SAP Enterprise Support

How to drive tangible value for SAP Enterprise Support

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Paul Fenson / AGS UKI

November 2013

http://www.youtube.com/watch?v=fHui2OUbz7M
http://www.youtube.com/watch?v=stI1yuWc3Q
http://www.youtube.com/watch?v=QNM8XajuuVM
http://www.youtube.com/watch?v=QinHz6QUqM
http://www.youtube.com/watch?v=ZrKQ8ClfM7A
Agenda

1. Introduction & overview

2. Main key differentiators of Enterprise Support

3. The 3 pillars of Enterprise Support model

4. Some tangible examples
   • Business Process Analytics
   • Data Volume Management
   • Custom Code Management
   • Innovation
Maintenance Go-to-Market (M-GTM)

Overview

Our mission

• Enable our Customers & Partners to run better by maximizing the value and innovation you derive from our support portfolio, while developing and enhancing SAP’s maintenance business.

What does this mean for you?

We are here to Partner with you on any maintenance and support discussions. We:

• Help you understand the value of our maintenance and support offerings
• Direct you on effective TCO reduction and business process optimization projects, leveraging our tools, functionalities and best practices.
• Provide contents and guidance on how to maximize our Support&Service portfolio
• Improve Customer and Partner satisfaction, driving our innovation agenda by a more industrialized approach on how to implement and operate SAP landscapes
Why Enterprise Support
Key differentiators

3 reasons why a Customer should choose Enterprise Support:

1. It’s **proactive**
2. Designed to deliver the highest possible **Value** to our customers
3. Maps the **complete product lifecycle**
How we help you maximize your Success
With the help of SAP Enterprise Support

The true value of SAP Enterprise Support comes from the combination of all of its elements

- Implement better
- Operate better
- Innovate better

+ 

- Collaboration
- Empowerment
- Automation

SAP Enterprise Support

SAP Enterprise Support provides the foundation to implement, operate, and innovate better through collaboration, empowerment, and automation to run your business like never before.
Why Enterprise Support
Delivering tangible value to our Customers - Collaboration

232,000+
customers

130+
countries

6,900+
SAP support engineers

15,000+
SAP developers (as backup)

Global
organization

Local
organization (54 countries)

7x24
for our customers available

ISO: 27001:2005
certified annually for more than 35 countries

A global pool of unparalleled expertise
Collaboration with the SAP Support Organization

Expert Teams on both sides - 40 years of expertise in support

The Enterprise Support Advisory Centre guides and relieves you during mission critical situations. The support advisory interacts with your IT staff – your own Customer Centre of Expertise.

Enterprise Support Advisory Centre

Our team of support advisors can be contacted for SAP Enterprise Support queries. The Enterprise Support Advisory Centre reviews and plans services around your projects and operational mission critical situations.

Mission Critical Support

If you are unable to resolve an issue with the help of the knowledge database in SAP Notes, you can create a customer message. We will then provide explicit service-level agreements.

Customer Center of Expertise

You establish a team that interacts across all business units. Ideally located in your company’s application management unit, it brings all stakeholders to the table to resolve challenges.

UKI CIC & Enterprise Support Advisory Centre

0808 101 2181

Via telephone, e-mail or customer message:

- SAP Note 560499

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Empowerment with the SAP Support Organization
ES Academy – learning from Experts to Experts

Solution Lifecycle Methods & Tools

Best Practices
Library full of product, database, and operating system-specific how-to guides for your everyday business
Access

Meet the Expert Sessions
Live webinars conducted by SAP experts on SAP Enterprise Support services and SAP Solution Manager
Access

Accelerated Innovation Enablement
Live expert sessions to evaluate the innovation capabilities of enhancement packages for SAP Business Suite
Access

Expert-Guided Implementations
Remote sessions by experienced SAP service experts providing workshop-style interaction
Access

Guided Self-Services
Services you can run any time and at your own pace in your own system landscape
Access

Quick-IQs
Short tutorials on how to change system settings, enabling you to make these changes autonomously
Access

Access role-based content in the format that suits you best
## SAP Enterprise Support:
Continuous Quality Checks (CQCs) and Improvement Services

### Implement Better
- CQC for Implementation
  - Going Live for Solutions Analysis and Verification
- CQC Going Live Support
- CQC Integration Validation
- CQC Configuration Check
  - BIA Configuration and Verification
- SAP Modification Justification Check
- SAP Custom Code Maintainability Check

### Operate Better
- CQC Business Process Performance Optimization
- CQC Technical Performance Optimization
- CQC Data Volume Management
- CQC Security Optimization Check
- CQC Early Watch Check
- CQC Business Process Analysis and Monitoring
- CQC Solution Transition Assessment
- CQC OS/DB Migration
- CQC Transport Execution Analysis

### Innovate Better
- CQC Upgrade Assessment
- CQC EHP Installation Check
- CQC for Upgrade
  - Going Live for Functional Upgrade Analysis and Verification
- CQC Downtime Assessment
- CQC Going Live Support
- SAP Modification Justification Check
- SAP Custom Code Maintainability Check

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Innovate Better
Operate Better
Implement Better
Automation with the SAP Support Organization

Solution Manager - central, integrated end-to-end platform

SAP Solution Manager addresses your entire IT environment

Including all the processes, tools, services, and organizational model to manage SAP and non SAP solutions throughout the complete application lifecycle. SAP Solution Manager follows the standardized ITIL methodology and acts as the centerpiece of the SAP ALM approach. It manages your entire IT environment – both SAP and non SAP components.
Attractive usage rights for the entire customer solution: ALM Capabilities (SAP Enterprise Support Customers Only)

- Reverse Process Documentation Content powered by IBIS
- New SAP Business Process Blueprint for easy process design and documentation
- Business Process Change Analyzer for change impact analysis
- New Test Automation Framework and two included seats of HP QTP for SAP & non SAP
- Quality Gate Management to minimize transport risk
- IT Service Management for non-SAP, managing incidents, problems, and requests
- Management Dashboards for easy reporting on key metrics
Attractive usage rights for the entire customer solution: Run SAP Capabilities (SAP Enterprise Support Customers Only)

- **End-to-End Monitoring and Alerting Infrastructure** for the entire Customer solution
- **PI, BI and Business Objects Monitoring and reporting**
- **End User Experience Monitoring** to monitor the process from the user perspective
- **Business Process Analysis and Business Process Improvement & Analytics**
- **Custom Code Lifecycle Management** to manage the custom code footprint
- **Management Dashboards** for easy reporting on key metrics

The functional baseline bases on SAP Solution Manager 7.0 EhP1*. SAP Solution Manager under SAP Standard Support can be used exclusively for SAP software components. SAP Standard Support Customers receive continuous improvements for the functional baseline, incl. error correction and functions supporting the SAP product strategy.

*Custom Development Management Cockpit, Business Process Change Analyzer and Quality Gate Management are part of EhP1, but only available under SAP Enterprise Support.
SAP Enterprise Support
In a nutshell

SAP Active Global Support
A global pool of unique expertise

232,000 Customers
6,900 Support Engineers

Operate Better
Innovate Better
Implement Better

Collaboration
Automation
Empowerment

Support Advisory
SAP Enterprise Support Academy

SAP Solution landscape

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### SAP Enterprise Support: 330+ services & tools available

It’s about being **PROACTIVE**

<table>
<thead>
<tr>
<th>Area</th>
<th>Tool or Service</th>
<th>Implement</th>
<th>Operate</th>
<th>Innovate</th>
<th>Book services via the SAP Enterprise Support Academy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Services</strong></td>
<td>Continuous Quality Check Configuration Check</td>
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<td>Continuous Quality Check Going Live Support</td>
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<td>Continuous Quality Check EarlyWatch Check</td>
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<td><strong>Best Practices</strong></td>
<td>Availability and Continuity Management</td>
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<td>Job Scheduling Management</td>
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<td>Landscape and Configuration Best Practices</td>
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<td><strong>Quick-IQs</strong></td>
<td>How to Manage Messages on the SAP Service Marketplace</td>
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<td>How to maintain an SAP router for your system</td>
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<td>How to Size the Adaptive Processing Server</td>
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<td><strong>Expert-Guided Implementations</strong></td>
<td>Authorization Concept &amp; Roles in SAP Solution Manager 7.1</td>
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<td>Data Volume Management (DVM)</td>
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<td>SAP Enterprise Support Engagement Methodology</td>
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<td><strong>Guided Self-Services</strong></td>
<td>Performance Optimization (Perf)</td>
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<td>Business Process Analytics and Improvement (BPAI)</td>
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<td>SQL Statement Tuning (SQL)</td>
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<td><strong>Accelerated Innovation Enablements</strong></td>
<td>EHP Installation Workshop</td>
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<td>Extended Implementation Content for LoB</td>
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<td>New Functionality in SAP ERP</td>
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<td><strong>Meet the Expert Sessions</strong></td>
<td>Application Lifecycle Management</td>
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<td>SAP Solution Manager 7.1 Demo</td>
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<td>SAP HANA Introducing the SAP HANA studio</td>
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</tbody>
</table>

- 15+ available checks and services
- 50+ available best practices
- 20+ available Quick IQs
- 40+ available Expert-Guided Implementations
- 10+ available Guided Self-Services
- 100+ available Accelerated Innovation Enablements
- 100+ available Meet the Expert Sessions
SAP Enterprise Support
It’s about delivering VALUE

1. **ES Value Maps** ➔ Our Support organization is ready at any moment to engage with our Customers to:
   1. identify areas of potential improvement, be it technical or business related
   2. analyse how ES tools and services can effectively impact these areas
   3. propose and recommend specific services / programs to implement

2. **ES Value Matrix** ➔ all Value Maps are meant to:
   1. estimate the potential TCO reduction or Net Cash Improvement expected when the recommended actions are implemented

Are you ready to try it?

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**SAP Enterprise Support Value Maps Approach**

- **Triggers**
  - Known pain points and indicators for unknown pain points

- **Analysis**
  - Details on your pain points

- **Onboarding**
  - Common target + investment decision = agreed action plan

- **Execution**
  - Of the agreed action plan

- **Validation & success**
  - Analyze the outcome of the action plan
SAP Enterprise Support
Example of Value Matrix Analysis

**Up to 1.05M£ average yearly savings** (*over 5 year period*)

- **Potential Savings Size**
  - Small
  - Medium
  - Large

- **Focus Areas**
  - Go
  - Evaluate
  - Park

### Cash improvement
- **Working Capital**
  - 220

### TCO reduction
- **Supply Chain Analysis**
  - 400
  - Replacement of current Apps with SolMan
- **Custom Code Management**
  - 200
- **Data Volume Strategy**
  - 130
  - (Clean Up, Reduction, Strategy)
- **Master Data Consistency**
  - 105

### Timeline
- **Solution Manager 7.1 setup**
  - Oct
- **DB Replacement**
  - Nov
- **Replacement**
  - Dec
- **Q1 ’14**
- **Q2 ’14**
- **H2 ’14**

**Potential Savings Size**
- Up to 1.05M£ average yearly savings
- (*over 5 year period*)
**SAP Enterprise Support**

**Example of Benefit Grid**

The potential savings for XXX based on shared assumptions is between 850K € to 1,15M €.

- **Custom Code Avoidance** ≈ … £
  Stop new custom code by order.

- **Custom Code Deactivation** ≈ … £
  Flag all non used custom code to be excluded from maintenance cycle

- **Project Cost & Risk Reduction** ≈ … £
  GoLive services for all planned GoLive situations

- **Compliance & Security** ≈ … £
  Identify potential security issues

- **Business Process Improvement** ≈ … £
  Identify e.g. disadvantageous payments

- **Data Volume Reduction** ≈ …. %
  Archive obsolete data, avoid and reduce growth

- **Custom Code Conversion** ≈ … £
  Convert custom code into standard to avoid maintenance costs, incidents & downtime

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SAP Enterprise Support
Closing the loop between strategy and execution
SAP Enterprise Support provides the foundation to implement, operate, and innovate better to help our customers adapt to the changing needs of their business environment and to allow their business to run like never before. SAP Enterprise Support builds on collaboration, empowerment, and automation.
Motivation for Implementation
What’s important in this phase

Accelerate implementations with lower costs and risks

Implement Better  Operate Better  Innovate Better

Requirements  Design  Build & Test

Setting up the foundation for efficient operations

- Build a solid project plan
- Document requirements and create a blueprint
- Prepare the infrastructure
- Implement and test the business scenario
- Leverage tools and services for a successful go-live
Motivation for the Operations Phase
What’s important in this phase

Optimize operations and prepare for innovation

- Efficiently manage operations
- Maintain and enhance your solution
- Leverage best practices
- Use expertise and grow in-house knowledge
- Get ready for innovations
Motivation for the Innovation Phase
What’s important in this phase

Implement Better
Operate Better
Innovate Better

Implement innovation to maximize your success

- Meet new and changing business requirements
- Unlock innovations and enhance scope of functionalities
- Introduce innovations swiftly at lowest cost
- Reduce risk of an innovation project
- Create a competitive edge
Annex A

Business Process Analytics
Motivation for the Operations Phase
What’s the importance of business process analysis in this phase

Shrink TCO
- Avoid costs for process tracking
- Identify process inconsistencies
- Setup process monitoring

Improve Business
- Identify monetary damages through process inconsistencies
- Identify of overdue purchase orders
- Identify of not billed orders
- Identify of invoices not billed to FI
- Identify overdue open FI-AP items
Business Process Improvement
Boost agility with Business Process Improvement Value Map

Every Customer has a normal process accuracy rate, which is below 100%:

- All processes directly related to the Working Capital and Supply Chain areas have some gaps and deficiencies. For example, a lack of process monitoring and transparency about cycle times makes it hard to identify the 0,1 to 5% of those supplier invoices that are paid too early and those customer invoices which stuck in the depths of an ERP or CRM system.

With bringing transparency into process gaps / deficiencies and setup of business process monitoring, savings between 0,1% and 5% based on Customer’s turnover can be achieved

How to identify operational risks?

SAP Enterprise Support services deliver process transparency and setup business process monitoring to overcome this situation.
Benefit Grid based on SAP Enterprise Support
A deep dive in the Business Process Improvement area

> 750 measured KPIs

- **Improve Working Capital** – increase revenue, reduce liabilities & inventory levels
- **Improve Supply Chain Planning** – better planning results & less planning exceptions
- **Improve System Performance** – increase system performance …
- **Control Template Adherence** – transparency across locations & process variants
- **Increase Efficiency** – reduce process costs by reducing systematic issues & eliminating “waste”
- **Ensure Process Compliance** – support internal audits
- **Fast Closing** – less exceptions & post-processing during Period End Closing
Business Process Improvement

Investigated areas: some examples

Working Capital

- Overdue Invoices - Sales invoices with open & overdue FI-AR items
- Deliveries cannot be billed due to blocked sales orders & pricing problems
- Billing documents not transferred to FI due to blocking situations & pricing errors
- Open Electronic Bank Statements > 7 days (Age Analysis)
- Open & overdue vendor credit memo items
- Rejected Order Items last 7 days
- Return Order Items last 7 days

Supply Chain Analysis

- Materials with Standard Price equal Zero but with stock
- Missing deletion flag in production orders leading to unnecessary long runtimes
- Outdated planned orders could be deleted in different areas

• Delete old planned orders
  - Reduce size of table PLAF by ~80%
  - Improve runtime of MRP/MPS runs
  - Get more accurate planning results from MRP/MPS runs
Business Process Improvement: Customer Example
Order to Cash: sales invoices with open & overdue FI-AR items

- Among the 4 ERP systems, **113,573** invoices with open & overdue FI-AR items were found for a total value of **25M EUR**

Only one ERP system example: **59,250 invoices**

Customer’s info:

- 1.25B EUR annual revenue
- 4 ERP systems
- 20,000 employees
- Operations in 70 countries
Calculation schema for the value of business process analysis:

<table>
<thead>
<tr>
<th>Process Deficiencies</th>
<th>Situation</th>
<th>Damage</th>
<th>Customer Revenue p.a.</th>
<th>Damage Rate *</th>
<th>Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orders not billed</td>
<td>Customer delivered goods and is expecting money from the purchaser</td>
<td>The whole invoice amount</td>
<td>5,000,000 €</td>
<td>1 %</td>
<td>50,000 €</td>
</tr>
<tr>
<td>Invoices not billed to FI</td>
<td>Custom ordered goods and needs to pay money to the vendor</td>
<td>No cash discounts. Damage of the vendor relationship</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Source: SAP Research
Saving Money and Time for Your Customer
Business process improvement – an example

60% Improvement of process execution

20% Reduction of hardware usage

50K … up to ? Reduction of “money lost”

Detect process gaps through usage of SAP Enterprise Support services:

- Company pays delay of accounts payable
- Company pays for stuck invoices
- Company pays for inaccurate financial data
- Company pays for wrong payment terms

Order-to-cash and procure-to-pay processes are the heart of a company’s value chain. Even a level of accuracy of 99% puts 1% of your revenue at risk. With SAP Enterprise Support services you gain transparency about the gaps and bottlenecks which can be fixed. Additionally, monitoring on the level of transactions, processes, interfaces, and specific KPIs enables you to avoid any future process issues.
Annex B

Data Volume Management
Motivation for the Operations Phase
What’s the importance of Data Volume Management

Implement Better
Operate Better
Innovate Better

Shrink TCO

- Increased system availability
- Shrink cost for maintenance
- Avoid additional Hardware costs
- Better use of IT resources

Improve Business

- Avoid process / business disruption because of high data base usage
- Improve process performance by using data base optimization
SAP Enterprise Support – Value Case
Boost agility with Data Volume Management Value Map

Utilize SAP Enterprise Support Services

Customer

SAP

The challenge
Getting ready for innovations:
- Large database
- High growth rate of data

The resolution
Services, collaboration, and checks:
- SAP Enterprise Support services to get transparency about the database situation and growth rate
- Identify obsolete data and identify ways to optimize the database
- Identify and use standards and best practices for database administration

The result
Improvement:
- Reduction of database size
- Reduction of database maintenance effort
  - DB operations
  - Backup
  - Recovery
- Avoid hardware investments
## Potential of Database Reduction

Calculation scheme for database reduction value:

<table>
<thead>
<tr>
<th>Source / Calculation</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used Data Base Size</td>
<td>800 GB</td>
</tr>
<tr>
<td>From SAP EarlyWatch Alert report</td>
<td>800 GB</td>
</tr>
<tr>
<td>Data Base reduction factor</td>
<td>20 %</td>
</tr>
<tr>
<td>Reduction in GB</td>
<td>160 GB</td>
</tr>
<tr>
<td>800 * 20 %</td>
<td>160 GB</td>
</tr>
<tr>
<td>Maintenance effort per year per GB</td>
<td>10 hrs</td>
</tr>
<tr>
<td>Fully loaded costs for 1 FTE p.a.</td>
<td>85,000 €</td>
</tr>
<tr>
<td>Reduced maintenance effort (8 hr working day, 240 MD p.a.)</td>
<td>70,833 €</td>
</tr>
<tr>
<td>160 * 10 * 85,000 / 8 / 240</td>
<td>70,833 €</td>
</tr>
</tbody>
</table>

* Source: SAP Research
Saving Money and Time for Your Customer
Database Volume Management – an example

20% Improvement in database response time

20% Reduction of database size and growth rate

70K Reduction of maintenance costs

Improve database volume through the usage of SAP Enterprise Support services:

- Company pays for waiting of end users
- Company pays for maintenance of large databases
- Company pays for high backup and recovery time
- Company pays for large online and backup database space

On average, customers can reduce database space and growth by 20%. 1 GB of disk space needs an average maintenance effort (online, backup, recovery for full landscape) of 10 hr per year which is equivalent to € 440. With a reduction of 160GB one time savings of € 70K is possible. Additionally, the monthly database growth can be reduced which is not considered here.
Annex C

Custom Code Management
Motivation for the Operations Phase
What’s the importance of custom code in this phase

Shrink TCO
- Avoid costs for development
- Shrink cost for maintenance
- Avoid costs for deactivation of custom code
- Avoid costs for heavy hardware usage of custom code

Improve Business
- Avoid process / business disruption because of low quality coding
- Improve process performance by using high performance standard functions
SAP Enterprise Support – Value Case
Boost agility with Custom Code Value Map

The challenge
Getting ready for innovations:
- No visibility of used unused custom code
- No visibility about code quality
- Avoid unnecessary custom code

The resolution
Services, collaboration and checks:
- SAP Enterprise Support services to get transparency about used/unused custom code and quality
- Engage with SAP experts to set up SAP Solution Manager tools to manage custom code in the landscape
- Engage with SAP experts to avoid new, unnecessary custom code

The result
Improvement:
- Reduction of TCO for maintenance
- Faster reports and transactions
- Less budget for custom code
- Smooth operations based on standard code
Custom Code Reality

Average results:

50% of custom code objects have not been used within the last 4 weeks

20% of the system resources are attributed to the execution of custom code

12% of custom code objects are identical or very similar to each other (clones)

40% custom code support is more expensive than supporting standard code.

Based on revenue of 1,7B£ savings of more than 1M£ can be achieved in the long run

1 Customer results based on SAP ES Service Reports (CustomCodeMaintainabilityCheck)
Potential of Custom Code Reduction

Calculation schema for custom code reduction value:

<table>
<thead>
<tr>
<th>Customer Size</th>
<th># of Custom code Objects **</th>
<th>Unused custom code objects **</th>
<th>Potential Value p.a. *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Size S</td>
<td>~ 2,000 objects</td>
<td>60 % = 1,200</td>
<td>120,000 €</td>
</tr>
<tr>
<td>Size M</td>
<td>~ 6,000 objects</td>
<td>60 % = 3,600</td>
<td>360,000 €</td>
</tr>
<tr>
<td>Size L</td>
<td>&gt; 10,000 objects</td>
<td>60 % = 6,000</td>
<td>600,000 €</td>
</tr>
</tbody>
</table>

* Maintenance cost per custom code object per year: 100 €
** Source: SAP Research
Saving Money and Time for Your Customer
Custom code management – an example

80% Improvement in z-Reports and Transactions

60% Reduction of custom code

600K Reduction of maintenance costs

Improve custom code through usage of SAP Enterprise Support services:

- Company pays for development
- Company pays for maintenance
- Company pays for deletion of custom code
- Company pays for heavy hardware usage of custom code

On average the customer has 6,000 pieces of obsolete custom code which create an additional maintenance cost of €100 per item per year. Potential saving instantly achievable €600,000

Additionally, custom code is the source of severe business disruption because of lack of quality and documentation.
Motivation for the Software Application Life Cycle
What’s the importance of Innovation

**Innovation**
- Identification of the right IT innovation
- Creation of competitive advantages for the business

**Transparency, Control and Quality**
- Get transparency about risks and costs from innovation
- Identification of technical risks during implementation and operations
- Avoid additional costs from risks
SAP Enterprise Support – Value Case
Boost agility with ES Academy

The challenge
Getting ready for innovations:
• The business wants to expand the business processes with mobile devices to give the sales remote access
• IT cannot judge the risks and costs during the decision and later implementation phase

The resolution
Services, collaboration, and checks:
• Identification of the right innovation with impact analysis
• Technical risk mitigation during implementation

The result
Improvement:
• Identification of the right innovations for the business
• Avoid additional costs during implementation because of technical risks

Utilize SAP Enterprise Services
Customer
SAP
## Potential of Innovation and Risk Control

Calculation schema for the value of Innovation and risk control:

<table>
<thead>
<tr>
<th>Activities</th>
<th>Situation</th>
<th>Best-Practice Effort</th>
<th>Use Case</th>
<th>Efforts *</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Newest innovation from SAP</strong></td>
<td>The innovations such as HANA, mobile solutions, Cloud etc. need to be identified with impact on the current SAP landscape</td>
<td>20 to 50 MDs of consultants</td>
<td>20 MDs</td>
<td>30,000 €</td>
</tr>
<tr>
<td><strong>Risk mitigation during implementation project</strong></td>
<td>Technical risks are identified and therefore additional costs can be avoided</td>
<td>In average 20% of the project costs are increased because of too high implementation risks</td>
<td>50 MDs (250 MDs project)</td>
<td>75,000 €</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td></td>
<td></td>
<td></td>
<td>105,000 € p.a.</td>
</tr>
</tbody>
</table>

* Source: SAP Research
** Cost for 1 consultant MD depending on local prices = 1,500 €
### Saving Money and Time for Your Customer

**Innovation – an example**

**Faster innovation through usage of SAP Enterprise Support services:**

- Identification of the right IT innovation
- Create competitive advantages for business
- Transparency about risks and costs from innovation
- Identification of technical risks during implementation
- Avoid additional costs from risks

Innovations could cause risks and additional costs for the existing operations. With SAP Enterprise Support these risks can be identified in an early phase to get a solid decision base and to consider during implementation.

During implementation SAP Enterprise Support has a comprehensive quality assurance method with tools for risk mitigation in place to avoid additional and unplanned project costs.

**Improvement of Innovation planning:** 100%

**Reduction of Project risks:** 85%

**Avoidance of unplanned costs during implementation:** 105K
SAP Enterprise Support

In a nutshell

Operate Better

Implement Better

Innovate Better

Customer Solution landscape

SAP Solution Manager

Support Advisory

SAP Enterprise Support Academy

Collaboration

Automation

Empowerment

232,000 Customers

6,900 Support Engineers

SAP Active Global Support

A global pool of unique expertise

SAP Enterprise Support

Value Maps

Output

Input

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Thank you

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