

## SAP EXPERT SERVICES

### Overview of SAP Expert Services available as a component part of SAP MaxAttention and SAP ActiveAttention

This document provides descriptions of the SAP Expert Services which are available as a component of the SAP MaxAttention and SAP ActiveAttention Services. The selection of Service(s) is determined between Lead Technical Quality Manager (LTQM) and Licensee and documented in the engagement plan.

#### Innovation Services

##### **Innovation Advisory and Engineering**

This service helps the customer create innovative technology-based solutions for their specific business challenges by driving use-case innovation lifecycles including non-productive functional prototypes.

##### **Innovation Management and Empowerment**

This service advises the customer on their digital innovation portfolio and governance, and provides empowerment on SAP innovation technologies, methods, and tools.

##### **Innovation Factory Advisory and Support**

This service advises the customer with the establishment and enhancement of their digital innovation practice to drive embedded continuous innovation development.

#### Co-Design

##### **Value and Design Assessment**

This service performs a business assessment resulting a Value Map that highlights potential benefits mapped to industry benchmarks allowing the customer to focus optimization and improvement to keys areas of value extraction.

##### **Design Advisory**

This service will provide industry and Line of Business expertise to facilitate the translation of the Value Map from the Value and Design Assessment service into an action plan and support the customer in establishing business value metrics, organization and management approach. Prerequisite: SAP Model Company.

##### **Edge Design Support**

This service provides support for the overall design and execution of a SAP transformation project including methods, tools, communication structures, governance and advisory on current and planned SAP functionality. Prerequisite: SAP Model Company.

#### Architecture Planning

##### **Architecture Review**

This service helps the customer assess their current technical architecture, including analytics, for potential architecture transformation.

##### **Architecture Transformation**

This service supports the customer developing a multi-year digital transformation roadmap including specific technical architectures, sizing efforts, required IT infrastructure, mapped SAP software components and best practices for implementation, deployment and technical risk mitigation.

##### **SAP Architecture Point of View**

This service will provide an architecture point of view of Licensee's current enterprise architecture identifying potential architecture transformation of specific solution and/or technology focus areas. The service will: (i) review/document Licensee's

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requirements, (ii) present an SAP perspective which may include an SAP industry reference architecture, and (iii) provide recommendations, templates and approaches, as appropriate, to support the refinement of Licensee's target architecture.

### **Analytics and Data Management**

#### **Use-Case Exploration and Validation for Analytics and Data Management**

This service supports the ideation of new use-cases, business processes and business value, considering business requirements with SAP analytics and data management solutions capabilities.

#### **Expert Guidance on Target Architecture and Roadmap Preparation**

This service provides guidance to help customer align business requirements with the target architecture and roadmap, supporting the customer's analytics and data management strategy.

#### **Enablement for Data and Analytics Solutions**

This service presents the newest SAP solution capabilities and innovations in the area of business data analytics and enterprise data management; and provides guidance regarding the adoption of an enterprise wide analytics and data management platform.

#### **Best Practices for Analytics and Data Management**

This service provides the customer with best practices and recommendations for project approach, configuration guidelines, project schedule, methodologies, and tools specific to the SAP analytics and data management solutions.

#### **Jump-Start new Analytics and Data Management Solutions**

This service provides guidance to help the customer to initiate implementation of an end-to-end use case in the area of analytics and data management.

#### **Analytics and Data Management Support for the Intelligent Enterprise**

This service supports customers in the adoption and understanding of SAP's Intelligent Enterprise that leverages SAP Machine Learning technologies to analyze customer data, discovering patterns and trends to redefine and automate business processes.

### **Implementation Support**

#### **Planning the Digital Transformation**

This service supports an end-to-end plan of the customer's digitization strategy based on SAP solutions. The service can start with the creation of a strategic road map and can end with the concrete transformation planning of an SAP implementation project. This service combines the applicable portions of best practices, solutions, and trends, along with business needs, to derive a customer-specific transformation road map driven by customer-specific values, risks, and efforts risks, and efforts which are all focused on the customer's SAP landscape.

#### **Platform Design Support**

This service provides a detailed conceptual view of the technical on-premise architecture and infrastructure (hardware platform, HA/DR solution or review of existing solution, and if required data scaling solution) for the SAP solution based on the initial design defined in the pre-requisite technical architecture workshop and additional input from the licensee.

#### **Data Migration Design Support**

This service provides guidance on defining the data migration requirements for SAP solution consolidations, transformations and implementations.

#### **Build Design Support**

This service covers relevant functional design activities during the implementation of SAP solutions. Guidance is provided to design and document customer's SAP target solution based on the functional scope identified in the planning phase of the project.

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### **Analytics Design Support**

This service provides guidance on how to utilize and implement SAP products for analytics and enterprise data warehousing and the integration with the customer IT infrastructure.

### **Custom Code Management**

This service helps promote more efficient and effective custom code management. This service provides an analysis of all phases of the customer's custom code lifecycle, followed by the creation of customer-tailored custom code management optimization road map proposal and may include implementation support. It covers classical custom code analysis, the custom code impact analysis and a comprehensive custom code remediation execution support.

### **Assurance for Cloud Onboarding**

This service provides cloud project planning, formal reviews, and support from SAP subject matter experts for each project phase (i.e. Prepare, Explore, Realize, and Deploy). The output of the reviews and support will be a report with recommendations.

### **Integration Design Support**

This service provides guidance on the technical design for integration between SAP and SAP/Non-SAP systems in the context of SAP S/4HANA.

## **Cybersecurity and Compliance**

### **Transparency and Mitigation**

This service provides security analysis of the customer SAP solution and procedures, identifying potential gaps, areas for potential optimization and improvements in key SAP security competencies. Customer is responsible to define their security and compliance requirement, as well as to validate their compliance.

### **Continual Improvement**

This service provides a detailed technical analysis of customer's SAP security requirements and comparison to SAP security functionalities and best practices, developing an SAP security improvement roadmap and customer specific security standards and procedures. Customer is responsible to define their security and compliance requirement, as well as to validate their compliance.

### **Strategy and Architecture**

This service will provide a technical architecture review and support the development of a strategic roadmap with respect to SAP security solutions. The service will further support non-productive prototyping utilizing an agile approach to help customers accelerate implementation and deployment of the roadmap. Customer is responsible to define their security and compliance requirement, as well as to validate their compliance.

## **PaaS and DevOps**

### **Standalone Application Development on the Platform**

This service provides guidance to develop and deploy user centric applications on the SAP Cloud Platform through tool usage or cloud native coding. The customer is guided through the process of choosing the right infrastructure for the cloud platform and understanding the integration options.

### **Development Enablement for SAP Cloud Platform**

This service provides a knowledge transfer workshop for select customer IT personnel covering best practices for cloud application development and deployment with the SAP Cloud Platform.

### **Core Extension Development on the Platform**

This service supports extending the customer's core business applications with the SAP Cloud Platform, including software architecture concepts, basic security concepts, transitioning customer's specific developments to the cloud, data management on the platform, systems integration and Going Live considerations on the SAP Cloud Platform. Additionally, the service provides on premise application checks for cloud readiness and support for implementing a continuous integration process.

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### **DevOps and Application Management**

This service supports the customer using the SAP Cloud Platform as a development platform to transfer their development processes to agile processes with continuous development cycles. Additionally, supporting the Integration of these development processes with customer's operations establishing the required DevOps tools and methodology to manage custom developed cloud applications.

### **Safeguarding**

#### **Safeguarding the Digital Transformation**

This service assists with functional and technical validation of core business processes with respect to business and IT requirements, as well as an identification of risks. For SAP solution upgrade/maintenance projects, the service provides an assessment, technical validation and advise for planned upgrades and/or maintenance (e.g. Support package, NetWeaver, SAP Kernel updates).

#### **Transition to Operations**

This service provides guidance on the IT support processes, tools and teams required for the customer to more safely and efficiently operate the implemented SAP solution in its environment following go-live.

### **End-to-End Hybrid Operations**

#### **Performance Optimization and Improvement**

This service analyzes critical business process steps, parameter settings, customer programs and hardware set-up to provide optimization recommendations.

#### **Continuous Operations Health Check**

This service performs an assessment of IT operational challenges and recommends a prioritized roadmap for improvement.

#### **System and Solution Management**

This service maps technical and functional aspects of core business processes, identifies potential issues, and provides recommendations and proposes additional optimization services were appropriate.

#### **Engagement Foundation for SAP Operations Control Center**

This service supports the definition, setup and customer implementation of an SAP Operations Control Center.

#### **Value Discovery and Benefit Case for SAP Operations Control Center**

This service helps identify and quantify customer operations weak spots, explains the concept of Run SAP Like a Factory and Operations Control Center as enabler for identified pain points. It also determines enablers to address operations points, defines a high-level OCC scope and creates a benefit case.

#### **Scoping and Planning for SAP Operations Control Center**

This service provides a fit-gap analysis of the solution operations and comparison against SAP best practices identifying customer standards and processes requiring revision.

#### **Processes and Integration for SAP Operations Control Center**

This service performs an analysis of the customer IT support processes for incident management, problem management and monitoring, documenting scope, setup, operations, customer expectations and success KPIs in an OCC Charter.

#### **Configuration for SAP Operations Control Center**

This service performs analysis and provides recommendations for core business process optimization and system/application monitoring data requirements.

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### **Rollout and Improvement for SAP Operations Control Center**

This service will support the SAP Operations Control Center implementation based on the requirements defined in the OCC Charter.

### **Platform for SAP Operations Control Center**

This service reviews the planned architecture, planned usage scenario and sizing requirements, and new functionalities to support the implementation and configuration of SAP Solution Manager.

### **Business Process Improvement**

This service provides recommendations to prepare a licensee's SAP Solution Manager system for business process improvement functionality. These recommendations will enable the configuration of the business process improvement methodology for selected key figures for up to three processes, applications or value areas.

### **Data Volume Management**

This service evaluates the customer's data volume management strategy and defines prioritized guidelines for implementation and improvement to help manage the dynamics of data volume through monitoring data growth, minimizing data volume and efficient data storage.

### **Business Downtime Optimization**

This service helps minimize business downtimes by analyzing each business step and its dependencies within the affected system landscape supporting efficient downtime planning and reduction of business impact on production critical processes during cutover.

### **Application Lifecycle Management**

This service incorporates the analysis of the customer's transport landscape, transport strategy and change processes as well as the setup of a change control management scenario. It also performs analysis of customer's current incident management processes and provides recommendations for SAP Solution Manager configuration. Additional recommendations and knowledge transfer provided for solution documentation in SAP Solution Manager.

### **Optimization for SAP Solution Manager**

This service supports the architecture, set-up, upgrade and optimization of the SAP Solution Manager installation.

### **Enablement for Customer Center of Expertise**

This service supports the planning, implementation, optimization and certification of the Customer Center of Expertise.

### **Volume Test Optimization**

This service helps to improve the reliability of volume testing results by assessing the volume test plan, supporting the volume test, and provide recommendations to resolve identified issues from the volume test.

### **High-End Hybrid Operations**

This service supports a more optimized customer implementation and stabilization of operations after go-live.

### **SAP Improvement Analysis and Roadmap**

This service provides analysis and identification of potential solution, process and data improvements, and may include functional readiness checks and/or services roadmaps.

### **SAP Engagement Planning and Safeguarding**

This service provides analysis and recommendations in one or more of the following areas: (i) IT operations, (ii) solution integration validation or (iii) technical performance optimization.

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### **Innovative Business Solutions Support**

#### **Conflict Check and Resolution for Innovative Business Solutions**

To assess ongoing compatibility of Features, which have been developed and delivered by SAP Innovative Business Solutions with the Base Software, Licensee may request SAP to investigate possible conflicts between the Features and subsequent SAP updates (e.g. SAP Support Packages, SAP Feature Packages etc.) that are made available for the Base Software. SAP may provide options and/or recommendations on how to rectify or avoid conflicts, if any.

#### **Knowledge Transfer for Innovative Business Solutions**

As part of this service SAP provides hands-on knowledge transfer of how to use, operate, and optimize the Features, which have been developed and delivered by SAP Innovative Business Solutions.

#### **Enhancement Evaluation for Innovative Business Solutions**

Having implemented the Features, which have been developed and delivered by SAP Innovative Business Solutions, or using them productively, Licensee may desire to extend or enhance the Features. As part of this service SAP will conduct an evaluation for potential extensions or enhancements to the Features.

*Any references to best practices, optimization or innovation are not intended to suggest identification or resolution of all such opportunities or maximum improvements or any specific outcomes.*

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