

Improve Your Business Outcomes with SAP Enterprise Support

Wassilios Lolas, Customer Value Experience, SAP SE
November 2, 2016

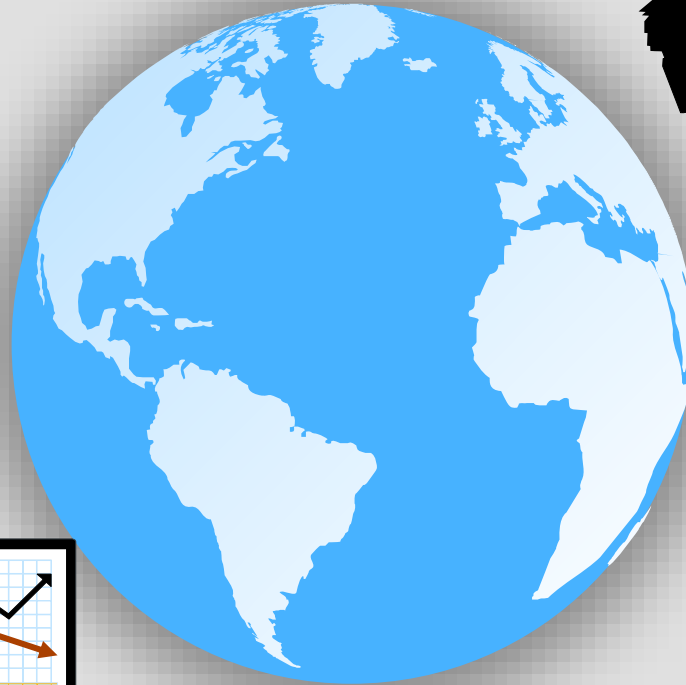


A world of opportunities – are you prepared?

>60%

of CEOs expect growth through technology-enabled business innovation.

IT needs to increase its value proposition to the business while reducing cost.



IT spending must drive business value– not just keep the lights on.*

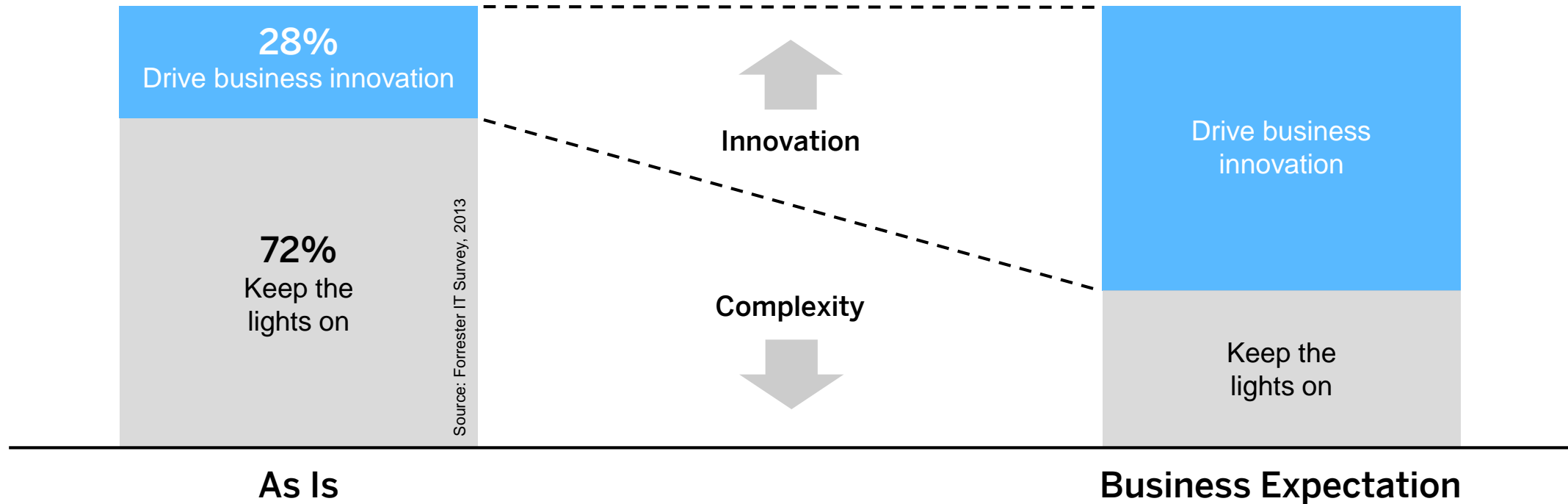
90%

of leaders say that complexity is getting worse.

* Source: Gartner Webinar “Spend Less on IT, Drive More Value: How Best-in-Class SMB Organizations Do It”

** Source: http://pages.frontrange.com/AW_Gartner-Predicts-2014-Report.html

Complexity and inefficiencies built up over decades limit the ability to innovate



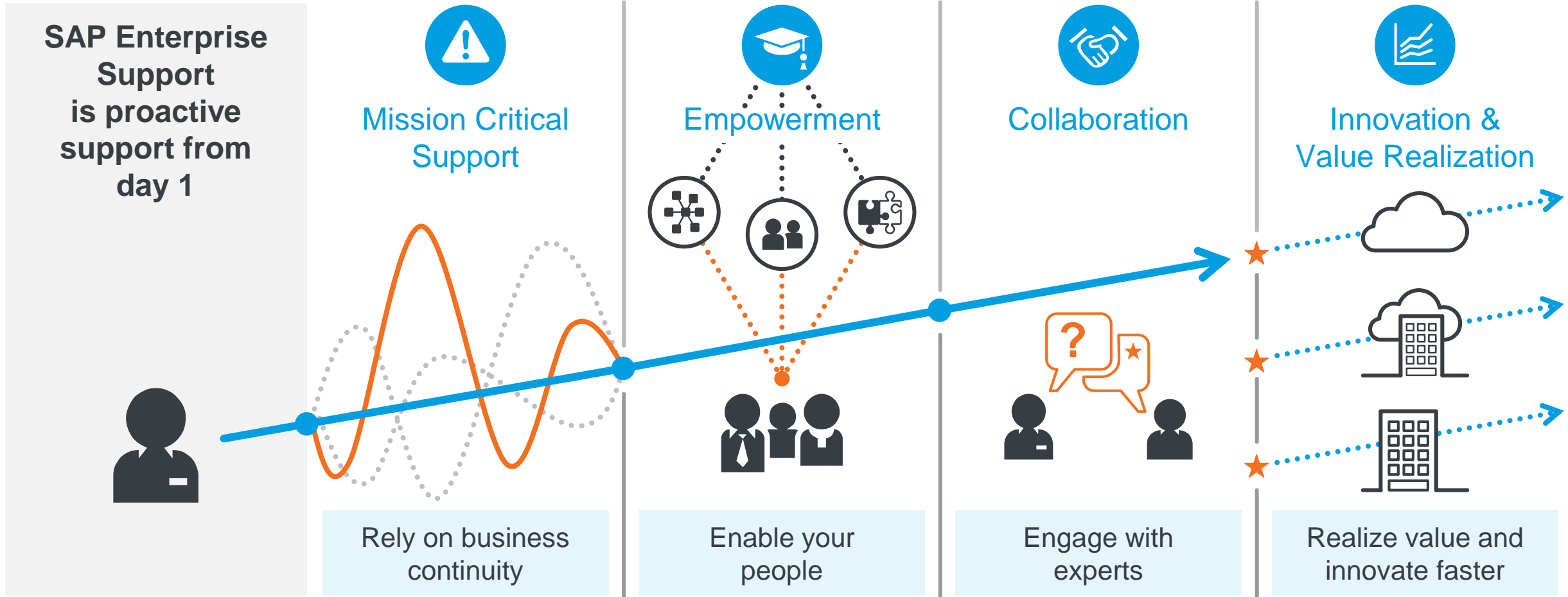
51%

of CIOs cannot respond in a timely manner to digital opportunities.

Gartner, 2016

SAP Enterprise Support

The Smart Partner on Your Digital Journey



The digital economy is redefining everything

SAP Support drives business outcomes



Digital transformation characteristics

- New business models fast
- Hybrid landscapes
- Seamless integration
- Simplicity and pragmatism
- Flexibility
- Business outcomes



SAP Maintenance and Support

- Seamless end-to-end support *in hybrid landscapes*
- Fast innovation adoption *on premise, hybrid, cloud*
- Driving business outcomes *through a value-based approach*

The digital economy is redefining everything

SAP Support drives business outcomes



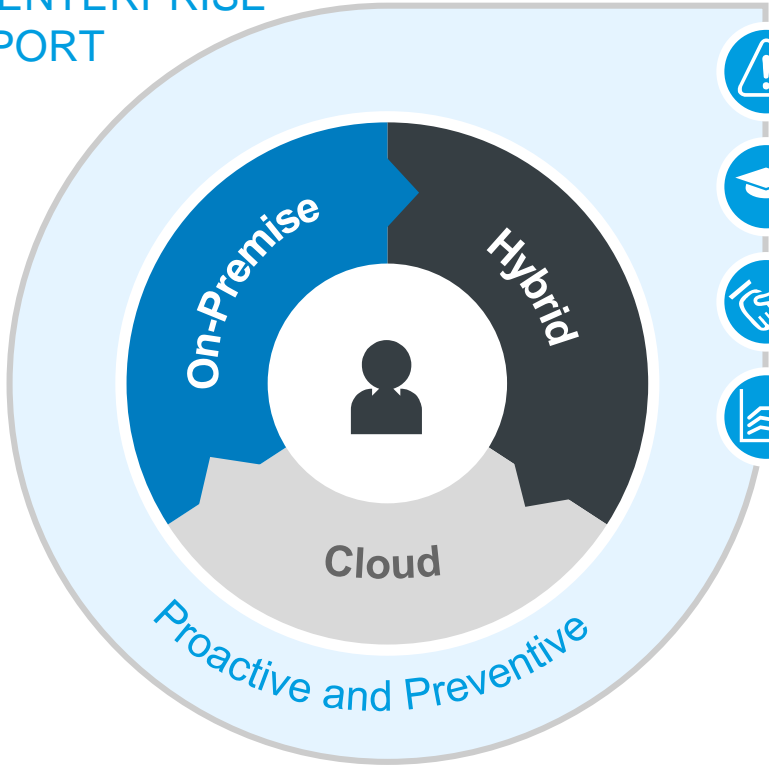
SAP Maintenance and Support

- Seamless end-to-end support
in hybrid landscapes
- Fast innovation adoption
on premise, hybrid, cloud
- Driving business outcomes
through a value-based approach





SAP Enterprise Support and SAP Enterprise Support Cloud Editions

Available, in Delivery and highly relevant for our customer's success

SAP ENTERPRISE SUPPORT



-  Mission Critical Support
-  Empowerment
-  Collaboration
-  Innovation & Value Realization

	Foundation	2015>		2016+
Mission Critical Support					
Empowerment					
Collaboration					
Innovation & Value Realization					
	SAP Enterprise Support (on-prem)	SAP ES for SAP S/4HANA, cloud edition	SAP ES, cloud edition for Success Factors	SAP ES, cloud edition for C4C / ByD	Further SAP ES cloud editions in the pipeline
					

Blueprint of market leading support that goes beyond ticket support...



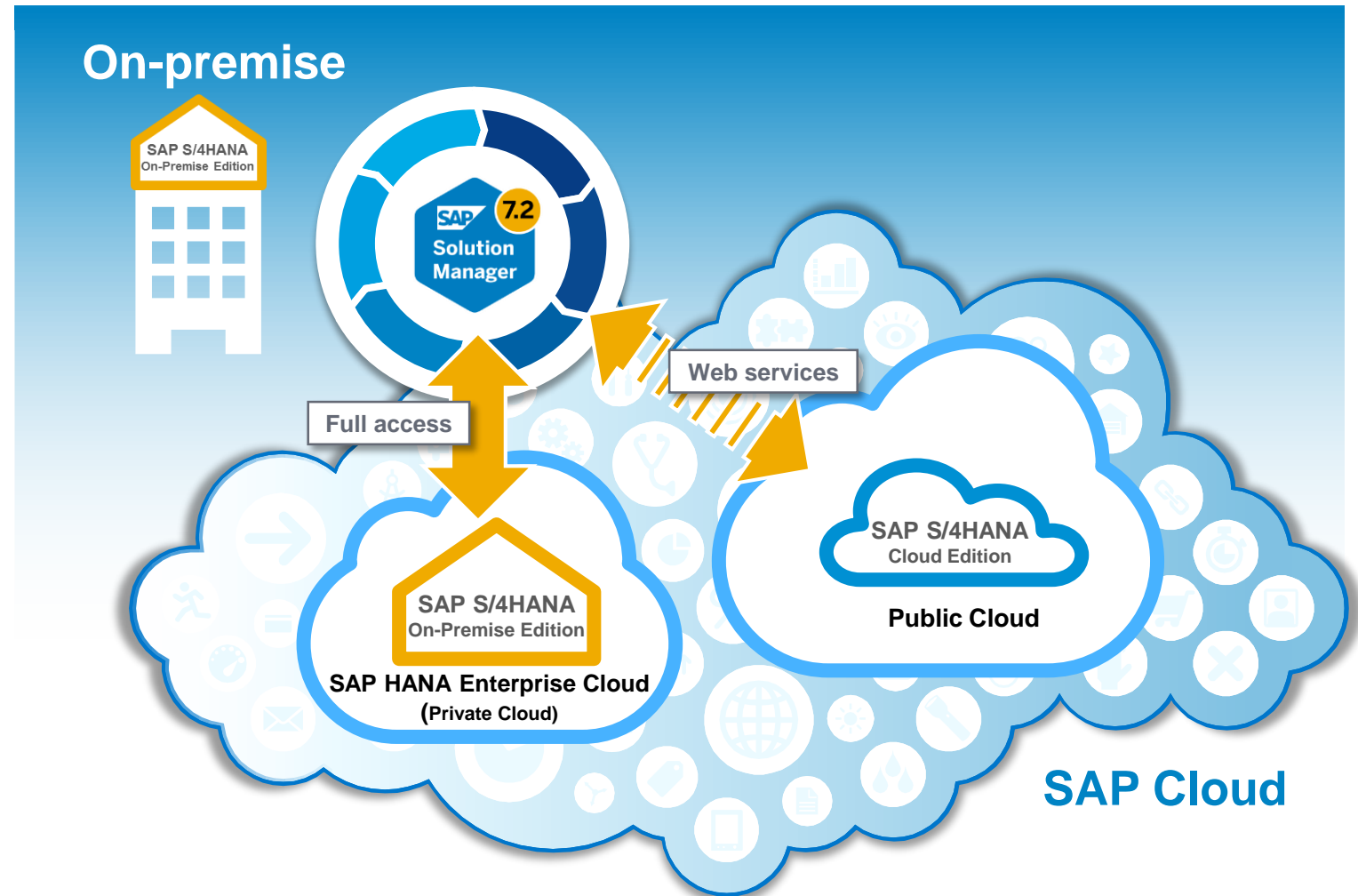
...and moves towards Business Service Support. Proactive. From Day One. True Business Impact.

On-Premise, Hybrid and Cloud Solutions

SAP Solution Manager for the cloud

In hybrid cloud scenarios, SAP Solution Manager enables the collaboration between customer and cloud provider for:

- Solution Documentation
- Performance & Availability Management
- Interface Management
- Exception Management
- Data Consistency Management
- Business Process Management
- Maintenance Management
- Change Management
- Test Management
- IT Service Management
- Remote access



SAP Enterprise Support Value Maps

Your fast lane to support expertise

Webinar
Nov. 8, 2016
10:00 (CET)



- SAP Enterprise Support value maps help you quickly identify the relevant SAP Enterprise Support services, tools, and expertise for your business needs.

DELIVERABLES



Guided Approach

Objective-based step-by-step approach through the **SAP Enterprise Support** offering that addresses your business and IT challenge



Social Collaboration

On-demand expertise through a cloud-based social collaboration platform (SAP Jam), connects you directly with SAP experts and peers – also available on your mobile device.



Expert Access

Obtain **guidance from SAP support experts** who moderate each value map group.



Empowerment

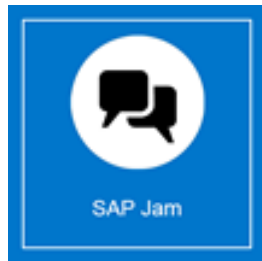
Build the knowledge and skills you need to successfully manage your transformation to the digital economy.

<https://support.sap.com/valuemaps>

Discover and deploy SAP Cloud solutions

SAP Enterprise Support Cloud Value Maps

Cloud Value Map: SAP Jam



The SAP Jam Value Map provides functional and best-practice content to optimize the setup, run, integration & customization of SAP Jam.

Cloud Value Map: SAP S/4HANA Cloud Edition



The SAP S/4HANA Cloud Edition Value Map is designed to support customers through the entire product lifecycle - from planning your Cloud Solution through to go-live and continued optimization.

Cloud Value Map: SAP SuccessFactors



The SAP SuccessFactors Value Map is designed to support customers that are innovating with SAP SuccessFactors through the entire project lifecycle from planning to go-live and continued operation and optimization.



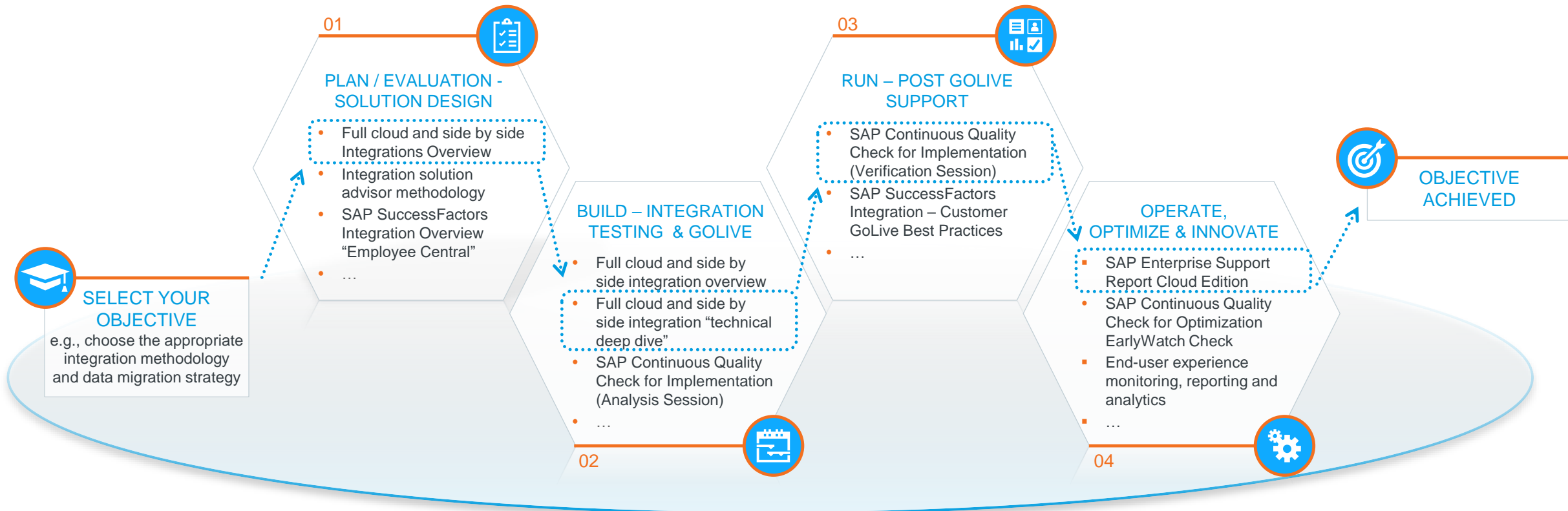
2 min Video Demo

Frequently Asked Questions

powered by
SAP Enterprise Support Academy

Discover and deploy SAP SuccessFactors

using the SAP Enterprise Support Cloud Value map for SAP SuccessFactors



Questions/ functional help required?
Functional Experts collaborate via SAP Jam

powered by
SAP Enterprise Support Academy

SAP Enterprise Support Value Maps

Covering Cloud, ALM and many more topics

Webinar
Nov. 8, 2016
10:00 (CET)



- **SAP Enterprise Support value maps**
→ <https://support.sap.com/valuemaps>

General Availability

- Cloud Value Maps
 - SAP JAM Collaboration
 - SAP S/4HANA Cloud Edition
 - SAP SuccessFactors
- Application Lifecycle Management (ALM) Value Map
 - Technical Monitoring & Alerting
 - Change Control Management
 - Test Management
- Further general available Value Maps
 - SAP Solution Manager Setup
 - SAP S/4HANA & SAP HANA
 - SAP Fiori & Digital Platform
 - Business Decision Makers
 - Analytics Solutions
 - Data Volume Management
 - Security
 - Custom Code Management

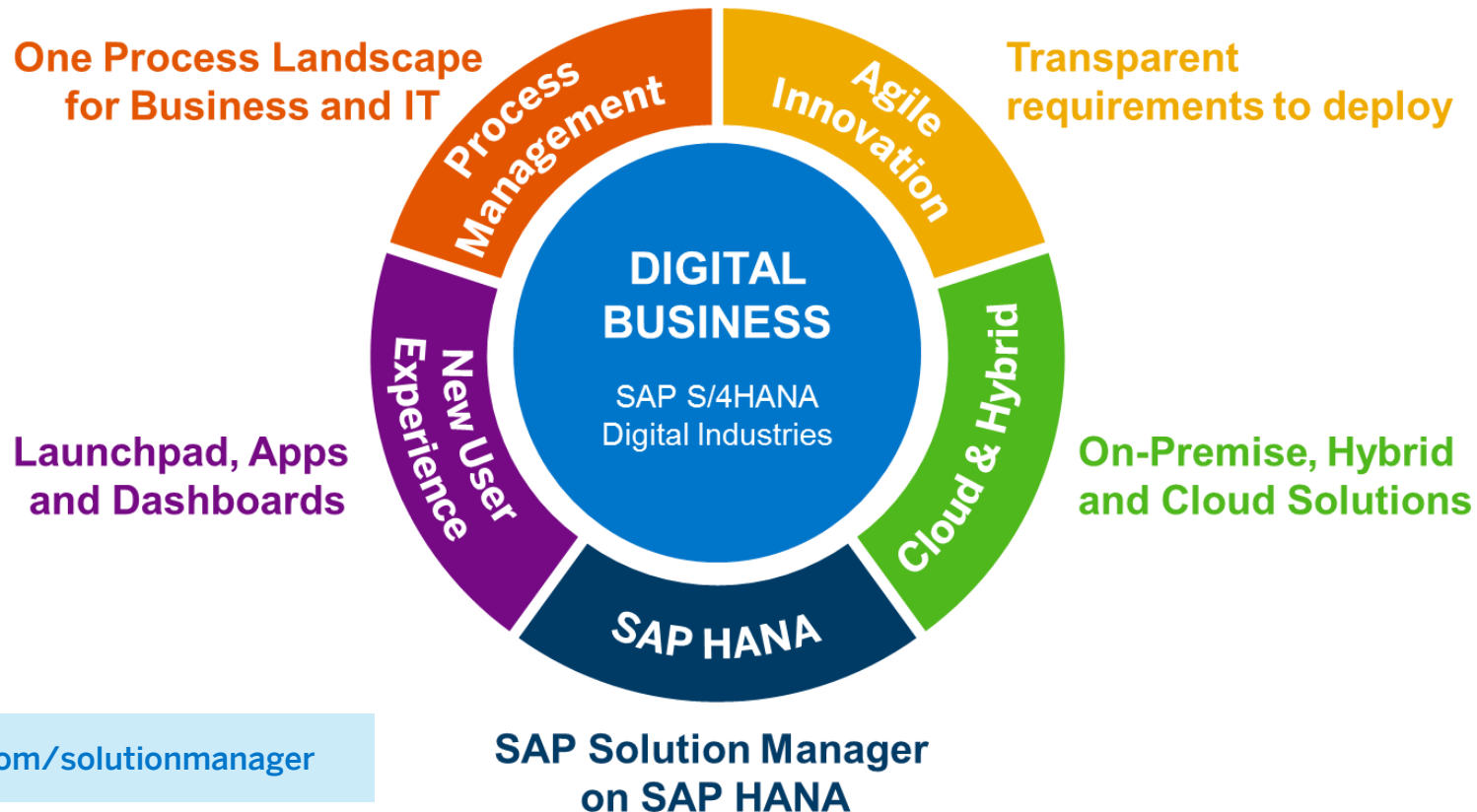
SAP Solution Manager 7.2 and Focused Solutions

The technical foundation for your Application Lifecycle Management

See also: webinar
Nov. 17, 2016
11:00 (CET)



One combined solution to efficiently manage IT
and introduce new functionality in on-prem, Cloud and hybrid landscapes



<https://support.sap.com/solutionmanager>

SAP Solution Manager Net Value Calculator

Situation (1/2)

Currently in pilot mode
Applications welcome

The solution	The values for business and IT	Benefit and effort drivers
Change and Release Management Change Control Management	Workflow-based management of solution improvement changes to best manage the risks associated with the implementation of the solution.	Less efforts for coordination, cost control, change impact analysis and synchronization work. Faster move to productive systems.
Business Process Change Analyzer	Impact analysis of software changes applied via transport requests to business processes and to the IT landscape. Determine the test scope to cover all changed objects.	Less test efforts and inefficient testing thru test scoping for business and IT. Less test certification and synchronization work. Less regression tests and less errors with end-user impact.
IT Service Management	A centralized management of incidents across the entire IT landscape. The integrated SAP CRM delivers transparency and enables getting in contact with all involved parties.	Less efforts for coordination, cost control and reporting of user tickets. Faster end-to-end ticket handling. Transparency to all involved support levels.
Solution Documentation	The documentation of the system landscape and the business processes is the basis for the additional usage of the comprehensive ALM functions.	Less documentation efforts thru automation. The documentation reflects the real IT situation. Reliable information source for IT and Business for further improvements. No additional tools required.
Business Process & Technical Monitoring	Technical and business monitoring of the most important (or "critical") business processes with notification if there are any problems even today or could arise in future.	More stable technical and business processes causes in less end-user downtime, less business disruptions, avoid of lost revenue, higher IT productivity and costly recovery work. Increase of end-user satisfaction.
Custom Code Management	Offers a comprehensive end-to-end view on the challenge how to deal with home grown applications, modifications or enhancements in an SAP application.	Less costs for software maintenance. Unused code has not to be maintained any more. Software code inspection causes in less end-user business impact.
Data Volume Management	Describes a process and provides tools to ensure that all aspects in the life-cycle for managing and controlling data are covered.	Less investments in data storage. Higher system performance and system availability will shrink data maintenance efforts during daily operations.
Incident Root Cause Analysis	End-to-end root cause analysis offers systematic analysis and resolution of incidents for a distributed mission critical customer environment.	Reduction of time for incident analysis. Faster incident resolution times create shorter defect times for business with impact on cost and revenue.
Test Management and Automation	It allows an automated testing based thru complementing of CATs and facilitates functions such as creating test configurations, test and system data containers.	Less test efforts and shorter testing time with better test transparency for business and IT. Higher test quality ensures secure go-lives and later smooth operations.
Scope and Effort Analyzer	Analyzes the scope of activities and efforts before the start of physical deployment of Enhancement Packages (EHP) and Support Packages (SP).	Less project re-work and project delays which avoids additional project costs. On-time and in budget go-lives. Faster solution provisioning for business and IT.

Questions from our customers:

- Which is the best value SAP Solution Manager scenario for me?
- What are efforts to implement and operate SAP Solution Manager?
- What are efforts to upgrade from SAP Solution Manager 7.1 to 7.2?
- Which should be my priorities? And what are possible quick wins?

Decision proof point: Yearly Business Value

- What is the yearly expected business value over time?
- What is the value distribution between IT and Business?

SAP Solution Manager Net Value Calculator

Situation (2/2)

Currently in pilot mode
Applications welcome

Solution Manager Scenarios	The solution	The values for business and IT	Benefit and effort drivers
<input checked="" type="checkbox"/> Change and Release Management	Workflow-based management of solution improvement changes to best manage the risks associated with the implementation of the solution.	Less efforts for coordination, cost control, change impact analysis and synchronization work. Faster move to productive systems.	Input: Number of software changes per year Value: Reduction of the efforts for software changes
<input checked="" type="checkbox"/> Business Process Change Analyzer	Impact analysis of software changes applied via transport requests to business processes and to the IT landscape. Determine the test scope to cover all changed objects.	Less test efforts and inefficient testing thru test scoring for business and IT. Less test coordination and synchronization work, less regression tests and less errors with end-user impact.	Input: Number of transports per year Value: Reduction of the efforts for transports
<input checked="" type="checkbox"/> IT Service Management	A centralized management of incidents across the entire IT landscape. The integrated SAP CRM delivers transparency and enables getting in contact with all involved parties.	Less efforts for coordination, cost control and reporting of user tickets. Faster end-to-end ticket handling. Transparency to all involved support levels.	Input: Number of tickets per year, Number of key users Value: Reduction of the efforts for ticket processing
<input checked="" type="checkbox"/> Solution Documentation	The documentation of the system landscape and the business processes is the basis for the additional usage of the comprehensive ALM functions.	Less documentation efforts thru automation. The documentation reflects the real IT situation. Reliable information source for IT and Business for further improvements. No additional tools required.	Input: Number of main process chains Value: Reduction of the efforts for documentation creation and update
<input checked="" type="checkbox"/> Business Process & Technical Monitoring	Technical or business monitoring of the most important (or "critical") business processes with notification if there are any problems even today or could arise in future.	More stable technical and business processes causes in less end-user downtime, less business disruptions, avoid of lost revenue, higher IT productivity and costly recovery work. Increase of end-user satisfaction.	Input: Serious business disruptions in hours per year Number of main process chains Value: Reduction of serious business disruptions
<input checked="" type="checkbox"/> Custom Code Management	Offers a comprehensive end-to-end view on the challenge how to deal with home grown applications, modifications or enhancements in an SAP application.	Less costs for software maintenance. Unused code has not to be maintained any more. Software code inspection causes in less end-user business impact.	Input: Number of custom code objects Value: Reduction of efforts for software maintenance
<input checked="" type="checkbox"/> Data Volume Management	Describes a process and provides tools to ensure that all aspects in the life-cycle for managing and controlling data are covered.	Less investments in data storage. Higher system performance and system availability will shrink data maintenance efforts during daily operations.	Input: Data base size, Number of P-systems / data bases Value: Less data storage and less efforts for data maintenance
<input checked="" type="checkbox"/> Incident Root Cause Analysis	End-to-End root cause analysis offers systematic analysis and resolution of incidents in a distributed mission-critical customer environment.	Reduction of time for incident analysis. Faster incident resolution times create shorter defect times for business with impact on cost and revenue.	Input: Number of incidents per year Value: Reduction of efforts for incident analysis and resolution
<input checked="" type="checkbox"/> Test Management and Automation	It allows an automated testing based thru complementing of LATA and facilitates functions such as creating test configurations, test and system data containers.	Less test efforts and shorter testing time with better test transparency for business and IT. Higher test quality ensures secure go-lives and later smooth operations.	Input: Project costs for upcoming projects, Number of main process chain test scenarios Value: Reduction of test efforts
<input checked="" type="checkbox"/> Scope and Effort Analyzer	Analyzes the scope of activities and efforts before the start of physical deployment of Enhancement Packages (EHP) and Support Packages (SP).	Less project re-work and project delays which avoids additional project costs. On-time and in budget go-lives. Faster solution provisioning for business and IT.	Input: Project costs for upgrade projects Value: Avoiding of additional project costs thru project rework and project delays

One time implementation and Roll-out efforts:

- One-time efforts to set-up SAP Solution Manager
- One-time efforts per scenario, for implementation or to upgrade from SAP Solution Manager 7.1 to 7.2
- Roll-out costs to bring the implementation to the end-user
- Effort distribution between IT and Business

Yearly Maintenance and Operations efforts:

- Efforts to keep an area up-to-date
- Efforts to operate SAP Solution Manager scenarios

Business Case – What is the best?

- Net value (benefits against efforts)
- Break-even calculation (amortization periods)
- Identification of most attractive areas / shortest effort amortization

SAP Solution Manager Net Value Calculator

New setup scenario for different work center

Lab preview

SAP Solution Manager Value Calculator

Selected scenario	Risk Scenario: Realistic	Value and effort categories	One time efforts	Yearly benefits and efforts		Yearly totals
				Benefits	Efforts	
✓ Test Management Avoid increase or reduction of project costs Avoided 3rd party tool costs per year Yearly solution maintenance Yearly cost of operations One time setup efforts Solution Manger roll out efforts			One time efforts implementation and rollout efforts -5.600 EUR -22.400 EUR	30.000 EUR 0 EUR	Yearly efforts for maintenance and operations 0 EUR -1.600 EUR 0 EUR	28.400 EUR
✓ Business Process Change Analyzer Reduction of IT costs Avoided 3rd party tool costs per year Yearly solution maintenance Yearly cost of operations One time setup efforts Solution Manger roll out efforts			-6.400 EUR -3.200 EUR	20.000 EUR 0 EUR	-400 EUR -1.600 EUR -200 EUR	17.800 EUR

selected scenarios

Yearly benefits

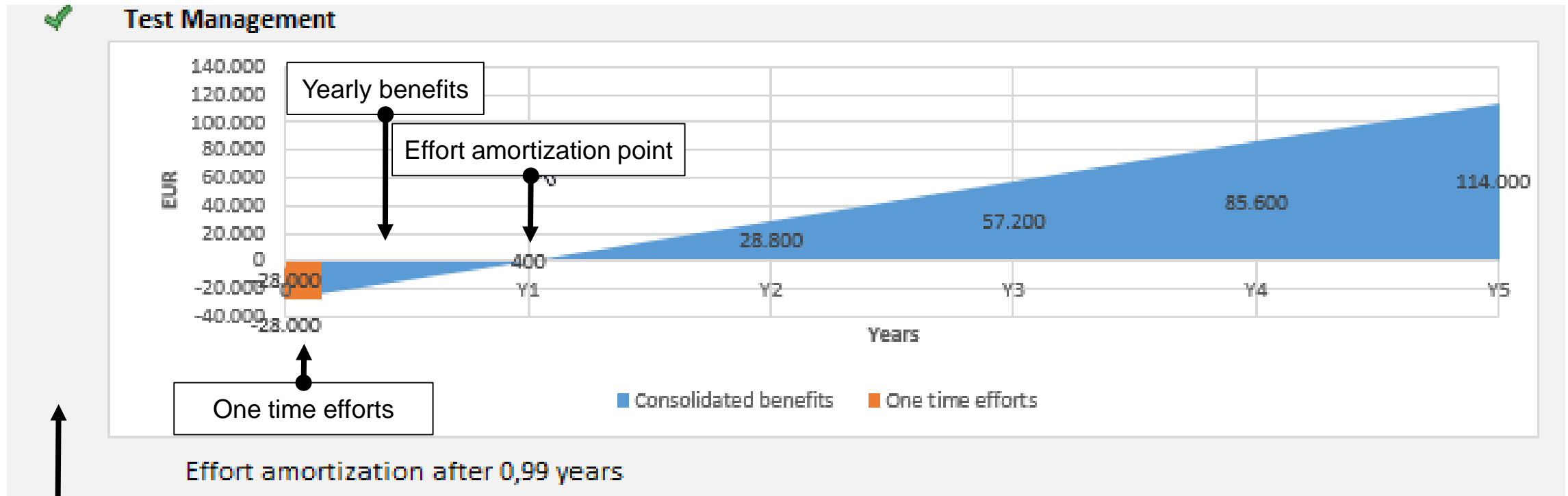
Net yearly benefits

SAP Solution Manager Net Value Calculator

New setup scenario for different work center

Lab preview

SAP Solution Manager Value Calculator



selected scenarios

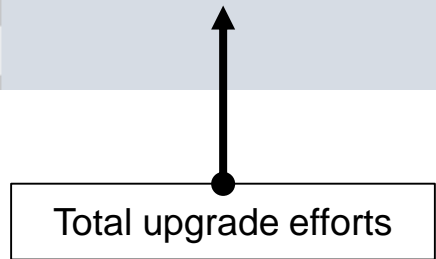
SAP Solution Manager Net Value Calculator

SAP Solution Manager 7.1 to 7.2 upgrade calculation

Lab preview

SAP Solution Manager Value Calculator

Selected scenario	Risk Scenario: Realistic	Technical upgrade		Post upgrade efforts		Totals	
		PD	Efforts	PD	Efforts	PD	Efforts
✓ Test Management	Upgrade efforts	8 PD	-3.200 EUR	8 PD	-3.200 EUR	16 PD	-6.400 EUR
	Roll out efforts	24 PD	-9.600 EUR	24 PD	-9.600 EUR	48 PD	-19.200 EUR
	Business Process Change Analyzer						
No to minimal training and configuration effort, almost a non-event. Can be treated as a small change with low efforts.							



The digital economy is redefining everything

SAP Support drives business outcomes



SAP Maintenance and Support

- Seamless end-to-end support
in hybrid landscapes
- **Fast innovation adoption**
on premise, hybrid, cloud
- Driving business outcomes
through a value-based approach

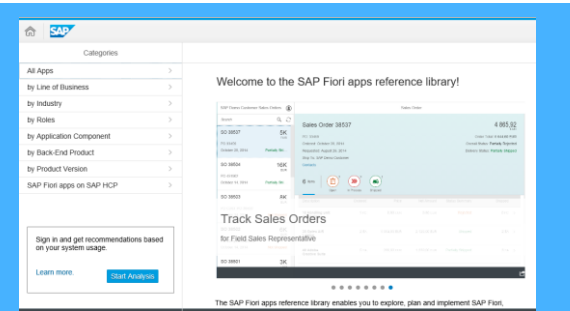
Innovation and value realization



The complete set of services and tools to identify opportunities



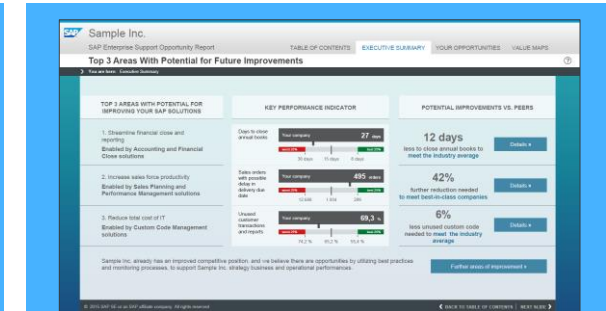
Innovation Discovery



SAP Fiori apps reference library



Business Scenario Recommendations for SAP S/4HANA



SAP Enterprise Support opportunity report

Discover innovations available from SAP

Visit also: Webinar
Dec 1, 2016
10:00 (CET)

Innovation Discovery

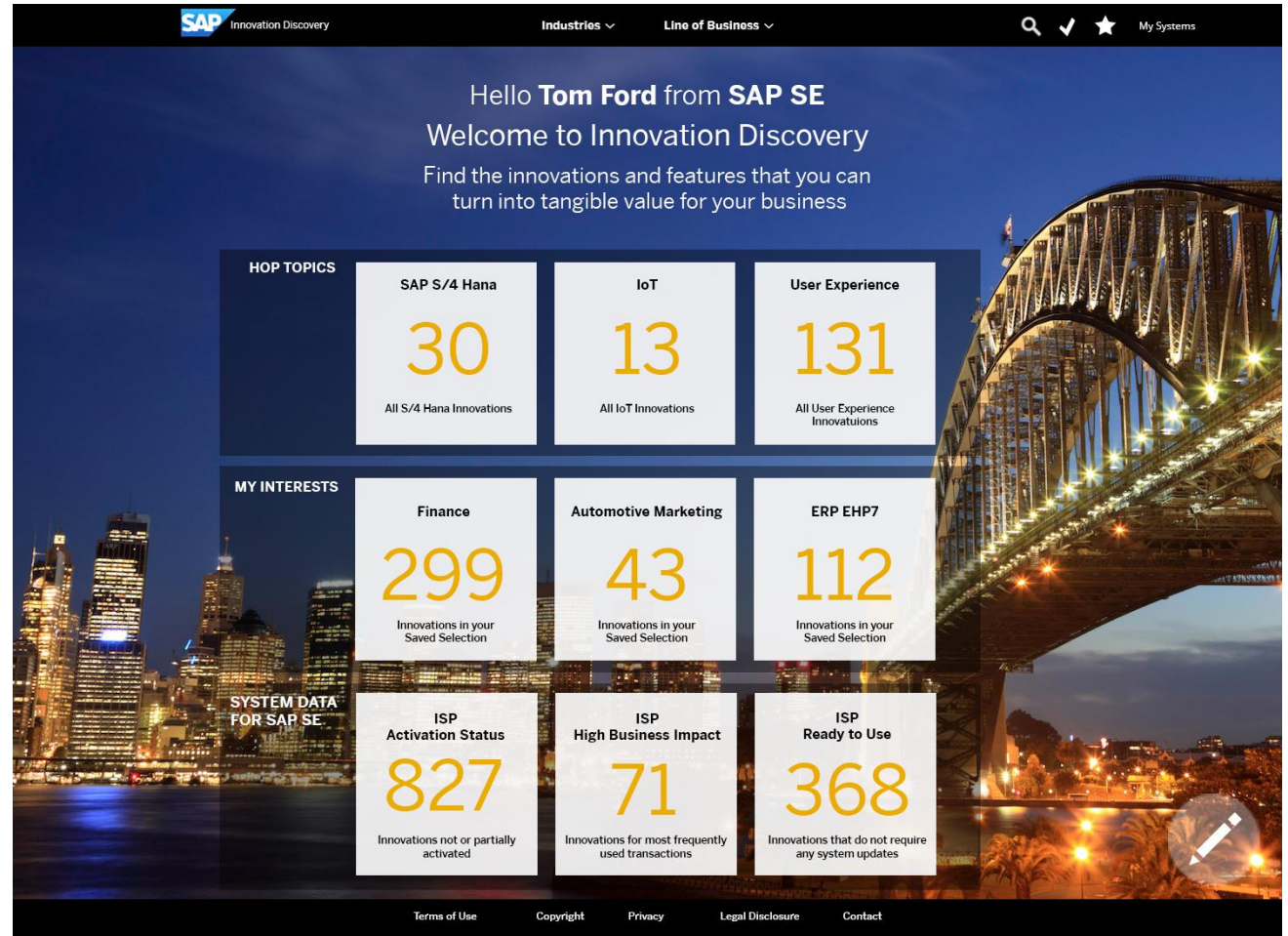
Goal of the Innovation Discovery

Provide guidance how to turn the adoption of innovations into tangible value for the business.

Main Objectives of the Innovation Discovery:

1. IT and line of business clearly understand the value and the implications of SAP's innovations
2. The innovation discovery offering includes usage-based information of the customer's system landscape.
3. Customers can use the innovation discovery service as a 'self-service'.

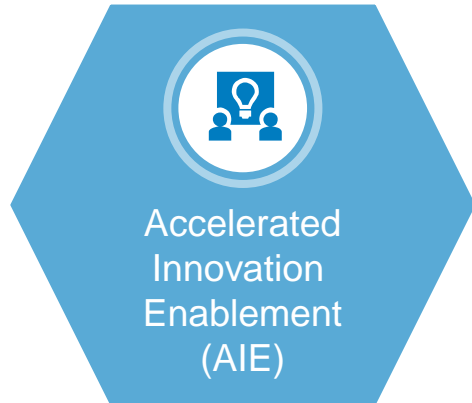
www.sap.com/innovationdiscovery »



Evaluate innovations using Accelerated Innovation Enablement

With guidance on how they apply to your business process

Visit also: Webinar
Nov. 29, 2016
10:00 (CET)



Gain insights from SAP Solution Architects on the innovation capabilities of the latest SAP Enhancement Package

Choose from:

- AIE Live Expert Sessions* for an overview of concepts and new functionalities in Enhancement Package
- AIE Expert on demand* for a focused discussion on the new functionalities as they apply to your business process

190+

Accelerated Innovation Enablement sessions available



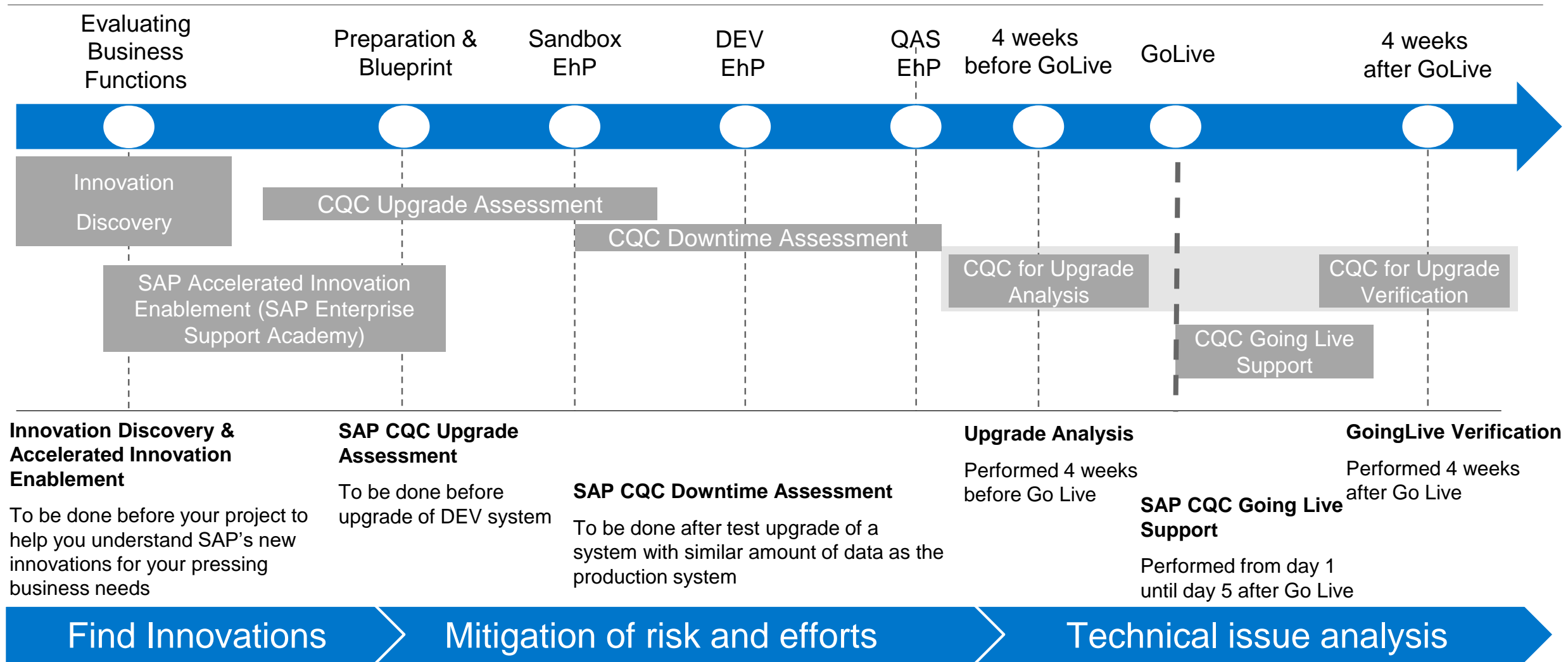
powered by

SAP Enterprise Support Academy

* SAP provides up to five (5) remote person days (per calendar year) assistance and enablement per customer helping to evaluate the innovation capabilities of the latest SAP Enhancement Package.

Deploy innovations using SAP Enterprise Support Services

EhP Services (Sample)



Discover SAP Fiori apps

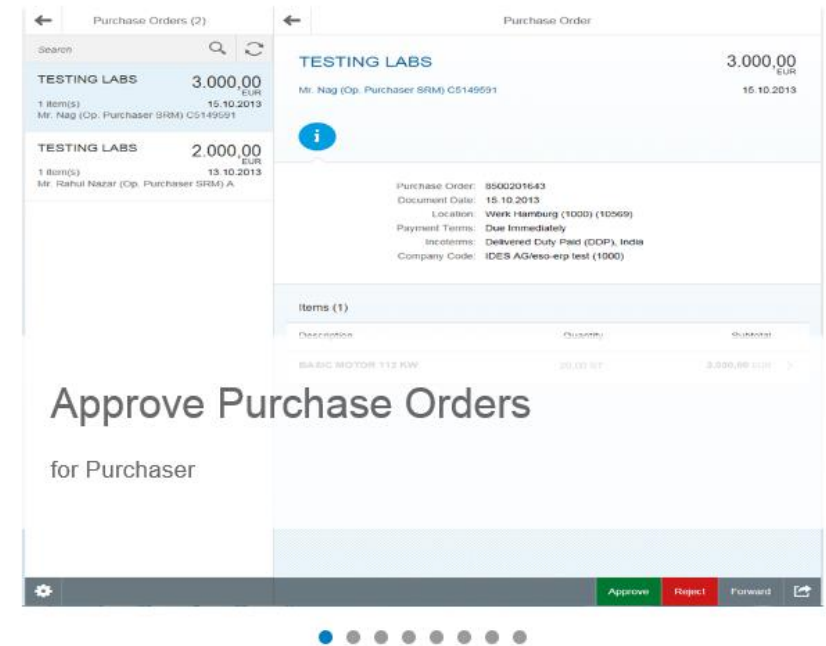
Visit also: Webinar
Dec 1, 2016
10:00 (CET)

SAP Fiori apps reference library

Explore, plan and implement SAP Fiori, the new user experience for SAP software

- Find key information for each app, including all the technical data you need for installation and configuration.
- Discover all the SAP Fiori apps available today
- Find key information for each app, including all the technical data you need for installation and configuration

Welcome to the SAP Fiori apps reference library!

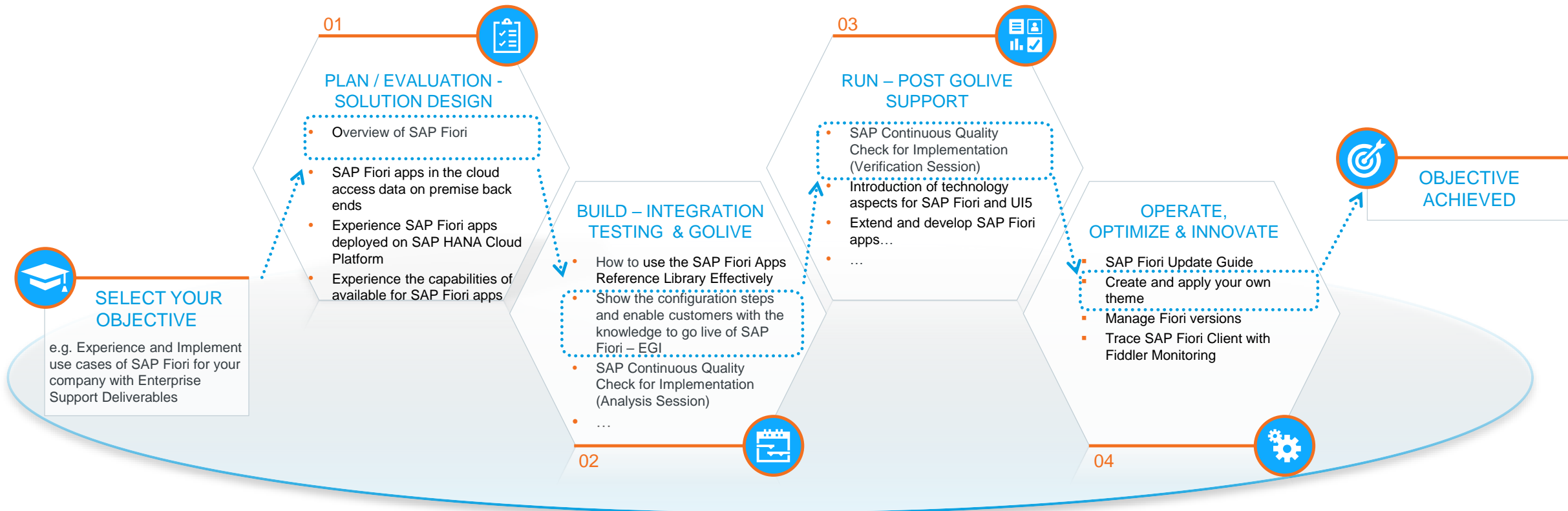
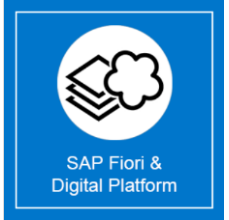


Sign in to get a list of SAP Fiori apps recommended for you based on your system usage. [Learn more.](#)

[SAP Fiori apps »](#)

Deploy SAP Fiori apps

using the SAP Enterprise Support Value Map for SAP Fiori & Digital Platform



Questions/ functional help required?
Functional Experts collaborate via SAP Jam



Discover business improvements enabled by SAP innovations

Visit also: Webinar
Dec 1, 2016
10:00 (CET)

Business Scenario Recommendations for SAP S/4HANA

Description

- The business scenario recommendations report provides a tailored list of relevant and recommended business scenarios developed for SAP S/4HANA, using customer production usage data.

Benefits

- Customers can use the report to browse through their information sorted by line-of-business and review their individual business scenario details
- Includes business context, challenges, value, business drivers, SAP HANA innovation, transactions that could be improved, high-level technical prerequisites, and more.

www.s4hana.com »

The screenshot displays the SAP Business Scenario Recommendations for S/4HANA interface. At the top, there is a header with the SAP logo and a language dropdown set to 'English'. Below this is a banner for 'SAP S/4HANA, The Next-Generation Business Suite' featuring a globe graphic and a 'Contact Us' button. The main content area is titled 'Business Scenario Recommendations for S/4HANA' and includes a navigation menu with options: OVERVIEW, EXECUTIVE SUMMARY, BUSINESS SCENARIOS RECOMMENDATIONS (selected), HOW TO IMPLEMENT, NEXT STEPS, and FURTHER INFORMATION. The 'Lines of Business' section is active, showing a grid of business areas with recommended scenarios:

Line of Business	Recommended Business Scenarios	Additional Info
Finance	4	Simplified (with checkmark icon)
Human Resources	0	
Procurement	0	
Manufacturing	3	
Supply Chain	2	
Marketing & Sales	0	
Services	2	
Enterprise Asset Management	0	

A legend at the bottom indicates that blue boxes represent 'Usage identified in your SAP Business Suite landscape' and grey boxes represent 'Usage not identified in your SAP Business Suite landscape'. The footer contains the copyright notice: '© 2016 SAP SE or an SAP affiliate company. All rights reserved.' and the page number '4'.

Understand the Executive Summary

Visit also: Webinar
Dec 1, 2016
10:00 (CET)

Business Scenario Recommendations for SAP S/4HANA

Get a high-level overview that quickly shows the areas where you can benefit most from SAP S/4HANA

SAP Business Scenario Recommendations for S/4HANA

Sample Customer: Higher Education and Research

OVERVIEW EXECUTIVE SUMMARY BUSINESS SCENARIOS RECOMMENDATIONS HOW TO IMPLEMENT NEXT STEPS FURTHER INFORMATION

Executive Summary – Top Recommendations

SAP HANA accelerates key business processes with in-memory technology. The table below shows the transactions and reports in your processes that could be accelerated and impact your business value.

LINES OF BUSINESS	BUSINESS SCENARIO		RELEVANCE FOR YOU	IMPROVED / RELEVANT TRANSACTIONS
Finance	Cost Management		100%	7
Finance	Accounting		89%	6
Manufacturing	Project Management		77%	5
Finance	Billing and Accounts Receivable		66%	4
Finance	Cost Planning		54%	3
Finance	Accounts Payable		43%	2
Marketing & Sales	Sales Planning and Monitoring (Analytics)		31%	1
Marketing & Sales	Sales Master Data Management		31%	1
Procurement	Invoice Processing		31%	1
Supply Chain	Inventory Analytics		31%	1
Finance	Access Governance		Recommended*	

* Recommended: Data provided does not allow for relevance calculation however recommendations indicated will create added value.

© 2015 SAP SE or an SAP affiliate company. All rights reserved. 3 | GO TO LINES OF BUSINESS >

Every line of business has a summary page that includes the processes that can be accelerated to impact your business value

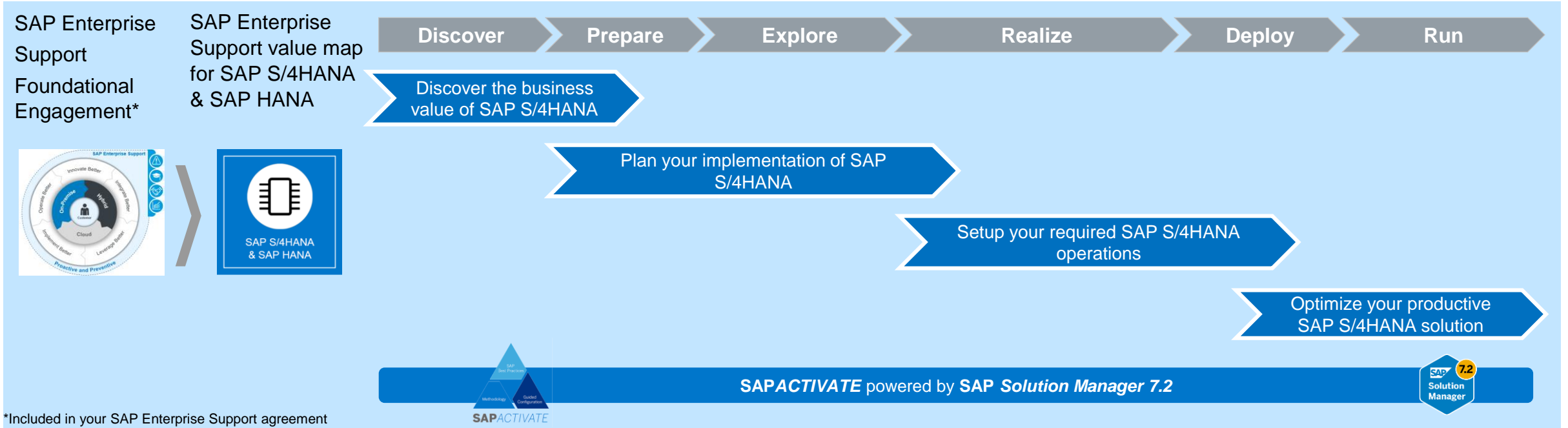
Recommendations based on actual productive usage data

Value proposition covers process innovation, business drivers, and SAP HANA contribution

SAP S/4HANA customer transition roadmap

With SAP Enterprise Support as the foundation

Visit also: Webinar
Nov. 9, 2016
10:00 (CET)



The digital economy is redefining everything

SAP Support drives business outcomes






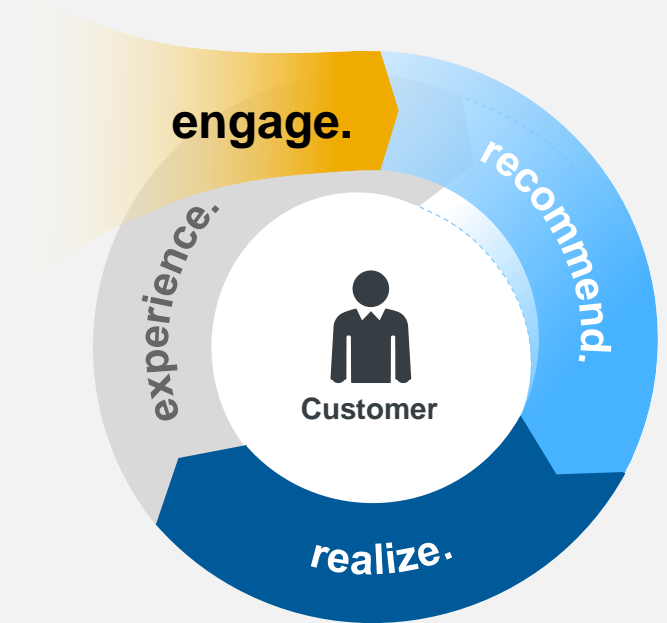
SAP Maintenance and Support

- Seamless end-to-end support
in hybrid landscapes
- Fast innovation adoption
on premise, hybrid, cloud
- Driving business outcomes
through a value-based approach

SAP Support value realization engagements

SAP launched a **Support value realization engagement methodology***. SAP Partners can use SAP support tools and services to help customers to::

-  **Identify support value opportunities** based on innovation adoption as well as business & IT performance improvement potentials
-  **Achieve defined business and IT objectives** through a value-based engagement plan created in collaboration with the SAP Partner, utilizing SAP's maintenance offering
-  **Profit from continuous improvement by using SAP's support offering** through the established value realization methodology and its recurring lifecycle



Value realization is the goal: help customers identify and experience the value from their deployed SAP solutions, maintenance and support

* The value-based approach is customer specific and requires an agreement between the customer and SAP or an SAP partner to be executed.

Customer Value Experience

from value potential to value realization

01

Where to get started

- IT operational and innovation readiness
- Business process improvements
- Innovation adoption
- Digital transformation

...with the help of value assessment tools from SAP*

04

Measure value realization success

- Measure value realization, increase innovation readiness and monitor continuous improvement of business and IT.

02

Define your customers value realization roadmap

- Quantification of improvement potentials and recommend roadmap to value realization
- Engagement plan creation

03

Execute value realization roadmap

- Engagement plan execution
- Monitor progress of plan execution and value realization together with the customer



* Additional agreement on data access and usage might need to be signed

SAP Enterprise Support opportunity report

See how SAP Enterprise Support drives business outcomes

Insightful benchmarks

Impactful improvement areas by combining findings from our customers' SAP applications with benchmarks from industry peers

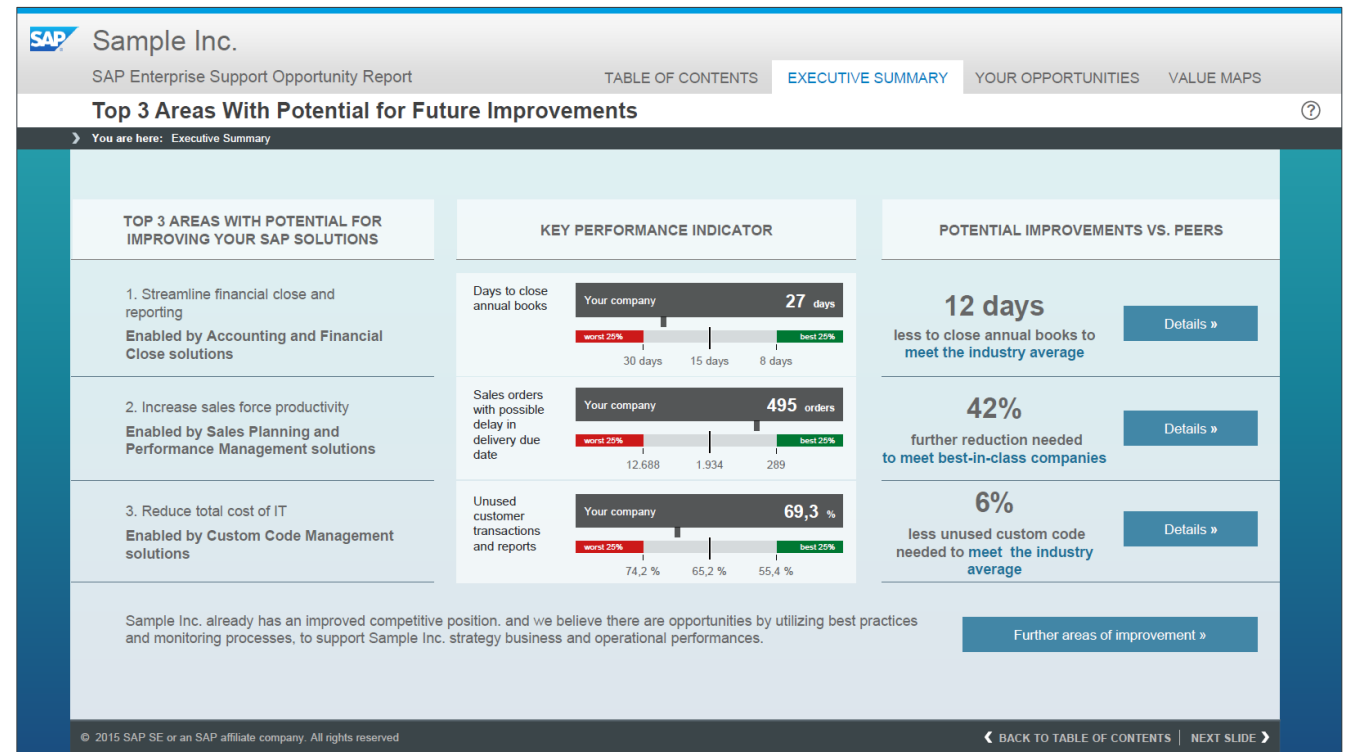
Industry specific

Tailored to the specifics of our customers' industry and applications with a clear focus on **common terminology**

Efficient

Aggregates information for decision makers with **actionable recommendations** for next steps

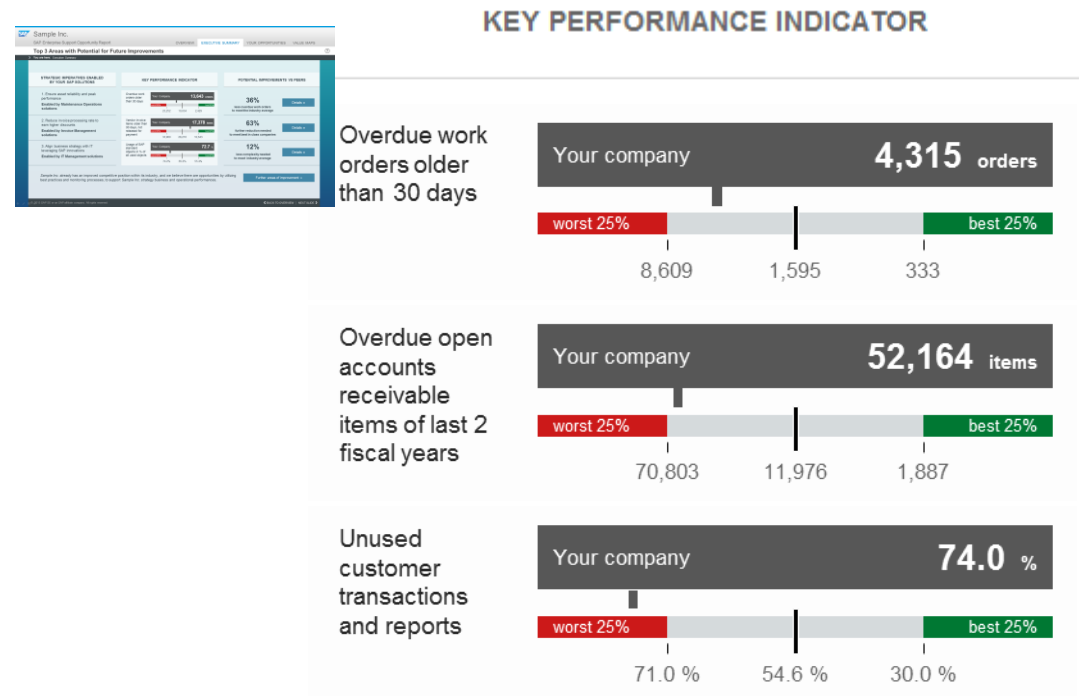
<http://www.sapsupport.info/eso> »



Contact your Maintenance Sales Manager or SAP Enterprise Support Advisory to order your SAP Enterprise Support opportunity report

Identify and realize value with SAP Enterprise Support

Find business and IT improvements through the **SAP Enterprise Support opportunity report**
 -> Tailored to your organization with industry benchmarks



<http://www.sapsupport.info/eso> »

Get advice, optimize, and continuously improve through **SAP Enterprise Support value maps**
 -> Example: Reduce unused transactions through custom code management.



Custom Code Management Value Map – SAP Enterprise Support

- 1. Discover and Plan**
Get a first look into Custom Code Management.
- 2. Reduce Quantity**
Manage the quantity of custom code in your landscape.
- 3. Improve Quality**
Improve the quality of your custom code throughout the software lifecycle.
- 4. Move Closer to SAP Standard**
Minimize the technical deviation of custom code from SAP standard.
- 5. Impact on Major Change Events**
Prepare for a smooth go live in advance of major change events.
- 6. Operate & Optimize**
Build internal processes and procedures for ongoing success.

<https://support.sap.com/valuemaps> »

Goal: Leverage SAP Enterprise Support to reduce TCO

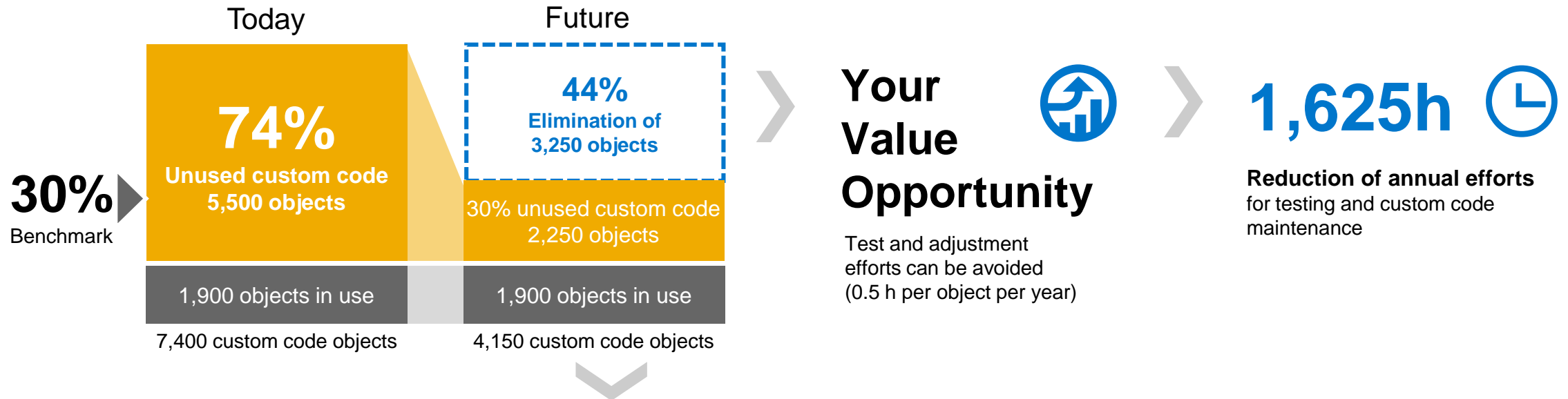
Sample: 74% of the custom code at your organization is obsolete

ILLUSTRATIVE

7,400 customer transactions and reports in your systems cause **adjustment and test efforts** for you every year.

74% of your custom code objects are **unused**. The benchmark in your industry is 30% unused custom code.

1,625 hours' effort savings annually can be achieved by eliminating 3,250 objects to reach the industry benchmark.



How **SAP Enterprise Support** can help you



Custom code value map

Remove unused custom objects using tools of SAP Solution Manager based on historical usage

Quick win

Improve the quality of custom code using automated code inspection tools

Midterm

Establish an ongoing custom code management strategy

Long term

Goal: Leverage SAP Enterprise Support to reduce TCO

Next Steps

WHAT TO DO NEXT:

1

Get Started:

- (1) Custom Code Management info session ([link](#) MTE Replay, 30min video)
- (2) SAP Enterprise Support Value Map [CCM](#) (3 min video)
- (3) Register for [Value Map for Custom Code Management](#)¹⁾

2

Improve: Within the Value Map¹⁾, execute the steps for objective “Remove unused custom objects using SAP Solution Manager tools based on historical usage”

- (1) Understand the importance of **managing the quantity** of your custom code
- ✓ (2) Identify **Unused Objects** using Custom Code Lifecycle Management (CCLM)
- (3) If **CCLM is not enabled**, setup Custom Development Management Cockpit to start a Clearing Analysis Project
- (4) Work with **Results Lists** to analyze and remove objects
- (5) If Custom Code Lifecycle Management (CCLM) is enabled, monitor quantity through the **Quantity and Usage dashboards**
- (6) Future Adoption

¹⁾ SAP Enterprise Support customers and SAP PSLE customers only

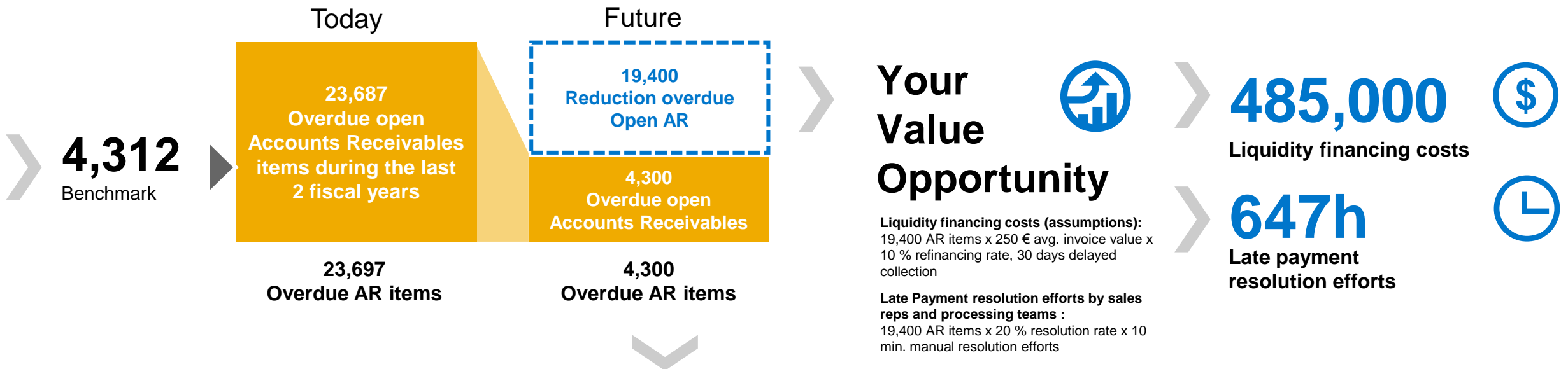
Goal: Leverage SAP Enterprise Support to Improve Cash Collection

23,687 Overdue Open Accounts Receivables (AR)


ILLUSTRATIVE

23,687 overdue Open Accounts Receivables items create **financial liquidity costs** and manual **correction efforts**.
 The benchmark in your industry is ca. 4,300 open and overdue AR items.

~485 k\$ interest payments and ~650h manual efforts could be avoided by collecting 19,400 AR items faster



How **SAP Enterprise Support** can help you



Business Decision Makers

Run and Understand BP Analysis Report, Discover Quick Wins	Quick win
Successful configuration of Business Process Analytics	Quick win
Learn how to use BP Analytics and understand its results	Midterm

Goal: Leverage SAP Enterprise Support to Improve Cash Collection

Next Steps

WHAT TO DO NEXT:

1

Get Started:

- (1) Business Decision Makers Introduction session ([link Replay](#), 58 min video)
- (2) Business Decision Makers How to read the report ([link Replay](#), 45 min video)
- (3) Register¹⁾ for the [Value Map for Business Decision Makers](#)

2

Improve: Within the Value Map¹⁾, execute the steps for objective
“[Run and Understand BP Analysis Report, Discover Quick Wins](#)”

3

Improve: Within the Value Map¹⁾, execute the steps for objective
“[Successful configuration of Business Process Analytics](#)”

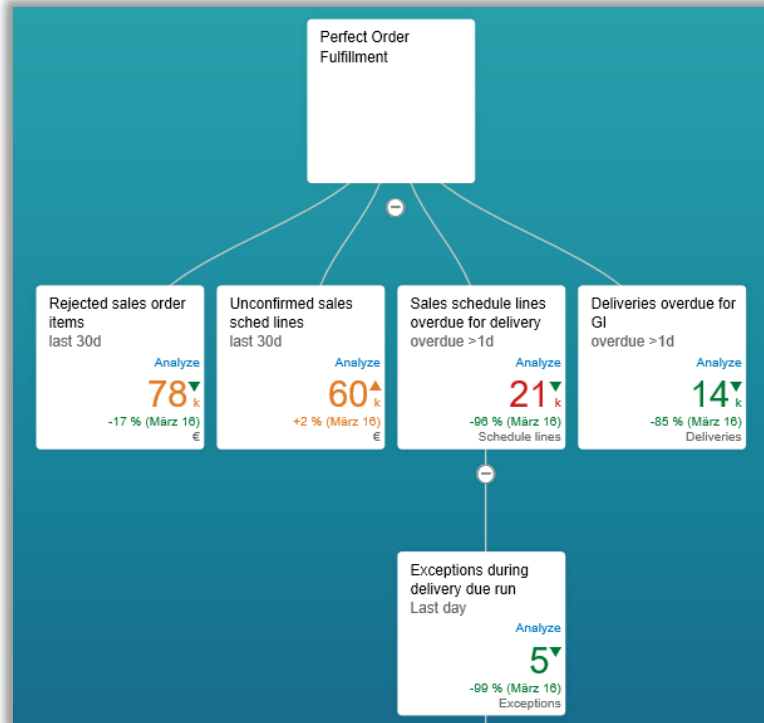
¹⁾ SAP Enterprise Support customers and SAP PSLE customers only

Visualize status and track progress of your business processes

Example: Perfect Order Fulfillment / On-time In-full

ILLUSTRATIVE

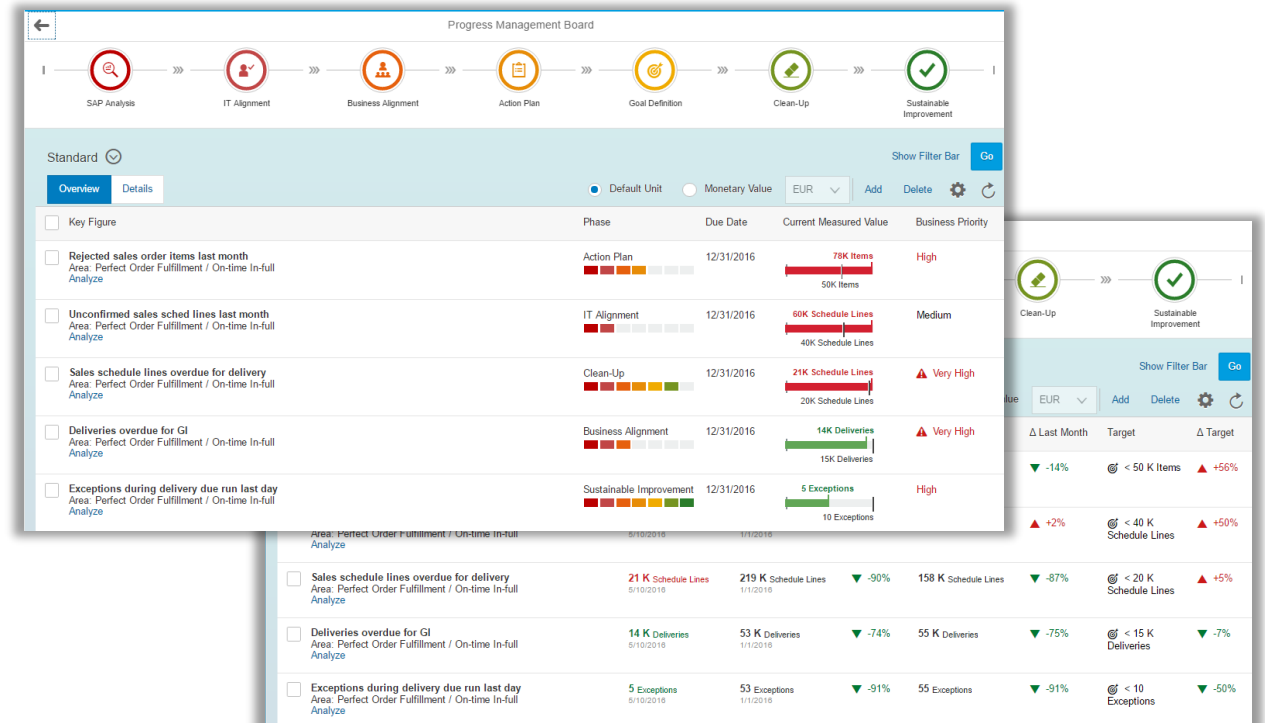
Visualize status and dependencies



Use SAP Solution Manager to visualize status and dependencies between different key figures, KPIs and PPIs¹⁾

¹⁾ Available for SAP Enterprise Support customers and SAP PSLE customers only

Track organizational improvement progress per figure



Address root-cause of process issues²⁾, and use SAP Solution Manager as single source of truth to track the progress of your improvement projects¹⁾

²⁾ In addition to SAP Enterprise Support and SAP PSLE, you may use SAP offerings and best practices (not included in your maintenance)

Standard business and IT key figures

Key figure overview

The screenshot displays the 'KPI Catalog' interface. On the left, there is a navigation pane with a search bar and several filter sections: 'Application Area', 'Business Goal Area', 'Category', 'End to End Process', 'Industry Solution', 'Product', and 'Usage'. The 'Business Goal Area' section is expanded, showing a list of metrics with checkboxes, including 'Days Sales Outstanding (12)' which is selected. The main area shows a list of 12 KPIs, sorted by 'Relevance'. Each KPI entry includes an icon, a title, a description, a star rating (all are 0 stars), and associated 'Application Area', 'Business Goal Area', and 'Category' information.

KPI Title	Description	Application Area	Business Goal Area	Category
Overdue open items FI-AR (customer items)	All open customer items (i.e. not yet cleared) in FI-AR are shown where the payment net due date is already overdue. The identified open and overdue customer items could indicate situations where you did not receive a payment from your customer on time and where you are waiting for your money.	Accounts Receivables	Days Sales Outstanding	Backlog
Electronic bank statement items not completely posted	All electronic bank statement items received from your house bank are shown which were not successfully posted in the SAP ERP system. The identified bank statements could indicate situations where bank statements received from your house bank cannot be completely posted in the SAP ERP system (e.g.	Accounts Receivables	Cost & Duration for Period End Closing	Days Sales Outstanding
Lockbox items not completely posted	All Lockbox file items received from your house bank are shown which were not successfully posted in the SAP ERP system.	Accounts Receivables	Days Sales Outstanding	Backlog
Open 'Promise To Pay' cases with promise to pay date in past	Measures the number of 'promise to pay' cases that are still in system (status) 'open' or 'in process' and where the planned 'promise to pay' date already lies in the past. This key figure might indicate situations where the customer cash collection takes longer than expected and hence you might be waiting	Accounts Receivables	Days Sales Outstanding	Backlog
Deliveries overdue for billing	Measures the number of outbound deliveries where the actual goods issue posting took place, but no invoice was created yet although the billing date lies already in the past ("shipped not billed").	Logistics Execution	Cost & Duration for Period End Closing	Days Sales Outstanding

Ca. 850 business and IT performance metrics are today available out of the box

The KPI catalog provides details about each metric (available in in English and German).

Use SAP Solution Manager to visualize these metrics.

Solution Manager KPI Catalog

Realize value from SAP Support to improve business outcomes

The Value of SAP Support

- **Seamless consumption of innovation**
Driving Digital Transformation: Smooth, cost effective, low risk
- **Fast value realization**
Fast adoption, reduction of TCO, user enablement, co-innovation
- **Business outcome focus**
Proactive best practices/benchmarks on improvement opportunities
- **End-to-end optimization**
Business process optimization also in hybrid SAP landscapes
- **Business continuity**
Mission critical support with SLAs also on corrective action plans
- **Rapid response to new requirements**
Application Lifecycle Management via SAP Solution Manager

Impact for customers - Examples

15%

Effort reduction to deploy SAP HANA

10x

Faster upgrade preparation for SAP ERP

30%

Less downtime for upgrade project

30%

Less training cost via Guided Implementation

50%

Better performance in monthly financial close

83%

Sales order creation time reduction

95%

Less response time in Ext.Warehouse Mgmt.

80%

Core process performance improvement

50%

Faster identification of root causes

15%

Reduction of custom code

30%

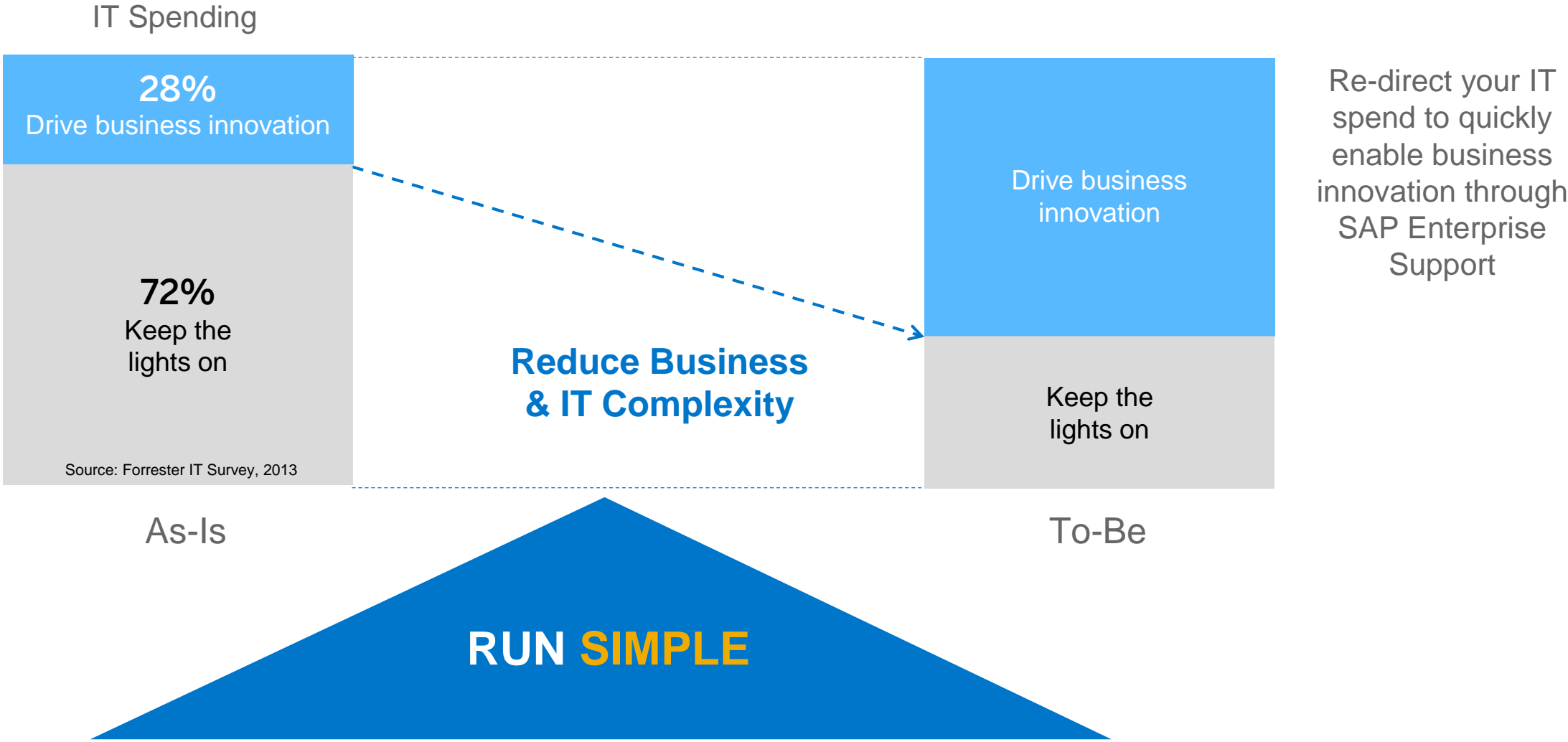
Total downtime reduction

US\$ 3 million

Loss per day in invoice creation avoided

Note: Not all scope elements available in all Support offerings – full scope only with SAP Enterprise Support

SAP Enterprise Support helps you maximize value from existing investments



Key takeaways to improve your business outcomes with SAP Enterprise Support

Prepare your landscape today!

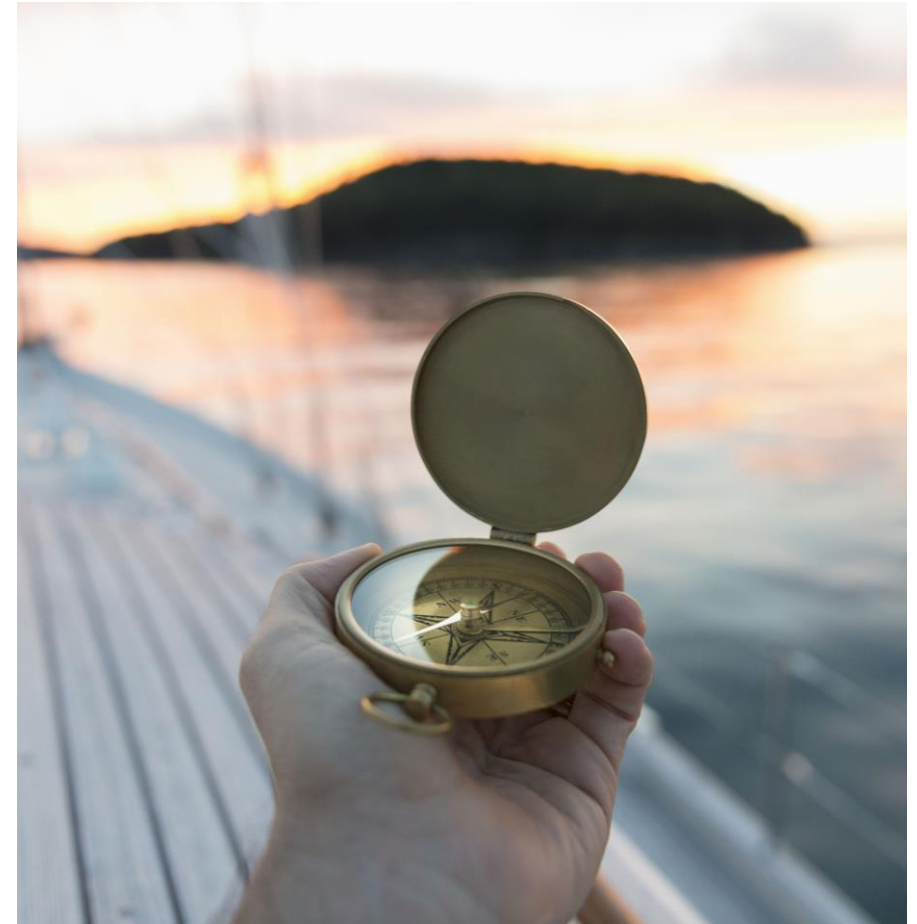
- **Custom code** – eliminate unused, optimize remaining
- **Business processes** – close or archive unused documents, replace obsolete customer developments with SAP standard
- **Database** – delete unused, redundant data
- **SAP Solution Manager 7.2** – upgrade to this latest release

Discover relevant innovations based on your system usage

- Use the **Innovation Discovery tool, Accelerated Innovation Enablement sessions, Fiori apps library** to learn about new business functions
- Use the **Business Scenario Recommendations** to discover SAP S/4HANA
- Use **SAP Enterprise Support Cloud Value Maps** to discover value from SAP Cloud Solutions

Deploy relevant innovations at your own pace

- Supported by SAP Enterprise Support **services, tools, and SAP Enterprise Support Value Maps**



Key takeaways to improve your business outcomes with SAP Enterprise Support

Get ready to operate in hybrid landscapes

- Use **SAP Solution Manager** to deploy, and seamlessly integrate your On-Premise, and Cloud solutions
- Provide **seamless end-to-end** support to quickly realize value from hybrid landscapes

Gain awareness to drive business outcomes

- Adopt **Value Experience** to improve business outcomes
- Use the **Enterprise Support opportunity report** to identify your areas for improvement using industry benchmarks
- Select business processes with the highest value and **begin a cycle of continuous improvement**
- Expand usage of SAP Solution Manager to **gain visibility into the state of your business processes** (dashboards)



How to get the most out of your SAP Investments in SAP Support

Webinar Series October – December 2016 (1/2)

SAP Support Offerings

You Don't Know What You Don't Know – **Understand and Get More Value from Your SAP Support Investment**



Wassilios Lolos

Oct. 26, 2016
10:00 (CEST)

Improve Your Business Outcomes
with SAP Enterprise Support



Wassilios Lolos

Nov. 2, 2016
13:00 (CET)

Optimize Projects and Enhance Your Landscape
with Continuous Quality Checks



Mike Mikovsky

Nov. 2, 2016
16:00 (CET)

Collaborate and Maximize Your Success
with SAP Enterprise Support Value Maps



Matthias Wüst

Nov. 8, 2016
10:00 (CET)

A Smooth Journey to SAP S/4HANA
with SAP Enterprise Support



Steffen Erbach

Nov. 9, 2016
10:00 (CET)

SAP Support Tools

What Every Customer Should Know:
Essential Tips on SAP Incident Processing









Ariane Hebecker

Nov. 15, 2016
10:00 (CET)

Register at www.sap.com/k4u

How to get the most out of your SAP Investments in SAP Support

Webinar Series October – December 2016 (2/2)

	SAP Solution Manager 7.2 – Enter a New Era		Cay Rademann	Nov. 17, 2016 11:00 (CET)
	SAP ONE Support Launchpad: Personalized Access to the Support World		Arno Helmling	Nov. 22, 2016 14:00 (CET)
SAP Training/Learning	Increase Your IT and Business Users' Skillset and Maturity at No Additional Cost		Heike Laube	Nov. 29, 2016 10:00 (CET)
Discover SAP Innovations	Fast-Track Your Path to Discovering SAP Innovations		Steffen Thiem	Dec. 1, 2016 10:00 (CET)
CCoE and ACCoE	The CoE of the Future: Secure the Value of your SAP Investment		Wolfgang Schatz	Dec. 7, 2016 10:00 (CET)
	Managing Long-Term Value Realization with SAP's Control Center Approach		Joerg Rudat	Dec. 13, 2016 10:00 (CET)

Register at www.sap.com/k4u



Thank you



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Appendix

Value Realization Methodology Tools and Services

The complete set of services and tools to identify your value realization

Supercharge your business by realizing value opportunities from your partnership with SAP

Assess your organization maturity level for innovation readiness



Customer innovation readiness index (CIR)

Identify your business and IT improvements opportunities



SAP Enterprise Support opportunity report (ESO)

Discover innovations available from your SAP maintenance agreement



Innovation discovery

Discover business improvements enabled by SAP innovations



Business scenario recommendations (BSR)

Discover Fiori Apps available on HANA/ANYDB for you



Fiori Fit Analysis (FFA)

Help track the realized value out of the Services delivered



Support Value realization report (SVR)

SAP Enterprise Support services



Mission critical support



Empowerment



Collaboration



Innovation & value realization

Value Realization Methodology

Innovation readiness

01

engage.

Identify where to get started

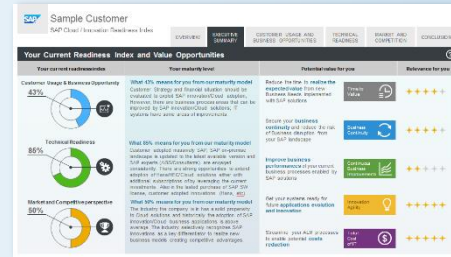
- IT operational excellence
- Business process improvements
- Cloud & innovation adoption

Compare business / IT performance

- Line-of-business targets
- Comparison with industry peers

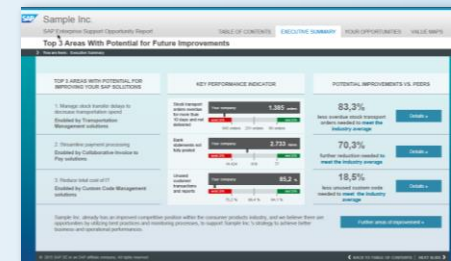
1

Customer innovation readiness index (CIR)



2

SAP Enterprise Support opportunity report (ESO)



SAP Enterprise Support services



Mission critical support



Empowerment



Collaboration



Innovation & value realization

Value Realization Methodology

Business and IT improvements opportunities

02

recommend.

Measure KPIs and define a roadmap to value realization

Identify business & IT improvement opportunities within your productive SAP landscape

- SAP Enterprise Support opportunity report
- Business Scenario Recommendations
- Access Innovation Discovery

Identify your support **engagement plan** to realize the value in a collaborative workshop

1 SAP Enterprise Support opportunity report (ESO)



2 Business Scenario Recommendations (BSR)



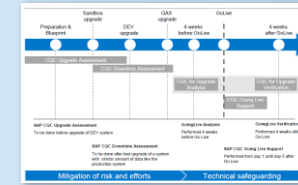
3 Innovation Discovery



4 Fiori Apps Recommendations



5 Engagement plan



SAP Enterprise Support services



Mission critical support



Empowerment



Collaboration



Innovation & value realization

Collaborative workshop to identify...

...tangible improvements objectives and engagement plan to value realization

Purpose

- Agree on improvement areas for common engagement according to Customer business and IT strategy1)
- Agree on engagement plan (activities to improve focus areas with the help of Enterprise Support)
- Define metrics, agree on baselines and targets
- Agree on business case: monetary value of Enterprise Support

Duration

- 1-2 sessions of 0,5 day

Agenda

- Introduction and Workshop purpose
- SAP CLM approach (Objectives, steps, possible outcomes)
- Analysis of improvement areas by In scope Line of Business enabled by SAP Value tools (CIR, ESO, BSR)
- For each improvement area/Line of Business:
 - Evaluate the improvements options/opportunities enabled by ES service consumption
 - Agree on metrics, baseline, target values
 - Agree on monetary value of improvement (if applicable)
 - Agree on engagement plan for improvement
- Identification of ES services to be delivered with the support of SAP ES advisors/specialists (service plan)

Customer Participants

- Head of IT/CIO, IT decision makers, IT solution Specialist, Program managers
- Per improvement area/LoB:
 - LoB Head (e.g. Head of Production)
 - LoB specialists (e.g. Production specialist/SAP expert user)

Customer Preparation

- Executive Sponsor and internal stakeholder's buy-in
- LoBs in scope of the workshops
- Data available in the systems
- Performance data out of SAP systems (EWA, reports from delivered ES services if available)
- For business case: collect data, e.g. unit costs

Value Realization Methodology

Improve and innovate with the help of SAP Enterprise Support services

03

realize.

Execute roadmap and recommendations

- Service plan execution
- Leverage SAP Enterprise Support offering



SAP Enterprise Support services



Mission critical support



Empowerment



Collaboration



Innovation & value realization

Value Realization Methodology

Measure value realization success

04

experience.

Measure value realization against baseline

Request your...

- SAP Enterprise Support opportunity report
- Support Value Realization report

...to compare your achieved improvements with the baseline

Continuous value realization practice in place

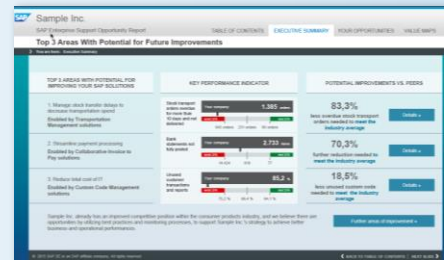
1

Support Value Realization report



2

SAP Enterprise Support opportunity report



SAP Enterprise Support services



Mission critical support



Empowerment



Collaboration



Innovation & value realization

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