Activation and Optimization Services

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Public

Overview of Activation and Optimization Services available as a component part of Advanced Success Plan .

This document provides descriptions of the Activation and Optimization Services which are available as a component of the Advanced Success Plan. The selection of Service(s) is determined between Customer and Success Expert (or a designated SAP resource).

Activation

Enable and configure the Cloud Service's default standard functionality, including activation of standard options, initiation of built-in features, application of basic standard settings, and enablement of core solution capabilities as made generally available within the standard Cloud Service.

Functional Assistance

Perform minor configuration of a feature or function, including limited adjustments to standard settings, parameters, or preferences within the Cloud Service, using tools and options available in the standard product configuration.

Technical Assistance

Perform minor technical configuration of features, functions, or standard integrations within the Cloud Service, including limited adjustments to technical settings or connection parameters using standard configuration tools. No custom development, coding, or modification of the Cloud Service is included.

Solution Review

Conduct a detailed analysis of how the Customer is using a specific feature, function, or capability within the Cloud Service, including review of usage patterns, configuration, and adoption. Deliver an actionable list of recommendations to optimize utilization, performance, or business value based on standard best practices.

Business Process Optimization

Optimize a step or component within a business process implemented in the Cloud Service to enhance performance, ensure scalability, and align with the Customer's strategic business objectives. Activities may include reviewing configurations, workflows, and process design to improve efficiency within standard product capabilities.

Transformation Advisory

Provide support and advisory guidance aligned with SAP leading practices related to business and solution transformation, including recommendations on process design, adoption of standard capabilities, and alignment with SAP's standard methodology and framework.