SAP Support Services

Overview of services which are available as a component part of a Premium Engagement

This area provides an overview of services which are available as a component of a SAP MaxAttention / SAP ActiveEmbedded premium engagement. The selection is determined mutually between the Technical Quality Manager (TQM) and licensee and documented in the support plan.

1. Planning and Safeguarding

Assessment and Benchmarking for Implementation

SAP Technical Feasibility Check

The SAP Technical Feasibility Check supports the project team at the early stage of the SAP solution implementation, after the business blueprint and the technical design are complete. It focuses on the technical feasibility of the planned SAP solution in terms of infrastructure, sizing, and integration requirements for identified core business processes. SAP checks that the planned design is technically realistic, maintainable, and supportable.

SAP Technical Integration Check

The SAP Technical Integration Check Service supports the project team at a critical stage of a project. The foundations of the target solution are set. Is this going to result in smooth go-live and reliable solution operations. Have the risks and issues identified along the blueprint, realization, and test phases been mitigated? Will the business requirement be met according to service level agreement? Will the end-to-end flow of information be support in terms of integration, data consistency, and reliability? Are all relevant areas covered with the currently defined administration processes and procedures? Might performance and system stability become critical topics?

The SAP Technical Integration Check is tailored to assess and safeguard the integration and operability of the core business processes across a system landscape.

SAP Integration Validation

Integration Validation assesses the technical readiness of the entire solution for Go-Live. It addresses areas like data consistency, exception management, performance and scalability, system integration, batch and volume processing. The focus of Integration Validation is both technical validation of the core business processes and preparation for the subsequent efficient operation of the software solution.

SAP HANA Feasibility Check

The SAP HANA Feasibility Check Service improves the SAP solution by identifying/finding critical business processes (transactions/reports) in the solution landscape that may benefit most from SAP HANA technology. The identification and elimination of database intensive transactions/reports help avoid performance bottlenecks and to optimize the response times and throughput of the SAP solution.

SAP Migration Planning Workshop

The SAP Migration Planning Workshop is a core planning session typically comprised of multiple days of onsite workshops. Each workshop is preceded with a preparation phase which can include remote assessment of Licensee systems. The workshop will include functional and technical planning as input to concrete migration plans for the initial transformation program. A workshop can also be performed to assess user enablement (training) topics.

SAP Operational Readiness

This service will help to prepare the operations team on the procedures to properly monitor and operate the new database and infrastructure.
SAP Zero Modification
The SAP Zero Modification Service provides advice on how to avoid SAP source code modifications whenever possible by using SAP standard functionality.

SAP Innovation Strategy and Roadmap
The focus of the SAP Innovation Strategy and Roadmap will be on Business and E2E Architecture / Landscape. The Innovation Strategy Roadmap will document the target enterprise architecture and strategic roadmap of needed initiatives.

SAP Migration to SAP HANA
The SAP Migration to SAP HANA will provide recommendations on a migration plan using a migration method that meets the downtime requirements of the business and which builds a consistent transport landscape as a means to properly reflect the execution of critical business processes during testing.

SAP S/4HANA Readiness Check
The SAP S/4HANA Readiness Check is a preparation step for the migration planning service to check in advance the conversion readiness status of the Licensee’s productive system.

SAP S/4HANA Value and Implementation Strategy
The SAP S/4HANA Value and Implementation Strategy produces an S/4HANA Value Assessment Report providing an initial assessment of specific S/4HANA project for “Value”, i.e., alignment with Licensee’s stated business priorities and strategic initiatives, as well as a recommended implementation strategy.

SAP Technical Architecture and Infrastructure
The SAP Architecture and Technical Infrastructure service will provide an analysis of the technical architecture of SAP HANA which supports the needs of the business. The recommendations will aid in establishing an infrastructure to support operations following the GoLive and be designed with the capability to scale with the business.

Assessment and Benchmarking for Operations and Upgrades

SAP Solution Management Assessment
In the operations phase, SAP Solution Management Assessment focuses on the Licensee’s core business processes by mapping the technical and functional aspects. Once mapped, the Licensee’s core business processes are then assessed and potential issues affecting them are identified. A final report is provided containing recommendations and suggestions for appropriate optimization services to address identified issues.

SAP Downtime Assessment
The SAP Downtime Assessment Service is a technical service to minimize downtime during an ABAP system update. The Service is valid for technical upgrades of SAP systems including combined Upgrade-Unicode Conversion (CUUC) procedure, pure Unicode conversion, migration to HANA database using Software Provisioning Manager (SWPM), enhancement package installations, and support package stack installations with SUM tool.

SAP Upgrade Assessment
The SAP Upgrade Assessment performs a detailed technical analysis of core SAP system (ABAP stack only) to support the upgrade planning process. Indicators from analyzed focus areas highlighting potential risks, which can be covered by other Premium Engagement Services, will be highlighted, and a comprehensive overview, of the required prerequisites for the upgrade, and the potential risks which can cause problems during the upgrade or EHP installation as well as the main effort drivers will be the outcomes of the service.
SAP Operations Planning Workshop

The SAP Operations Planning Workshop is applicable when it is necessary to plan the implementation or optimization of the Licensee Center of Expertise (Licensee CoE), including efficient end-to-end solution operation processes in an IT landscape and support organization. The service delivers a fit-gap analysis of the IT operations processes, and quality management roles and tools against SAP® standards for solution operations and best practices in application lifecycle management. The service generates a common understanding of optimization areas and plans for moving ahead. It delivers an initial roadmap and action plan proposal for the identified optimization areas, including recommendations, timelines, services and training courses.

SAP Data Consistency

The SAP Data Consistency service checks corresponding product, solution and operation standards paying attention to the transactional correctness, end user behavior and consistency of data across multiple systems. Special attention is paid to interfaces between SAP systems or SAP and non-SAP system.

2. Solution Management Optimization

Application Change Management

SAP Software Change Management

The SAP Software Change Management Service analyzes and optimizes the software change management procedures. This includes technical and organizational aspects and provides recommendations based on SAP’s Best Practices.

SAP Change Control Management

This service is used to implement the ALM process “Change Control Management” on a pilot basis at the Licensee’s location. The pilot implementation addresses Change Request Management (if necessary with flexible enhancements), synchronization of deployments, and central monitoring of all change activities.

SAP Exception Management

The SAP Exception Management Service checks against corresponding product, solution and operation standards to provide recommendations on achieving a smooth transition from the implementation to the operation of the solution. Key areas of concentration include the handling of exceptions, and, exception management procedures which are crucial for the root cause analysis.

Application Integration

SAP Interface Management

SAP Interface Management aims at improving the interfaces essential to core business processes by addressing the performance, design, configuration and operation of these interfaces.

Application Lifecycle Management

SAP IT Service Management

SAP IT Service Management incorporates the analysis of the current customer processes in the area of incident management, a blueprint proposal based on SAP Solution Manager, required configurations as well as the empowering of the customer. Considered SAP IT Service Management features are:
– ITIL-compliant incident and problem management process
– Service level agreements
– Full text search
– Multi-level categorization

SAP Solution Documentation

The SAP Solution Documentation service will provide:
– A description and assessment of two business processes with two fully documented business process steps
– Blueprint document and configuration guide for the ALM SAP Rapid Deployment solution service wave with all information about the chosen design and necessary configuration
– An up-and-running simulation scenario
– A report summary of performed activities and additional learning map based on learning materials assigned to the ALM SAP Rapid Deployment solution project

SAP Test Management
The SAP Test Management service incorporates the analysis of the current test management approach, a design proposal based on SAP Solution Manager and integrated third party tools, required configuration activities and finally the setup of a prototype including knowledge transfer.

SAP ALM Roadmap
The ALM roadmap service incorporates the analysis of the Licensee’s application lifecycle management situation and mapping to SAP Solution Manager architecture, strategy, and functionalities. The outcome of the ALM roadmap service is recommendations on how to improve the ALM processes and a plan on how to achieve those improvements.

GoingLive
SAP Going Live OnSite Support
The SAP GoingLive OnSite Service is a standardized method to support companies in critical GoLive/Upgrade situations. During this service, SAP service engineers bring expert knowledge onsite and help minimize the risks of the GoLive/Upgrade.

Performance Optimization
SAP Remote Performance Optimization
SAP Remote Performance Optimization helps to eliminate performance problems that are already clearly located and identified.

SAP Business Process Performance Optimization
SAP Business Process Performance Optimization focuses on eliminating performance problems in core business processes caused by Licensee programs, expensive SQL statements, the ineffective use of SAP standard transactions and unnecessary data processing.

SAP Volume Test Optimization
SAP Volume Test Optimization helps to improve the reliability of volume testing results.

SAP Continuity Management
The SAP Continuity Management Optimization Service focusses on ITSCM. It provides recommendations to safeguard and optimize the technical availability of a Licensee’s SAP implementation. It supports a Licensee in the task of providing a reliable solution for operating systems and system landscape. This service addresses the aspects data availability, system availability, disaster precautions, disaster handling and continuity of operations in case of a disaster or failure by providing:
– Workshops establishing knowledge transfer on technical continuity solutions as well as aspects of business continuity planning for SAP environments
– Reviews of a Licensee’s solutions, concepts and procedures for business continuity
– Concept creation can be supported at different phases of a BCM project

SAP Technical Performance Optimization
The SAP Technical Performance Optimization Service improves the SAP solution by helping the Licensee to configure the system in an optimal way. The identification and elimination of costly performance bottlenecks may optimize the response times and throughput of the SAP solution.
SAP Performance and Scalability

The SAP Performance and Scalability Service checks the Licensee solution against corresponding product, solution and operation standards. Key aspects of this service are: enablement of the end-to-end performance trace to identify the root cause of a performance issue in any landscape component; definition and reporting of business process KPIs (both performance KPIs like the response time and business-relevant KPIs like number of overdue deliveries, number of billing documents not transferred to FI and so on). An additional goal of the service is to aid in the implementation of Job Scheduling Management before GoLive.

SAP Performance Baseline

This service helps control the system and end user performance by creating transparency. In addition, recommendations are provided and the results should serve as input for the test phase. The service is also used to establish a load profile before the migration that serves as a benchmark. For comparison, the performance and capacity behavior after the migration is assessed and recommendations for continuous improvement are provided.

SAP Business Downtime Optimization

This service will help to minimize business downtimes associated e.g. with OS/DB migrations, Unicode conversions, release upgrades or the implementation of support packages and enhancement packages. By analyzing each business step and its dependencies within the affected system landscape, this service supports efficient downtime planning and a reduction of the business impact during cutover. It helps in the selection of the most appropriate tools and methods to optimize the cutover plan and to reduce the impact on the availability of production critical processes.

Run SAP Like A Factory

SAP Data Volume Management

SAP Data Volume Management helps to setup and monitor a data volume management strategy. It defines how to manage and reduce future data growth and reduce existing DB size. This is done by data avoidance, data summarization, data deletion and data archiving.

SAP Job Scheduling Management

This service will provide support to enable Job Scheduling Management functionality on a Licensee’s Solution Manager system. The Licensee will be enabled to configure and use this functionality as well as activate background jobs in scope.

SAP Business Process Improvement

This service will provide recommendations to prepare a Licensee’s Solution Manager system for Business Process Improvement functionality. These recommendations will enable the configuration of the Business Process Improvement methodology for selected key figures up to 3 processes, applications or value areas.

SAP Data Consistency Management

This service will provide recommendations to prepare a Licensee’s Solution Manager system for Data Consistency Management functionality. These recommendations will enable the configuration and use of Data Consistency Management.

SAP Performance Optimization

This service will provide recommendations to prepare a Licensee’s Solution manager system for SAP Performance Optimization functionality. These recommendations will enable the configuration and use of SAP Performance Optimization.
SAP Business Process Monitoring

This service will provide recommendations to prepare a Licensee’s Solution Manager system for SAP Business Process Monitoring functionality. These recommendations will enable the configuration and use of SAP Business Process Monitoring.

SAP System, Database and Host Monitoring

SAP System, Database and Host Monitoring provides knowledge transfer regarding SAP System, Database and Host Monitoring configuration based on setup guided procedures. The service provides recommendations on the technical background and architecture information necessary to understand SAP System, Database and Host Monitoring in deep detail and will aid in the finalization of configuration/enhancement of SAP System, Database and Host Monitoring for defined scope in test and/or productive environment.

SAP Integration Management

SAP Integration Management provides knowledge transfer regarding SAP Integration configuration based on setup guided procedures. The service provides recommendations on the technical background and architecture information necessary to understand SAP Integration Management in deep detail and will aid in the finalization of configuration/enhancement of SAP Interface and/or Process Orchestration Monitoring for defined scope in test and/or productive environment.

SAP Job and Business Intelligence Monitoring

SAP Job Business Intelligence Monitoring provides knowledge transfer regarding SAP Job and/or Business Intelligence Monitoring configuration based on setup guided procedures. The service provides recommendations on the technical background and architecture information necessary to understand SAP Job and Business Intelligence Monitoring in detail and will aid in the finalization of configuration/enhancement of SAP Job and/or Business Intelligence Monitoring for defined scope in test and/or productive environment.

SAP End User Experience Monitoring

SAP End User Experience Monitoring provides knowledge transfer regarding SAP End User Experience Monitoring configuration based on setup guided procedures. The service provides recommendations on the technical background and architecture information necessary to understand SAP End User Experience Monitoring in detail and will aid in the finalization of configuration/enhancement of SAP End User Experience Monitoring for defined scope in test and/or productive environment.

SAP Technical Administration and Guided Procedures

SAP Technical Administration and Guided Procedure provides knowledge transfer regarding SAP Technical Administration and Guided Procedure configuration based on setup guided procedures. The service provides recommendations on the technical background and architecture information necessary to understand SAP Technical Administration and Guided Procedure in detail and will aid in the finalization of the configuration/enhancement of SAP Technical Administration and Guided Procedure for defined scope in test and/or productive environment.

SAP Technical Analytics and Dashboard

SAP Technical Analytics and Dashboard provides knowledge transfer regarding SAP Technical Analytics and Dashboard configuration based on setup guided procedures. The service provides recommendations on the technical background and architecture information necessary to understand SAP Technical Analytics and Dashboard in detail and will aid in the finalization of the configuration/enhancement of SAP Technical Analytics and Dashboard for defined scope in test and/or productive environment.

SAP Root Cause Analysis and Exception Management

SAP Root Cause Analysis and Exception Management provides knowledge transfer regarding SAP Root Cause Analysis and Exception Management configuration based on setup guided procedures. The service provides recommendations on the technical background and architecture information necessary to understand SAP Root Cause Analysis and Exception
Exhibit A

Management in detail and will aid in the finalization of the configuration/enhancement of SAP Root Cause Analysis and Exception Management for defined scope in test and/or productive environment.

SAP OCC Process Design and Integration
The SAP OCC Process Design and Integration service will analyze a Licensee’s organizational support setup, current monitoring procedures and the incident and problem management processes. The integration between the processes and the tools are documented and recommendations are provided that will enable integration and implementation of an Operations Control Center.

SAP OCC Reporting and Dashboarding
The SAP OCC Reporting and Dashboarding Service will identify the key performance indicators of the Licensee IT services and define the reporting and the visualization mechanisms that will be used in the Licensee organizations.

System Administration

SAP System Administration
SAP System Administration is most applicable when it is necessary to review the main aspects of Licensee’s system operations or extend and change the operations in relation to new or changed usage of technical components and optimize those which are critical.

SAP Security Optimization
The SAP Security Optimization Service is designed to improve the security of the SAP systems of Licensees by identifying potential security issues and giving recommendations on how to improve the security of the system.

SAP Security Focus Topic
The SAP Security Focus Topic is a deep dive on a selected security focus topic as part of a Licensee’s Security Roadmap.

SAP Security Engagement
SAP Security Engagement helps to improve the security of SAP landscapes, consisting of scoping, assessments, planning, and empowering sessions. SAP will provide recommendations on the improvement of policies, concepts, procedures and configurations all the while empowering the customer to use available security tools and services.

3. Empowering

SAP Solution Manager Starter Pack
SAP Solution Manager Starter Pack includes the installation support of the SAP Solution Manager and individually tailored onsite training in the SAP Solution Management methodology.

SAP E2E Empowering Workshop
The SAP E2E Empowering Workshops are designed to provide an overview of the Run SAP methodology and SAP Operational Standards (End-to-End). They will help identify areas of improvement for Licensee support organizations, Licensee limitations and challenges, up-skilling and partner management. They will enable the definition of a Run SAP project plan for implementing mission-critical operations for the SAP centric solutions.

4. Solution Architect

SAP IT Planning
The SAP IT Planning Service supports Licensees in developing a technical architecture and IT infrastructure concept for SAP solutions (incl. HA/DR architecture, scalability and deployment proposal) – taking into account the Licensee-specific
boundary conditions and requirements (e.g. availability demands, data center locations, preferred software/hardware partners).

**SAP Application Architecture Evaluation**

The SAP Application Architecture Evaluation provides strategic guidance and execution support in the area of process mapping to the SAP application portfolio. With a clear focus on process and data consistency, as well as solution supportability and operability, it adds the long term sustainability aspects to projects and programs often driven by short term objectives. An analysis of key processes provides guidance for a robust and efficient process mapping. A comparison to known Licensee precedence and industry best practices identifies risk areas and possible design flaws already in an early blueprint phase. Recommendations allow adjusting the process flow before those flaws become issues.

**SAP Architecture and Technical Infrastructure**

The SAP Architecture and Technical Infrastructure service will provide an analysis of the technical architecture of SAP HANA which supports the needs of the business. The recommendations will aid in establishing an infrastructure to support operations following the GoLive and be designed with the capability to scale with the business.

**5. Landscape Transformation Management**

**SAP TDMS Based Execution Support**

The SAP Landscape Transformation TDMS Based Execution Support Service assists Licensee in the setup and execution of a test data migration project. SAP TDMS experts support Licensee with the installation and support the adequate setup of SAP Test Data Migration Server (SAP TDMS). They also support the TDMS test runs and provide expert support for the resolution of issues (if any). In addition, they provide guided expertise to Licensee on test data migration. During the final TDMS run, SAP TDMS experts are available as standby support.

**SAP Landscape Transformation (LT) Based Execution Support**

The SAP Landscape Transformation Based Execution Support Service assists Licensee in the setup and execution of a landscape transformation project. SAP transformation experts support Licensee with the installation and support the adequate setup of SAP Landscape Transformation (SAP LT). They also support the test conversions and provide expert support for the resolution of issues (if any). In addition, they assist Licensee to build up transformation expertise. During Go-Live, SAP transformation experts are available as standby support.

**SAP Landscape Transformation (LT) Assessment**

The SAP Landscape Transformation Assessment Service assists Licensee in addressing transformation requirements. SAP transformation resources assess the requirements, reveal solution alternatives and recommend the most suitable solution approach. Based on the results of the assessment service, Licensee decide whether they want to carry out the transformation project. If so, the delivery of the subsequent SAP Landscape Transformation Setup, Test Conversion and GoLive service is recommended.

**SAP Landscape Transformation (LT) Repl Server Based Support**

The SAP Landscape Transformation Replication Server Based Support Service assists Licensee in the initial implementation of mandatory components and basic configuration of SAP Landscape Transformation Replication Server. SAP Landscape Transformation Replication Server experts support Licensee with the replication configuration optimization. They assist with the implementation of transformation rules/advanced replication settings and support the setup of monitoring and notifications. In addition, they help Licensee build up test data replication expertise. During the Go-Live, SAP Landscape Transformation Replication Server experts are available as standby support.
6. Technical Implementation Support

SAP Platform Design Support

Based on the initial design defined in the prerequisite technical architecture workshop as well as additional input from the Licensee, this service provides a detailed conceptual view of the technical architecture and infrastructure (hardware platform, HA/DR solution or review of existing solution, if required: data scaling solution) for the SAP S/4HANA solution. A comprehensive sizing projection will be included as part of the service.

SAP Transition to Operation

The SAP Transition to Operations Service will provide guidance on the IT support processes, tools and teams required for the Licensee to safely and efficiently operate the migrated SAP solutions in its environment. SAP will assess the readiness of the customer’s IT support organization to handle the changes caused by the go-live of the new solution. SAP will provide input to a customer’s project plan that includes key activities to fill key IT operational gaps. SAP may propose an additional service plan to support customer’s implementation of such gaps. SAP will identify key gaps in the customer’s IT roles and responsibilities to support the new SAP environment and may propose a knowledge transfer plan to address such gaps.

SAP Landscape Transformation Design Support

This service provides step-by-step guidance for the detailed specification (blueprint) of landscape transformation requirements (mappings, rules for selection and transformation) as well as for integration of preparative transformations and complementing activities, such as handling of WRICEF topics, archives, and cross system relations. This service also provides tailored advice to facilitate the design of a landscape transformation approach and strategy for complex contexts or long-term considerations.

7. Functional Implementation Support

SAP Custom Code Management

The SAP Custom Code Management service helps promote more efficient and effective custom code management. This service provides an analysis of all phases of the customer’s custom code lifecycle, followed by the creation of customer-tailored CCM optimization roadmap proposal and its implementation support. It covers classical custom code analysis, the custom code impact analysis and an comprehensive custom code remediation execution support.

SAP Build Design Support

This service supports the Licensee in the development of the to-be design for Enterprise Management functions based on predefined business scenarios. With this service, Licensees lay the foundation of an implementation based on predefined business scenarios that are key for companies active in various industries. The service enables a Licensee to experience the simplification and innovation delivered by SAP S/4HANA across Finance, Sales, Procurement and Manufacturing LOB’s.

This can be performed based on an agile implementation approach as well as on a traditional waterfall implementation method. A Key Element to this services is a functional baseline to be established at the beginning of the service.

SAP Hyper Care

The SAP Hypercare service provides support after go-live to stabilize and optimize the productive SAP solution. This considers support for issue resolution, system monitoring and optimization as well as handover to your support organization.

8. Custom Solutions

SAP CDP Conflict Check and Resolution SP

The SAP CDP Conflict Check and Resolution SP Service consists of two sessions: CDP conflict check session and CDP conflict resolution session. The CDP conflict check session is a pre-requisite to CDP conflict resolution session.
SAP CDP Conflict Check and Resolution EHP

To allow ongoing compatibility of Non-Standard Software with the Base Software, a Licensee may request SAP to investigate possible conflicts between the Non-Standard Software and subsequent SAP Enhancement Packages that are made available for the Base Software. SAP may provide options and/or recommendations on how to rectify or avoid conflicts, if any, that were identified by the Conflict Check for Enhancement Packages.

SAP CDP Solution Manager Documentation

As part of this service, SAP will create documentation for the Non-Standard Software and, as an optional provision, an application operations guide for the Non-Standard Software in the Licensees SAP Solution Manager system. This documentation service is the basis for SAP Solution Manager documentation.

SAP CDP Knowledge Transfer

As part of this service SAP provides hands on knowledge transfer of how to use, operate and optimize the Non-Standard Software.

SAP CDP Enhancement Evaluation

Having implemented the Non-Standard Software or using it productively, Licensees may choose to extend or enhance the Non-Standard Software. As part of this service SAP will conduct an evaluation for potential extensions or enhancements to the Non-Standard Software.

Note: Any references in this exhibit to optimization or innovation are not intended to suggest identification or resolution of all such opportunities or maximum improvements or any specific outcomes.