



## SAP Customer Experience

SAP Customer Experience | SERVICES

### **SAP Commerce Cloud**

## **Future-proofing your SAP Commerce platform Services Portfolio**

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# Future-proof your E-Commerce platform

When it comes to e-commerce, one size does not fit all because every business model and every solution is unique. The world of digital commerce is fast paced, always evolving, and highly competitive – leveraging latest functionality allows successful business to reinforce their position in the market.

Running on older and possibly unsupported versions of the SAP Commerce solution, may be detrimental to your business model.

With the support of our experts, hundreds of our customers have succeeded with their upgrade and Cloud migrations projects. Large or small. Standalone or integrated. Customized or plug-and-play.

Working closely with our experienced partner ecosystem, we help you develop the optimal strategy for future- proofing your e-Commerce platform and achieving your omnichannel business goals.

With our tailored portfolio of services, we help you increase your project quality and ensure a smooth transition.

SAP Commerce Cloud and solution provides a holistic **omnichannel E-commerce experience**, helping you deliver unique experiences to your customers, speed your time-to-value, and **reduce your total cost of ownership**.



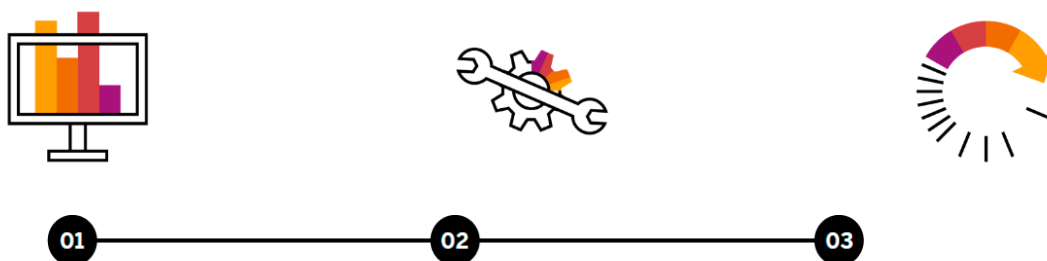
# Moving your platform to the Cloud

There are many advantages to cloud deployment, from outsourcing infrastructure and reducing complexity to strategically refocusing resources. It also provides a seamless way for the enterprise to keep technologies current while managing costs efficiently.

Do you have an SAP Commerce on-premise platform that you would like to move to the cloud, or an existing SAP Commerce Cloud solution to move to public infrastructure? In order to proceed, your current implementation must be on a platform version supported by SAP Commerce Cloud.

## Upgrade as a pre-requisite to moving to the Cloud

If you are running on a version unsupported by SAP Commerce Cloud, you must upgrade first. SAP Customer Experience Services will be delighted to assist with our Upgrade Service.



## First-time migration to the Cloud

If your current implementation is running on a platform version supported by SAP Commerce Cloud, moving your SAP Commerce on-premise platform to the Cloud will be a straight migration.

SAP Customer Experience Services are here to help. We would be delighted to be your trusted advisors if you decide to execute your project through a partner or on your own. We are also available to execute your migration project end-to-end.

Our Cloud Migration services are designed to reduce the uncertainty and provide you first with a feasibility and scope assessment, so you can make an educated decision before you proceed.



# SAP Commerce Upgrade

## With SAP Customer Experience Services

SAP Customer Experience Services simplify the upgrade process for you.



01

### Upgrade Analysis

Our Upgrade Services team will conduct a complete technical and functional analysis of your e-commerce solution, perform a fit-gap analysis, identify technical challenges, and recommend the best upgrade approach.



02

### Upgrade Project

We will bring your E-commerce solution to the latest version, upgrade the platform and migrate your custom code and data. Our expert delivery manager will also conduct regression testing and custom code modifications.



03

### Continuous Upgrades

We offer upgrade support on ongoing basis. Our team will work with you on subsequent upgrades annually, keeping the gap between versions smaller and easier to manage.

### Benefits of keeping your platform up to date:

- Continuously transform your digital business and leverage all features available in higher versions.
- Bring innovation to your own customers.
- Simplify your code base. Replace custom code with out-of-the-box code in higher versions.
- Leverage latest integration features.
- Always run on fully supported, secure version.

### Learn more?

For more information on upgrading, or to get started on your own platform upgrade, contact [sapcx-services@sap.com](mailto:sapcx-services@sap.com)

# Cloud Migration Assessment Service

## Overview

Knowing what to expect, being able to plan for it and avoid surprises when your project is in full swing, is the foundation for a successful migration. **The Cloud Migration Assessment Service** was designed to help you plan your project effectively. Get a complete view of all project aspects involved and anticipate technical challenges - so that your actual migration project can run smoothly. Our experts will take an in-depth analysis of your SAP Commerce installation and its overall Cloud move readiness. This thorough investigation will provide valuable inputs for your migration project plans and effort estimates.

The Cloud Migration Assessment Service covers every aspect of your project: functional and technical insights, such as code investigation, code delivery strategy, integrations architecture, business processes and infrastructure sizing, as well as inputs for your project effort estimation.

## Objectives

- Validate your SAP Commerce readiness for its cloud migration.
- Avoid roadblocks, anticipate technical challenges and identify solutions early.
- Get key inputs for your migration project plan and effort estimates.

## Benefits

- Know the technical constraints of migrating your solution to SAP Commerce Cloud.
- Address non-standard solution design components.
- Mitigate risks

## Solution

- This custom-tailored engagement lasts typically less than two weeks and combines on-site workshops with remotely delivered activities.
- A detailed report of findings and recommendations is provided at the end of the engagement.
- This service is best delivered early in project planning phase.

## Learn more

For more information, please contact us at [sapcx-services@sap.com](mailto:sapcx-services@sap.com).

**Prepare your SAP Commerce Cloud migration with a thorough analysis** - so that your migration project runs smoothly in due time.



# Data Migration Service

## Overview

Our Data Migration Service is designed to help you and your project partner easily migrate all your data and media from your legacy SAP Commerce solution to your new Cloud environment. Our experts will work with your individual migration project schedule, to ensure a smooth cut-over transition.

## Objectives

Leverage SAP's expertise to fully migrate the data and media from the current to your target system, so you can fully leverage all your data from day one.

- Apply recommended migration practices.
- Develop a data migration plan based on your overall project schedule to achieve a smooth transition.

## SAP-led data and media migration to SAP Commerce Cloud



### Data Migration

Migrate data from source database to the target database, preserving the dedicated configurations of the target system.



### Media Migration

Migrate all the media to the Azure Blob Storage to have full and compatible access on the new SAP Commerce Cloud.



### Verification

Migrated data is verified to ensure no data-loss.



### Environments

In-scope environments are migrated on a one-to-one basis to ensure that each system has all the relevant information.



### Project Plan Alignment

As a part of end-to-end migration service, SAP resources will be available at the agreed times to fit in the customer's project plan.

# End-to-End Cloud Migration

## Overview

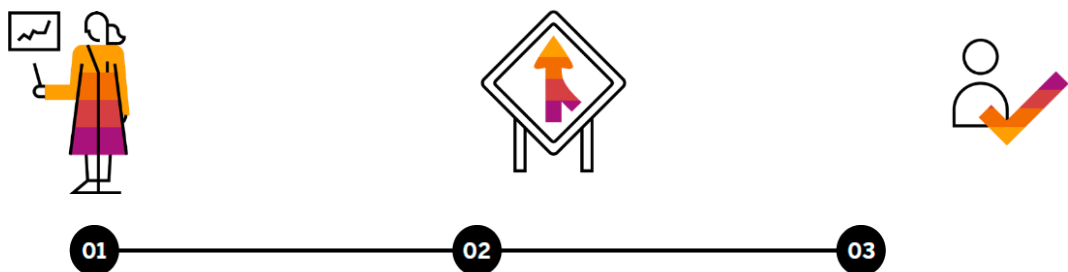
If you would like SAP to lead your migration project from start to finish, our Cloud Migration service is right for you. To support your first-time move to the Cloud, SAP will lead the project to complete the migration and achieve functional parity with your current on premise solution.

## Objectives

Our experts will support the following activities:

- Project management.
- Adaptation of your deployment processes to meet the SAP Commerce Cloud recommended configuration settings.
- Installation of your application in SAP Commerce Cloud.
- Migration of your data into SAP Commerce Cloud and support in resolving any data migration issues.
- Planning and executing production cutover procedures and tasks.
- Provide an equivalent storefront in SAP Commerce Cloud.
- Enable development, staging and production environments.

## Your migration to **SAP Commerce Cloud** in three steps



### Migration Assessment

8-10 days to validate feasibility, risks and Mitigation plans, effort and cost estimates. If you require an upgrade before your platform can be migrated, we will discuss your options.

### Migration Project

2 months or more custom effort.  
SAP will lead your migration project to move your onpremise solution to SAP Commerce Cloud

- Infrastructure change
- Database shift
- Configuration and code shift
- Testing

### Cloud Readiness Check

SAP Cloud experts non-involved in your initial migration will validate your project readiness in 1 quality gate:

- Architecture review and code and application profile review



# Operating your e-Commerce solution in the Cloud

Once your SAP Commerce Cloud platform goes live it can be configured to receive the latest security patches with each deployment. However, with major version changes you will need to execute the required activities to upgrade your SAP Commerce Cloud solution. To provide a helping hand, we've designed three upgrade programs\* – **Platinum Upgrade**, **Technical Upgrade**, and **Platform Upgrade** – which allow you to continuously capitalize on your investment, run on a supported version of the solution, and have access to the most recent API's and product enhancements from SAP.

\*The Upgrade Programs are exclusively available with specific editions of SAP Commerce Cloud. Please check with your SAP representative to determine eligibility.

|          | Technical Upgrade   | Platform Upgrade  | Platinum Upgrade   |
|----------|---|---|--|
| Benefit  | <ul style="list-style-type: none"><li>• Upgrades scheduled around your business cycles and roadmap plans</li><li>• Optimization and security of your SAP Commerce Cloud platform by staying up to date with release cadences</li><li>• Access to SAP support experts to help with upgrading your tailored SAP Commerce Cloud solution</li></ul> |   |  |
| Delivery | <ul style="list-style-type: none"><li>• Fixed, remote engagement capped at 200 days</li><li>• Assurance of custom code compatibility with the newest version of SAP Commerce Cloud</li></ul>  | <ul style="list-style-type: none"><li>• Fixed, remote engagement capped at 40 days</li><li>• Build and deployment of platform to a small sandbox environment running the target version of SAP Commerce Cloud</li></ul> | <ul style="list-style-type: none"><li>• Custom-tailored annual four-step upgrade around your individual release cycles</li><li>• Applicable for all versions of SAP Commerce Cloud</li></ul> |
| Scope    | <ul style="list-style-type: none"><li>• Assessment and environment setup</li><li>• Upgraded environment, including custom code adaptations</li><li>• Testing, UAT support, and go-live support</li></ul>  | <ul style="list-style-type: none"><li>• Customer Presentation</li><li>• Technical upgrade assessment</li><li>• Upgraded sandbox environment</li></ul>   | <ul style="list-style-type: none"><li>• Upgrade benefits assessment</li><li>• Technical upgrade assessment</li><li>• Platform &amp; Database Upgrade</li><li>• Go-live review</li></ul>      |

## About SAP Customer Experience Services

Get the very best from your SAP Customer Experience solutions. Rely on SAP experts to help you **manage every phase of the project** – from initial planning, throughout the implementation, and beyond the go-live.



Part of SAP Services and Support, we are a global team focused on helping our clients create their own connected customer experiences with SAP Customer Experience solutions.

Our expertise is in digital transformation and its components: strategy, data, processes, project execution, and technology across commerce, marketing, sales, service, customer data and experience management areas.

We are committed to helping our customers reduce time to value, transform their front office, and derive the maximum value from our solutions.



Reach out and get services that fit your strategy. Contact us at [sapcx-services@sap.com](mailto:sapcx-services@sap.com).

## Other resources - CX Works

Get the most from your SAP Customer Experience solutions deployment, whether you are launching a new implementation, integrating additional solutions, or increasing value from an existing deployment. Designed for companies that use SAP Customer Experience solutions and our ecosystem partners who help implement technology, CX Works offers a complete source of field-tested, SAP-verified expertise – all in one intuitive Web portal.

[Visit CX Works](#) to find best practices for deploying, integrating, and using our solutions, scenario- and solution-based articles, guidance to support strategy development, change management, and business transformation, as well as technical content on integration and code best practices.

# SAP Customer Experience

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