Frequently Asked Questions

Next generation
SAP Business Scenario Recommendations report
for SAP S/4HANA
TABLE OF CONTENTS

GENERAL QUESTIONS

Q1. Is there a cost for the SAP Business Scenario Recommendations report (“BSR”)? .............. 3
Q2. Is it possible to run this report for a 4.6C system? ......................................................... 3
Q3. What’s the difference between BSR and SAP Innovation and Optimization Pathfinder? ...... 3
Q4. What’s the difference of the next generation and the ‘classic’ BSR version? .................... 3
Q5. Can the BSR be used for a net new customer without an SAP ERP system? .................. 3
Q6. Who shall I contact to discuss my BSR report? .............................................................. 3
Q7. Are industry solutions also covered? .................................................................................. 3
Q8. I have sent the request, but I have not received any report so far. What should I do? ........ 3
Q9. I’m an SAP Partner. Is it possible to request the BSR on behalf of my customer? .......... 4
Q10. Are there synergies between SAP Readiness Check and BSR? ......................................... 4
Q11. Is it possible to request a BSR for a human capital management (HCM) system? .......... 4
Q12. How can I best proceed if I have several ERP systems? ................................................. 4
Q13. What can I do if my company is already live with SAP S/4HANA? ................................. 4
Q14. In what languages is the BSR available? ........................................................................... 4
Q15. How long does it take to get the BSR report, after I submitted my request? .................. 4

QUESTIONS ABOUT THE REQUEST PROCESS AND DATA EXTRACTION

Q16. Which information do I need to share to get a BSR? How is data security handled? ........ 5
Q17. Do I need SAP Solution Manager to run the BSR? ......................................................... 5
Q18. Will the data extraction cause performance issues on my productive SAP system? .... 5
Q19. How long does it take to extract the data? Do I have to log data for several weeks? .... 5
Q20. Can I run the extraction procedure on a copy of production system? ........................... 5
Q21. How can I see the content of the file extracted? ............................................................ 6
Q22. I cannot find “my” industry in the drop-down menu. What shall I do? ......................... 6
Q23. The extraction job seems to stall– what shall I do? ......................................................... 6

QUESTIONS ABOUT THE BENCHMARKING AND THE RESULTS REPORT

Q24. How many customers have been included in the benchmarking? ................................. 7
Q25. In supply chain the majority of KPI’s do not show data. What’s the reason for this? .... 7
Q26. Can benchmarking consider our company size/geography, in addition to industry? ...... 7
Q27. Does a follow up service exist to analyze the business process performance indicators? ... 7
Q28. How do you prioritize service exist to analyze the business process performance indicators? 7
Q29. Why is there no chapter on human resources? (“HR”) .................................................... 7
This document has been created to provide additional information for the next generation SAP Business Scenario Recommendations report for SAP S/4HANA (in short “BSR”). Suggestions to improve this document can be sent directly to s4hana@sap.com.

GENERAL QUESTIONS

Q1. Is there a cost for the SAP Business Scenario Recommendations report (“BSR”)?
No, the BSR is free of charge for customers with a valid SAP maintenance contract (SAP Standard Support, SAP Enterprise Support or Product Support for Large Enterprise).

Q2. Is it possible to run this report for a 4.6C system?
No. The data extractors do not work for 4.6C systems, the ST-A/PI is are too old. For these cases customers can request the classic BSR. This requires only ST03N data.

Q3. What’s the difference between BSR and SAP Innovation and Optimization Pathfinder?
BSR answers the question ‘why move to SAP S/4HANA?’ for all customers who are currently running SAP ERP systems. Whereas Pathfinder answers the question ‘how can I optimize my current system and make the most out of it, and how can I make best use of my SAP support entitlement? The Pathfinder is available for customers running SAP ERP and SAP S/4HANA.

Also, the data sources are different: Pathfinder is based on the enhanced SAP EarlyWatch Alert and some manual data extraction. The BSR uses an SAP Notes based process with an automated extraction program, like the SAP Readiness Check.

Q4. What’s the difference of the next generation and the ‘classic’ BSR version?
The BSR report has been redesigned. Main differences to the classic version are:
1. Content: Key process performance indicators (PPIs) are included for the relevant process areas, such as degree of automation, process failures, and lead times.
2. Data source: Next generation version uses SAP Readiness Check SAP notes for data collection instead of manual data collection via transaction code ST03N.

Q5. Can the BSR be used for a net new customer without an SAP ERP system?
No, the BSR requires data from a productive SAP ERP system.

Q6. Who shall I contact to discuss my BSR report?
Please contact your SAP account executive for more information.

Q7. Are industry solutions also covered?
The BSR does not contain recommendations for industry solutions. However, the report provides industry specific benchmarks (business process performance and functional usage) for six lines of business: Finance, sourcing/procurement, sales, asset management, manufacturing and supply chain.

Q8. I have sent the request, but I have not received any report so far. What should I do?
Please contact s4hana@sap.com and will come back to you shortly.
Q9. I’m an SAP Partner. Is it possible to request the BSR on behalf of my customer?
Yes, partners can order the BSR on behalf of their customers, but they must previously have the customer’s authorization. There is a drop-down menu on the website www.s4hana.com where requestors need to indicate whether they are an SAP customer or an SAP partner.

Q10. Are there synergies between SAP Readiness Check and BSR?
Yes. From a delivery perspective we use the same framework and main SAP note. From a content perspective the SAP Business Scenario Recommendations focuses on the business story and the SAP Readiness Check on the migration project part (e.g. looking at backlog KPIs older than 365 days, which help to plan necessary archiving activities recommended for the SAP S/4HANA project preparation)

Q11. Is it possible to request a BSR for a human capital management (HCM) system?
No, this is not possible.

Q12. How can I best proceed if I have several ERP systems?
You can order one BSR report for each of your productive ERP systems.

Q13. What can I do if my company is already live with SAP S/4HANA?
To find out how to optimize your IT and business processes with your SAP S/4HANA system, and to identify what additional suitable innovations are available for you under the latest SAP S/4HANA release you order the SAP Innovation and Optimization Pathfinder for SAP S/4HANA: www.sap.com/pathfinder

Q14. In what languages is the BSR available?
As of now the BSR is only available in English.

Q15. How long does it take to get the BSR report, after I submitted my request?
It will take approximately five business days until you receive your results report.
QUESTIONS ABOUT THE REQUEST PROCESS AND DATA EXTRACTION

Q16. Which information do I need to share to get a BSR? How is data security handled?

For your BSR request SAP will process the following information (all required fields can be viewed here: [www.s4hana.com](http://www.s4hana.com)):

1. Name, phone number and email-address of the requestor.
2. Customer name, customer number, industry and SAP system ID. The selected industry will be used for the industry benchmarking.
3. Data from your productive SAP ERP system:
   a. Information about the usage of transactions and programs (like the information from transaction ST03N). This information is aggregated, and it is not possible to see data from individual users.
   b. Information about process performance indicators such as backlog, throughput, automation rate and lead times. There are no monetary values in the report, only the number of documents. You can download a sample report via [www.s4hana.com](http://www.s4hana.com), where you can see the business KPIs and their definition, including links to the details.

The process is very transparent: You can check and review all data you extract from your SAP ERP system before sending the data to SAP via [www.s4hana.com](http://www.s4hana.com). The extraction report creates a ZIP-file, which contains four XML files and their XSL style sheets to read the data. You can use Microsoft Excel or a web browser to view the data. While processing your data we follow the respective guidelines of the European Economic Area ("EEA"). More information can be found in the SAP Business Scenario Recommendations Privacy Statement, the Disclaimer and Terms of Use for SAP websites and the SAP Business Scenario Recommendations Terms of Use. To request a BSR report it is necessary to accept those disclaimers and terms of use. For any questions please contact [s4hana@sap.com](mailto:s4hana@sap.com).

Q17. Do I need SAP Solution Manager to run the BSR?

No, you execute the data extraction directly on your SAP ERP system. For this you need to implement SAP notes 2758146 and 2745851 – the details are in the BSR how-to-guide.

Q18. Will the data extraction cause performance issues on my productive SAP system?

The workload caused by the extraction report is comparable to the SAP EarlyWatch Data collection jobs and does therefore not noticeably impact the performance of the productions system.

Q19. How long does it take to extract the data? Do I have to log data for several weeks?

No. After implementing SAP notes 2758146 and 2745851 you can directly extract the information from your productive system without time offset.

Q20. Can I run the extraction procedure on a copy of production system?

You must extract the data from your productive system. Development, test and sandbox system are not supported. Using a production system copy to extract the data leads to the following two problems:

1) The business process performance indicators KPIs are collected and calculated for a determined period in the past (e.g. last seven days or last 30 days). This works only for productive systems.
2) The log files from ST03 transactions log will be missing and incorrect on non-productive systems.

If you really cannot implement the two SAP notes on their productive environment because of some serious reason (legal restriction, some go live in progress etc) then we have two options:

1) Contact [www.s4hana.com](http://www.s4hana.com) and describe in detail the issue
or
2) Request the classic BSR via [www.sap.com/classic-BSR](http://www.sap.com/classic-BSR)
Q21. How can I see the content of the file extracted?

The process is very transparent: You can check and review all data you extract from your SAP ERP system before sending the data to SAP via www.s4hana.com. The extraction report creates a ZIP-file, which contains four XML files including the XSL style sheet to read the data. You can use Microsoft Excel or a web browser to view the data.

Q22. I cannot find “my” industry in the drop-down menu. What shall I do?

We recommend selecting the industry, which fits the most to the usage of your SAP ERP system. There are several aspects influencing the business KPIs, and therefore the industry benchmarks are intended to provide insight on where are possible opportunity to improve with SAP S/4HANA.

Q23. The extraction job seems to stall—what shall I do?

If the job is running for a very long time or doesn’t come back with a result, it should be canceled and the affected KPI should be removed from the list. To find out which KPI was causing the problem, you can check the log written to PTAB. You can already check this log while the job is running. The log is updated after and before every KPI data collection.

<table>
<thead>
<tr>
<th>Run</th>
<th>/SSF/BTABBROWSER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relid</td>
<td>TC</td>
</tr>
<tr>
<td>Projectid</td>
<td>IEF</td>
</tr>
<tr>
<td>Objkey</td>
<td>LOG_S4RC20_*</td>
</tr>
</tbody>
</table>

You can find the youngest LOG by timestamp in Objkey.

Click on the <Detail> button in front of the KPI without END_TSTMP: this is the KPI causing the problem, which you then remove from the list.

Should you find any other problem during the extraction process please log an incident using component SV-SCS-S4R.
QUESTIONS ABOUT THE BENCHMARKING AND THE RESULTS REPORT

Q24. How many customers have been included in the benchmarking?
The number of data points for every business KPI varies from KPI to KPI and from industry to industry. As per legal and statistical standards, data from individual systems is always anonymized and grouped. Only benchmarks with at least eight data points are displayed. As of now more than 700 customers have contributed to the benchmarking database, and the number is growing by the week.

Q25. In supply chain the majority of KPI’s do not show data. What’s the reason for this?
For all customers, who are keeping inventory, the value driver “Reduce days in inventory” is very important (because of working capital, storage keeping costs and capacity, supply chain etc.). The special stock KPIs are industry dependent and will only show value for make to order, consignment business, project related processes, etc. Many customers in most industries mainly have un-restricted stock, as they are keeping inventory. Therefore, this metric has nearly always data, while the other ones don’t show data.

Q26. Can benchmarking consider our company size/geography, in addition to industry?
The benchmarks are based on industries. They do not consider company size or geography, and this is typically not an issue. Business stakeholders are mostly aware of problems in their processes and able to relate the size of backlog KPIs to their daily business. For example, a customer with 50 rejected sales orders (out of 200) knows about their problem even if they see a performance in green. The same way, a customer with 165 rejected sales orders (out of 100000) also knows that they do not have a problem even if they see themselves in red.

Q27. Does a follow up service exist to analyze the business process performance indicators?
SAP customers can use the Business Process Improvement Suite for a deep-dive root-cause analysis and real-time monitoring of over 1300 business and IT KPIs. This functionality is included in SAP Solution Manager 7.2 for customers on SAP Enterprise Support, SAP Product Support for Large Enterprise or SAP Premium Engagements. For SAP Enterprise Support customers, the CQC Business Process Improvement service is the recommended next step to learn more about the possibility to analyze business KPIs in SAP Solution Manager.

Q28. How do you prioritize the list of recommendations?
We prioritize the list of recommendations based on current usage intensity of your SAP ERP system.

Q29. Why is there no chapter on human resources? (‘HR’)
As of now HR is not covered in the BSR.