SAP Enterprise Support Advisory Council
Integration Work Stream

Global Customer Success Hub – ES & PS
April 2018

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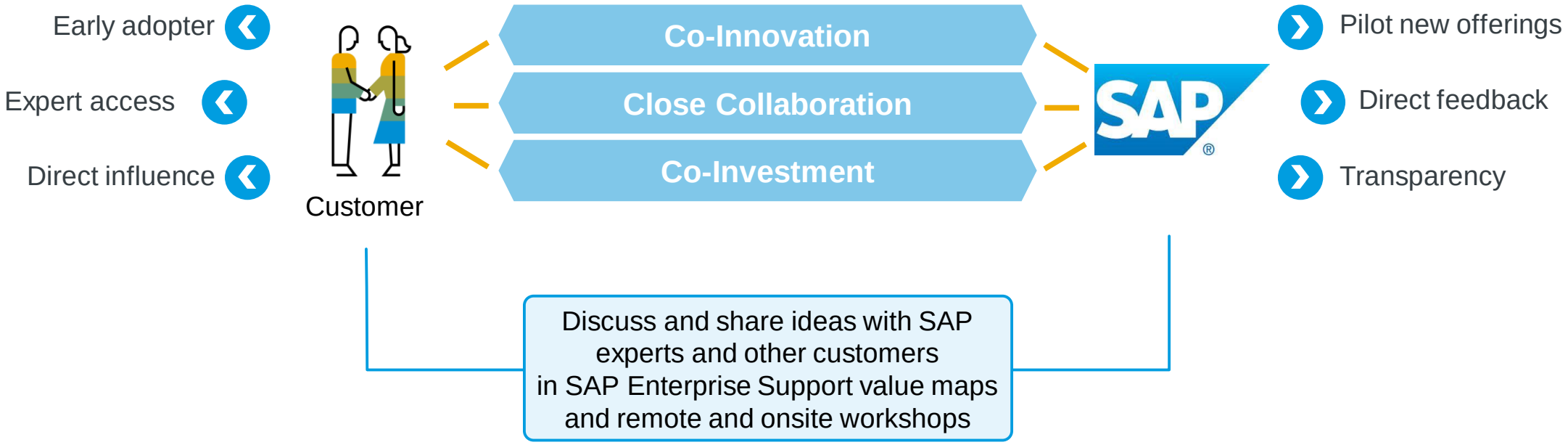
SAP Run Simple

SAP Enterprise Support Advisory Council

Co-innovate with SAP on strategic topics

SAP Enterprise Support Advisory Council (ESAC)

Participants become early adopters of the latest support innovations. They also profit from a bigger investment from SAP's side (e.g., expert advice) and by directly influencing SAP's support offering in a meaningful way based on own requirements.



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SAP Enterprise Support Advisory Council

Integration Workstream

Co-innovation to focus on the consumption readiness of Hybrid business processes using SAP's fit to standard Integration best practices on SCPI* and other middleware platforms**

Hybrid Success planning for LOB and ERP Cloud Architecture and Interfaces

- Fit to Standard Integration Architecture for SFSF, C4C, Ariba and S4HC
- Fit to Standard Integration Interfaces for SFSF using SCPI*
- SAP Integration best practice sharing for SFSF, C4C, Ariba and S4HC

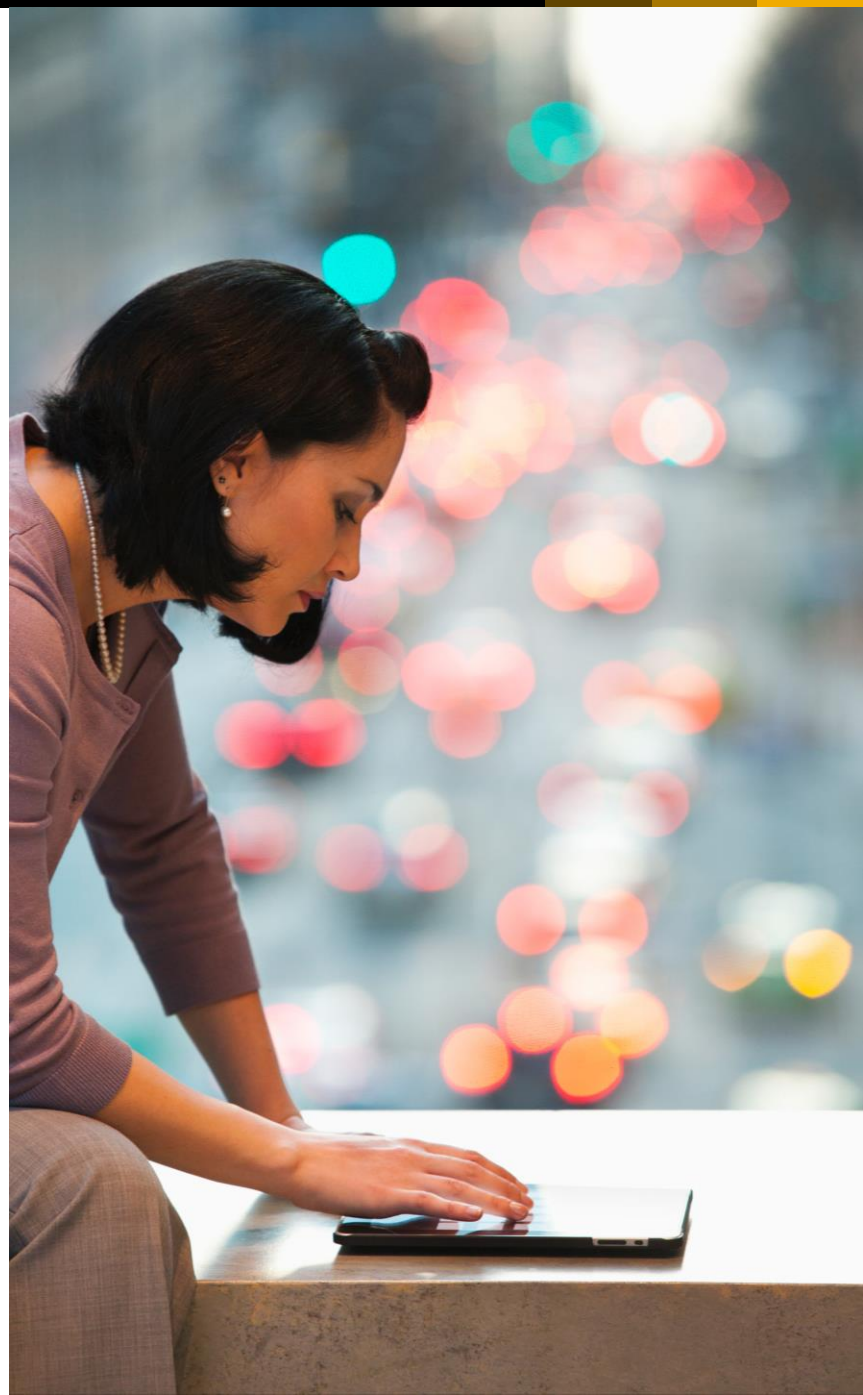
Hybrid Success configuration review for Integration deployments

- End to end Integration configuration review for SFSF using SCPI*
- Recommendations

Quarterly release adoption and consumption for SCPI* and other technologies*

- Quarterly introduction of new Integration packages and features
- Change management and impact insights
- Adoption guidance

ESA and CSM Internal Enablement and Empowerment



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* SAP Cloud Platform Integration

** Process Integration and Point to Point

ESAC Cloud Integration Co-innovation approach for 2018

Assets mentioned here will be co-innovation ready during different times in 2018

Solution Lifecycle

Prepare | Realize | Verify | **GO Live** | Launch

Hybrid Success Planning Checks and Webinars

Hybrid Planning Checks

1. On premise to Hybrid Landscape transformation
2. Hybrid security and connectivity planning
3. Data Migration best practices
4. Fit to standard integration architecture
5. Fit to standard interfaces
6. …

Hybrid Planning Webinars

1. S/4Hana Cloud to other Cloud LOB solutions
2. Ariba to other Cloud and On Premise solutions
3. …

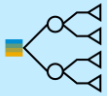
Hybrid Success Configuration Checks

SFSF Talent Hybrid Checks

1. Connectivity
2. Employee Profile
3. Recruiting
4. Onboarding

SFSF Employee Central Hybrid Checks

1. Connectivity
2. Cost Center Replication
3. Employee Data Replication
4. Organization Object Replication



Integration Quarterly Adoption Webinars

Integration Adoption Webinars

1. SFSF Integration Center
2. Point to Point technology
3. SCPI* pre-packaged content
4. PI** pre-packaged content

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* SAP Cloud Platform Integration

** SAP Process Integration

ESAC Integration Work stream- Reference Customers and Partners

Gaining confidence and speeding the adoption of Integrated Cloud HR

DERCO

Speeding Integrated Cloud HR Transformation with SAP® Preferred Success

DERCO SA
Santiago, Chile
www.derco.cl

Industry
Automotive

Products and Services
Automotive importer and distributor

Employees
4,500

SAP® Solutions and Services
SAP® SuccessFactors® Employee Central solution, SAP ERP Human Capital Management (SAP HCM) solution (used for payroll), SAP Enterprise Support Advisory Council, and SAP Preferred Success service

DERCO teamed up with SAP to integrate multinational HR operations. The project is not only ahead of schedule, it saves consulting and customization costs.

Before: Challenges and Opportunities
- Improve collaboration and operational effectiveness of business teams across South America
- Streamline and standardize payroll processes enterprise-wide
- Build a strong integration model that ensures smooth country-by-country roll outs of HR solutions and seamless HR operations

Why SAP
- Harnesses the expertise of a multidisciplinary Integration Architecture team sponsored by SAP Enterprise Support Advisory Council
- Works directly with a Customer Success Manager from SAP to quickly and effectively resolve issues and keep the integration project on track and ahead of schedule
- Unlocks business value from current IT investments through SAP Preferred Success plan
- Supports future-proof workforce integration using SAP SuccessFactors Employee Central

After: Value-Driven Results
- Provided one-to-one expert guidance on multiple deployments
- Accelerated project completion with proactive collaboration and fast issue resolution
- Reduced partner consulting fees
- Avoided customizations
- Strengthened workforce collaboration
- Streamlined workforce initiatives and projects

"The SAP Enterprise Support Advisory Council provided integration expertise, so we could quickly solve complex issues and deploy the best standard solution to meet with the business expectations, avoiding specific customizations."

Juan Roger Rodriguez, Project Manager HR Solutions, DERCO SA

SAP SuccessFactors

80%
Savings on partner consulting fees

$4,250
Saved in partner implementation costs

10%
Faster project completion

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DERCO, Chile

Speeding Integrated Cloud HR Transformation with SAP Preferred Success

>> Access business transformation study

Mphasis

Helping Customers Make the Right Choices with SAP® Enterprise Support

Mphasis Limited
Bangalore, India
www.mphasis.com

Industry
High tech

Products and Services
IT solutions and services, including applications, business process outsourcing, and infrastructure services

Employees
>22,000

Revenue
US$940 million

SAP® Solutions and Services
SAP® Enterprise Support services, SAP Enterprise Support Advisory Council, SAP Enterprise Support Academy program, SAP SuccessFactors® solutions

SAP partner Mphasis is dedicated to providing cutting-edge IT solutions that help businesses succeed. Mphasis works with SAP SuccessFactors solutions to move HR systems to the cloud. With SAP Enterprise Support, Mphasis received the guidance and training for implementation, and also gained the knowledge and expertise needed to support successful SAP SuccessFactors solution deployments for its clients.

Before: Challenges and Opportunities
Increase knowledge of SAP SuccessFactors solutions in order to support customers moving HR to the cloud

Why SAP
- Strong relationship as an SAP software solution and technology partner
- User of the on-premise SAP ERP Human Capital Management solution
- Ability to manage HR processes end to end with SAP SuccessFactors solutions
- Solution architecture and implementation expertise available with SAP Enterprise Support

After: Value-Driven Results
- Guidance on integration architecture for on-premise and hybrid deployment scenarios through SAP Enterprise Support Advisory Council
- Expert-guided planning sessions on integration architecture for SAP SuccessFactors Talent Suite, SAP SuccessFactors Employee Central, middleware platforms, and network and security based on SAP Cloud Platform – all delivered through SAP Enterprise Support Academy
- Expert-guided workshops with integration specialists that provided a clear understanding of requirements, deployment options, and challenges, helping Mphasis choose the best solution for each client's needs
- Greater knowledge of the cloud integration road map allows both SAP SuccessFactors solutions, allowing Mphasis to better respond to queries and promote and position the solutions to its customers

"The workshops and advice from SAP Enterprise Support helped us prepare for customer implementations of SAP SuccessFactors solutions. We now have the expertise to position the software going forward."

Balasubramaniam V, SVP & Chief Delivery Officer – DXC & HP Business Unit, Mphasis Limited

SAP SuccessFactors

5 days
Of training saved working through SAP Enterprise Support Advisory Council

50%
Less time to gain an understanding on the various deployment options for SAP SuccessFactors solutions

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Mphasis, APJ

Helping Customers make the Right Choices with SAP Enterprise Support

>> Access business transformation study

Impetus, India

Gaining confidence to adopt integrated Cloud HR with SAP Enterprise Support

>> Access business transformation study

Soltius, New Zealand

Gaining confidence in cloud integration with SAP Enterprise Support Advisory Council

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Carsa, Argentina

Creating an integration road map through cloud integration with SAP Enterprise Support

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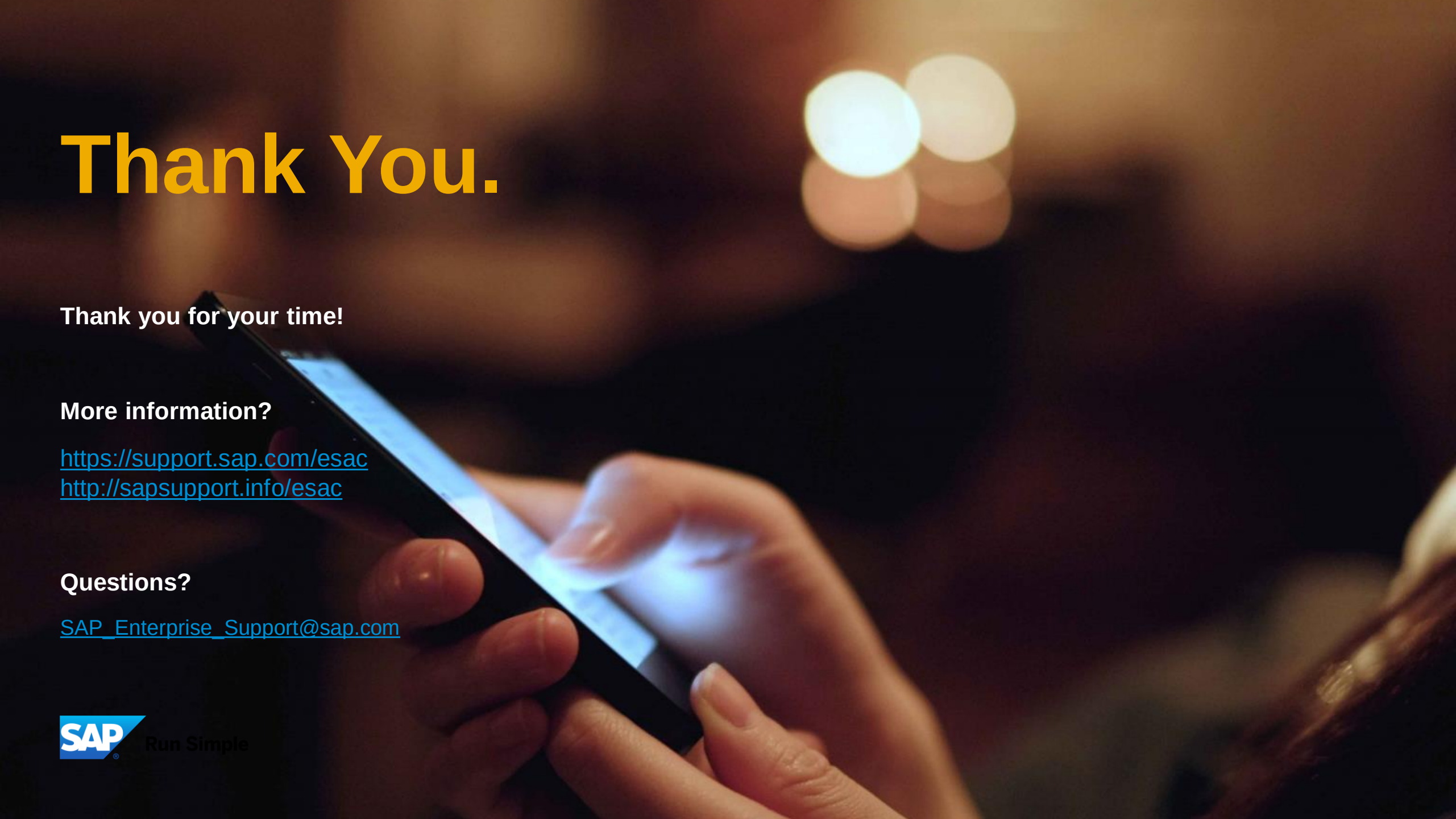

Thank You.

Thank you for your time!

More information?

https://support.sap.com/esac
http://sapsupport.info/esac

Questions?

SAP_Enterprise_Support@sap.com

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