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

THE BEST RUN **SAP**

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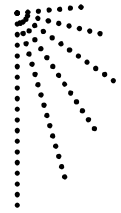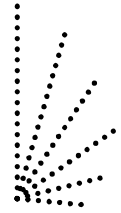
Agenda

1 **Background on the SAP Customer Evolution Team**

2 **Why and What is the SAP Customer Evolution Kit?**

3 **Preparation activities & next steps**
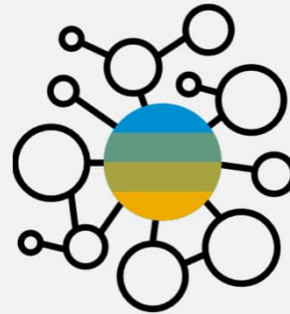
1 Background on the SAP Customer Evolution Team

Who is the SAP Customer Evolution Team?

Our Vision and Mandate

We **help existing SAP customers** define and realize the **next steps in their business and IT evolution.**
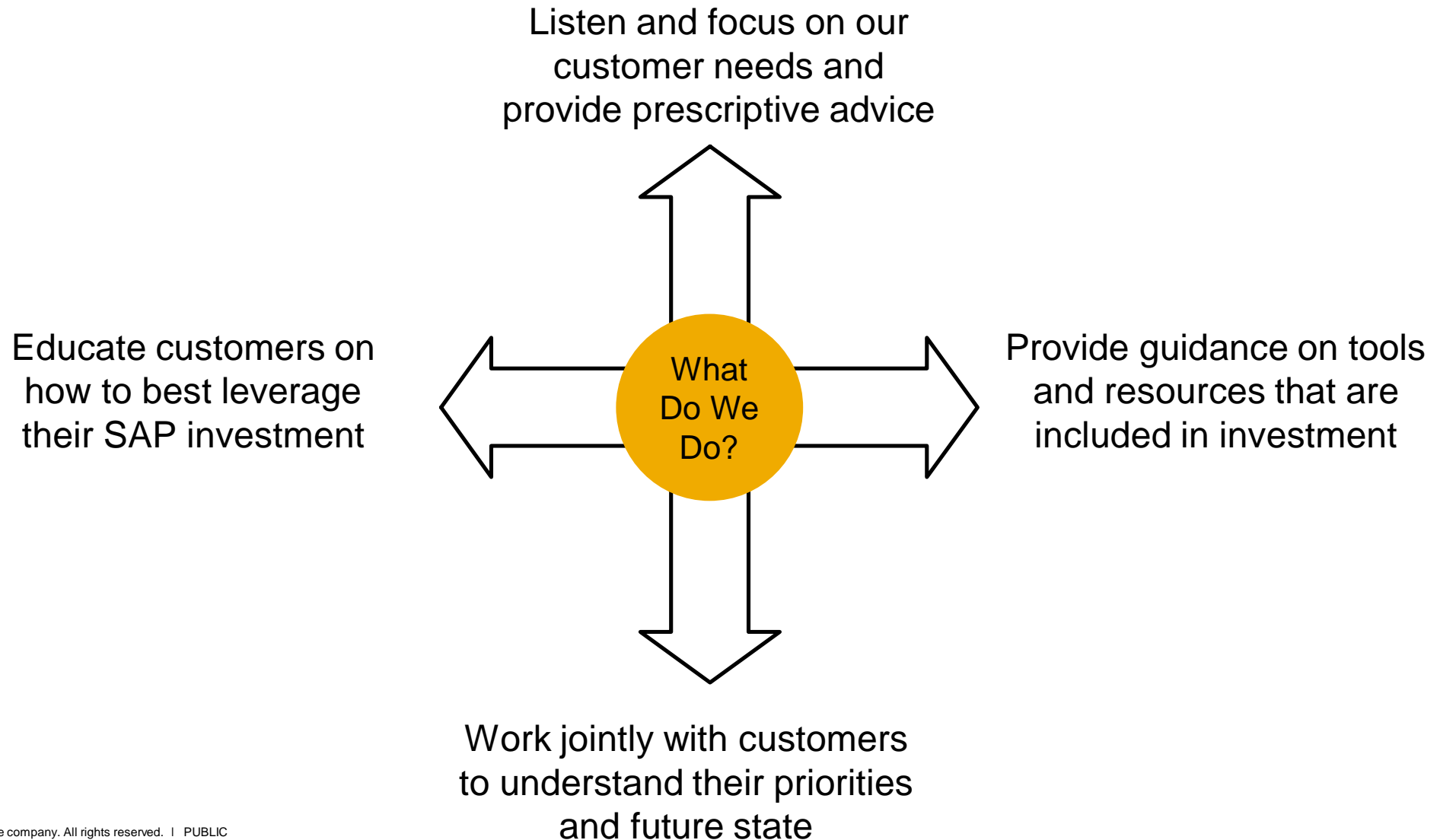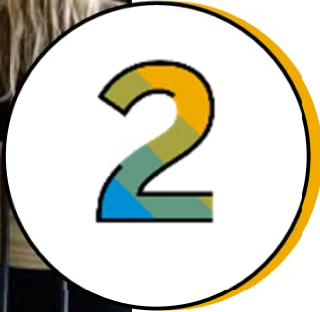
Jointly with our ecosystem, we deliver a **tailored and accelerated journey to the Intelligent, Sustainable Enterprise.**

We commit to **leaving no installed base customer behind** on their innovation journey.
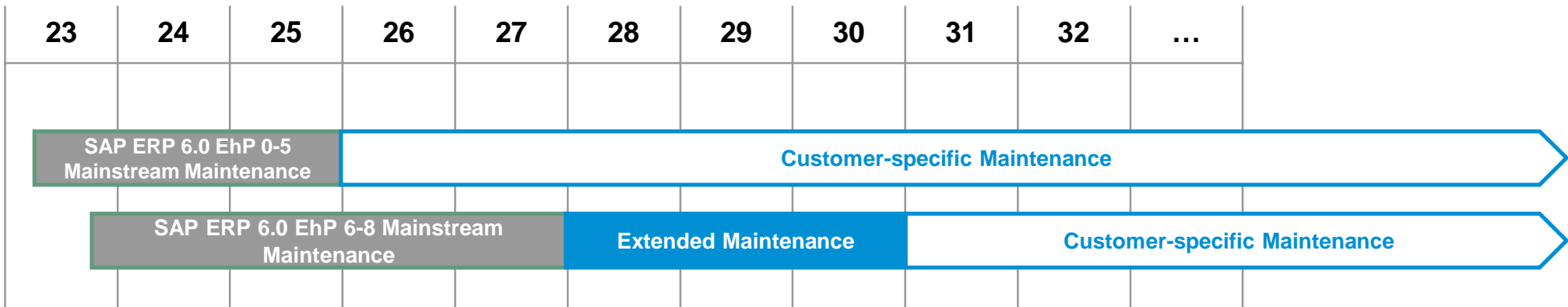
SAP Customer Evolution – Our Focus is on YOU!

Listen and focus on our
customer needs and
provide prescriptive advice

Educate customers on
how to best leverage
their SAP investment

What
Do We
Do?

Provide guidance on tools
and resources that are
included in investment

Work jointly with customers
to understand their priorities
and future state

2 Why and What is the SAP Customer Evolution Kit?

What was the trigger for the SAP Customer Evolution Kit?

SAP provides mainstream maintenance (MMT) for core applications of SAP Business Suite 7 (incl. SAP ERP 6.0) software until end of 2027 followed by customer specific maintenance OR the option to purchase extended maintenance through December 31, 2030.
This is only valid for systems on the last 3 EhPs (6/7/8). All other systems on EhP 5 or below will go into customer specific maintenance at the end of 2025

23	24	25	26	27	28	29	30	31	32	…

SAP ERP 6.0 EhP 0-5 Mainstream Maintenance → **Customer-specific Maintenance**

SAP ERP 6.0 EhP 6-8 Mainstream Maintenance → **Extended Maintenance** → **Customer-specific Maintenance**

https://blogs.sap.com/2022/09/20/maintenance-timelines-for-sap-erp-6.0/

https://news.sap.com/2022/09/new-sap-s4hana-release-maintenance-strategy/

What was the trigger for the SAP Customer Evolution Kit?

Three maintenance phases

23	24	25	26	27	28	29	30	31	32	…

SAP ERP 6.0 EhP 0-5 Mainstream Maintenance | Customer-specific Maintenance

SAP ERP 6.0 EhP 6-8 Mainstream Maintenance | Extended Maintenance | Customer-specific Maintenance

(1) **Mainstream maintenance** ┄┄┄► **(2)** **Extended maintenance (optional)** ┄┄► **(3)** **Customer-specific maintenance**
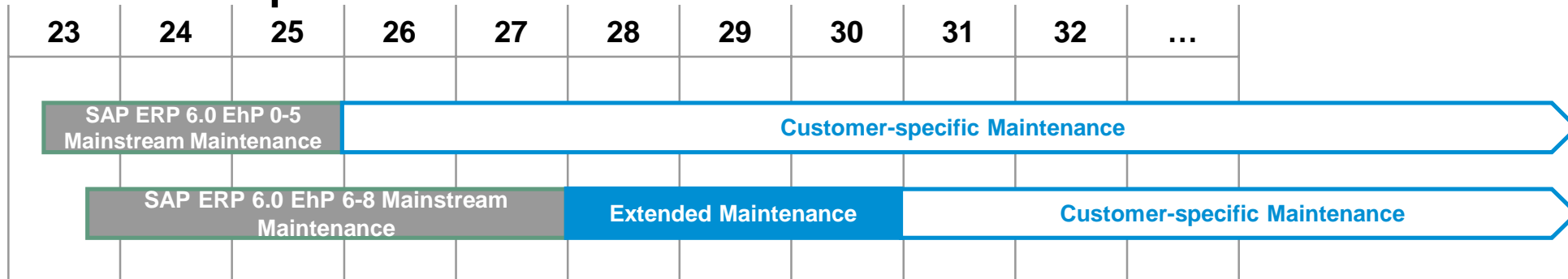
Mainstream maintenance	Extended maintenance (optional)	Customer-specific maintenance
Full scope of maintenance and support, including: ▪ Legal changes ▪ Support packages ▪ Problem resolution ▪ Global support backbone ▪ Mission critical support ▪ Service level agreements*	▪ Scope of support similar as in mainstream maintenance. ▪ However, technical limitations and/or other restrictions may limit delivery of maintenance and support. ▪ 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. ▪ Also offered for selected SAP S/4HANA releases.	Restrictions in maintenance and support service scope apply, including: ▪ No delivery of legal changes and 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*

* As part of SAP Enterprise Support

SAP | Home ▾

Define your strategy   Make the case   Consider the options   Deliver the future

Define your strategy

Target Group

👤 Executive

🖥 IT

📋 Business

SAP Business Value Advisor

Provides a quick and simple way to measure the potential value of SAP S/4HANA for any business

SAP S/4HANA Manifesto

Handbook that summarizes the combined experience from over 5,000 SAP S/4HANA migration projects

SAP S/4HANA Product Road Maps

Roadmap information from different perspectives: Product, solution, industry, LoB, technology

Make the case

SAP S/4HANA Comparison Videos

Witness how SAP S/4HANA simplifies and accelerates processes across LoBs compared to SAP ERP

SAP Transformation Navigator

Clear guidance into the SAP S/4HANA world, based on customer licensing landscape, business value and IT strategy

SAP Readiness Check for SAP S/4HANA

Fiori tool delivering overview of potential SAP S/4HANA landscape based on customer-specific installation data

Business Scenario Recommendation

Tailored recommendations based on your current productive system usage; identify high-value business scenarios

SAP Innovation Discovery Tool

Easily evaluate and discuss innovations and features with having both business and technical information at a glance

Consider the options

Simplification List

Technical view on important changes in SAP S/4HANA like depreciated functions, replacements and mitigation

SAP S/4HANA Trials

Experience the benefits of SAP S/4HANA first-hand by taking advantage of a 30-day trial

SAP Best Practices Explorer

Browse and consume SAP Best Practices, which support your implementation projects with ready to run business processes

SAP Model Company

Provides preconfigured, ready-to-use and end-to-end reference solutions for different industries or LoBs for new implementation

SAP Fiori Apps Library

Overview of Fiori appl. by role, industry, and more. Upload list of transactions – get Fiori analysis based on your transactions

SAP S/4HANA Community

Access structured in-depth content on SAP S/4HANA such as blogs, roadmaps, best practices, and more.

openSAP Course

Find your path to SAP S/4HANA – Good overview of conv. process and tools

Feature Scope Description

Legally relevant scope documentation about what´s in the core license and what has an extra license

Deliver the future

ABAP Test Cockpit

Offers SAP S/4HANA specific code checks and enables automated adaption of custom code with only a few clicks

SAP S/4HANA Migration Cockpit

Migrate data from both SAP and third-party systems and get step-by-step guidance throughout the data migration process

Integration Content Advisor

Generates proposals for new interfaces and mappings tailored for a specific industry, country, and business context

Software Update Manager

Combines the migration of the system to the SAP HANA database, conversion of data, and software upgrade into one single step

SAP Value Assurance

Deploy systematic approach to accelerate your impl. on premise or through a hybrid approach with less risk and reduces cost
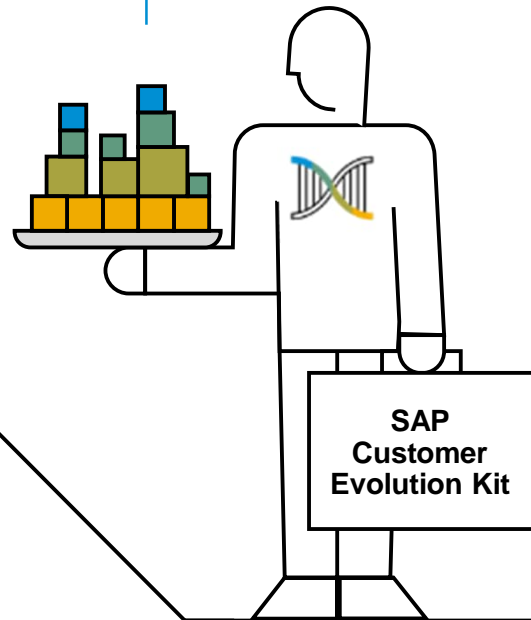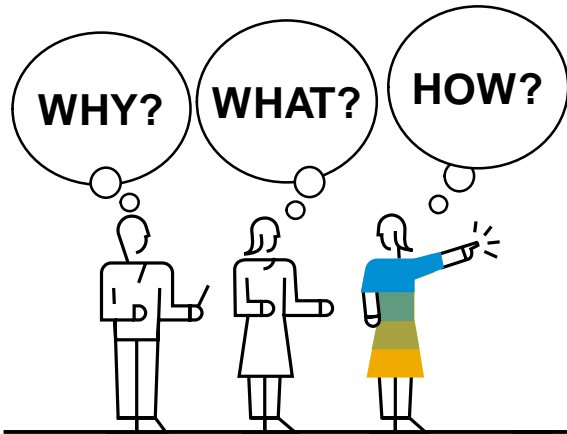
Why SAP Customer Evolution kit?

What is unique about it?

High-touch efficient engagement helping SAP customers get a comprehensive perspective on the key questions: **Why? What? How?**

What makes the difference? This engagement…

- **…cuts down** the **workload** for companies.

- …is provided at **no additional costs.**

- …is delivered **remotely** via **1:1 sessions** by a dedicated team.

- …answers the questions **why, what,** and **how.**

- …generates a customer-specific, actionable **transformation plan.**

- …significantly **accelerates the adoption of SAP S/4HANA.**

WHY?

WHAT?

HOW?

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

- Direct and indirect customers

- Indirect customers are requested to join with their reselling or implementation partners

- Intended scope is business and technical focused
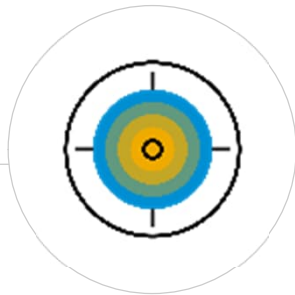
Timing and Set-up

- 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 – What does the customer journey look like?

1 Get in touch with your Account Team

2 Preparation & Information Call
Customer engages with SAP to investigate details about the SAP Customer Evolution kit and to set the focus for the engagement.

Framework

SAP Readiness Check Review

Transition Strategy

Tailored **Business Case**

Customer-Specific **Product Map**

3 SAP S/4HANA Simulation

Customer-Specific **Point-of-View Document**

Process Discovery for SAP S/4HANA

4 **Handover Session:** Case for Change

Part of the welcome package:

| Market Research & Bot Mining | + | Solution Value Data | + | Consulting Know-How on Customer |

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

Overview of topics for the individual days

1st half day

Session 1: WHY?

Experience the value of SAP S/4HANA with SAP S/4HANA Simulations

- Interactive and collaborative business simulation leveraging state-of-the-art SAP innovations
- The power of SAP S/4HANA with real-time embedded analytics and streamlined E2E processes was experienced
- Aspects of the ERP sim beneficial for the customer selected and prioritized

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

2nd half day

Session 2: WHY?

Discuss customer-specific point-of-view document created by SAP

Session 3: WHY?

Identify SAP S/4HANA innovation & improvement potential based on your system data

powered by:
Process Discovery

3rd half day

Session 4: WHAT?

Sketch the future based on a prepopulated customer-specific product map

powered by:
SAP Transformation Navigator

Session 5: WHY?

Identify and quantify financial benefit to establish a Value Case for the SAP S/4HANA Transformation

powered by:
SAP Value Lifecycle Manager

4th half day

Session 6: WHAT?

Analyze software, infrastructure requirements, functional implications, custom code adaptations and data migration requirements in advance

powered by:
SAP Readiness Check

Session 7: HOW?

Discuss transition strategies and deployment options for moving to SAP S/4HANA

One hour session

Closing Session

Wrap up and presentation of final result document

Business

IT

Stakeholders

SAP Customer Evolution Kit - Outcomes
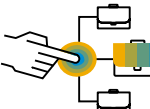
SAP S/4HANA Simulation (3.5hrs) → Hands on experience of an **S/4HANA productive system**. Get to see the new interface **FIORI** and **real-time analytics**

Customer specific **Point of View Document (1hr)** → SAP strategy for your industry, trends, **Move the Needle analysis** with other industry peers and **customer success stories**

Process Discovery for SAP S/4HANA (2hrs) → Identify the **potential of improvement in your company** based on your Process Performance Indicators

Customer-specific **Product Map (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. **

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.

Who Should Be Involved in the SAP Customer Evolution Kit?

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

3 Preparation activities & next steps

Preparation activities

Request your Process Discovery Summary Report
(http://www.s4hana.com/)
Link to: Process Discovery How-To Guide

Preparation activities

SAP Readiness Check

SAP Note 2913617 is the leading SAP Note for SAP Readiness Check.

Start by reading it completely before implementing.

- It is frequently updated with tips and changes, so stay up to date.

- The SAP Note explains in detail what data is extracted from your system and how you can "review" it if you are interested in this security-related information.

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

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

2913617 - SAP Readiness Check 2.0

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

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

Symptom

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

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

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

Other Terms

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

Reason and Prerequisites

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

Note:

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

Discovery Phase:

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

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

Next steps

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

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

Contact me!

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Thank you.

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