Service Summary

SAP® Model Company for Shared Services

The SAP® Model Company service for Shared Services offers a ready-to-run, comprehensive reference solution to support collaboration between the retained organization and shared service centers along communication and service order management processes. It is delivered with relevant business content, configuration, and documentation, helping you reduce costs, decrease risks, and accelerate adoption during discovery, exploration, and realization activities.

### Business Processes and Capabilities

#### Communication management
- Create a service request for incoming inquiries over e-mail
- Create a service request for incoming inquiries over the phone
- Create a service request for incoming inquiries through self-service
- Send outgoing answers over e-mail
- Communicate outgoing answers over the phone
- Communicate outgoing answers through self-service

#### Service order management
- Create a service order for general postings
- Create a service order for accrual booking
- Create a service order to create a fixed asset
- Create a service order to change a fixed asset
- Create a service order to transfer a fixed asset
- Create a service order to post an invoice (accounts receivable [AR])
- Create a service order to post a credit memo (AR)
- Create a service order to post an invoice (accounts payable [AP])
- Create a service order to post a credit memo (AP)
- Create a service order to post a payment advice CPD (AP)

### Delivery Approach

#### Preconfigured solution
- Initial setup of customer management functionality in SAP S/4HANA for use in communication and service order management processes for finance shared service centers
- Delivery of a fully activated appliance in the customer’s infrastructure
- Delivery and handover of process and system documentation
- Knowledge transfer sessions

#### Business content and accelerators
- Business-process documentation
- Demo and test scripts
- Configuration guides
- How-to guides

### Applications
- SAP S/4HANA® 1809
- SAP S/4HANA for customer management 2.0
- SAP Fiori® front-end server 5.0 with support package (SP) 01
- SAP Fiori for SAP S/4HANA 1809 with feature pack (FP) 01

### When to Consider
- Evaluate the capabilities of a comprehensive SAP solution for your specific use case
- Demonstrate a system for enablement, fit-gap analysis, and solution design
- Support an agile and lean implementation approach with hands-on experience from day one
- Investigate ways to reduce time and effort

### Benefits
- Minimize effort, risks, and costs during your implementation thanks to reuse of best practices and instant knowledge transfer
- Focus resources on differentiation and innovation
- Lower the risk of failure, and secure value realization with your project

### Service-Scope Options
- Business-processes workshops (for SAP-led projects only)

### Contact and Further Information
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