

# The SAP 2010+ Support Model

Change for More Choice: The Right SAP Support Model for Every Customer

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THE BEST-RUN BUSINESSES RUN SAP™



# Agenda



1. **Today's CIO Challenges**
2. 2010 Support Model from SAP
3. Different Choices
4. Take your decision

# Customer feedback on Support Needs

## Strengthening IT for better business



### Business Needs



#### Business Strategy Evolvement

- IT engagement in business strategy development
- Support for ever changing business needs
- Reduce impact of change

#### Business Process Improvement

- IT resources ability to support business processes improvement
- Understanding of SAP solution
- Business process performance transparency

#### TCO Reduction

- IT resources adding tangible business value (rather than transactional support)
- Ownership within the business for IT solution and respective costs
- IT as strategic asset (rather than financial liability)

#### Keep the Application Operational

- Limit impact of IT disruption to business operations
- Provide stable and available IT solution
- Prompt expert response to critical situations

# Agenda



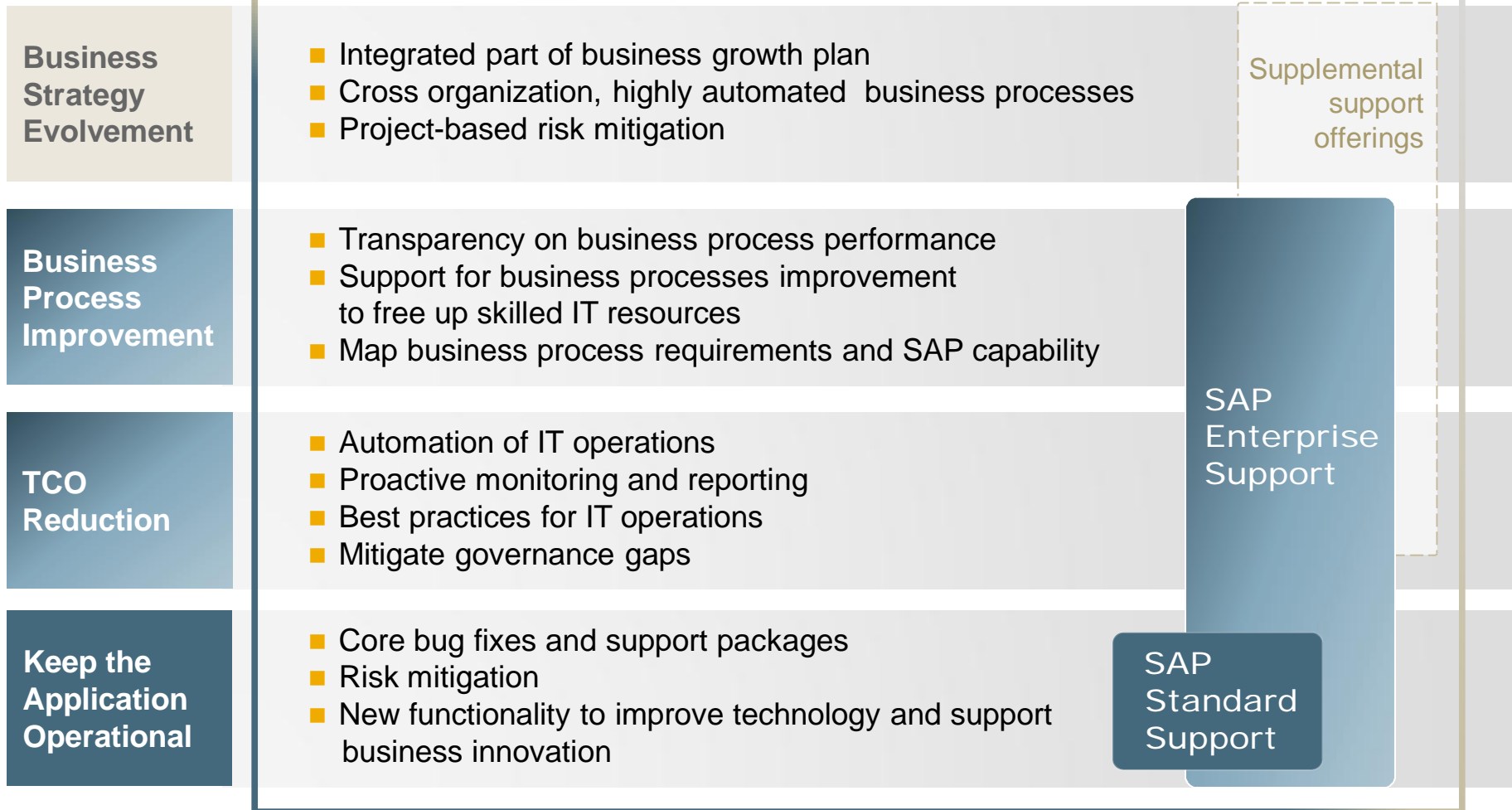
1. Today's CIO Challenges
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# SAP's Support Portfolio

## Scope designed to fit your support needs



### Support Deliverables



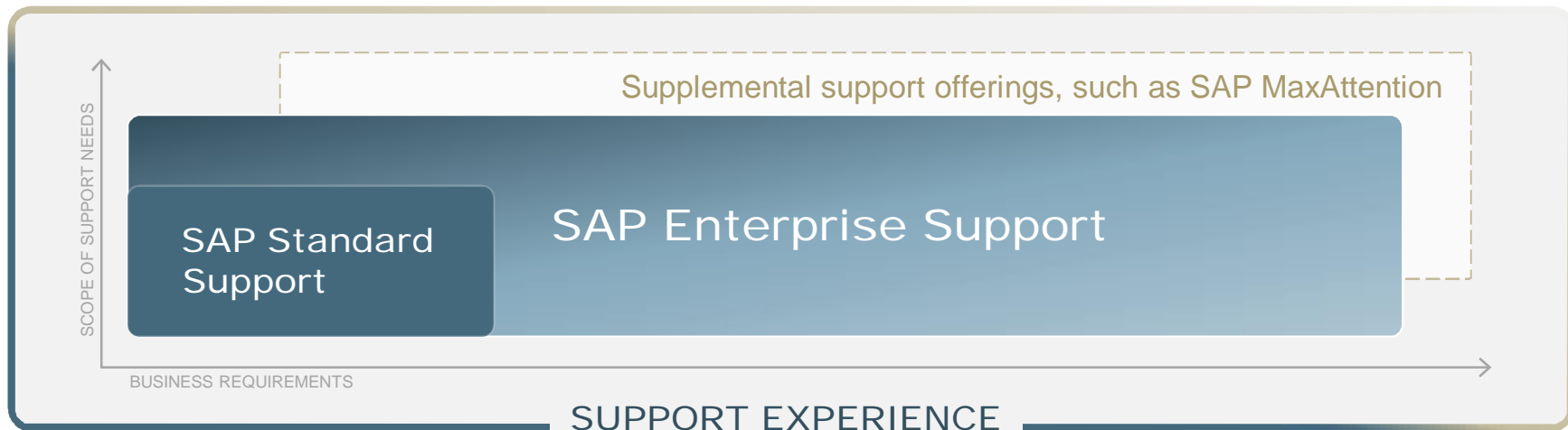
# Agenda



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# SAP Support Portfolio

## Meeting your varied business requirements



### SAP Standard Support

- Reactive
- Technologies and Applications
- Technical Risk Mitigation

### SAP Enterprise Support

- Proactive
- Technologies , Applications and End to End Business Processes
- Continuous Improvement
- Service Level Agreements

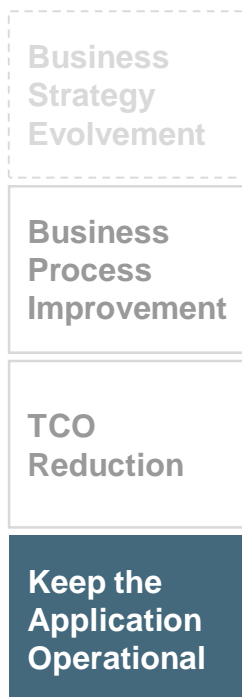
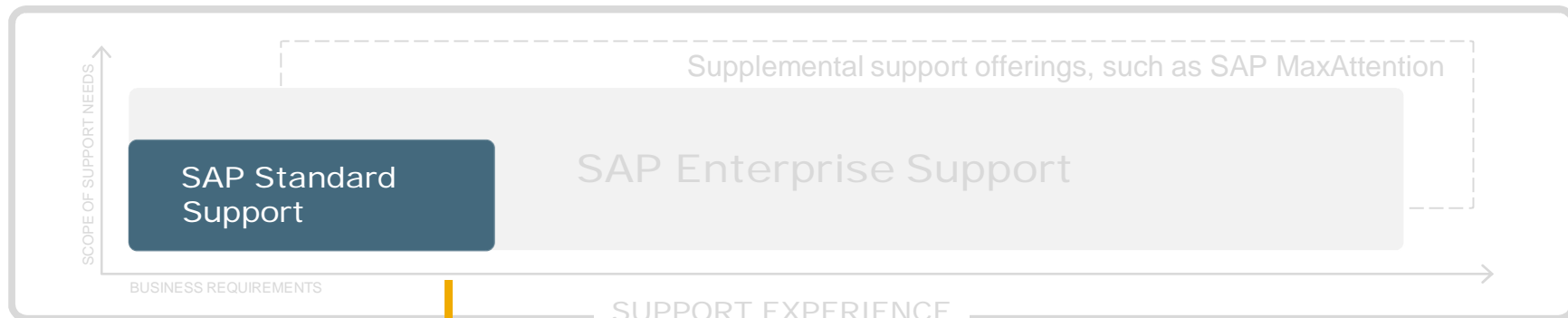
### Supplemental support offerings

- Continuous Project and Operations Risk Mitigation
- On-site, close collaboration
- Strategic engagement for ongoing innovation

Notes | Support Packages | Enhancement Packages | Releases

# SAP Standard Support

## Basic Deliverables to Ensure Stable Operations



Comprehensive knowledge about SAP technology used and access to SAP development

- Incident support including notes and support packages,
- Access to standard system health checks (SAP GoingLive Check, OS/DB Migration Check, SAP EarlyWatch Check)
- Knowledge base via SAP Service Marketplace
- Access to innovation via enhancements packs and releases

# SAP Enterprise Support

## Transforming IT from Transactional to Business Enablement



Business  
Strategy  
Evolution

Business  
Process  
Improvement

TCO  
Reduction

Keep the  
Application  
Operational

### Improved business user productivity

- Performance and optimization services for improved end user experience
- Consolidate business processes for faster deployment of functionality

### Leveraging Internal Expert Knowledge for business enablement

- SAP Business Process Analysis/Monitoring Services enables transparency and identifies improvement potential on business processes
- Support architect days lead to improved functional usage in commonly used custom business transactions, mitigating need for development/modifications

### Improved Operational Efficiencies

- Run SAP operations standards lead to reducing cost and downtime, freeing resources
- Application Lifecycle Management framework leads to improved transparency
- SAP Enterprise Support Report leads to clear visibility of your solution landscape highlighting usage and improvement potential

### Integrated SAP operational tools enablement

- SAP Solution Manager scenario enablement and activation → aligned to specific business needs

# SAP Enterprise Support Detailed Benefits



## Improved business users productivity

- Customer and SAP identify factors which affect business users productivity
- Agreement on remediation plan using SAP Continuous Quality Checks (CQCs) and Run SAP Standards

### Benefits:

- **Business process performance improvement**
- **Improved business users productivity**
- **Reduction in load on support teams**

## Leveraging internal expert knowledge for business enablement

- Provide transparency of business processes execution; Generation of business exception reporting using Business Process Analysis/ Monitoring (BPA/BPM) services (e.g. Number of purchase order not committed, picking slips not executed etc..)

### Benefits:

- **Improve quality of business process**
- **Enables strategy and execution to reduce exceptions via business rules**

## Improved operational efficiencies

- Enablement to self-generate SAP Enterprise Support Report (ESR)
- ESR provides context to assess operational processes maturity and identify relevant Run SAP standards for improvement

### Benefits:

- **Operational best practices are leveraged**
- **Operational cost reduction**

## Integrated SAP operational tools enablement

- Enablement on SAP Solution Manager scenarios aligned to specific customer needs
- Up skilling on scenarios activation and usage

### Benefits:

- **Maximized operational process automation, transparency and governance**
- **Operational Costs Reduction**

# SAP Enterprise Support Detailed Benefits



ES Customers have access to remote optimisation services portfolio

- Remote optimisation services targeting data growth, CPU utilisation, business process and security optimisation.
- Positioned by SAP to address specific customer issues.
- Specific recommendations to resolve reported issue

Benefits:

- **Improved technical performance contributes to:**
  - Reduced TCO
  - Improved end user experience.

Provides ES customers with Financial Predictability for simplified maintenance budgeting

- in the current economical climate customers are challenges with planning their budget,

Benefits:

- **SAP provides Enterprise Support Customers with cost predictability for maintenance fees (to 2016)**

SAP supports ES customers in mapping their custom code and business needs to latest SAP product capability

- Run SAP Standards custom code template and Solution Manager as Custom Code Document Repository
- Custom Code Maintainability Check and Customization Justification Services,
- Accelerated Innovation Enablement service provides customer with access to SAP expert as part of planning

Benefits:

- **Free IT resources by retiring unused custom code**
- **Minimized customer development and maintenance costs.**

SAP enable ES customers on Run SAP Standards and best practices to improve IT profile and influence on the business

- Organisation Governance
- IT-Business priorities alignment

Benefits:

- **IT quantifies ongoing contribution to the business, perceived as asset rather than financial liability**

# SAP Enterprise Support

## Detailed Benefits



SAP provides ES customers with expert pool of resources focusing on production down support

- Customers can access to a team of experts tasked with restoring customers business to normal operation.

### Benefits:

- **In production down, production endangerment or go-live endangerment , a dedicated 24x7 and regionally distributed team of experts is there for you**

ES Customers have direct access to Service and product Innovation

- Enterprise Support has Structure in place to capture customer feedback

### Benefits:

- **ES Customers can directly contribute to improvisation of SAP maintenance services and products,**
- **Customer requests will be prioritised and incorporated into Maintenance Services and Solutions innovation.**

SAP provides ES customers with Extended Maintenance which contribute to reduction of TCO and improve SAP Solution ROI

- SAP provides extended maintenance for R/3 4.6C, R/3 4.7 Enterprise and ERP 2004 releases

### Benefits

- **Customers using these version have better planning horizon for functional upgrades which leads to improved ROI**

SAP ES provides SLAs for Priority1 & 2 messages

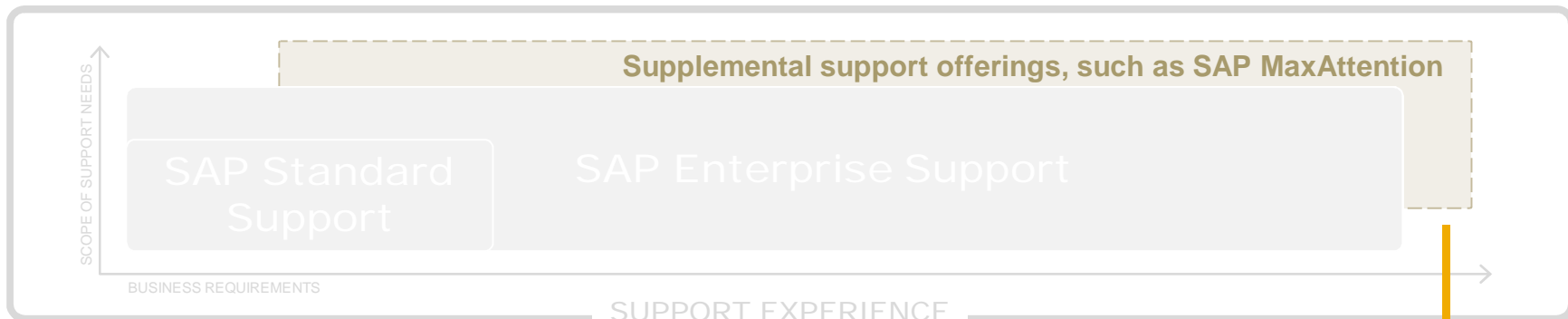
- Guaranteed SLAs (w/penalties) on SAP providing workaround or action plan for Severity 1 & 2 messages

### Benefits:

- **Customers gain certainty of their messages being analysed according to globally agreed SLAs,**
- **Customer can rely on SAP providing an action plan or workaround around the clock.**

# Supplemental support offerings

## Transforming IT from Transactional to Business Enablement



**Business Strategy Evolution**

**SAP MaxAttention**

Integrated Part of business growth plan

- Executive engagement with on-site presence
- Understanding your business drivers and priorities

**Business Process Improvement**

Meet Specific Business Needs

- Generating and executing specific project plan
- Address project risk and operational change management

**TCO Reduction**

Get the most out of SAP Investments

- Preventive and accelerated problem resolution via on-site Technical Quality Manager (TQM)
- Gain business related transparency on SAP functional capabilities

**Keep the Application Operational**

**SAP Safeguarding**

Project-based risk mitigation

- Leveraging SAP expert knowledge to mitigate project risk
- Providing balance score card and joint issue traction
- SAP expert resource as integrated part of your operational or project team

# SAP® Enterprise Support compared to SAP® Standard Support



	SAP Enterprise Support	SAP Standard Support
Continuous Improvement and Innovation like software upgrades, technology updates, legal changes, and access to source code	✓	✓
Problem Resolution with global message processing for customer messages of priority one and 24x7 access to the SAP Notes service	✓	✓
Knowledge Transfer as part of the community using the SAP Service Marketplace extranet and with specialized offerings for SAP Customer Competence Center locations	✓	✓
Quality Management with implementation tools and methodology, SAP Solution Manager Enterprise Edition, application management solution, and monitoring by the SAP EarlyWatch® Alert service	✓	✓
Standard System Health Checks Go-Live Check for Implementations, Go-Live Check for Upgrades, OS/DB Migration (1 per installation per annum), and Early Watch Alert (Red Early Watch Alert can be followed up with Early watch check upon request and up to 2 Early Watch Checks per installation per annum)	✓	✓
SAP Solution Manager Enterprise Edition including the following scenarios; Solution Documentation Assistant, Implementation and Upgrade of SAP Solutions, Test Management, Business Process Operations, Business Process & Interface Monitoring, Data Consistency Management, Job Management, System Administration and Monitoring, Incident Management, Maintenance Optimizer, License Management Cockpit, Root Cause Analysis, Change Reporting, Configuration Validation, Enhanced Transport Management, Downtime Manager Cockpit, Service Level Reporting	✓	✓

# SAP® Enterprise Support compared to SAP® Standard Support



	SAP Enterprise Support	SAP Standard Support
Extended Maintenance for SAP® R/3® 4.6C, SAP R/3 4.7 and 2004 Releases included, providing additional time to implement end-to-end solution operations		
Support Advisory Center (7x24) as a direct communication channel to SAP, handling important inquiries concerning consulting, support and scheduling CQCs		
The SAP Enterprise Support report, delivered by the SAP Enterprise support advisory center, for developing roadmaps, tracking achievements, documenting successes during deployment of SAP Enterprise Support		
Service Level Agreement covering priority one and two customer messages, SLA for response time and Solution, Workaround or Action plan.		
Global 7x24 root cause analysis, including custom code in case of Priority 1 Incident (this will be based on best effort from SAP to direct the customer to the offending custom code object)		
Advanced Innovation Support for SAP enhancement packages and support packages to activate additional functionality and avoid conflicts with customer-specific code and modifications – 5 days remote Solution Architecture Consulting as part of (Accelerated Innovation Enablement and Custom Code Modification Justification)		
Continuous Quality Checks (CQCs) as proactive technical quality assessments during implementations operations and upgrades, Current list of CQCs available are; Bus Proc Analysis and Monitoring, CQC Business Proc Performance, Optimization, CQC Configuration Check, CQC Data Volume Management, CQC Downtime Assessment, CQC for Implementation, CQC for Solution Manager, CQC GoingLive Optimization, CQC Integration Validation, CQC Planning, CQC Remote Performance Optimization, CQC Security Optimization, CQC Solution Transition Assessment, CQC Technical Performance Optimization, CQC Transport Execution Analysis, CQC Upgrade Assessment, Custom Code Maintainability Check, requirements may apply, see detailed CQCs description in services.sap.com		
SAP Solution Manager Enterprise Edition - New Functionalities – such as Custom Development Management Cockpit, Quality Gate Management, Business Process change analysis and any new upcoming functionality in Solution Manager Enterprise Edition 7.1 and beyond		
Preconfigured test templates and test cases delivered via SAP Solution Manager including test administration for SAP software, quality management of “quality-gates”, automatic testing, and optimized regression test scope		

# Agenda



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# What to Consider when Choosing your Support Offering?



## Maturity



- Scalable operational processes
- Skill and resource coverage of your entire solution
- Strong governance, identified power users across all Lines of Business
- Access to best practices and advise to mitigate risks

## Flexibility and Governance



- Organization changes in the mid-term
- Adaptability of integrated Business Processes
- Collaboration with customers, vendors, partners
- Planned organic and non-organic growth
- Strategy for areas of improvement

## Criticality for the business



- IT Service Level Agreements with Lines of Business
- Ability to upgrade without disruption to your business
- Impact on business due to system downtime

# Pricing Overview



**For a switch to SAP Standard Support in 2010 decision required**

March 15th 2010

CHOICE	CONTRACT TYPE	YEARS							
		2010	2011	2012	2013	2014	2015	2016	
SAP Enterprise Support	SAP Enterprise Support new contracts	22.00							
	Existing Contracts signed before July 2008	18.36 Cap	18.9 Cap	19.5 Cap	20.1 Cap	20.8 Cap	21.4 Cap	22.0 Cap	
SAP Standard Support	Existing Contracts	18.0 Cap	18.0 + Possible CPI increase on maintenance fees						
	New Contracts	18.0 Cap		Maint. List price					

**Possibility to switch after March 15 2010:**

- Standard Support → Enterprise Support
- Enterprise Support → Standard Support

Within 90 days notice  
 Notify before September 30<sup>th</sup> to receive  
 Standard Support as of Jan. 1 following year

# Extended Maintenance – Positive Changes



Release	Enterprise Support	Standard Support
<b>R/3 4.6c</b>	Extended maintenance - one additional year maintenance (through Dec 2010) without additional fee	Extended maintenance for 2010 with additional charge of 4 percentage points
<b>R/3 4.7 Enterprise</b>	Extended maintenance - one additional year maintenance (through Mar 2013) without additional fee	Extended maintenance - one additional year (April 1, 2012 – March 31, 2013) with additional charge of 4 percentage points
<b>ERP 2004 Releases</b>	Extended maintenance until Mar 2013 without additional fee	Extended maintenance <ul style="list-style-type: none"> <li>■ 2 percentage points additional fee from April 1, 2010 – March 31, 2011</li> <li>■ 4 percentage points additional fee from April 1, 2011- March 31, 2013</li> </ul>

 New

# Maintenance Pricing Examples

## Existing customers considering SAP Standard Support



### TYPICAL CUSTOMER SITUATION TODAY

### AFTER SWITCH TO STANDARD SUPPORT IN 2010

#### LICENSE ASSUMPTIONS



- No new licenses

SAP Enterprise Support			SAP Standard Support		Delta
License	Maint %	Payment	Maint %	Payment	
1M	18.36%	183.6K	18%	180K	- 3.6K
5M	18.36%	918K	18%	900K	- 18K

#### LICENSE ASSUMPTIONS



- 70 % of existing licenses
- 30% of new licenses

SAP Enterprise Support			SAP Standard Support		Delta
License	Maint %	Payment	Maint %	Payment	
1M	18.36%/22%	194.52K	18%	180K	- 14.52K
5M	18.36%/22%	972.6K	18%	900K	- 72.6K

#### LICENSE ASSUMPTIONS



- No new licenses and only SAP R/3 Enterprise (4.7)

SAP Enterprise Support			SAP Standard Support		Delta
License	Maint %	Payment	Maint %	Payment	
1M	18.36%	194.52K	18% + EM	215K	+ 20.48K
5M	18.36%	972.6K	18% + EM	1075K	+ 102.4K

# SAP 2010 Support Model – Summary



## The Choice

- **Tiered Support Offering**; first choice to be communicated to your AE as soon as possible and before **Mar 15, 2010** at the latest
- **One selection per entire landscape**; including new license scope
- **Possibility to switch**
  - Standard Support → Enterprise Support Within 90 days notice
  - Enterprise Support → Standard Support Notify before September 30<sup>th</sup> to receive Standard Support as of Jan. 1 following year

## The Price

- **Existing licenses**
  - Enterprise Support → 2010: max18,36% for existing contracts
  - Standard Support → 2010: 18%, CPI increase possible after the first renewal period
- **New licenses**
  - Enterprise Support → 22%; lock until 01/2017
  - Standard Support → 18%; CPI increase possible after the first renewal period

## The Engagement

- We will help you make an **educated decision**
  - Reach out to the Support Advisory if you have specific questions about the benefits of SAP Enterprise Support – For France: 0810 302 333
  - Discuss your view with your account executive, they know your business and can help you make an informed decision
- **Existing contracts will be honored**

Thank You



Q&A

# APPENDIX

# Support Offerings Additional Details



SAP

- 1** Maintenance Deep Dive
- 2** *Application Lifecycle Management*
- 3** *Enablement Examples*

# SAP Maintenance Strategy: General Rules



Maintenance phases are defined for application releases of release type “standard” based on SAP NetWeaver 2004 and higher, as follows:

	Mainstream Maintenance	Ext. Maintenance (additional fee)*	Customer-Specific Maintenance
	Mainstream maintenance	Extended maintenance	Customer-specific maintenance
Coverage	All releases	Offered for releases based on SAP NetWeaver 2004 and higher* Offered for SAP R/3 4.C, SAP R/3 Enterprise	All releases
Duration	Duration determined by 5-1-2 or 7-2 rules* <ul style="list-style-type: none"> <li>■ 5-1-2 strategy for core application releases shipped 2004-2007 and add-ons</li> <li>■ 7-2 strategy for releases of core applications as of November 2008, SAP ERP 6.0, SAP NetWeaver 7.0 and add-ons</li> </ul>	Under the 5-1-2 strategy, three years after end of mainstream maintenance* Under the 7-2 strategy, two years after end of mainstream maintenance	Unlimited duration Starts <u>automatically</u> after end of mainstream maintenance if extended maintenance is not offered or accepted, or after end of extended maintenance contract term
Contract, annual fee	Covered by SAP support contract	Additional extended maintenance contract on top of SAP support contract; additional fee	Covered by SAP support contract
Scope of support	Full scope of support	Continued support - similar scope to mainstream maintenance	Restricted scope of support: no new legal changes or support packages, limited technology updates, problem resolution for new bugs on time & material basis; no SLAs

\* See next slides for detailed rules of the 5-1-2 and 7-2 maintenance strategies.

Some applications such as SAP Business One, composite applications, as well as a few other exceptions, do not follow the maintenance strategy rules. They have a minimum mainstream maintenance duration of two years and do not offer extended maintenance.

Special rules apply to content shipments.

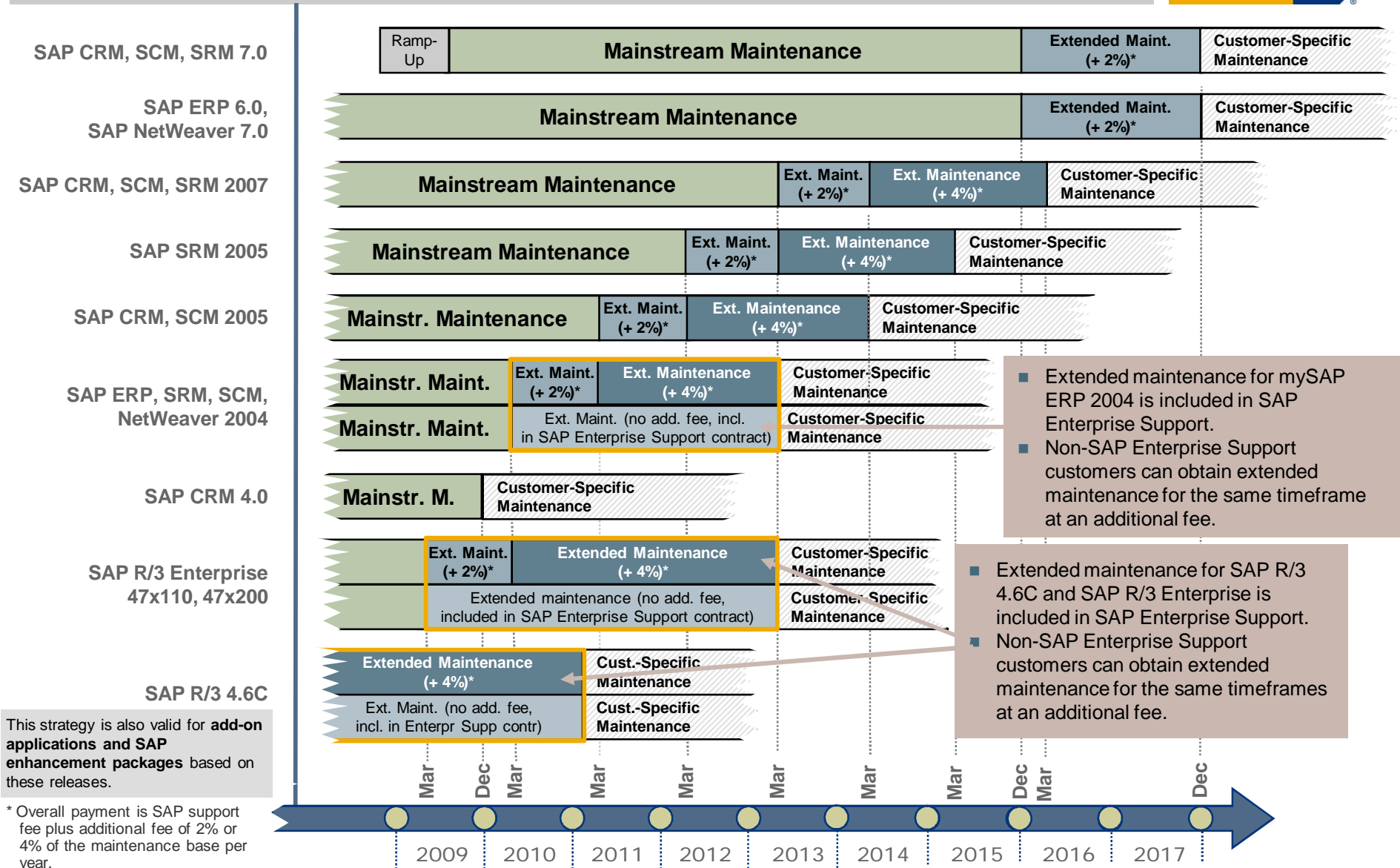
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 New

# Maintenance Strategy Overview for SAP Core Application Releases



This strategy is also valid for **add-on applications and SAP enhancement packages** based on these releases.

\* Overall payment is SAP support fee plus additional fee of 2% or 4% of the maintenance base per year.

- Extended maintenance for mySAP ERP 2004 is included in SAP Enterprise Support.
- Non-SAP Enterprise Support customers can obtain extended maintenance for the same timeframe at an additional fee.

- Extended maintenance for SAP R/3 4.6C and SAP R/3 Enterprise is included in SAP Enterprise Support.
- Non-SAP Enterprise Support customers can obtain extended maintenance for the same timeframes at an additional fee.

# Support Offerings Additional Details

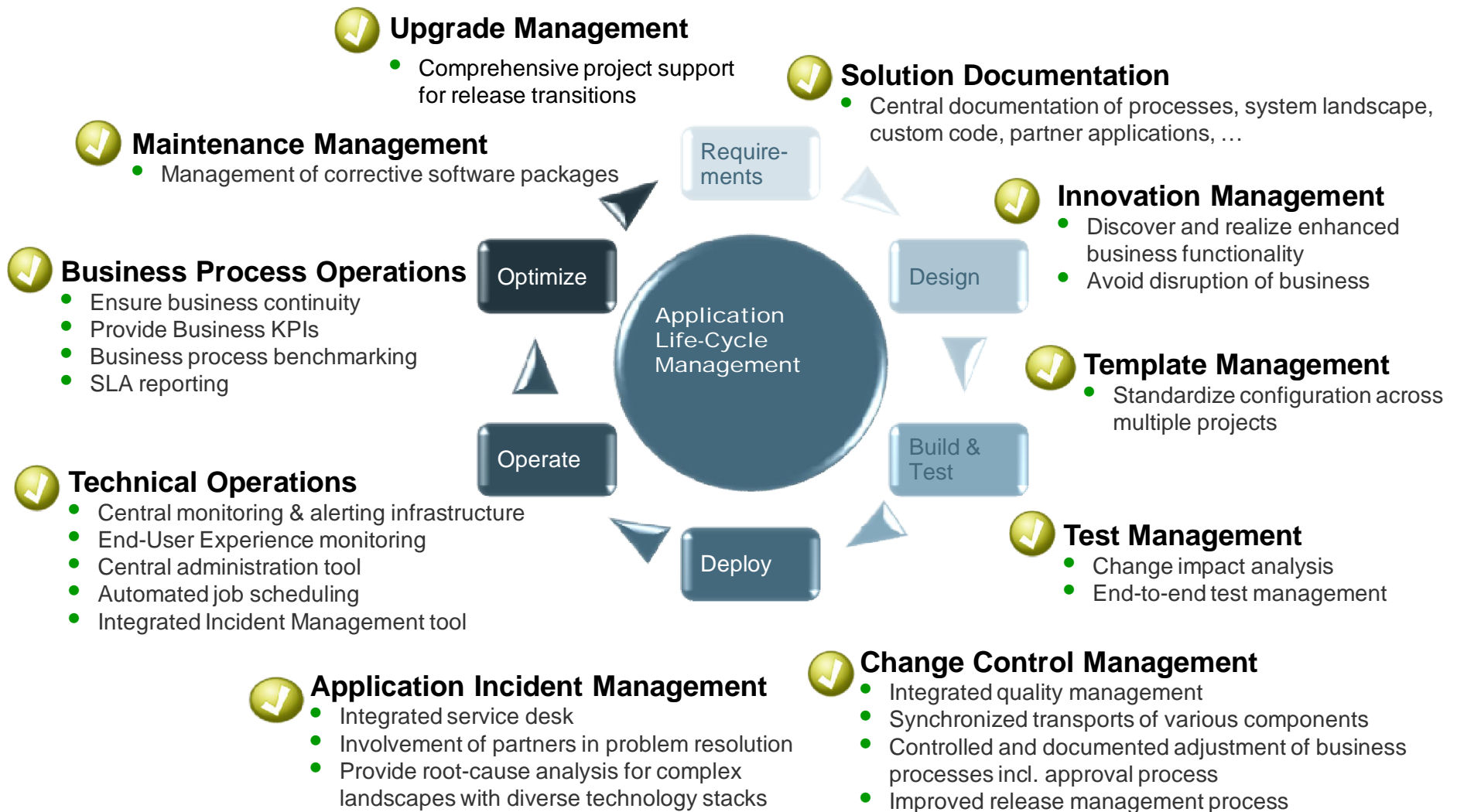


SAP

**1** *Maintenance Deep Dive*

**2** **Application Lifecycle Management**

**3** *Enablement Examples*



# Support Offerings Additional Details



SAP

- 1 *Maintenance Deep Dive*
- 2 *Application Lifecycle Management*
- 3 **Enablement Examples**

# Solution Documentation Assistant



SAP Enterprise Support provides the Solution Documentation Assistant to help enable central documentation of business processes and technical information of SAP and non-SAP Solutions ensuring transparency, efficient maintenance and collaboration.

## Solution Documentation:

- Simplifies alignment of Business and IT
- Accelerates internal IT support
- Eases collaboration with SAP
- Allows fact-based decisions about innovation and business process operations

Project: ICSALES - Change - Business Blueprint - SAP Solution Manager

System Role: Production System  
Process Step: Manage periodic calls

Type	Logical Component	Object	In Scope	Name	Standard
Transaction	Z_EZECC_CRH	BP	<input checked="" type="checkbox"/>	Maintain Business Partner	<input type="checkbox"/>
Transaction	Z_EZECC_CRH	CRMM_ROUTING	<input checked="" type="checkbox"/>	start business routing	<input type="checkbox"/>
Transaction	Z_EZECC_CRH	CRMD_CALL_LIST	<input checked="" type="checkbox"/>	Generation of Call Lists	<input type="checkbox"/>

Business Blueprint Change for Project MY CRM\_WFP

System Role: Eval System - System  
Business Process: Inbound Telesales with LCRP Sales Order

Customer: Outbound calls

Provider: Third Party Installation, CRM Installation, ICE Installation, BPM Installation

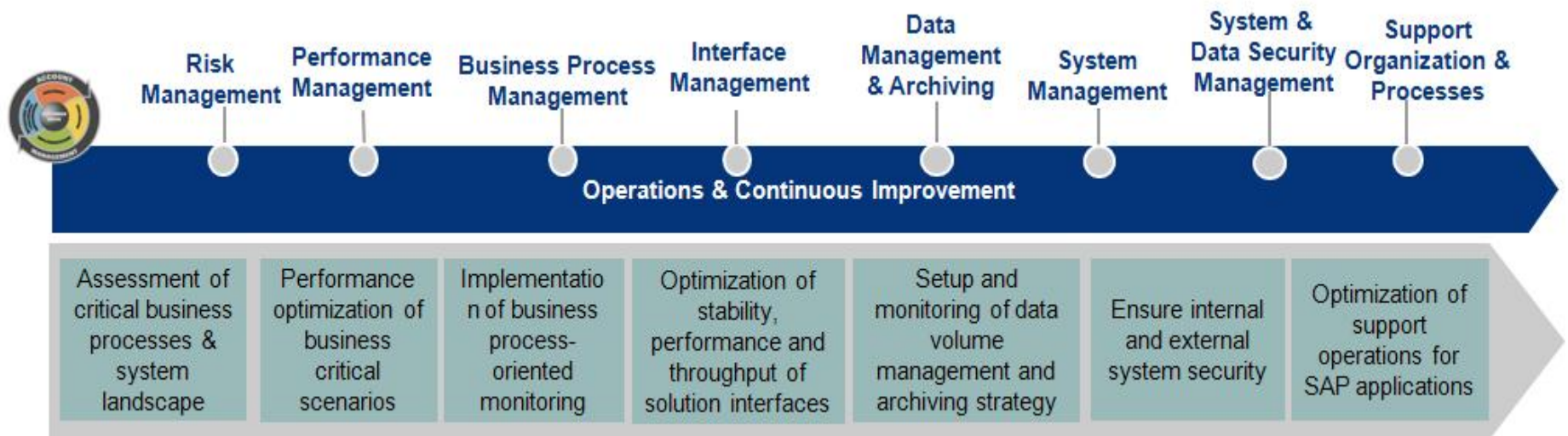
Process Steps: Inbound call, Identify account, CRM IPC installation, Create the policy and configuration, Identify account, CRM IPC installation, Identify account, CRM IPC installation, Create the policy and configuration, Process qualification in IC, Create invoice, Update information system materials, Process qualification in IC, Create invoice, Update information system materials, CRM Check EDI status, SAP Check EDI status



# Continuous Quality Checks



■ SAP Enterprise Support Continuous Quality Checks identify technical risks and optimization potential to improve system performance, availability, stability and data consistency.



- Testing of technical integration in order to support your implementation or upgrade project
- Help to prevent unplanned downtime, avoid interruption of business, and reduce TCO
- Improve system performance, availability, stability and data consistency
- Establish End-to-End solution operations

**SAP Enterprise Support provides Enhancement Packages that allow “Business Driven Innovation”. You decide which functionality and software innovations from SAP to implement using the SAP Switch Framework.**

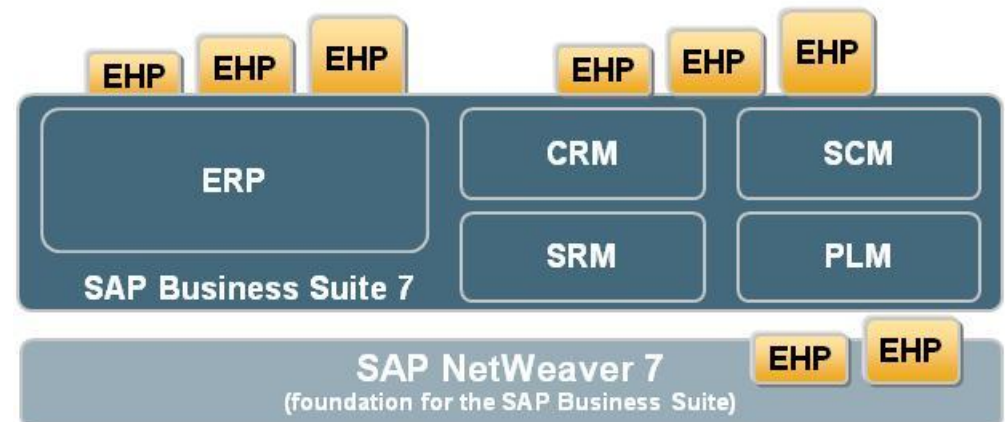
## SAP Technical Upgrade Commitment

- Every installed base customer solution can be upgraded to the next release.
- SAP provides all tools to manage the technical upgrade

## Business Driven Innovation

- New functionality can be deployed step by step to fulfill business needs or optimize existing business functions
- Gain stability and access to innovation
- Upgrade only the enhancements applicable to your business
- Reduce risk and downtime
- Speed implementation and test less
- Reduce training efforts
- Support packages contain only corrections and legal changes

## Continuous Innovation



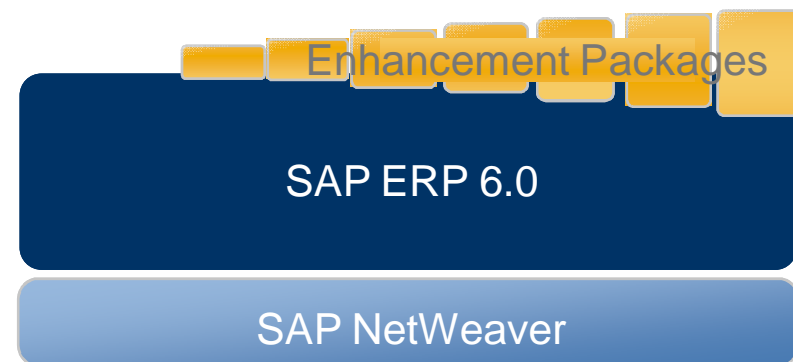
# SAP Accelerated Innovation Enablement



Accelerated Innovation Enablement from SAP provides 5 days of access to SAP Solution Architects to evaluate the innovation capabilities of the latest SAP Enhancement Package and how it may be deployed for your business process requirements.

## Prerequisites

- SAP's Accelerated Innovation Enablement service is delivered remotely by SAP Solution Architects
- Only available to SAP Enterprise Support customers
- SAP Solution Manager Enterprise Edition
- Documentation of core business processes within SAP Solution Manager Enterprise Edition and information about the special focus on your specific functional requirements
- SAP requires the commitment of the time and expertise of Customer's functional and/or process lead



BUSINESS SUITE - Stable Core

# ASAP Implementation Methodology



■ **ASAP (Accelerated SAP) Implementation Roadmap & Methodology provides proven repeatable and successful approach to implement SAP solutions across industries and customer environments.**

- ASAP provides content, tools and expertise from thousands of successful implementations.
- The methodology covers, the necessary project management, the configuration of business processes, testing and training aspects as well as technical implementation activities.
- Applicable for:
  - SAP Business Suite (ERP, CRM, SCM, PLM, SRM)
  - SAP xApps
  - SAP NetWeaver
  - SAP Solutions for Mobile Business
  - SAP BusinessObjects BIP, EIM, EPM, GRC



# Business Solution Configuration Content



■ **Business Solution Configuration Content helps to ensure software deployments are managed in a standardized way enabling faster roll outs, efficient testing, and improved quality.**

## Business Solution Configuration Content

- Implementation content with predefined business scenarios and processes, and configuration information
- Configuration is managed centrally and is guided by pre-defined configuration accelerators
- Templates and content for test plans
- Implementation Guide (IMG) and Business Configuration (BC) Sets. Configuration guides

The screenshot displays the 'Status Analysis' tool in SAP. It shows a tree view of test plans on the left and a corresponding table of results on the right. The table has columns for 'Test Plan', 'Error', 'No Read', 'OK', 'R', 'I', 'E', 'Test', 'Tested', 'Status Type', and 'User'. The test plans listed include 'SAP GUI Sales Target Planning' and 'SAP GUI Sales Planning to Termbin'. The results show various statuses such as 'SOLA', 'OK', and 'OK with Reservation'.

Test Plan	Error	No Read	OK	R	I	E	Test	Tested	Status Type	User
SAP GUI Sales Target Planning	0	0	3	0	0	0	3	3	SOLA	0344C
SAP GUI Sales Planning to Termbin	0	0	3	0	0	0	3	3	SOLA	0344C
SAP GUI Sales Planning to Termbin	0	0	3	0	0	0	3	3	SOLA	0344C
SAP GUI Sales Planning to Termbin	0	0	3	0	0	0	3	3	SOLA	0344C
SAP GUI Sales Planning to Termbin	0	0	3	0	0	0	3	3	SOLA	0344C
SAP GUI Sales Planning to Termbin	0	0	3	0	0	0	3	3	SOLA	0344C
SAP GUI Sales Planning to Termbin	0	0	3	0	0	0	3	3	SOLA	0344C
SAP GUI Sales Planning to Termbin	0	0	3	0	0	0	3	3	SOLA	0344C
SAP GUI Sales Planning to Termbin	0	0	3	0	0	0	3	3	SOLA	0344C
SAP GUI Sales Planning to Termbin	0	0	3	0	0	0	3	3	SOLA	0344C

**Configuration, operational and testing templates increase key lifecycle management capabilities.**

# Advanced Support for Enhancement Packages & other SAP Software Updates



SAP Enterprise Support offers special remote checks delivered by SAP solution experts to analyze planned or existing modifications and identify possible conflicts between custom code and enhancement packages and other Enterprise Support Solutions updates.

## SAP Modification Justification Check:

- **Checks whether the required business functions can be:**
- Realized using SAP standard functionality
- Achieved by taking advantage of SAP standard enhancements rather than SAP source code modifications
- Accomplished through an alternative such as business process reengineering or work-around

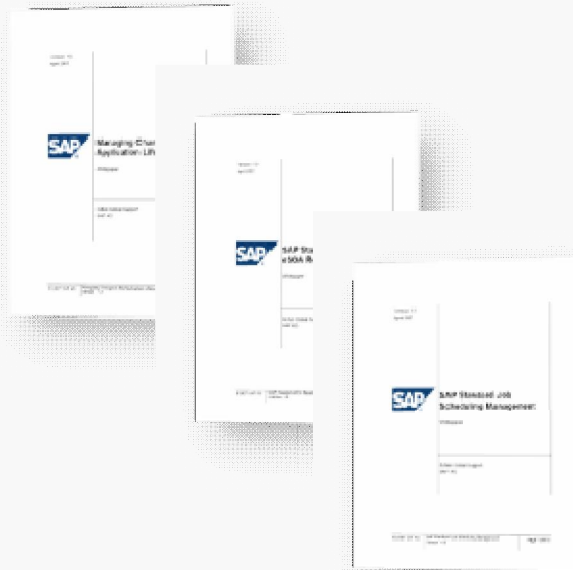
## SAP Custom Code Maintainability Check:

- **Analyzes objects in your custom development project to:**
- Evaluate the quality of your coding regarding the ability to perform:
  - SAP Upgrades
  - SAP Enhancement Package deployments
  - SAP Support Package imports

# End-to-End Solution Operations



**SAP provides standards for end to end solution operations.  
Allows you to set up best in class operations**



## **SAP Standards for Solution Operations:**

- Used to drive efficiency in application management
- Support standards drive key operations processes
- Define mission-critical operations processes
- Provide Best Practices and Implementation Roadmaps
- Based on a general organizational model
- Trainings/Certifications are available
- Available for download at <http://service.sap.com/supportstandards>

# SAP Enterprise Support Report: Your Roadmap to Success



SAP helps maximize the value of SAP Enterprise Support.

**SAP Enterprise Support Report helps you track and maximize the value of SAP Enterprise Support.**

**Used for joint roadmap planning and follow up of application lifecycle management activities.**

**Structured along the Enterprise Support value drivers:**

- Protection of Investment and Accelerated Innovation
- Business Continuity
- Business Process Improvements
- Total Cost of Operations







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