

SAP SUPPORT SERVICES

Overview of SAP Support Services available as a component part of SAP Value Assurance

This document provides descriptions of the SAP Support Services which are available as a component of the SAP Value Assurance Services. The selection of Service(s) is determined between the Technical Quality Manager (TQM) or designated SAP resource and Licensee and documented in the engagement plan.

Planning, Orchestration and Safeguarding

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.

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.

Value Assurance Foundation

This service provides support for the set-up of SAP Solution Manager for SAP Value Assurance engagement delivery and Agile methodology/tool coach support as appropriate.

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.

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.

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 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.

Business Process Insights and Improvement

This service provides analysis to identify process inefficiencies and delivers recommendations to support the setup, configuration and enablement of the customers SAP Business Process Intelligence solution(s).

Prerequisite: SAP Business Process Intelligence.

Design

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 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.

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.

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.

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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