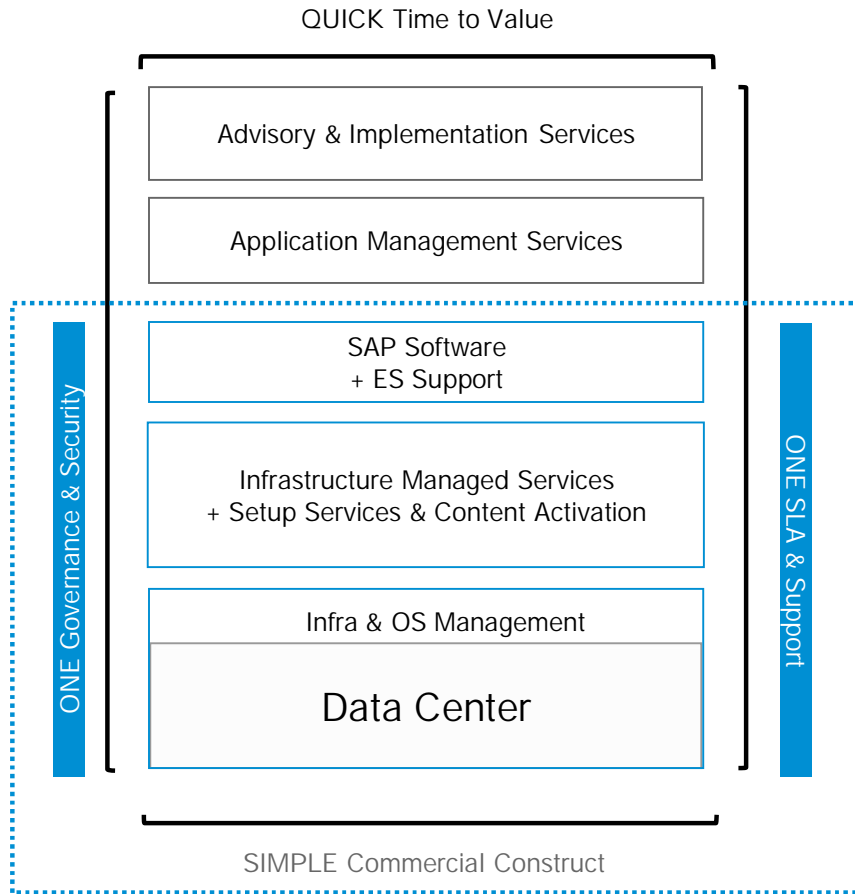
### Infrastructure

- Hyperscaler compatibility checks for application / database / OS updates
- Fulfil infrastructure pre-requisites for software updates

# SAP Private Cloud – In a nut shell



# How Does SAP Deliver RISE?



## Scope of services included in

### Included in RISE subscription

#### SAP Software + Support

- Continuous improvement & innovation
- Mission critical support
- Support advisory center
- Continuous quality check

#### Infrastructure Management & Technical Managed Services

- Infrastructure footprint including HA & DR
- Infrastructure setup, deployment and maintenance
- Network & storage management
- Standard Backup & retention

#### Cloud Managed Service

- Client delivery manager, Technical and Project Lead, regular cadence, reporting
- OS, DB management & operations
- Best practice architecture & deployment
- Technical Basis and operations support
- Disaster recovery as service including annual test
- SAP security framework & compliance reporting
- 24x7 monitoring & operational support

#### Execution of Technical Upgrades

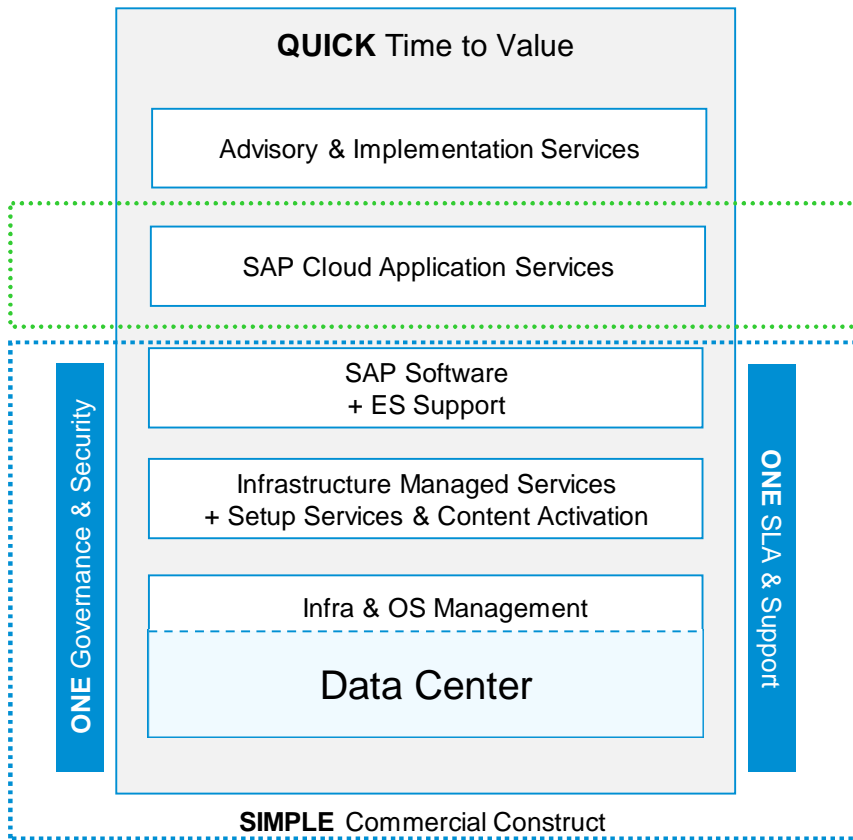
- Technical changes (parameters, client copies, system copies, etc.)
- Patching / updating
- Technical execution of support packages and version upgrades

#### Single SLA

- 99.7% SLA for Infrastructure, Technical Managed Services & Software.
- Non-PRD SLA is 95%
- DR RTO: up to 12 hours and RPO: up to 30 minutes

# How Does SAP Deliver RISE?

## - Enhanced RISE Services



### Release Version Management

Planning and coordination for version upgrade  
Execution of technical upgrade tasks, including

- Review and application of notes and manual corrections
- Execution of Basis related tasks and pre/post processing
- Corrections to standard objects and extensions

### Application Monitoring (Find it and Fix it)

24x7 application level system monitoring ensuring systems perform at optimum health  
Monitoring and trend analysis of KPIs, including

- Standard and Custom Jobs
- Interfaces and Connections
- Business Process Monitoring

Standard Operating Procedures for remediation of exceptions including transport of changes to production per the customer's change process

### Regression Testing

Regression testing of the SAP S/4HANA RISE systems in scope.  
Coordination of regression test cycle, including test strategy, approach and schedule  
Reporting of test status and processing of defects  
Consistent execution of regression tests to ensure business continuity  
Reliable and up-to-date test case library  
Maintenance of test case documentation

### Cloud Integration Testing

Execution of automated test scripts for iflows in alignment with product release schedules  
Development and maintenance of automated test scripts included

### Application Operations

"Client 100" Basis activities, e.g.

- Pre and post steps for system and client copies, including re-enablement of technical integration for SAP Fiori launchpad
- Transfer and release of transport orders
- Implement notes and manual corrections



# SAP S/4HANA Cloud, private edition ....Named Resources



SAP Cloud Client Delivery Manager (CDM)

- **SPOC** for Customer C-level and leadership to drive engagement throughout relationship and strategic advisor for all S/4HANA Cloud, private edition portfolio topics
- Voice of client in SAP & recognized as the escalation point for all private cloud engagement issues
- Ensures seamless alignment across ECS multiple internal and external stakeholders
- Coordinate engagement of TSM (End to end technical delivery) and PL (Implementation and Project Management of private cloud)



Cloud Project Lead (PL)

- Manage overall technical project management / delivery to plan scope, milestones
- Project scheduling, coordination of SAP Cloud build activities, initiate server build request
- Provide onsite presence if required for the SAP Cloud Delivery part to ensure effective project delivery (only Cloud Services)
- Interface with Implementation Project Team (Customer & SI) to align project information, requirements and rollout timelines
- Align migration activities and schedules with SAP Consulting & Cloud Delivery team



Technical Service Manager (TSM)

- Delivers to plan scope and milestones
- Initiate system and infrastructure build requests
- Technical installations & integration of systems into SAP Cloud infrastructure (backup, monitoring, etc).
- Ensure adherence of all SAP Cloud Security aspects



Customer Engagement Executive (CEE)

- Accountable for ensuring the customer gets value from their investment and avoiding shelf ware
- Define and establish a customer success plan and engagement model focused on revenue generation
- Track and measure solution usage and adoption
- Facilitate access to SAP supporting services



S/4 COE

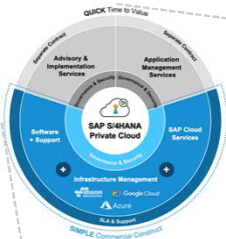
- Support Account Executive with expert knowledge on the overall S/4HANA Cloud, private edition offering from commercial perspectives.



Cloud Architecture & Advisory (CAA)

- Presales for support for S/4HANA Cloud, private edition Sales
- CAA also creates an architecture for the customer's solution landscape based on the Reference Architecture. As a technical expert, a CAA is involved in the overall sales process from the beginning until the handover to delivery of a S/4HANA Cloud, private edition solution.

# SAP Private Cloud Service Architecture



Transform Solution	IT Transformation		Business Transformation	
Improve & Manage Functional Application	Application Change Management			
	Functional Application Management		Test Management and Execution	
SAP Private Cloud - RISE	License and Product Support			
Run Solution Packages available	Cloud Integration Testing	Data Volume Optimization	Application Monitoring	
	Release Version Management	Data Quality Optimization	Application Operations (Functional Basis)	
Run System	Service and Release Planning	Advanced Technical Operations	High Availability and Business Continuity	
	Best Practice Architecture	Technical Landscape Deployment	Technical System Operations	Security Patching
Run Infrastructure				



# Never stop improving

with continuous insight to optimize  
business processes

- ▶ **Prioritize optimization opportunities** with instant analysis of processes, activities and tasks
- ▶ **Sharpen process performance** based on actual system usage, best-practices, and industry benchmarking
- ▶ **Accelerate your progress** with tailored insight on where to automate business processes with AI



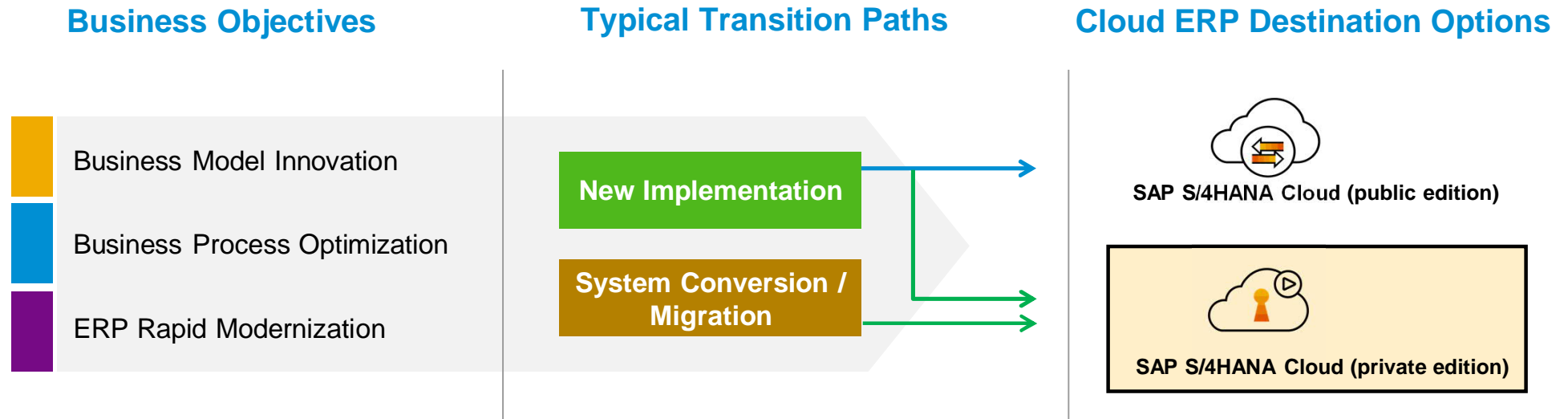
# Secure your success

with a trusted partner for your business needs,  
at every step of the way

- **Run your mission-critical operations** at global scale
- **Reach the cloud without compromise** with solutions for every business and every regulatory requirement
- **Take charge of change** using a versatile platform to speed innovation
- **Own your tomorrow** with a guided journey and outcome-driven practices from SAP and our partners

# Consider Your Strategic Choices, multiple starting points....

Matching Business Objectives to Transition Paths and Destinations.....



# Where to Start?

## 1. Optimize

- Business Process Insights (**Signavio**)
- Eliminate Technical Debt from Legacy Customizations Business Technology Platform (**BTP**)
- Landscape Optimization based on SAP Reference Architecture
- Agile SAP License Consumption Model

## 2. Modernize

- Adopt more agile and accelerated upgrade cycles.
- Leverage commoditized and automated testing services (**Tricentis**)
- Govern future infra design in coordination with SAP and based upon SAP reference architecture
- Leverage public SAP extensibility guidelines to align with **5 Golden Rules** above
- Standardize within SAP ecosystem to adopt approved innovation POVs

## 3. Innovate

- Parallel adoption S/4 Roadmap
- Opportunity to consume, co-develop and monetize vertical solutions via SAP Industry Cloud offerings
- Automate and simplify business processes with RPA, AI, ML
- Leverage Signavio to identify and generate RPA solutions across SAP landscape, and continuous process improvement

## Destination - Run like a SaaS

Aspire to comply with "5 Golden Rules"



Fit-to-Standard Approach



Cloud-like Integrations



Best Practices for Configuration



Cloud-like As-A-Service



Secure, Certified & Transparency of Deviation

## 5 Golden Rules of SAP SaaS Deployments

# What are your Strategic Options?

## Status Quo (Not an option)



- Capital investment to replace on- premise hardware
- Future capital investments for software and maintenance
- High support costs, and cost to serve (HA, DR, security)
- Project hosting costs
- Hybrid model complexity

## Direct with Hyperscaler(s)



- Manage multiple SLAs,
- Manages multiple Contracts, support teams, MSPs for SW, Services, IaaS, TMS(Security, basis, monitoring), AMS, etc.
- Reactive, product support oriented engagement with SAP
- Future investments increase annual maintenance fees
- SI's maintain technical support
- ExxonMobil is responsible for designing security, tooling, automation processes
- Perpetual CAPEX centric license model that may not fit future requirements
- Continued use of legacy development models to customize SAP

## RISE with SAP



OR

- SAP is the single accountable party owning the outcomes via an industry leading SLA
- Flexible subscription based model; right-size SW agreements
- Dedicated cloud delivery team with high level of automation providing proactive support
- Holistic security design reduces risk of data breaches and security attacks
- Leverage cloud economics and best of breed Hyperscaler capability via SAP's co-engineering investments
- Proprietary reference architecture for complete stack incl. SAP developed tooling
- Protect investments in existing SAP ERP landscape; Repurpose Dev-Sec-Ops resources

>2,000+

RISE Customers

>45,000+

Systems in SAP Cloud

99.997%

Avg. PROD application availability FY 2021

<20 mins

Unplanned Downtime

~96%

Automation of tasks

<51 mins

Time to resolve P1 issues



**RISE  
WITH  
SAP**



**Driving business innovation together**



**Take the lead**

with industry innovation  
for top-line, bottom-line,  
and green-line growth

**Never stop improving**

with continuous insight  
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**Secure your success**

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The SAP logo is positioned in the top left corner. It consists of the letters 'SAP' in a white, bold, sans-serif font, set against a blue rectangular background that has a slight gradient and a white diagonal line.

# RISE WITH SAP

Driving business  
innovation together