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

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VerNeil Mesecher – Sr. Director- Customer Engagement Events Liaison, North America, SAP

THE BEST RUN **SAP**

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

WHY Should I Move to S/4HANA?

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

WHEN should I move to S/4HANA?

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

WHY Should I Move to S/4HANA?

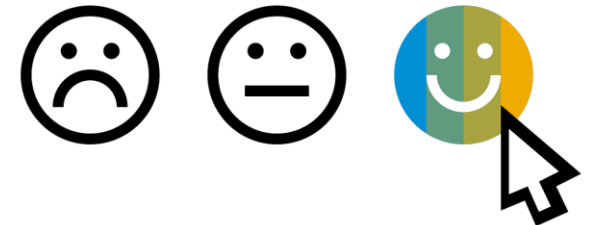**Leverage the SAP Customer Value Experience tools to build your plan and build your business case**

➢ SAP Signavio Process Insights, discovery edition

(evolution of Process Discovery, SAP Innovation and Optimization Pathfinder on Spotlight)

➢ Customer Evolution Kit Program

Introduction of a new solution
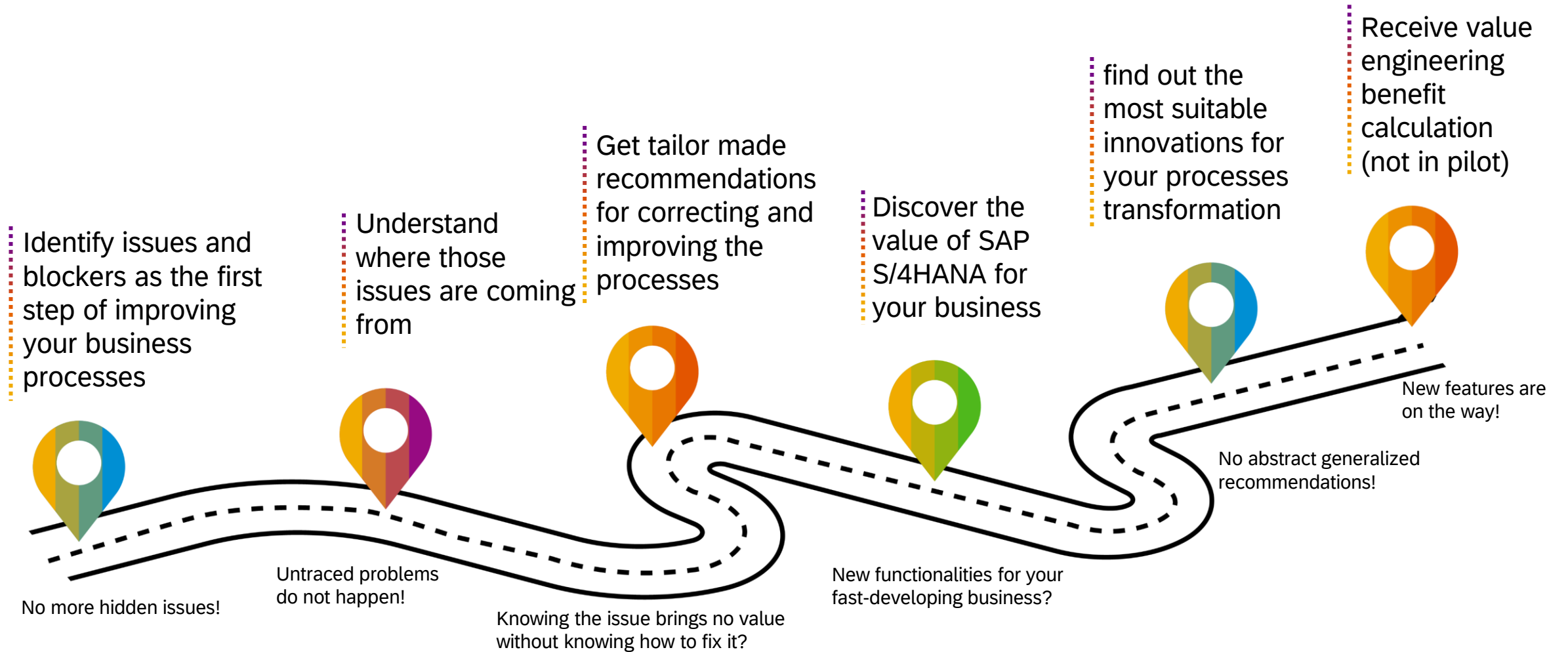SAP Signavio Process Insights, discovery edition

One solution - **SAP Signavio Process Insights, discovery edition**, to:

- improve business processes

- start the journey to SAP S/4HANA

- optimize live SAP S/4HANA systems

- get to know the interface and functionality of **SAP Signavio Process Insights**
  (both offerings have similar interface).

Value and Structure
Benefits

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

Understand where those issues are coming from

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 (not in pilot)

New features are on the way!

No abstract generalized recommendations!

No more hidden issues!

Untraced problems do not happen!

Knowing the issue brings no value without knowing how to fix it?

New functionalities for your fast-developing business?

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
- 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).
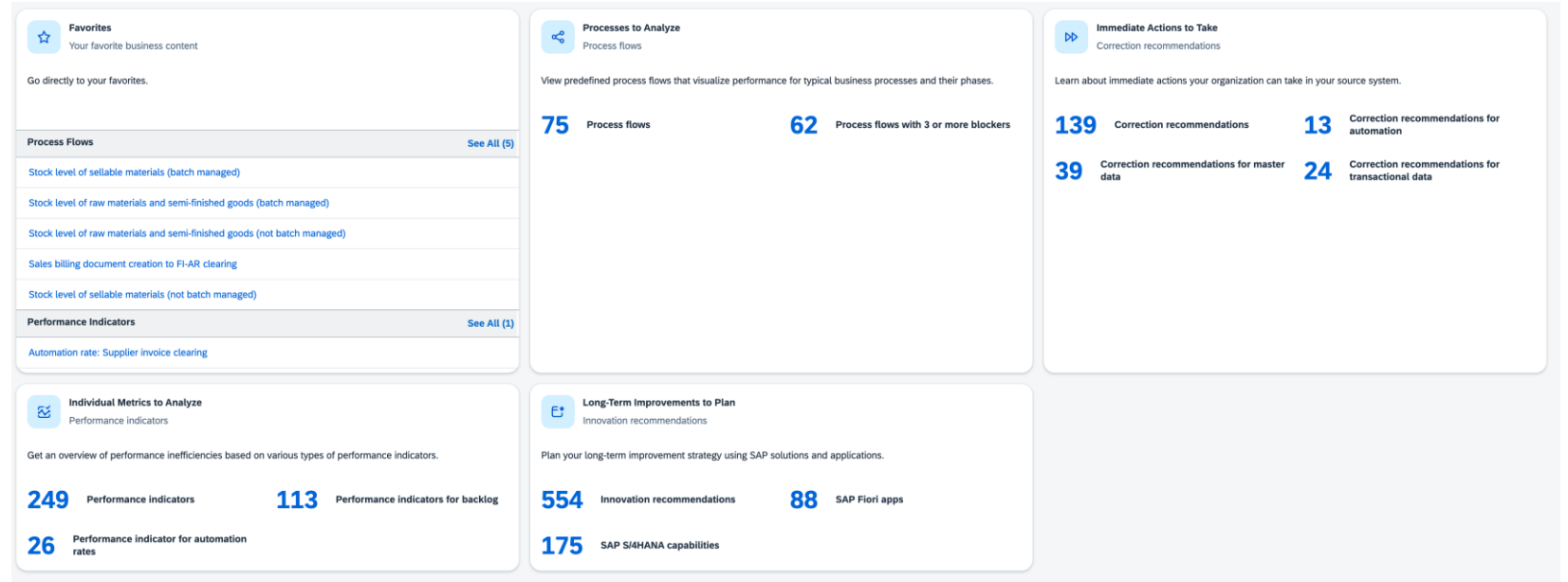
Preparation activities

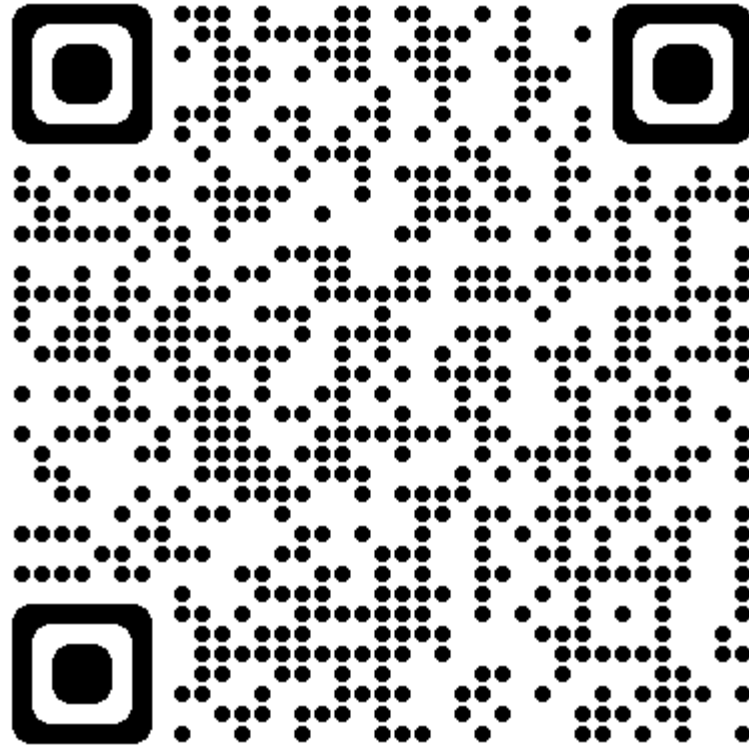Request your Signavio Process Insights, discovery edition
[Learn more...](#)

Link to: [SPIDE How-To Guide](#)

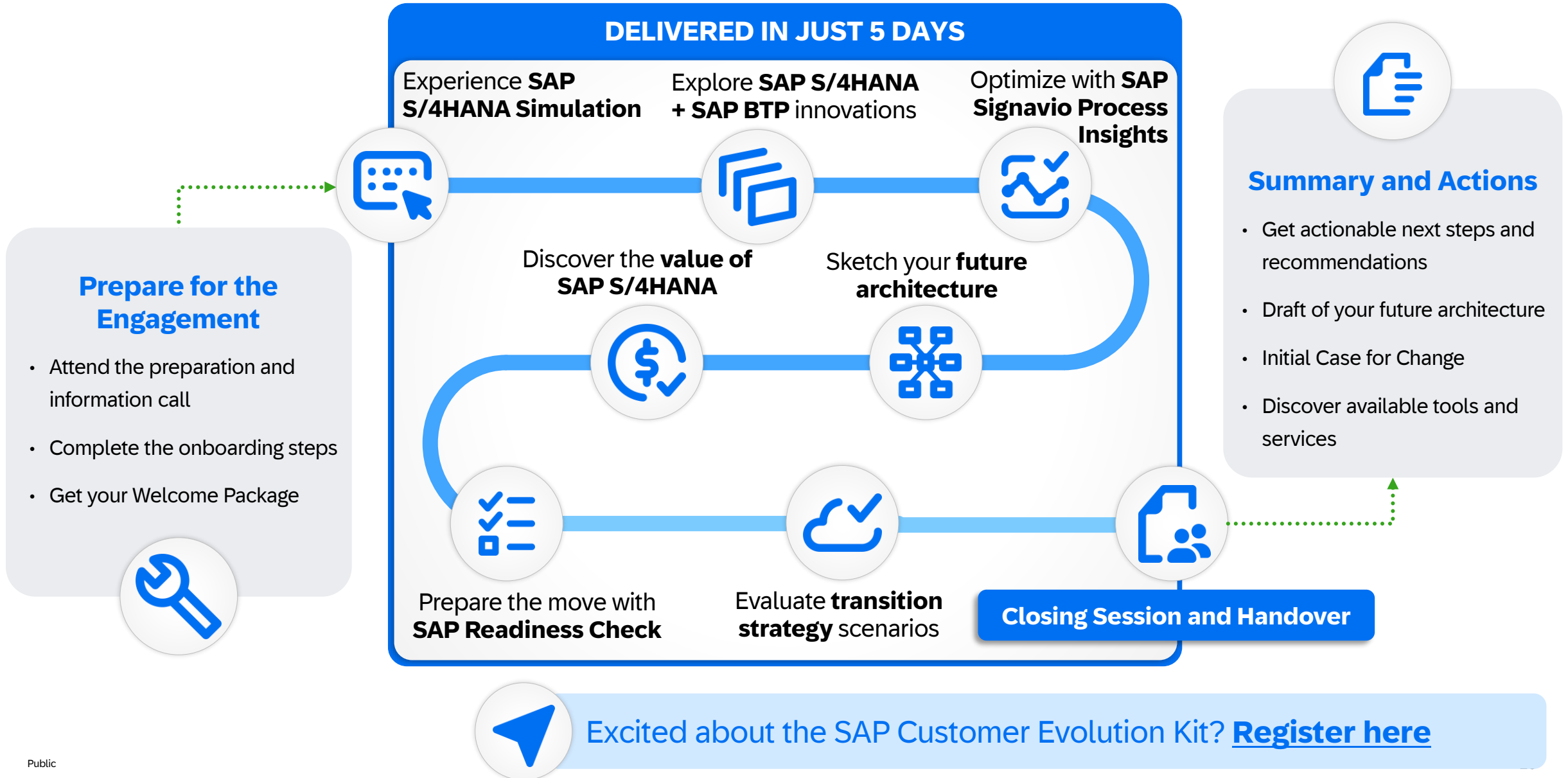# SAP Signavio Process Insights, discovery edition

SAP Customer Evolution Kit

SAP Customer Evolution Kit for SAP S/4HANA
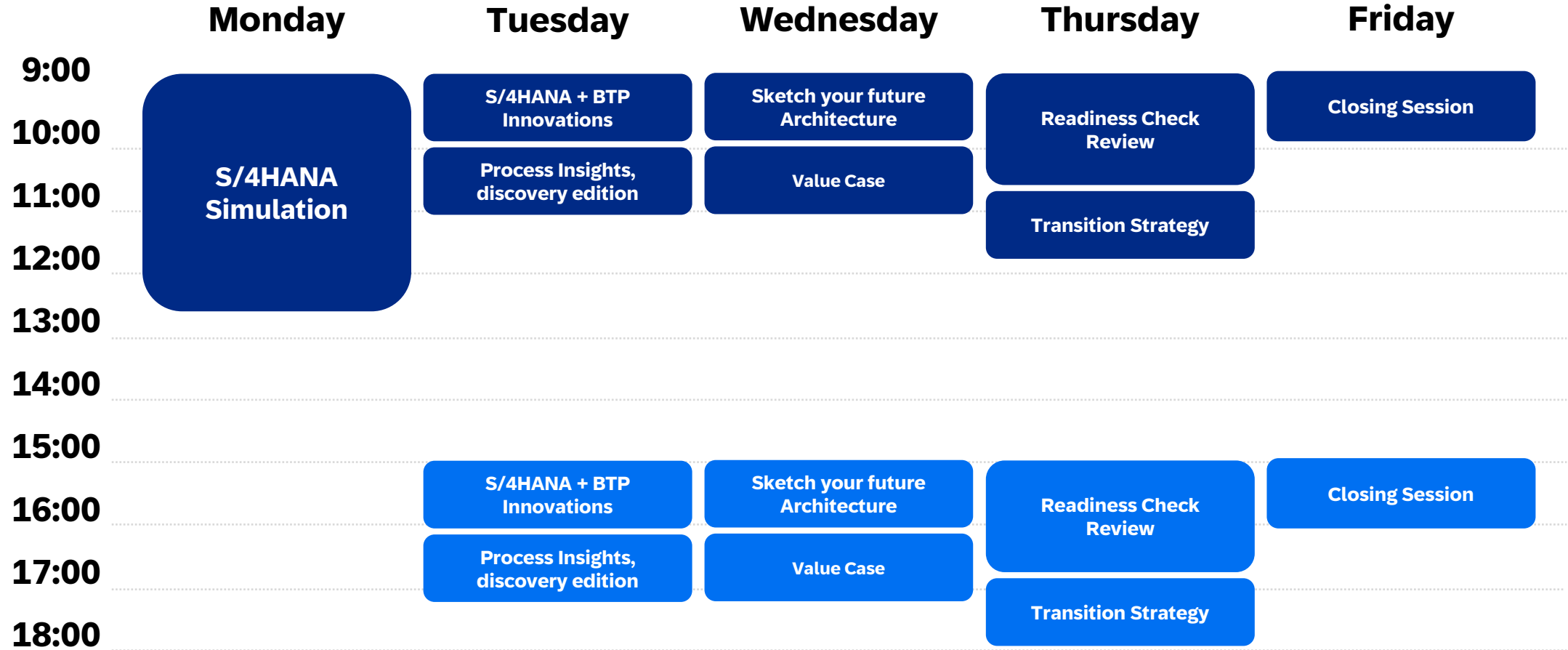## How does the customer journey look like?

DELIVERED IN JUST 5 DAYS

Experience **SAP S/4HANA Simulation**

Explore **SAP S/4HANA + SAP BTP** innovations

Optimize with **SAP Signavio Process Insights**

Discover the **value of SAP S/4HANA**

Sketch your **future architecture**

Prepare the move with **SAP Readiness Check**

Evaluate **transition strategy** scenarios

Closing Session and Handover

Prepare for the Engagement

- Attend the preparation and information call
- Complete the onboarding steps
- Get your Welcome Package

Summary and Actions

- Get actionable next steps and recommendations
- Draft of your future architecture
- Initial Case for Change
- Discover available tools and services

Excited about the SAP Customer Evolution Kit? **Register here**

SAP Customer Evolution Kit for SAP S/4HANA
What is covered?

Overview of topics for the individual days

1st Day	2nd Day	3rd Day	4th Day	5th Day

Session 1: WHY? (3-4hr)
Experience the value of SAP S/4HANA with SAP S/4HANA Simulations.

Session 2: WHY? (1hr)
Explore the RISE offering from SAP, the innovations of SAP S/4HANA and SAP Business Technology Platform.

Session 4: WHAT? (1hr)
Sketch the future Architecture based on results of your Process Insights analysis.

Session 6: WHAT (1.5hrs)
Analyze software, infrastructure requirements, functional implications, custom code adaptations, and data migration requirements in advance

powered by:
SAP Readiness Check

Closing Session (1hr)
Wrap up and presentation of Final Result document

Session 3: WHY? (1.5hrs)
Identify SAP S/4HANA innovation & improvement potential based on your system data

powered by:
Signavio Process Insights, discovery edition

Session 5: WHY? (1hrs)
Identify and quantify financial benefit to establish a Value Case for the SAP S/4HANA Transformation

powered by:
SAP Value Lifecycle Manager

Session 7: HOW? (1hr)
Discuss transition strategies and deployment options for moving to SAP S/4HANA

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

Business

IT

Stakeholders

Example schedule

	Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
9:00		S/4HANA + BTP Innovations	Sketch your future Architecture	Readiness Check Review	Closing Session
10:00	S/4HANA Simulation				
11:00		Process Insights, discovery edition	Value Case	Transition Strategy	
12:00					
13:00					
14:00					
15:00					
16:00		S/4HANA + BTP Innovations	Sketch your future Architecture	Readiness Check Review	Closing Session
17:00		Process Insights, discovery edition	Value Case	Transition Strategy	
18:00					

Morning
Afternoon

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.
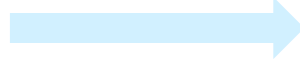
Timeline

	Customer
	SAP

Onboarding process — **Preparation** — **Engagement**

Days to weeks	1 week	1 week	5 days

Registration	**Preparation & Information Call**	**Pre-requisites**	**Welcome Package Creation**	**Delivery preparation**	**Delivery**
▪ SAP team will get in touch with you to arrange a Preparation & Information Call	▪ SAP will explain the scope and pre-requisites of the SAP Customer Evolution Kit	Complete pre-requisites: 1. Process Insights 2. Info Survey 3. SAP Readiness Check 4. Participants List	SAP team to create customer specific: 1. Business Capability Map 2. Outside in To-Be Architecture 3. Value Case	▪ SAP team to analyse documentation and assets for delivery ▪ Schedule proposal & invites to sessions	▪ Service execution ▪ Result document creation

SAP Customer Evolution Kit – Outcomes

SAP S/4HANA Simulation (3-4hrs) → 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.**
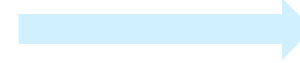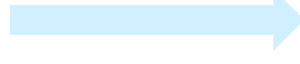
Process Insights, discovery edition (1.5hrs) → Identify the **potential of improvement in your company** based on your Process Performance Indicators
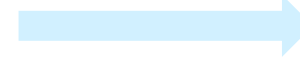
Sketch your future **Architecture (1hr)** → First draft of your **future SAP landscape** based on your current usage of the system and suggested **additional SAP products**.
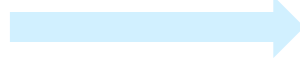
Tailored **Value Case (1hrs)** → **Customer-specific Value Case** based on the company financial information, as the starting point to create a full business case afterwards.**
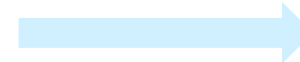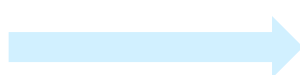
SAP Readiness Check review **(1.5hrs)** → Review the readiness of your system to make the move. **Simplification items**, **compatibility** assessment, **customer vendor integration**, **custom code** and more.

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

** Subject to customer sharing financial information to create the value case, otherwise, industry benchmark will be used for the session.

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
SAP TEAM :							
Certified Instructor/Delivery Expert	SAP Delivery Expert						Delivery Expert Customer Account team
CUSTOMER TEAM:							
Core Business Team leadership: 1. Engagement Coordinator (registrant) 2. Logistics Lead (Business VP or Director) 3. Finance Lead (Business VP or Director) 4. IT Lead (Enterprise Architect, Infrastructure Lead, or Solution Architect; Value Advisor suggested if available) 5. Key SAP users	**Core Business Team leadership:** 1. Engagement Coordinator (registrant) 2. Logistics Lead (Business VP or Director) 3. Finance Lead (Business VP or Director) 4. IT Lead (Enterprise Architect, Infrastructure Lead, or Solution Architect; Value Advisor suggested if available)			**Core Business Team leadership:** 1. Engagement Coordinator (registrant) 2. Logistics Lead (Business VP or Director) 3. Finance Lead (Business VP or Director) 4. IT Lead (Enterprise Architect, Infrastructure Lead, or Solution Architect; Value Advisor suggested if available) 5. **Finance expert/Controller**	**Core Business Team leadership:** 1. IT Lead (Enterprise Architect, Infrastructure Lead, Solution Architect; Value Advisor suggested if available)	**Core Business Team leadership:** 1. IT Lead (Enterprise Architect, Infrastructure Lead, Solution Architect; Value Advisor suggested if available)	**Core Business Team leadership:** 1. Engagement Coordinator (registrant) 2. Logistics Lead (Business VP or Director) 3. Finance Lead (Business VP or Director) 4. IT Lead (Enterprise Architect, Infrastructure Lead, or Solution Architect; Value Advisor suggested if available) 5. **Customer Executive Sponsor (recommended)**

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

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	**SAP S/4HANA Cloud, Private Edition**	**SAP S/4HANA On-Premise**
Customers who desire:	**Customers who desire:**	**Customers who require:**
• A complete, modern, native SaaS ERP solution with the **full benefits of public cloud**	• A **rapid conversion** of their existing ERP/ECC environments to a Cloud-based architecture	• Complete **control and ownership** of their application and data landscape
• The **fastest path** to innovation and the lowest TCO	• The **flexibility** of a traditional on-premise application as well as subscription-based, **cloud economics**	• The ability to manage **unique, customer-specific needs** which cannot be addressed by public cloud or private cloud offerings
• A **clean Cloud ERP** solution without converting old/legacy ERP processes and configurations.	• Gradual transformation to a pure SaaS landscape at their **own pace**	• The utilization of their **existing** IT departments, infrastructure, budget, and IaaS vendor agreements
• To reimagine business processes and take advantage of **standardized** best practices	• Full, extensive, ERP functionality including **partner add-ons** with the ability to extend and enhance	• **Specific compliance** with industry- and country-specific regulatory requirements

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

RISE WITH SAP

SAP S/4HANA - Deployment Options
Characteristics, delivery and operation view

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

* Included in SAP Subscription   ** only one country activation is included

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

System Conversion

SAP ERP System → SAP S/4HANA On Premise / SAP S/4HANA Cloud Private Edition
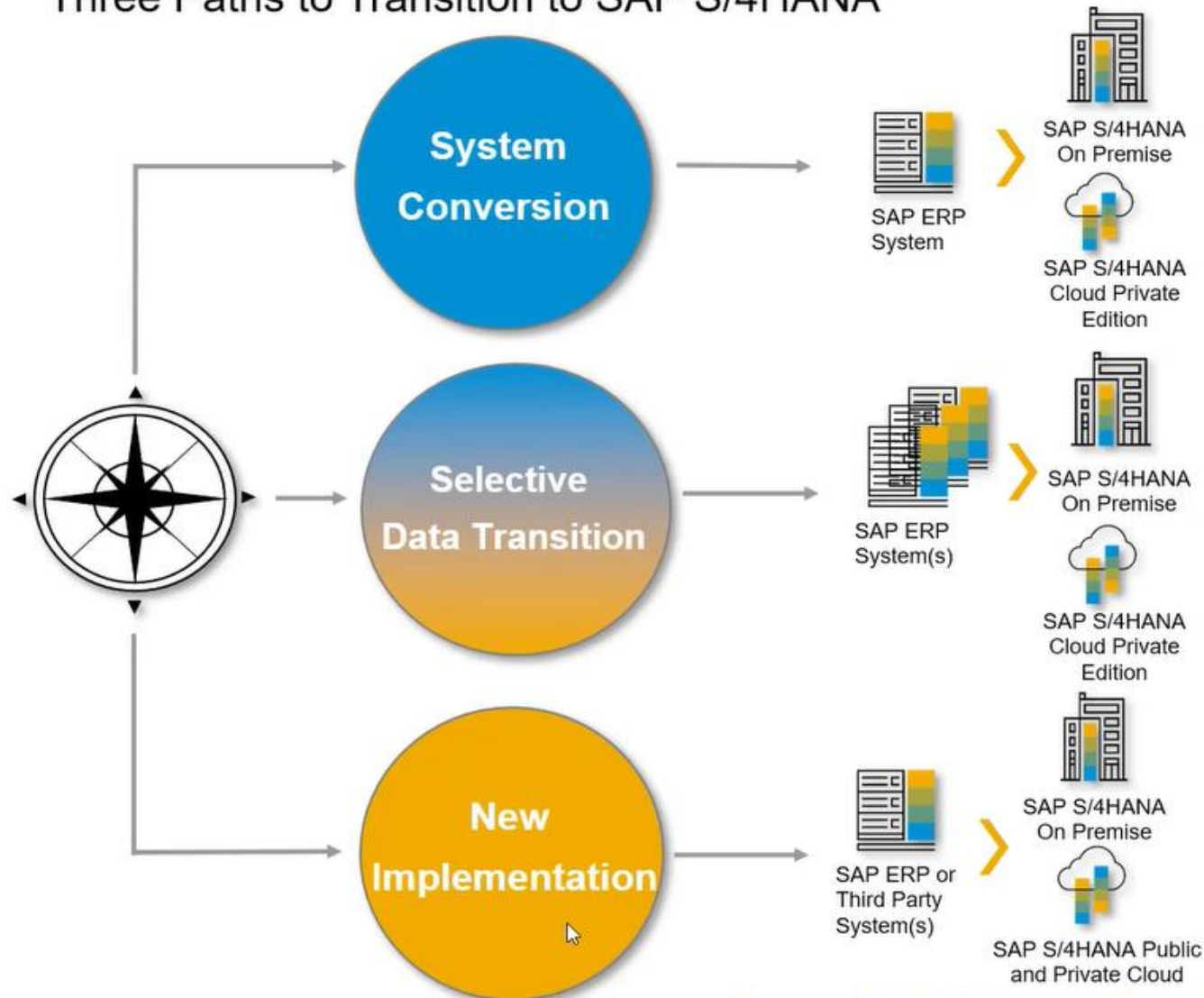
Bring your business processes to the new platform
- A complete technical in-place conversion of an existing SAP ECC system to SAP S/4HANA
- Adopt new innovations at your speed

Selective Data Transition

SAP ERP System(s) → SAP S/4HANA On Premise / SAP S/4HANA Cloud Private Edition

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

SAP ERP or Third Party System(s) → SAP S/4HANA On Premise / SAP S/4HANA Public and Private Cloud

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)

Mapping Your Journey to SAP S/4HANA – A Practical Guide for Senior IT Leadership
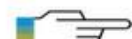
WHEN should I move to S/4HANA?

End of Mainstream Maintenance 2025 (EoMM25)

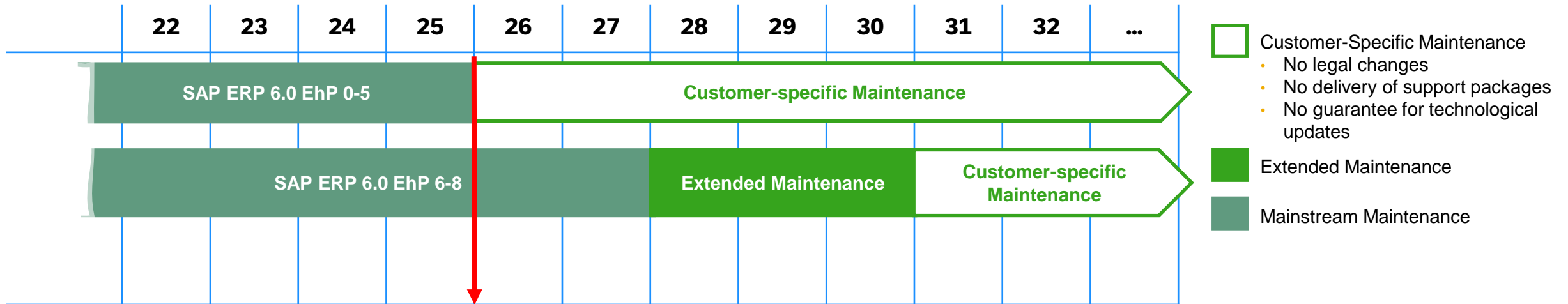- Enhancement Pack levels 0 through 5

End of Mainstream Maintenance 2027 (EoMM27)

- Enhancement Pack levels 6 through 8

<u>Link to SAP Maintenance Phases</u>

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

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

| 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | ... |

SAP ERP 6.0 EhP 0-5 — Customer-specific Maintenance

SAP ERP 6.0 EhP 6-8 — Extended Maintenance — Customer-specific Maintenance

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

■ Extended Maintenance

■ Mainstream Maintenance

> **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

Details on Maintenance phases:
- https://support.sap.com/en/release-upgrade-maintenance/maintenance-information/maintenance-strategy/maintenance-phases.html

Maintenance Phases

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

Mainstream maintenance	Extended maintenance*	Customer-specific maintenance
Full scope of maintenance and support, including e.g. • Legal changes • Support packages • Problem resolution • Global support backbone • Mission critical support • Service level agreements**	Scope of support similar as in mainstream maintenance However, technical limitations and/or other restrictions might require an upgrade to newer releases of SAP Business Suite 7 related • applications • enhancement packages • add-ons • or other technical components or may limit delivery of maintenance and support	Restrictions in maintenance and support service scope apply, including: • No delivery of legal changes • No delivery of new support packages • No guarantee for technological updates (e.g. no new kernel versions for new database or operating system versions) • No support of new interfaces • Customer-specific problem resolution for known problems only; may include a fee for solving new problems • No service level agreements** • No remote support to evaluate latest enhancement package based on a release in customer-specific maintenance**

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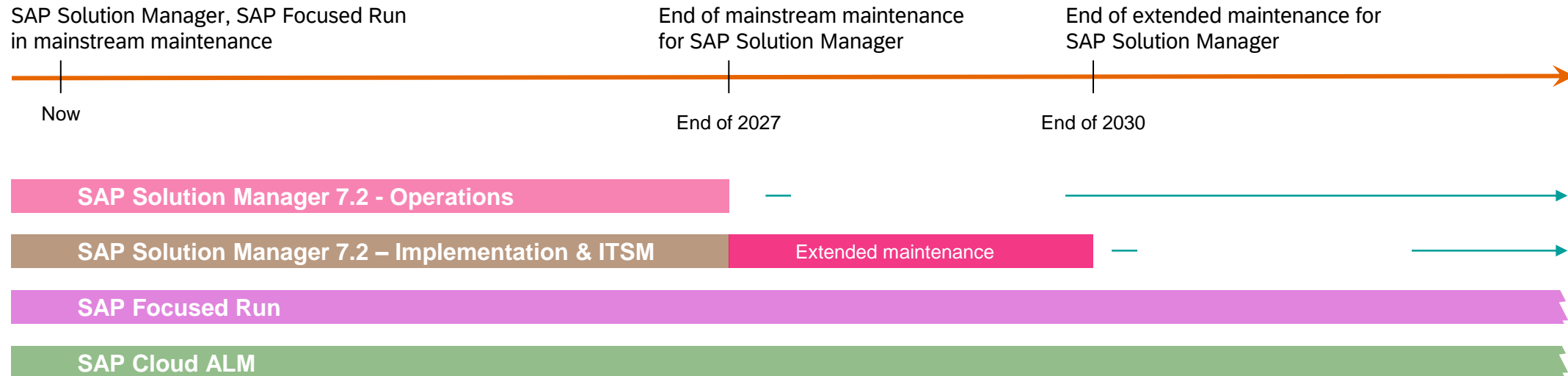Third-party runtime databases are not affected; treatment of third-party runtime databases after 2025 will be announced once coverage from these vendors is confirmed

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.
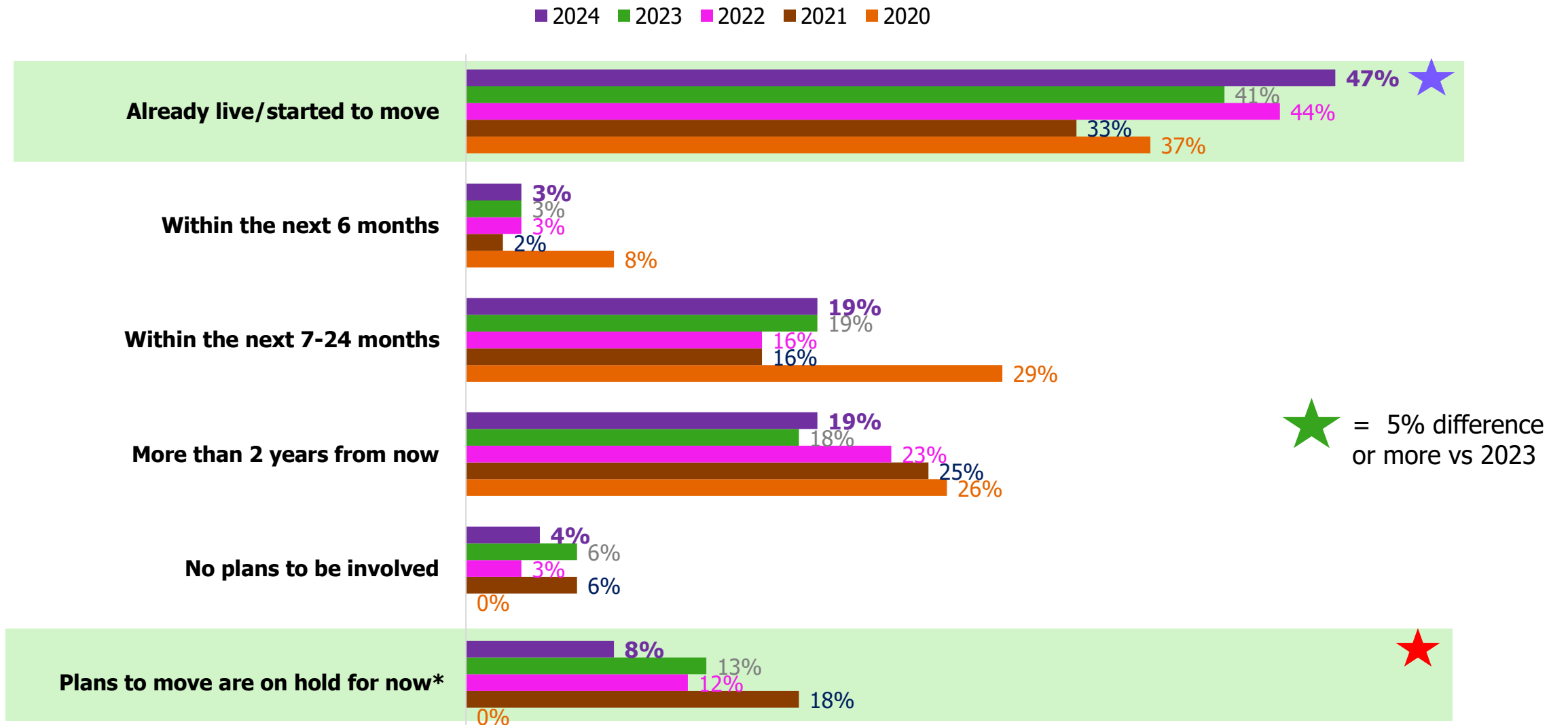
SAP Solution Manager, SAP Focused Run
in mainstream maintenance

Now

End of mainstream maintenance
for SAP Solution Manager

End of 2027

End of extended maintenance for
SAP Solution Manager

End of 2030

SAP Solution Manager 7.2 - Operations

SAP Solution Manager 7.2 – Implementation & ITSM — Extended maintenance

SAP Focused Run

SAP Cloud ALM

*) See restrictions in SAP Note 52505 and 3053725
For further information visit support.sap.com/ALM

ASUG 2024 Pulse of the SAP Customer Research

January 2024

Download and view the results here:

Due March 2024

asug

SAP S/4HANA Implementation Plans

Legend: ■ 2024 ■ 2023 ■ 2022 ■ 2021 ■ 2020

Already live/started to move
- 47% (2024)
- 41% (2023)
- 44% (2022)
- 33% (2021)
- 37% (2020)

Within the next 6 months
- 3% (2024)
- 3% (2023)
- 3% (2022)
- 2% (2021)
- 8% (2020)

Within the next 7-24 months
- 19% (2024)
- 19% (2023)
- 16% (2022)
- 16% (2021)
- 29% (2020)

More than 2 years from now
- 19% (2024)
- 18% (2023)
- 23% (2022)
- 25% (2021)
- 26% (2020)

No plans to be involved
- 4% (2024)
- 6% (2023)
- 3% (2022)
- 6% (2021)
- 0% (2020)

Plans to move are on hold for now*
- 8% (2024)
- 13% (2023)
- 12% (2022)
- 18% (2021)
- 0% (2020)

★ = 5% difference or more vs 2023

Q. What are your plans, if any, to implement SAP S/4HANA?
2024 (n=766); 2023 (n=646); 2022 (n=618); 2021 (n=512); 2020 (n=625); ***Note: 'Plans to move on hold for now' not provided as an option in 2020**
Base size and data adjusted to exclude respondents who have never heard of SAP S/4HANA or didn't know their organizations' experience with SAP S/4HANA

SAP S/4HANA Cloud Environments

Q. Where does your organization run, or will it run, its SAP S/4HANA environment(s)?

Legend: ■ 2024 ■ 2023 ■ 2022 ■ 2021
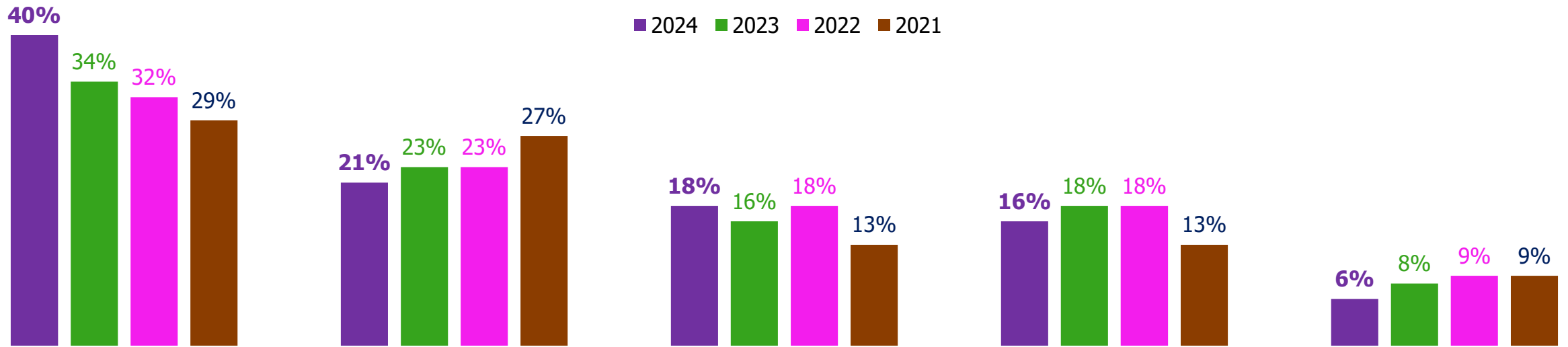
Category	2024	2023	2022	2021
Private cloud (either on-premise or hosted data center)	40%	34%	32%	29%
On-premise bare metal or basic virtualized systems (not private cloud)	21%	23%	23%	27%
Hybrid cloud (some on-premise private cloud, some public or hosted cloud)	18%	16%	18%	13%
Managed cloud (off-premise SAP S/4HANA managed via either a systems integrator/SI or global strategic service provider/[GSSP])	16%	18%	18%	13%
Public cloud (no control over underlying hardware)	6%	8%	9%	9%

Q. Where does your organization run, or will it run, its SAP S/4HANA environment(s)? 2023 (n=425); 2022 (n=389); 2021 (n=255)
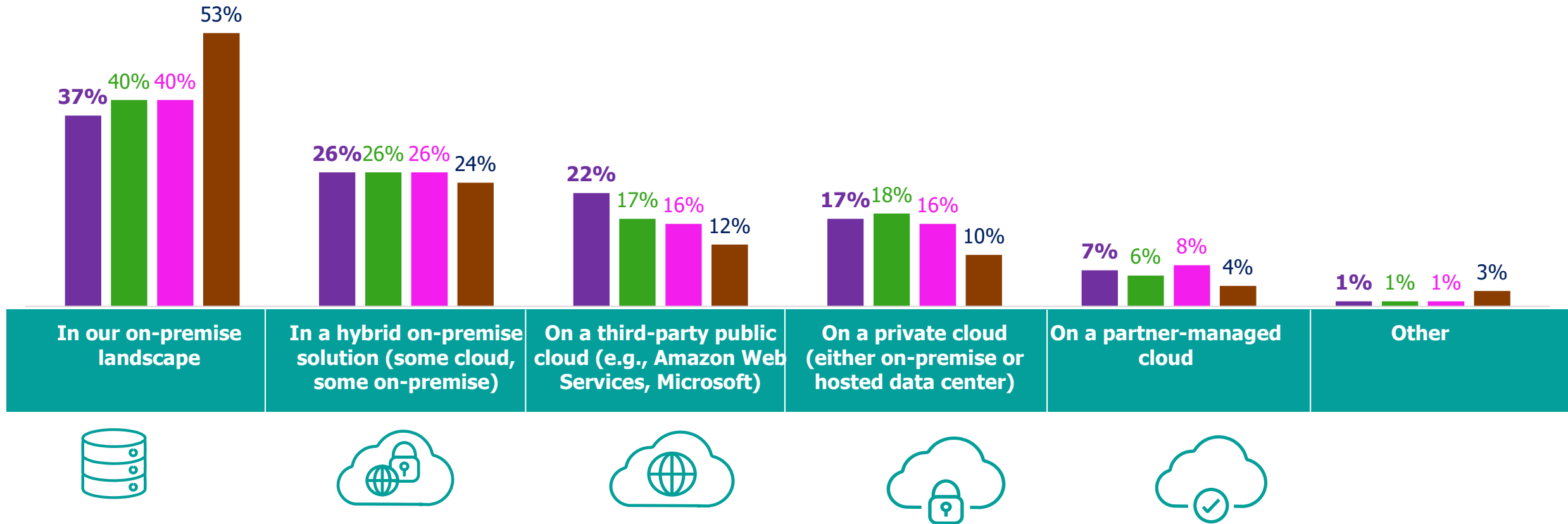Base size and data adjusted to exclude respondents who have no plans to be involved with SAP S/4HANA or who did not know where their SAP S/4HANA environment(s) will run.
Note: Results are not comparable with 2020 data due to the addition of the managed cloud option and detailed cloud descriptions not provided in 2020

SAP Environments

Q. Where are you currently running your SAP instances?

■ 2024 ■ 2023 ■ 2022 ■ 2021

	In our on-premise landscape	In a hybrid on-premise solution (some cloud, some on-premise)	On a third-party public cloud (e.g., Amazon Web Services, Microsoft)	On a private cloud (either on-premise or hosted data center)	On a partner-managed cloud	Other
2024	37%	26%	22%	17%	7%	1%
2023	40%	26%	17%	18%	6%	1%
2022	40%	26%	16%	16%	8%	1%
2021	53%	24%	12%	10%	4%	3%

Q. Where are you currently running your SAP instances? (Please select all that apply.) 2023 (n=601); 2022 (n=610); 2021 (n=424) Base size and data adjusted to exclude respondents who did not know where their organization ran SAP instances Note: Results are not comparable with 2020 data due to a change in question model

Reasons for Not Moving to the Cloud

#1 Cost and Resource Concerns

32% On-premise is cheaper (government discounts)

21% Required investment in infrastructure

16% Limited staff/skillset for transition

#2 Implementation

35% Currently in migration process

16% Waiting/planning for S/4HANA implementation

**6%** Not in organization's roadmap

#3 Security and Compliance

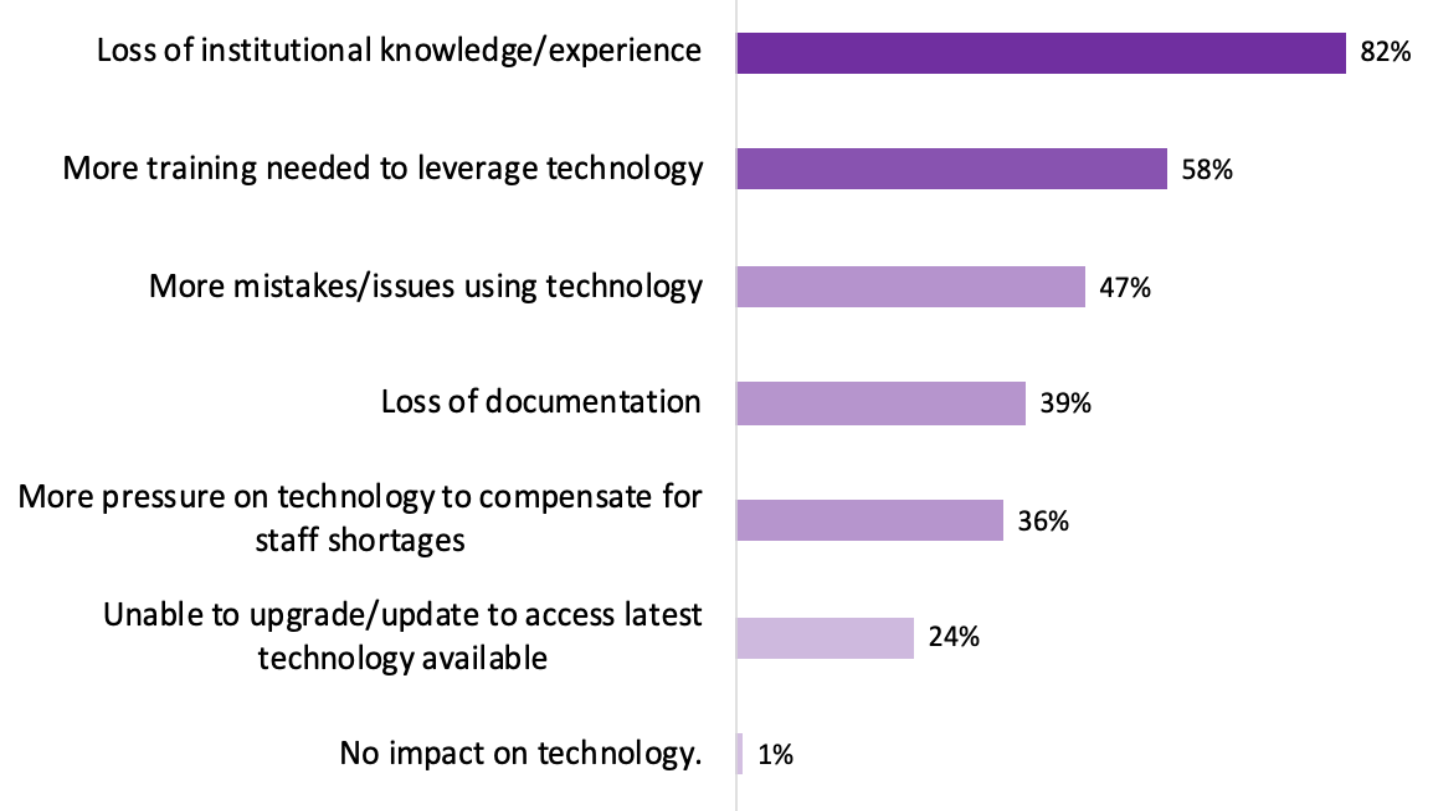**27%** Concern for data security & privacy

15% On-premise is more secure

9% Prior cybersecurity incident so proceeding with caution

Q. You selected that you run your SAP instances on-premises. Why hasn't your organization moved to the cloud?
N=238; Base sizes adjusted to account for participants who responded to the open-ended question

# Impact of Challenges: Maintaining Knowledgeable Staff/Turnover
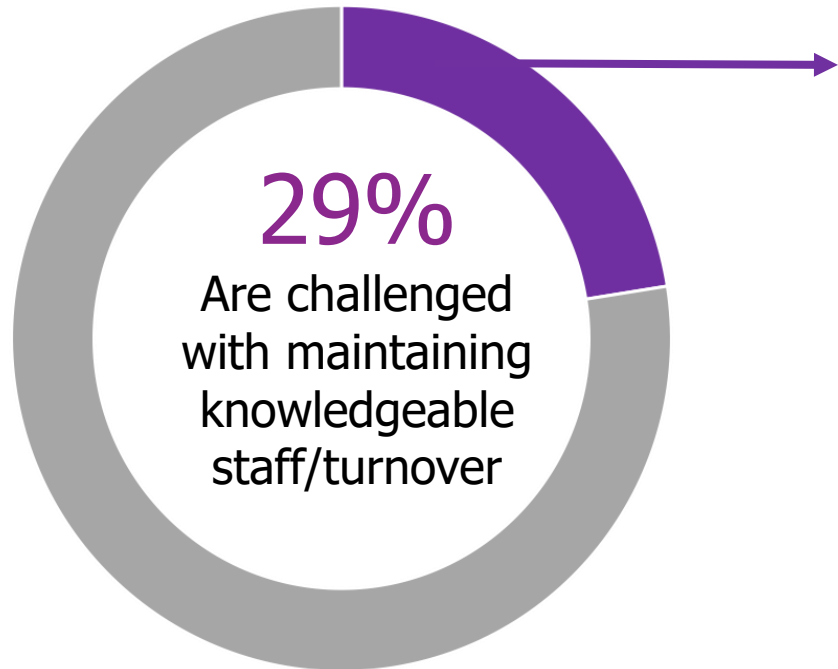
29%
Are challenged with maintaining knowledgeable staff/turnover

How has challenges with maintaining knowledgeable staff/turnover impacted technology at your organization?

Loss of institutional knowledge/experience	82%
More training needed to leverage technology	58%
More mistakes/issues using technology	47%
Loss of documentation	39%
More pressure on technology to compensate for staff shortages	36%
Unable to upgrade/update to access latest technology available	24%
No impact on technology.	1%

Q. Which of the following challenges is your organization currently experiencing? (Please select all that apply.) (n=766)
Q. [If maintaining knowledgeable staff/turnover selected] Q. How has challenges with maintaining knowledgeable staff/turnover impacted technology at your organization? (Please select all that apply.) (n=220)

Years of Experience Implementing/Maintaining/Working with SAP Technologies

6%	16%	14%	20%	45%
Less than 1 year	1 to 5 years	6 to 9 years	10 to 15 years	More than 15 years
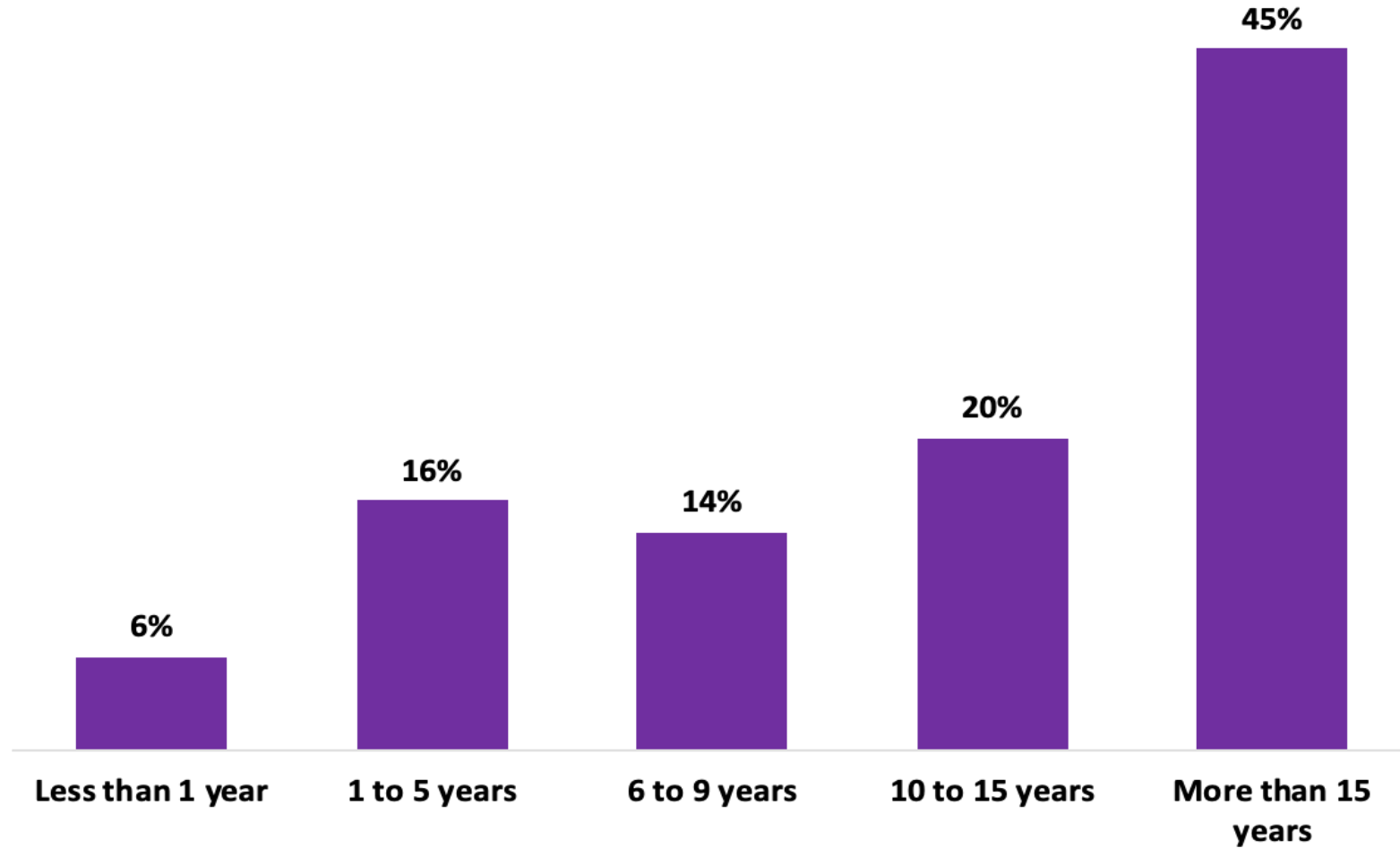
Q. How many years of experience do you have implementing/maintaining SAP technologies or working in the SAP ecosystem?. (n=766)

ASUG Contact Information and Data Usage Permissions

Contact Us

Please contact us if you have any questions or opportunities related to this research:

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- ASUG 2024 Pulse of the SAP Customer Research

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

Leverage SAP Enterprise Support Services and Resources Collaboration (especially CQCs)

- Empowerment (especially Value Maps)

- Innovation and Value Realization (especially Readiness Check)

- Mission-Critical Support

- 10 steps to S/4 Hana Bootcamp *(runs sporadically throughout the year)*

Utilize SAP Enterprise Support Value Maps

- Prescriptive Guidance

- Expert Access

- Social Collaboration

- Empowerment

SAP Enterprise Support

Key deliverables across all SAP deployment options

Collaboration

Receive prescriptive guidance

Empowerment

Gain required knowledge and skills

Innovation and value realization

Benefit from continuous innovations

Mission-critical support

Protect business continuity

Expert guidance

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

Enablement for digital transformation

- SAP Enterprise Support Academy (link)
- SAP Support Portal (link)

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)

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

SAP Enterprise Support Value Maps

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

Program Offerings

- **Prescriptive guidance -** Structured content enables guided journey, simplification, and accelerated consumption of content

- **Expert access -** SAP experts provide prescriptive guidance, best practices and technology insight

- **Social Collaboration -** Forums allow you to exchange ideas and best practices with SAP experts and peers

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

User Benefits

- **Advance** digital skill level with interactive learning formats

- **Achieve** deployment and operational goals

- **Maximize** the value of your SAP solutions

- **Reduce** training expenditures

- **Get quick** advice from SAP experts and peers

- **Easy** access to latest news and releases

- **Access** to virtual events with leading experts

- **Record** of learning accomplishments

Available value maps

SAP S/4HANA	**SAP SuccessFactors HXM Suite**	**SAP Business Technology Platform**	**Application Lifecycle Management**
SAP S/4HANA Cloud, public edition	**SAP Analytics Solutions**	**Business Process Transformation**	**Business Process Improvement**
SAP S/4HANA Cloud, private edition	**SAP Customer Experience solutions**	**Data Volume Management**	**Security**
		SAP Digital Supply Chain	**SAP Ariba solutions**

SAP Enterprise Support Value Maps

SAP S/4HANA Cloud, public edition

SAP S/4HANA Cloud, private edition

SAP S/4HANA

SAP SuccessFactors HXM Suite

SAP Business Technology Platform

SAP Analytics Solutions

SAP Customer Experience solutions

SAP Signavio | Business Process Transformation

Supply Chain Management Solutions

Data Volume Management

Application Lifecycle Management

Business Process Improvement

Spend Management and Business Network

Security

SAP Enterprise Support Value Maps
Explore the value map for SAP S/4HANA Cloud, private edition

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

- Discover the value of SAP S/4HANA Cloud, private edition; get to know RISE with SAP

- **Define your transition path (new Implementation, system conversion, or selective data transition) to SAP S/4HANA Cloud, private edition**

- Understand the tools for your journey to SAP S/4HANA Cloud, private edition

- Utilize SAP Readiness Check for SAP S/4HANA Cloud, private edition

- Understand SAP Activate for SAP S/4HANA Cloud, private edition

- Understand how to perform an SAP S/4HANA transition for new implementation, system conversion, or selective data transition

- For system conversion, have a comprehensive overview of the required prerequisites, the potential risks, and main effort drivers

- For system conversion, understand some of the key preparation topics such custom code adaptation and conversion of accounting

- For new implementation, understand how to migrate your legacy data using SAP S/4HANA Migration Cockpit

- Learn about SAP Fiori implementation and embedded analytics

- Leverage Continuous Quality Check services to ensure a smooth go-live

- Learn about new innovations and continue value generation

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

A learning program will guide you through a set of expertly chosen SAP Enterprise Support offerings, assets, and tools in a sequential and interactive format to empower you to achieve the defined outcome.

Plan and execute your system conversion to SAP S/4HANA Cloud, private edition
Access Learning Program >>

Prepare for your sandbox conversion to SAP S/4HANA Cloud, private edition
Access Learning Program >>

Learn SAP S/4HANA Finance
Access Learning Program >>

Learn SAP S/4HANA Central Finance
Access Learning Program >>

Learn SAP S/4HANA Logistics
Access Learning Program >>

Understand SAP Readiness Check for SAP S/4HANA
Access Learning Program >>

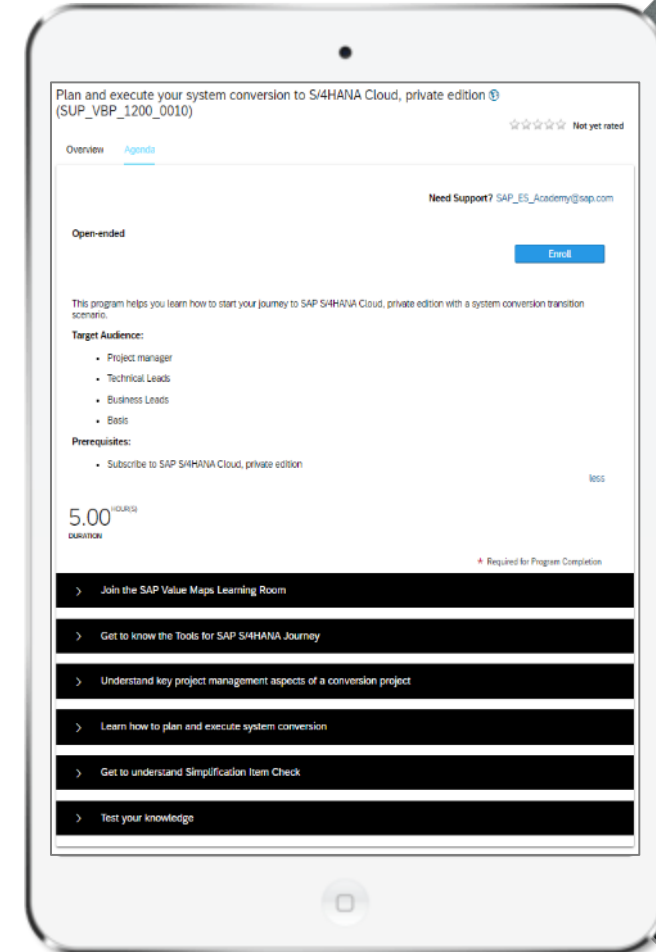**Prepare for conversion to SAP S/4HANA Finance**
Access Learning Program >>

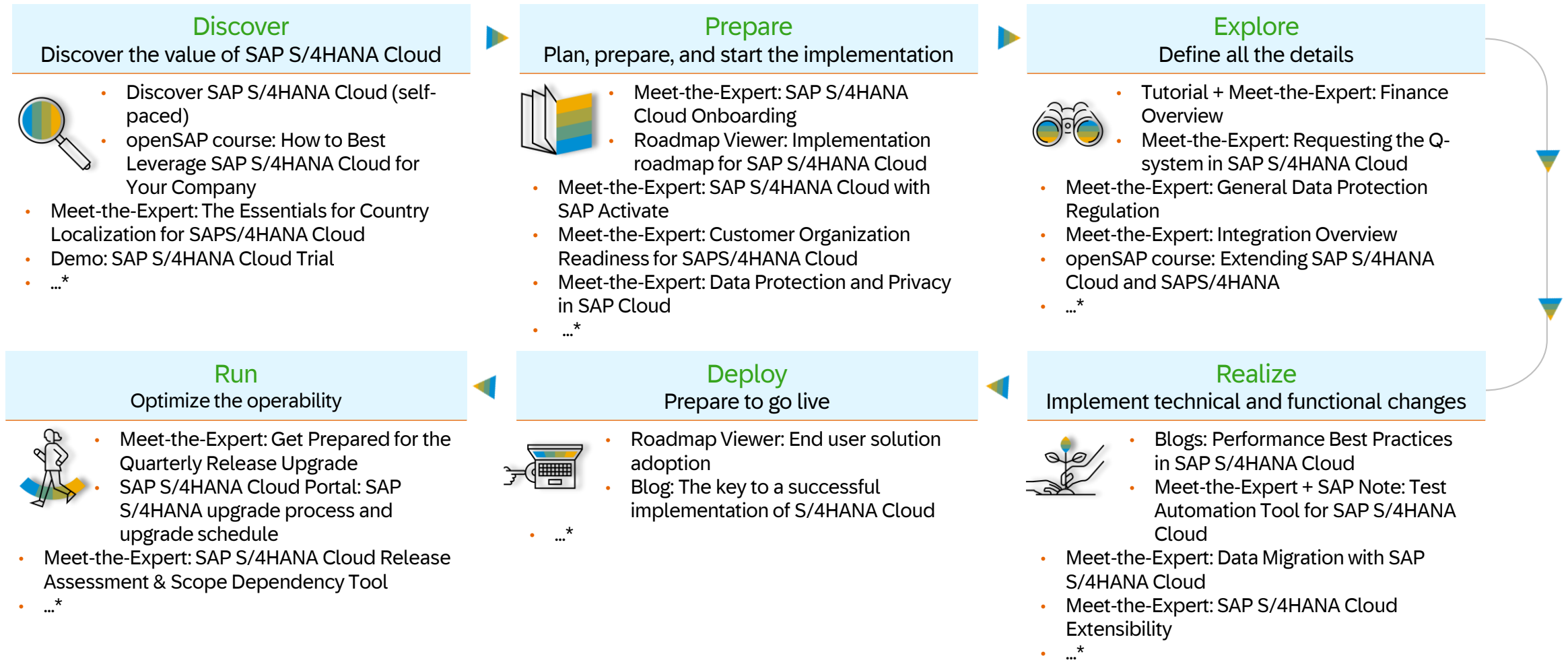**Prepare your custom code for SAP S/4HANA**
Access Learning Program >>

Prepare Your SAP Fiori Implementation for SAP S/4HANA
Access Learning Program >>

Access more learning programs here

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

Discover
Discover the value of SAP S/4HANA Cloud

- Discover SAP S/4HANA Cloud (self-paced)
- openSAP course: How to Best Leverage SAP S/4HANA Cloud for Your Company
- Meet-the-Expert: The Essentials for Country Localization for SAPS/4HANA Cloud
- Demo: SAP S/4HANA Cloud Trial
- ...*

Prepare
Plan, prepare, and start the implementation

- Meet-the-Expert: SAP S/4HANA Cloud Onboarding
- Roadmap Viewer: Implementation roadmap for SAP S/4HANA Cloud
- Meet-the-Expert: SAP S/4HANA Cloud with SAP Activate
- Meet-the-Expert: Customer Organization Readiness for SAPS/4HANA Cloud
- Meet-the-Expert: Data Protection and Privacy in SAP Cloud
- ...*

Explore
Define all the details

- Tutorial + Meet-the-Expert: Finance Overview
- Meet-the-Expert: Requesting the Q-system in SAP S/4HANA Cloud
- Meet-the-Expert: General Data Protection Regulation
- Meet-the-Expert: Integration Overview
- openSAP course: Extending SAP S/4HANA Cloud and SAPS/4HANA
- ...*

Run
Optimize the operability

- Meet-the-Expert: Get Prepared for the Quarterly Release Upgrade
- SAP S/4HANA Cloud Portal: SAP S/4HANA upgrade process and upgrade schedule
- Meet-the-Expert: SAP S/4HANA Cloud Release Assessment & Scope Dependency Tool
- ...*

Deploy
Prepare to go live

- Roadmap Viewer: End user solution adoption
- Blog: The key to a successful implementation of S/4HANA Cloud
- ...*

Realize
Implement technical and functional changes

- Blogs: Performance Best Practices in SAP S/4HANA Cloud
- Meet-the-Expert + SAP Note: Test Automation Tool for SAP S/4HANA Cloud
- Meet-the-Expert: Data Migration with SAP S/4HANA Cloud
- Meet-the-Expert: SAP S/4HANA Cloud Extensibility
- ...*

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

SAP Enterprise Support Value Maps
How to register and access value maps in 2 steps

Step 1

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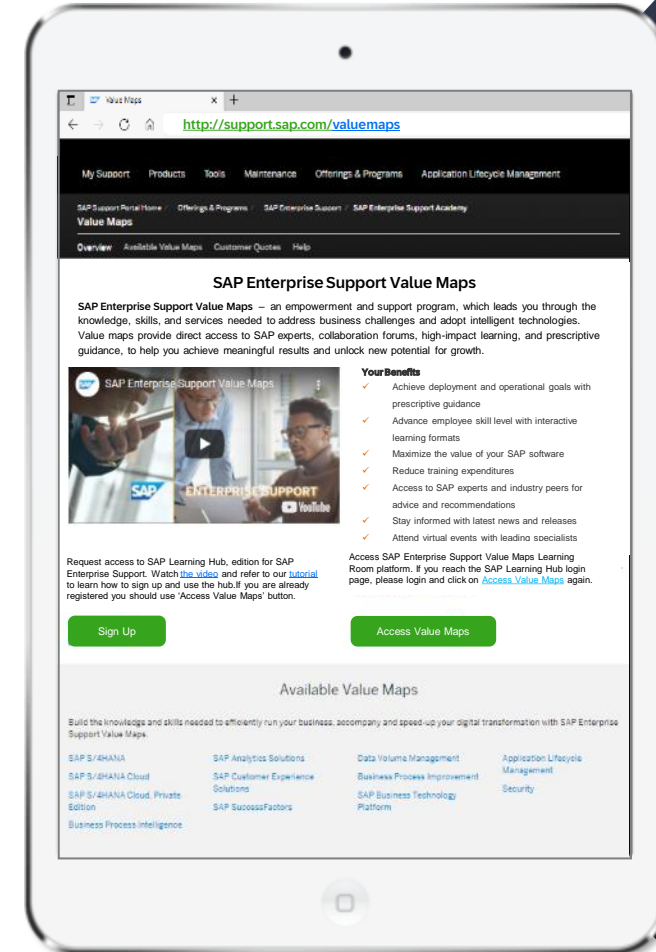If you are already registered you should use 'Access Value Maps' button.

[Sign Up]

Step 2

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

[Access Value Maps]

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

Register for the SAP Customer Evolution Kit today

Available for customers interested in transitioning to SAP S/4HANA, SuccessFactors, ISBN, and SAP CX Solutions.
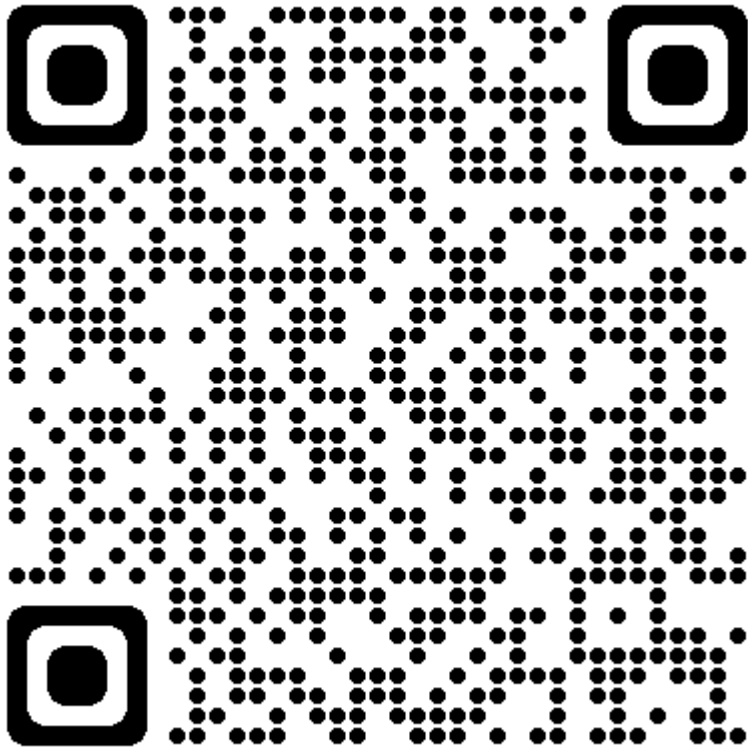
Register for your own personalized **SAP Customer Evolution Kit** delivery here: https://webinars.sap.com/customer-evolution-kit/en/home -
- Email us at: Customer.evolution.kit@sap.com
- Align on start date and schedule

THE BEST RUN **SAP**

Questions?

Thank you.

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SAP for Me
Your Customer Portal from SAP

THE BEST RUN SAP

APPENDIX

SAP Mainstream Maintenance

Mainstream Maintenance

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

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

•Extended Maintenance (see below)

•Customer-Specific Maintenance (see below)

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

SAP Extended Maintenance

Extended Maintenance

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

For Business Suite 7

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

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

SAP Customer-Specific Maintenance

Customer-Specific Maintenance

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

•Customer's extended maintenance contract term ends.

•Mainstream maintenance period ends, and extended maintenance is not offered.

•Mainstream maintenance period ends, and extended maintenance is offered, but the customer does not choose to take advantage of the offer.

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

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

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

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

OVERVIEW

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

KEY FEATURES

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

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

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

VALUE OUTCOMES

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

WHEN TO USE

The CQC for transformation assessment is available for the following project types:
- New implementation (from non-SAP or from SAP ERP) to SAP S/4HANA
- Conversion to SAP S/4HANA
- Selective Data Transition from SAP ERP to SAP S/4HANA
- Upgrade to an higher release of SAP S/4HANA

SOLUTIONS IN SCOPE

The CQC for transformation assessment is available for:
- SAP S/4HANA Cloud, private edition (as part of RISE with SAP)
- SAP S/4HANA (on premise, on SAP HEC or on hyperscaler)
- SAP S/4HANA Cloud, extended edition.

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Deployment Readiness Continuous Quality Check

Deployment Readiness

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

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

Continuous Quality Check Services and How to Request

Continuous Quality Check & Improvement Services

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

How to request a CQC service ?

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

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