

## MAXATTENTION IMPROVEMENT ANALYSIS AND ROADMAP SERVICES

This document provides descriptions of the SAP Improvement Analysis and Roadmap Services which are available as a component of the SAP MaxAttention Baseline Services offering. The selection of service(s) is determined between the Lead Technical Quality Manager (LTQM) and Licensee and documented in the engagement plan.

### **Security Discovery**

This service is provided as a workshop with the customer's information security teams and related management to review security topics. The review may include aspects of SAP system landscape and potential SAP security improvements for customer's further consideration. SAP services including recommendations will be limited to set-up and other technical aspects of security. Customer is solely responsible for defining its security requirements and validating compliance.

### **Technical Security Check**

This service helps the customer to identify potential security issues of a productive SAP system. The customer identifies the relevant system to be checked and clarifies the prerequisites with the LTQM. The service analyzes one productive SAP system and the corresponding EarlyWatch Alert report and provides an explanation of the most important security findings of the SAP system.

### **Cloud Development Readiness**

This service is a one-day workshop where the current stage of software development experience and processes of the customer is elaborated and evaluated in an interview style. Onsite workshop results will be consolidated, and a cloud development roadmap will be created. It is presented to the customer in an online meeting including next steps and identification of potential gaps regarding cloud software development.

### **Safeguarding Planning**

This service is provided as an onsite workshop to introduce the customer with the SAP Safeguarding methodology, to determine relevant customer projects, and to create a first version of safeguarding engagement plan. During the workshop SAP will discuss with the customer program management office, customer project leads, and IT manager upcoming or on-going projects where an SAP safeguarding engagement is beneficial to the deliverables and success of the projects. As the result of the workshop a high-level engagement plan is provided. This workshop is not intended as a detailed project review.

### **Business Process Improvement Opportunity Check**

This service is a system assessment to provide an as-is analysis on

- Working capital KPIs
- Degree of automatic document creation
- Clean-up potential for old and open business documents
- Usage of (custom) configured document types

The output of this service provides a scoping for potential future business process improvement activities.

### **Master and Configuration Data Usage Analysis**

This service provides usage data on master data and configuration data objects identifying rarely or never used data that could be removed from existing SAP systems or excluded from new system migrations to reduce complexity.

### **Operations Platform Readiness**

This service provides a remote analysis and improvement recommendations of the mandatory configuration, managed system setup, monitoring setup and the extraction framework of the customer SAP Solution Manager supporting production systems.

### **Operations Platform Alert Analysis**

This service provides a remote analysis and improvement recommendations of the top ten (10) alerts, verifies correct alert prioritization, checks the metric threshold configuration and data collection of the customer SAP Solution Manager system.

### **Custom Code Health Check**

This service provides analysis and optimization potential of custom code for one (1) ABAP-based system regarding usage, extensibility, code impact and code quality.

### **Innovation Journey Planning**

This service is a one-day onsite workshop that provides an overview of SAP's innovation services portfolio and an introduction to methodologies and approaches to innovation software solution design.

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### **Analytics & Data Management Assessment**

The service will address questions around strategy and roadmap for customer's current Analytics and Data Management solution. It will provide customer advice, guidance and a high level roadmap on how to transition their Analytics or Data Management solution to the next version and overview on services portfolio to support this journey.

### **Analytics & Data Management Vision Workshop**

This service helps customers to map business requirements/challenges influencing analytics & Data Management domain into industry concepts such as 'Augmented BI', 'AI & Machine learning' and 'Data Management' areas and discuss how this can be fulfilled by our SAP's digital platform

### **Analytics & Data Management Health-check**

This service provides a health check status summary on one (1) component in a customer's Analytics and Data Management solution. The health check includes functional & configuration aspects, as well as the systems usage, interfaces and performance. The findings, conclusions and recommendations of the Health Check will be presented in an interactive Conference Call with the Customer.

### **Financial Data Inspection**

This service identifies financial business data inconsistencies that need to be cleansed prior to transition to SAP S/4HANA. The outcome will serve as the basis for deeper analysis and correction of identified financial business data inconsistencies.

### **Process Flow Insights**

This service provides an as-is analysis of the customer's system data (SAP ERP or SAP S/4HANA) and delivers a report with visualizations of predefined process flows including process completion and lead or cycle time data.

*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.*