

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 Customer and Lead Technical Quality Manager (LTQM) and documented in the engagement plan.

Innovation Services

Kickstart Innovation

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

Scale Innovation

This Service advises 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 helps Customer to start into their digital transformation journey by identifying the value case for the Customer's business objectives in their industry strategy roadmap, and supports the development of a capability roadmap using industry market standards and business value indicators for measurement along the lifecycle of the transformation.

Design Advisory Governance

This Service provides support to set up a program governance unit, focused on the application design using SAP standard solutions in alignment with industry market standards and defined business value indicators.

Edge Design Governance

This Service provides support to set up a program governance unit, focused on application design governance to co-innovate on differentiating capabilities for strategic business needs, by adoption of SAP's intelligent technologies and Industry Cloud.

Architecture Planning

Architecture Governance

This Service helps Customer assess their current technical architecture, including analytics, for potential architecture transformation.

Architecture Transformation

This Service supports 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 Customer's current enterprise architecture identifying potential architecture transformation of specific solution and/or technology focus areas. The Service will: (i) review/document Customer's 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 Customer'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.

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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 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 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 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 Customer 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 the planning of Customer's transformation projects. The Service can start with the identification of value and innovation potential, and can end with the concrete transformation planning of an SAP implementation project. This Service combines the applicable portions of best practices, solutions, along with business needs, to derive a Customer-specific transformation plan driven by Customer-specific values, risks, and efforts which are all focused on the Customer's transformation project.

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 Customer.

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.

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.

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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.

360 Degree Quality Assurance Review for Financial Services

This Service provides support for implementations of FSI-specific solutions by delivering four project reviews at the end of each SAP Activate phase. The reviews will assess the project status from a governance, solution, technology and organization perspective and provide recommendations.

Cybersecurity and Compliance

Transparency for security and compliance

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 its security and compliance requirement, as well as to validate its compliance.

Engineering for security and compliance

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 its security and compliance requirement, as well as to validate its compliance.

Architecture for security and compliance

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 Customer accelerate implementation and deployment of the roadmap. Customer is responsible to define its security and compliance requirement, as well as to validate their compliance.

PaaS and DevOps

SAP Cloud Platform onboarding support

This Service provides guidance to develop and deploy user centric applications on the SAP Cloud Platform through tool usage or cloud native coding. Customer is guided through the process of understanding the capabilities offered by SAP Cloud Platform and how they should be leveraged. Additionally, this Service guides Customer in the SAP Cloud Platform landscape and lifecycle setup.

Process intelligence and automation support

This Service guides Customer on the process of digitalizing and automating business processes based on SAP Cloud Platform capabilities.

Extension suite support to keep the core clean

This Service supports extending the Customer's core business applications with the SAP Cloud Platform, including software architecture concepts, basic security concepts, systems integration, and considerations for productive usage of applications on the SAP Cloud Platform.

Replatforming support to make the core clean

This Service supports Customer through the process of identifying suitable custom applications to be replatformed to the SAP Cloud Platform.

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DevOps and Application Management

This Service supports Customer using the SAP Cloud Platform as a development platform to transfer its 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 Customer to more safely and more 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.

SAP Operations Control Center

This Service supports the definition, setup and Customer implementation of an SAP Operations Control Center - including a benefits case, scoping and planning, configuration of monitors, definition of processes, integration of third-party tools and a framework for continuous improvement of IT support and business processes.

Business Process Improvement

This Service provides recommendations to prepare Customer'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.

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Application Lifecycle Management

This Service incorporates the analysis of the Customer's hybrid transport landscape, transport strategy and change processes as well as the setup of a change control management scenario. It also performs an analysis of Customer's current incident management processes and provides recommendations for the configuration of SAP Solution Manager and other SAP platforms for Operations. Additional recommendations and knowledge transfer are provided for solution documentation in SAP Solution Manager. In addition the principles of agile development, Continuous Integration and Continuous Deployment (CI/CD) and DevOps can be applied to a specific customer scenario as part of a proof of concept.

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.

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.

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, Customer 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, Customer 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.

Intelligent Enterprise Institute

Process benchmark and optimization service for the Intelligent Enterprise

This Service supports Customer with creating its intelligent enterprise strategy and adoption plan, based on the Customer's line of business, including process benchmarking, optimization and simplification opportunities by utilizing technology trends and SAP intelligent enterprise best practices.

Data value services for the Intelligent Enterprise

This Service provides the review of Customer data quality and delivers an intelligence enterprise Customer innovation roadmap.

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Experience management service for the Intelligent Enterprise

This Service supports the utilization of SAP experience management solutions to create open feedback processes to help improve business effectiveness.

Sustainability service for the Intelligent Enterprise

This Service will assess the Customer CO2 footprint of its operations and advise the appropriate SAP sustainability solutions.

Industry 4.0

Advisory for Industry 4.0

This Service supports Customer to design and plan its Industry 4.0 transformation roadmap by evaluating business requirements and impact of Industry 4.0 use case

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.