

Optimize Projects and Enhance Your Landscape with Continuous Quality Checks

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Agenda

- ❑ What?
 - ❑ What is a Continuous Quality Check?
- ❑ Why?
 - ❑ Continuous Quality Check tailored for your IT & Business objectives
- ❑ How?
 - ❑ How do we deliver remote services?
 - ❑ How to book Continuous Quality Check?
 - ❑ How to find more information?

What is a Continuous Quality Check?

- Remote services which help you to reduce technical risks and outline optimization potentials
- SAP Continuous Quality Checks connect you with an SAP Expert.
- Our experts analyze your system and/or situation based on real life data from your systems and/or solution.
- Depending on the topic you will also be given the chance to provide further information (i.e. via questionnaire) that will be part of the analysis.
- After each service you will receive a service report with an executive summary, findings and a detailed action plan to mitigate risks and/or continuously improve your situation.

Continuous Quality Checks

Tailored for your IT & Business objectives

IMPLEMENTATION

- CQC for Implementation
- CQC Going Live Support
- CQC Integration Validation
- CQC Configuration Check
- SAP Custom Code Maintainability Check

OPERATION

- CQC Business Process Performance Optimization
- CQC Technical Performance Optimization
- CQC Data Volume Management
- CQC Security Optimization Check
- CQC Early Watch Check
- CQC Business Operations
- CQC OS/DB Migration
- CQC Transport Execution Analysis

INNOVATION

- CQC Upgrade Assessment
- CQC for Upgrade
- CQC Downtime Assessment
- CQC Going Live Support
- SAP Modification Justification Check

NOTE: The CQC services Data Consistency Management & Interface Management are currently in PILOT phase

This portfolio is only for Enterprise Support customers.

"We were unable to determine the root cause of our slow performing SAP ERP system. Hence, we ordered an SAP Business Process Performance Optimization service, a continuous quality check through SAP Enterprise Support, and through the deep analysis, the problems were identified. Additionally, an SAP EarlyWatch Check service was performed, where the memory and buffer settings were optimally tuned. Thanks to the comprehensive service check and recommendations received, we expect the system response time to be improved by at least 50% after optimization."

Tony Huang

IT Basis

China Telling Telecom Co., Ltd., China

**How did China Telling Telecom
improve their
system response time by 50%?**

**It's simple: The answer is an
SAP EarlyWatch Check**



SAP Customer Quote Program



CQC Business Process Performance Optimization

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| Use Case | <ul style="list-style-type: none">■ Analyze and optimize long response times of specific business process steps (SAP standard and customer-specific)■ Analyze and optimize deadlines and time windows for specific processes cannot be met■ Analyze and optimize extremely high system resource consumption during specific processes or times■ Analyze and optimize performance problems with transactions (normally well-performing) while a specific process is running |
| Point in Time | <ul style="list-style-type: none">■ The SAP CQC Business Process Performance Optimization service can be delivered as soon as a SAP system is available to do single step performance, technical correctness and transactional correctness analysis and optimization.■ This is applicable for implementation, upgrade, migration and continuous improvement projects using the integration validation methodology. |
| What will be done | <ul style="list-style-type: none">■ The service can be ordered for special focus areas with common performance issues, such as customer programs, logistic processes, financial period-end-closing, xMSA, SAP Business Objects, SAP Netweaver Business Intelligence and SAP Web AS J2EE systems.■ Depending on the technical landscape different support tools will be used to do the technical analysis and optimization (e.g. Solution Manager Diagnostics E2E Trace, ST12 Trace, ST14 Analysis, etc.). |
| Deliverables | <ul style="list-style-type: none">■ During the remote delivery the SAP support consultants work closely with the customer team. They collect information on your core business processes, analyze them, and create recommendations how to optimize the critical business process steps.■ After the delivery, you receive a report that summarizes the topics analyzed, names the issues, and provides recommendations and an action plan, usually within two weeks after the delivery. |
| Prerequisites | <ul style="list-style-type: none">■ In general, all prerequisites from SAP Notes 1323405 and 1405975 should be fulfilled. If this is not the case, please get in contact with your SAP services contact. |

CQC Early Watch Check

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| Value Proposition | <ul style="list-style-type: none">■ Costly performance bottlenecks are eliminated.■ Response times are improved and, as a result of this, the acceptance by end-users is increased■ The usage of the hardware investment is optimized.■ The risk of costly downtime is substantially reduced. |
| Use Case | <ul style="list-style-type: none">■ When EarlyWatch Alert is rated red.■ The system doesn't perform well in one or more components. |
| Point in Time | <ul style="list-style-type: none">■ Anytime after GoLive. |
| What will be done | <ul style="list-style-type: none">■ The Service analyzes the components of a SAP solution, the operating system and the database to determine how to optimize performance and keep your total cost of ownership to a minimum.■ Performance and bottleneck analysis■ The analysis comprises the following:<ul style="list-style-type: none">■ Current Status■ Response times for the most often used transactions■ Transactions with the highest resource consumption■ Workload distribution■ Hardware utilization■ Occurrence of errors■ Database administration |
| Deliverables | <ul style="list-style-type: none">■ A service report with an action plan related to the outstanding issues and recommendations to achieve optimal performance and system stability. |
| Prerequisites | <ul style="list-style-type: none">■ SAP Note 91488 |

"Our database size was growing by approximately 90 GB monthly, and the total database size had increased to 3.6 TB. This had negatively affected our end-users. As part of our SAP Enterprise Support engagement, we received a data volume management service. By implementing the recommendations on online compression and the reorganization of tables and indexes, we compressed the database by about 40%. The overall database growth is controlled to approximately 60 GB monthly and our end-users' experiences have improved. We thank SAP Enterprise Support for the time and effort spent."

Sanjay Gandhi

IT Manager

Cadila Healthcare Limited, India

**How did Cadila
compress their database
by 40%?**

**It's simple: The answer is
SAP's data volume management**



SAP Customer Quote Program



CQC Data Volume Management

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|--------------------------|---|
| Flavours | <ul style="list-style-type: none">■ DVM Scoping■ DVM Strategy (Light Edition) |
| Value Proposition | <ul style="list-style-type: none">■ DVM Scoping: Benefit of DVM Strategy (saving potential) & most suitable data reduction capabilities, action / service plan■ DVM Strategy (Light Edition): DVM Strategy Blueprint |
| Use Case | <ul style="list-style-type: none">■ DVM Scoping: Evaluation of Scope for a DVM Strategy■ DVM Strategy (light Edition): Implementation and optimization of a DVM Strategy during Implementation & Optimization phases of DVM Life-Cycle with focus on Self-Service usage |
| Point in Time | <ul style="list-style-type: none">■ DVM Scoping: close to and during Go Lives; everytime during productive system usage■ DVM Strategy (Light Edition): close to and during Go Lives; everytime during productive system usage |
| What will be done | <ul style="list-style-type: none">■ DVM Scoping: remote analysis of the as-is status of a system or landscape to determine the benefit (saving potential) & top business / data objects for data reduction■ DVM Strategy: remote data content analysis of max. 2-3 top business / data objects with definition of a technical blueprint |
| Deliverables | <ul style="list-style-type: none">■ DVM Scoping: A service report with the as-is status of the system regarding the top business / data objects (saving potential, most relevant archiving / deletion objects, archiving / deletion history) with recommendation for follow-up actions / services.■ DVM Strategy (Light Edition): A service report describing the technical blueprint of a DVM Strategy covering max. 2-3 business / data objects (selection base on identified objects in DVM Scoping). |
| Prerequisites | <ul style="list-style-type: none">■ DVM Scoping: technical prerequisites are described in SAP Note 1159758■ DVM Strategy (Light Edition): technical prerequisites are described in SAP Note 1159758 |

"The technical performance optimization service, a continuous quality check through SAP Enterprise Support, was delivered to our company. Obtained recommendations have been thoroughly analyzed, and an action plan, aimed at system performance improvement has been prepared and implemented. The service delivered resulted in an approximate 20% decrease in the runtime for inquiries indicated in the recommendations. We would like to express our gratefulness for an efficient engagement and the work done to a good quality."

Askar Kaipov
CCCU Branch Director
KazTransOil JSC, Kazakhstan



**How did KazTransOil
decrease inquiry runtime
by 20%?**

**It's simple:
The answer is
SAP Enterprise Support**

SAP Customer Quote Program



CQC Technical Performance Optimization

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|--------------------------|---|
| Value Proposition | ■ Optimize the throughput of your system and improve response time |
| Use Case | <ul style="list-style-type: none">■ If you already have performance or load problems in your system or■ if you expect load and performance issues in the future due to planned load increase.■ If you want take the next step to improve the system performance to a new level. |
| Point in Time | <ul style="list-style-type: none">■ During or after Golive, Upgrade or Load increase■ Productive operation |
| What will be done | <ul style="list-style-type: none">■ Load analysis of the system based on typical key figures and wait time■ (dialog steps, response time, user calls, reads, time per user call)■ Analysis of the system configuration■ Analysis of the peak load from database perspective |
| Deliverables | <ul style="list-style-type: none">■ Report including the findings on current system peak load situations and■ recommendations to optimize■ -the configuration of the sap system and the database and■ -expensive SQL statements and ABAP programs |
| Prerequisites | <ul style="list-style-type: none">■ We can always deliver, but the highest efficiency can be achieved on a higher ST-PI level■ and basis support package. If the system is on a low BASIS Support package level it should be■ attached remotely to any system that is having a recent DBAcockpit installed. |

How do we schedule and deliver remote services?

SERVICE BOOKING

- **Service request**
by customer incident:
SV-BO-REQ
- **Service booking**
by SAP support contact
- **Service request**
by SAP support Advisory:
800.677.7271

PREPARATION STEPS

- **Automatic email notification**
Customer to receive the email notification with preparation steps included
- **Preparation steps**
Customer to prepare service session in SAP Solution Manager

SERVICE DELIVERY & REPORT

- **Connect to customer**
Customer to open remote connections and update secure area with user and password
- **Automatic email notification**
of service report in SAP Solution Manager

ALERTS & FOLLOW-UPS *In case of alerts / critical issues*

- **Automated sending**
of alerts / critical issues allows SAP to identify whether customer needs expert support
- **Follow-Up**
Alerts / critical issues are checked proactively in more detail by SAP experts who will reach out the customer

Additional Information: [Service Delivery Readiness in ST 7.10](#), [Service Delivery Readiness in ST 7.10 SP10](#), [How to – Service Delivery Readiness](#)

How to find more information?



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

The screenshot displays the SAP Support Portal interface. At the top, the SAP logo is followed by the tagline "The Best-Run Businesses Run SAP". Navigation links include "Please Login or Register to get full access", "日本語", "About", and "Help". A search bar is located on the right. The main navigation menu includes "Knowledge Base & Incidents", "Release, Upgrade & Maintenance Info", "Software Downloads", "Keys, Systems & Installations", "Support Programs & Services" (highlighted), "Remote Support", "Users & Authorizations", "Documentation", and "SAP Solution Manager".

The "Support Programs & Services" section is expanded, showing a breadcrumb trail: "Support Programs & Services > Support Offerings > SAP Enterprise Support > SAP Enterprise Support Academy". The left sidebar lists "Support Offerings" with a sub-menu for "SAP Enterprise Support" containing "SAP Enterprise Support Advisory" and "SAP Enterprise Support Academy" (highlighted). Below this, a list of offerings includes "Role-based Offerings", "Lifecycle-based Offerings", "Workplace Integration", "Value Maps", "Delivery Format", and "SAP Enterprise Support Advisory".

The main content area is titled "SAP Enterprise Support Academy" and features the heading "Learning from Experts to Experts". The text describes the academy's purpose: "SAP Enterprise Support Academy helps you build up the knowledge and skills needed to fully maximize the benefit of SAP Enterprise Support. The program offers learning content and services in several formats, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition." Below this, a section titled "Want to know more?" encourages users to "Get started with our intro video" and refer to "program entitlement" for terms and conditions.

At the bottom, there are icons for "Role", "Lifecycle", "Workplace Integration", "Value Maps", "Delivery Formats", and "Learning Studio". On the right, a "Learning Studio Access" box prompts users to "Find the perfect course for you!" with a "Go" button. Below this, a "Get mobile apps!" section shows icons for Android and iOS.

Key Takeaways for Saving Money, Lowering Operating Costs, Reducing Risk and Increasing Value of Support

1. **CQCs are included with your Enterprise Support Agreement**
2. **Services translate into time, hardware, and money savings**
3. **Schedule via Support Advisory, ESDM, or incident** (SV-BO-REQ)



Thank You



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Appendix

CQC Security Optimization

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| Value Proposition | <ul style="list-style-type: none">■ The SAP CQC Security Optimization is designed to check the security of your SAP system.■ This service comprises a system analysis and the resulting recommendations for system settings.■ It addresses system and customizing settings that impact your system security. It focuses on internal and external system security.■ To improve the internal security, many critical authorization combinations are checked.■ External security is improved by checking the access possibilities to your system and checking the authentication methods used. |
| Use Case | <ul style="list-style-type: none">■ Keeping the security and availability of your SAP solution high is a tremendous value to your business.■ SAP CQC Security Optimization arms you with the information you need to: decrease the risk of a system intrusion, ensure the confidentiality of your business, ensure the authenticity of your users data, and substantially reduce the risk of costly downtime |
| Point in Time | <ul style="list-style-type: none">■ Implementation - You can use the SOS at the end of the implementation phase as part of going-live.■ Operation - Customers should use the SOS regularly, e.g. once a year as part of a system audit.■ Upgrade - You can use the SOS at the end of the implementation phase as part of going-live. |
| What will be done | <ul style="list-style-type: none">■ You will be contacted by an SAP Support Consultant to clarify the prerequisites and discuss your expectations.■ Data collectors will be started by an SAP Support Consultant - this data is the basis for the analysis performed by the check. |
| Deliverables | <ul style="list-style-type: none">■ A service report containing an action plan.■ The results of the check are used to produce recommendations for optimizing the configuration of the system or component being analyzed. |
| Prerequisites | <ul style="list-style-type: none">■ SAP Note 696478 - SAP Security Optimization: Preparation & additional info■ SAP Note 1405975 - Minimum Authorization Profile for Remote Service Delivery |

CQC for Implementation

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| Value Proposition | <ul style="list-style-type: none">■ The SAP CQC for Implementation ensures a smooth start of production for your solution.■ Minimized risks during going-live phase■ Increased technical stability and maintainability■ Optimized performance and throughput of core business processes |
| Use Case | <ul style="list-style-type: none">■ The SAP CQC for Implementation is most applicable during a new implementation or expansion of■ your current SAP solution when you have a significant increase of data and user volumes. |
| Point in Time | <ul style="list-style-type: none">■ Analysis session is scheduled minimum four weeks before your start of production■ Verification session is scheduled four weeks after start of production. |
| What will be done | <ul style="list-style-type: none">■ Verification of the technical capabilities of the production environment (sizing plausibility)■ Check of system configuration (database, system components)■ Check of version and release compatibility of all involved SAP components and Plug-Ins |
| Deliverables | <ul style="list-style-type: none">■ The service is delivered by certified SAP consultants via a remote connection.■ The findings and recommendations are described in a detailed service report, which is provided after each session. |
| Prerequisites | <ul style="list-style-type: none">■ Prerequisites are described in SAP note 1320620 and 1329189 |

CQC Going Live Support

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| Value Proposition | <ul style="list-style-type: none">■ Monitoring of the production system to ensure technical stability, performance, throughput, and maintainability of the solution■ Fast access to SAP expert knowledge Prompt recommendations to resolve issues that have critical impact on the Go-Live/ cut-over■ Minimization of potential risks of critical Go-Lives |
| Use Case | <ul style="list-style-type: none">■ Go-Live is at risk in terms of technical stability, performance, throughput, and/or maintainability of core business processes■ Project requires more support than delivered by SAP GoingLive Check |
| Point in Time | <ul style="list-style-type: none">■ During the business Go Live |
| What will be done | <ul style="list-style-type: none">■ Remote monitoring and issue resolution■ Daily summary of monitoring activities |
| Deliverables | <ul style="list-style-type: none">■ A service report containing an action / service plan with steps related to the outstanding issues and recommendations to achieve optimal performance, a detailed description and recommendation for all solved issues■ Issue analysis and recommendations for issue resolution documented in Solution Manager■ Documentation of monitoring results |
| Prerequisites | <ul style="list-style-type: none">■ During service delivery, the key contacts of your solution operations team / project team have to be available for issue tracking and resolution■ Access to monitored systems, authorization for system / performance monitoring■ Solution Manager must be installed and ready to use |

CQC Integration Validation

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| Value Proposition | <ul style="list-style-type: none">▪ Technical validation of the business process from end to end▪ Includes interfaces with focus on performance and technical correctness▪ Critical issues are identified early during testing and can be solved in time |
| Use Case | <ul style="list-style-type: none">▪ You are implementing a business process that is critical for your company's continued success▪ You want help evaluating the performance and technical correctness aspects in your tests. |
| Point in Time | <ul style="list-style-type: none">▪ Before Go Live |
| What will be done | <ul style="list-style-type: none">▪ The service takes place in four stages: assessment, analysis, optimization and follow up.▪ Service engineer performs assessment to achieve a technical understanding of your business process, works closely with your team, provide recommendations and follow up. |
| Deliverables | <ul style="list-style-type: none">▪ The findings and recommendations are described in a detailed service report, which is provided after session. |
| Prerequisites | <ul style="list-style-type: none">▪ SAP Note 1323405 – Technical Preparation of a GO, BPPO and IV service |

CQC Configuration Check

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| Value Proposition | <ul style="list-style-type: none">■ Verify BWA system settings proactively, including parameterization, hardware and software landscape as well as the alerting framework■ Assess the BWA workload, resource usage and performance (Verification session only)■ Use SAP's knowledge and experience for optimal BWA setup and configuration, thus substantially reduce the risk of costly downtime and make optimal use of your hardware investment |
| Use Case | <ul style="list-style-type: none">■ The CQC Configuration Check is targeted at the implementation phase of a new BWA system or a major BWA hardware or software upgrade.■ The Verification Check session alone may also be scheduled during the BWA operations phase if BWA related issues justify scheduling this service. |
| Point in Time | <ul style="list-style-type: none">■ We recommend delivering the Configuration Check session shortly (one or two weeks) before going live, after the data that you intend to use with BWA has been indexed.■ When delivering the Verification Check session, your BW Accelerator should have been live for several weeks (1-2 months) following a period of high reporting activities. |
| What will be done | <ul style="list-style-type: none">■ Remote monitoring including measurements of network throughput on the BW Accelerator server■ Review of the BWA system and operating system parameters■ Verification Check session only: run time analysis of named queries (execution in transaction RSRT) |
| Deliverables | <ul style="list-style-type: none">■ A service report containing detailed descriptions and recommendations related to the identified issues summarized in an action plan to achieve optimal performance and ensure system stability |
| Prerequisites | <ul style="list-style-type: none">■ Remote Connections to the Solution Manager, BW and BWA systems including appropriate authorizations■ Solution Manager must be installed and ready to use■ Verification Check session only: The statistics level for BW statistics must be set to 2; for the run time analysis relevant queries (technical names plus variants) should be named.■ Check SAP Note 1310683 for a more detailed overview |

CQC Custom Code Maintainability Check

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| Value Proposition | <ul style="list-style-type: none">■ Get transparency on custom development and modification degree■ Get proactive guidelines how to stay close to the SAP standard■ Get recommendations how to improve the software change management processes |
| Use Case | <ul style="list-style-type: none">■ Verification of a custom code implementation project (how much new custom code is introduced?)■ Analysis of customization degree (custom developments and modifications)■ Starting point for upgrades and support package projects |
| Point in Time | <ul style="list-style-type: none">■ For implementation projects at the beginning of the test phase■ For production systems at any time to get an overall status of the system■ For upgrade and support package projects in the early planning phase of the project |
| What will be done | <ul style="list-style-type: none">■ Remote data collection and analysis of technical facts in each focus area■ Evaluation of the data as part of the session processing■ Creation of an action plan with the most important tasks to be done |
| Deliverables | <ul style="list-style-type: none">■ A service report with an action plan that contains proactive guidelines how to keep your SAP system maintainable■ Detailed inventory of modifications, customer objects and enhancements■ A benchmark how "modified" the system is compared to other customers |
| Prerequisites | <ul style="list-style-type: none">■ Service can only be delivered on customer's SAP Solution Manager (at least 7.0 SP23)■ Solution Tool Plugins and SAP Notes must be installed as described in SAP Note 1330674■ Service connection to Development, Quality Assurance, Production system and SAP Solution Manager |

CQC Business Process Operations

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|--------------------------|---|
| Flavours | <ul style="list-style-type: none">■ 1) Business Process Analysis & Monitoring■ 2) Business Process Analytics & Improvement (only delivered if Scope 1 was delivered previously) |
| Value Proposition | <ul style="list-style-type: none">■ Identify possible configuration errors, process design gaps or missing end user training■ Identify potential for data reduction of old business data■ Stabilize and improve core business processes |
| Use Case | <ul style="list-style-type: none">■ Order-to-Cash, Procure-to-Pay , Manufacturing , Enterprise Asset Management , Stock Transport Order Replenishment or Warehouse Management scenario in use■ Sales, Services, Marketing or Customer Interaction Center scenario in SAP CRM in use■ Want to begin with Business Process Monitoring or Business Process Analytics |
| Point in Time | <ul style="list-style-type: none">■ Run Phase: 4-8 weeks after GoLive or later |
| What will be done | <ul style="list-style-type: none">■ During scope 1 the respective backend system is analyzed.■ Afterwards Business Process Monitoring will be set up for one example process in the customer's SAP Solution Manager■ During scope 2 Business Process Analytics is set up in the customer's SAP Solution Manager and it is explained how this tool can be used systematically in order to improve business processes |
| Deliverables | <ul style="list-style-type: none">■ During scope 1 a Service Report is created containing an Action Plan on how to improve certain process areas■ Also during scope 1 a ready to use Business Process Monitoring scenario is set up■ During scope 2 a ready to use Business Process Analytics scenario is set up. Knowledge transfer is provided on how to improve processes systemtically |
| Prerequisites | <ul style="list-style-type: none">■ Technical prerequisites are described in SAP note 1320940 - Prerequisites for CQC service: BPA and BPO■ Scope 1 is available for SAP ERP, SAP CRM and SAP SRM■ Scope 2 is only available for SAP ERP and SAP CRM |

CQC OS/DB Migration Check

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| Value Proposition | <ul style="list-style-type: none">■ Complete Support for a Migration of Your Operating System and/or Database■ In order to fully exploit the opportunities in today's economy, organizations are facing increasingly fast growth of their solution landscapes. This growth often requires changes in operating systems and databases.■ SAP OS/DB Migration Check minimizes technical risk involved in an operating system and/or database migration and avoids unforeseen costs that can occur during the migration. |
| Use Case | <ul style="list-style-type: none">■ If at any stage of the SAP software life cycle you should need to change your operating system and/or database, the SAP OS/DB Migration Check optimally prepares you for a successful migration and supports smooth continued operations on the new platform.■ The OS/DB Migration Check is mandatory if you are going to migrate a productive system. The service delivery then includes all the systems in that system landscape. |
| Point in Time | <ul style="list-style-type: none">■ The Analysis session takes place after the project start■ The Verification session takes place after the final migration |
| What will be done | <ul style="list-style-type: none">■ The SAP OS/DB Migration Check consists of two service sessions – OS/DB Migration Analysis and OS/DB Migration Verification session – that are delivered by certified consultants through a remote connection.■ The delivery of the individual sessions takes place at key phases in the migration project. |
| Deliverables | <ul style="list-style-type: none">■ OS/DB Migration Analysis Service Report■ OS/DB Migration Verification Service Report |
| Prerequisites | <ul style="list-style-type: none">■ SAP Basis release >= 3.0D■ A consultant certified for OS/DB Migration■ An implemented SAP Solution Manager■ SAP EarlyWatch Alert |

CQC Transport Execution Analysis

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| Value Proposition | <ul style="list-style-type: none">■ Measurement of important KPIs for the software change management processes■ Benchmarking of these KPIs against SAP recommendations and other customer systems■ Proactive guidelines are given to reduce transport related errors in the future |
| Use Case | <ul style="list-style-type: none">■ System stability is at risk due to errors in production (dumps, import errors, sequence errors, ...)■ Software change management is a focus topic, e.g. a tool shall be introduced or processes shall be optimized■ Problems are reported in the Early Watch Alert or in the Enterprise Support Report |
| Point in Time | <ul style="list-style-type: none">■ For production systems: At any time to get an overall status of the system■ For certain implementation projects or releases: After the transport requests have been imported into production■ For permanent control and continuous improvement a regular service execution is recommended |
| What will be done | <ul style="list-style-type: none">■ Remote data collection and analysis of technical facts in each focus area■ Evaluation of the data as part of the session processing■ Creation of an action plan with the most important tasks to be done |
| Deliverables | <ul style="list-style-type: none">■ A service report with an action plan that contains proactive guidelines how to avoid transport related errors■ Detailed transport statistics that show if the planned transport strategy has been executed■ Amount of emergency changes, failed changes, transport backlogs, etc |
| Prerequisites | <ul style="list-style-type: none">■ Service can only be delivered on customer's SAP Solution Manager (at least 7.0 SP23)■ Solution Tool Plugins and SAP Notes must be installed as described in SAP Note 1074808■ Service connection to Development, Quality Assurance, Production system and SAP Solution Manager |

CQC Upgrade Assessment

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| Value Proposition | <ul style="list-style-type: none">■ You will receive a list of prerequisites, potential technical risks and issues as well as best practices which your project team should consider and manage when upgrading your production system.■ In case of SAP ERP systems, it will also give you a high level estimate of the development efforts you have to expect for adjusting your modifications and custom developments. |
| Use Case | <ul style="list-style-type: none">■ Project requires overview about key effort and risks drivers of the planned technical upgrade■ Project seeks for best practices for SAP upgrades considering the technical configuration of the managed system |
| Point in Time | <ul style="list-style-type: none">■ Best before first test upgrade■ Latest before development system upgrade |
| What will be done | <ul style="list-style-type: none">■ Remote analysis of managed system collecting technical indicators to characterize the upgrade complexity, to check of common project issues and to check of basic technical upgrade prerequisites■ Base line configuration check of SAP Solution Manager used for upgrade project |
| Deliverables | <ul style="list-style-type: none">■ A service report describing key complexity drivers of the planned upgrade project and providing an evaluation of these drivers with reference to the SAP Upgrade Experience database■ Action plan describing outstanding issues or risks for the project realization and recommendations to mitigate those issues or risks■ Recommendations for project set-up based on SAP best practices |
| Prerequisites | <ul style="list-style-type: none">■ The service is only performed as a remote service for an ABAP-based SAP system■ Technical prerequisites are described in the central preparation SAP Note 1077981 |

CQC Downtime Assessment

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| Value Proposition | <ul style="list-style-type: none">■ Reducing downtime is hugely beneficial, because it avoids business loss during the system update.■ The resulting reduced downtime of your productive environment ensures that the availability of the core business process meets your requirements. |
| Use Case | <ul style="list-style-type: none">■ Technical downtime exceed the affordable downtime. |
| Point in Time | <ul style="list-style-type: none">■ As the first test on the copy of the production system is done. |
| What will be done | <ul style="list-style-type: none">■ Log files of the test run will be analysed. |
| Deliverables | <ul style="list-style-type: none">■ A service report containing recommendations to reduce technical downtime. |
| Prerequisites | <ul style="list-style-type: none">■ Performed an update of a system similar to your productive system, for example, a system copy of production system■ A remote connection may be necessary to verify the results of the update on the test system.■ SAP Solution Manager is installed at your site and prepared for service delivery (lowest release level ST400, SP 18). |

CQC for Upgrade

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| Value Proposition | ■ Ensure that the SAP solution continues to operate efficiently after an upgrade in the new software environment by taking action proactively before technical problems can occur |
| Use Case | ■ If a SAP system is upgraded and performance issues after the upgrade shall be avoided |
| Point in Time | ■ Orders for this service should be submitted at least eight weeks before your upgrade weekend to allow proper scheduling of the service and leaving enough time for you to take reactive measures if recommended |
| What will be done | <ul style="list-style-type: none">■ The service consists of two individual service sessions■ Analysis Session:<ul style="list-style-type: none">- Potential resource bottlenecks are detected- Current work load situation is determined■ Verification Session:<ul style="list-style-type: none">- Analysis of system performance after the system upgrade |
| Deliverables | <ul style="list-style-type: none">■ Validation of the forecast hardware requirements based on benchmark regression test by SAP■ Recommendations for system configuration under the new release |
| Prerequisites | ■ Latest SP/EhP of SAP Solution Manager have been implemented |

SAP Modification Justification Check

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| Value Proposition | ■ The objective of the SAP Modification Justification Check is to provide expert advice on how to avoid SAP source code modifications whenever possible by using SAP standard functionality or by taking advantage of the SAP Enhancement Framework. |
| Use Case | <ul style="list-style-type: none">■ Implementation of new SAP functionality planned with modifications. Based on the analysis of the SAP solution there is a functional gap in the standard functional scope that shall be closed by a modification or a custom development.■ Evaluation whether an existing modification within the current SAP solution is still necessary. |
| Point in Time | ■ Such an evaluation may be requested at any time. Scheduling a Modification Justification Check in the context of a Solution Transition Event (e.g. adoption of an SAP Enhancement Package or a new SAP Release) could be especially effective. |
| What will be done | ■ Based on the specified business needs SAP solution experts will verify whether SAP standard functionality or SAP standard enhancements could be used to achieve the functional requirement instead of the evaluated modification. If appropriate, further suggestions |
| Deliverables | <ul style="list-style-type: none">■ The outcome of the Modification Justification Check is documented in customer SAP Solution Manager.■ SAP solution experts will verify whether SAP standard functionality or SAP standard enhancements could be used to achieve the functional requirement. |
| Prerequisites | <ul style="list-style-type: none">■ The SAP Modification Justification Check is available for SAP Enterprise Support customers.■ Description of identified functional gap within the SAP standard functional scope must be provided. Description of intended modification or custom development with regard to the functional as well as the technical approach must be provided. |

CQC for Interface Management

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| Value Proposition | <ul style="list-style-type: none">■ Minimize potential risks during critical go-lives as well as during the operations phase of your solution■ Increase technical stability, performance, throughput, and maintainability of your solution |
| Use Case | <ul style="list-style-type: none">■ You require stability and a high throughput with an optimal interface configuration■ You rely on a rapid response time for a good performance■ You require high quality data consistency (including Transactional Correctness) |
| Point in Time | <ul style="list-style-type: none">■ This service is available for solutions that are either in production or close to production start-up. |
| What will be done | <ul style="list-style-type: none">■ Critical interfaces are analyzed for stability, performance and throughput■ ABAP-programs or interfaces based on SAP-technology are analyzed for Transactional Correctness (TC)■ Interfaces (based either on ALE/EDI-, qRFC-, tRFC- oder BDoc-technology) are checked for potential problems using a subset of available interface monitors |
| Deliverables | <ul style="list-style-type: none">■ A Service Report will be provided that summarizes the topics analyzed, lists the findings, and provides recommendations to be taken to address any issues that may impact the normal flow of your core business processes |
| Prerequisites | <ul style="list-style-type: none">■ Name and contact data of a person that can be contacted by the SAP Service Engineer during service delivery in order to clarify questions or issues that may come up during the delivery■ Example data that can be used to execute the analyzed interfaces / programs during the delivery of the service■ SAP Solution Manager with ST-SER 2010_1 SP22 installed; ST-PI 2008_1 installed on the managed system (for TC analysis) and certain prerequisites described in SAP Note 784752 (for execution of interface monitors) |