



SAP Services and Support

Your success is our priority

In collaboration with SAP User Groups | Public



Welcome to SAP Services and Support. In this document, we aim to provide you with a comprehensive understanding of our offerings. Every company's goals and challenges are unique, which is why **we offer a choice of engagement types** to suit individual transformation journeys, goals, and requirements. Whether you are looking for an overview, a deep dive into specific customer scenarios, or guidance on choosing the right offerings to meet your needs, you will find it here.

[Visit SAP Services and Support](#)

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Introducing the SAP Services and Support portfolio

Running a resilient and sustainable business isn't easy. With the increasing pace of change, success can come down to transparency, speed, and flexibility – because when market shifts require fundamental business process changes, you have to keep up. When breakthroughs in artificial intelligence (AI) offer leaps in productivity, you need to capitalize on them. And as ecological, social, and financial goals become ever-more interconnected, you must be ready.

At SAP, your success is central to everything we do. Our services and support offerings help you build your team's skills and deploy your SAP solutions. They're designed to make sure you continually innovate with those solutions – delivering the speed, flexibility, and results you need right from the start and for years to come.

But every company faces unique challenges and is in a different place on its path to the cloud. That's why we enable you to choose how we work together. You can use the support services, guided tools, and resources included with every cloud solution from SAP to deliver success on your own. You can also move faster, tackle bigger challenges, or free your team to do other work by simply adding incremental service and support options.

☆ Your success is our priority.



Your choice of engagement options

Your goals, timelines, and plans define how deep our engagement goes. In any case, we're here to help you:

Power your success

Do you have a strong, experienced team of experts? Then confidently get solutions up, running, and delivering value using the foundational tools and services, curated content, guided learning, and mission-critical support that's included with each cloud solution from SAP.

Accelerate your path

Do you need to strengthen your team with specialized expertise? Then add tailored guidance to fast-track your path to the cloud and continuously improve business and IT performance through personalized service plans and project-based services.

Drive company-wide transformation

Do you need to tackle high-impact, strategic, complex challenges? Then extend to a premium engagement to address opportunities and transformations that reach across your organization – delivered by a team of dedicated experts.



These offerings complement your existing SAP service partner engagements – combining your partners' insight with the expertise SAP has gained over 50 years, delivered by a diverse team of services and support professionals. And whether you're new to SAP or a longtime customer, you can sharpen and develop your skills with ongoing learning and user enablement.

Together with you and your partners, we'll deliver the continuous guidance and results you need – from the start, for the long term, and as your business changes. No matter which SAP solutions you have in place, how fast you want to go, or what level of help you need, we'll be there – with the full commitment of SAP to serve you and support the success of your company.

SAP Services and Support in detail

Let's take a deeper dive into the elements of the portfolio.



Are you rethinking and redesigning processes throughout your business?

Are you exploring how AI can help you make leaps in productivity and speed?

Are you looking to connect sustainability, social, and financial goals?

We offer multiple ways to help ensure that our solutions deliver the results you need.

Power your success

Equip your team with everything they need to make sure your solutions protect business continuity and deliver immediate and long-term, measurable results. Every SAP cloud subscription includes **SAP Enterprise Support** – a comprehensive digital experience with benefits such as:

- [AI-powered services](#), best-practice content, and other tools to guide you
- Access to a wide-ranging [library of self-paced and guided learning](#) to continuously develop your team's skills and know-how
- [Peer communities](#) offering answers and opportunities to openly exchange ideas and knowledge
- [Remote quality checks](#) and assessment services to empower your team
- [Live access to support experts](#) for answers and clarification to support-related questions
- [Real-time support](#) for mission-critical processes
- [Application lifecycle management](#) and tools to deploy, operate, and optimize cloud and hybrid business solutions

Your cloud subscription also comes with [SAP Learning Journey guides](#) providing self-paced learning content that helps your team build the skills they need to perform their roles and prepare for an SAP Certification. These enablement offerings include easy-to-follow lessons that cover a wide range of topics including user experience (UX), software development, data and analytics, and cloud capabilities.

From initial deployment to ongoing innovation and optimization, you'll be ready to take advantage of the latest in AI, best practices, and new features packed into your SAP solution. You'll have everything it takes to get started, stay up-to-date, and continually deliver value to the business.

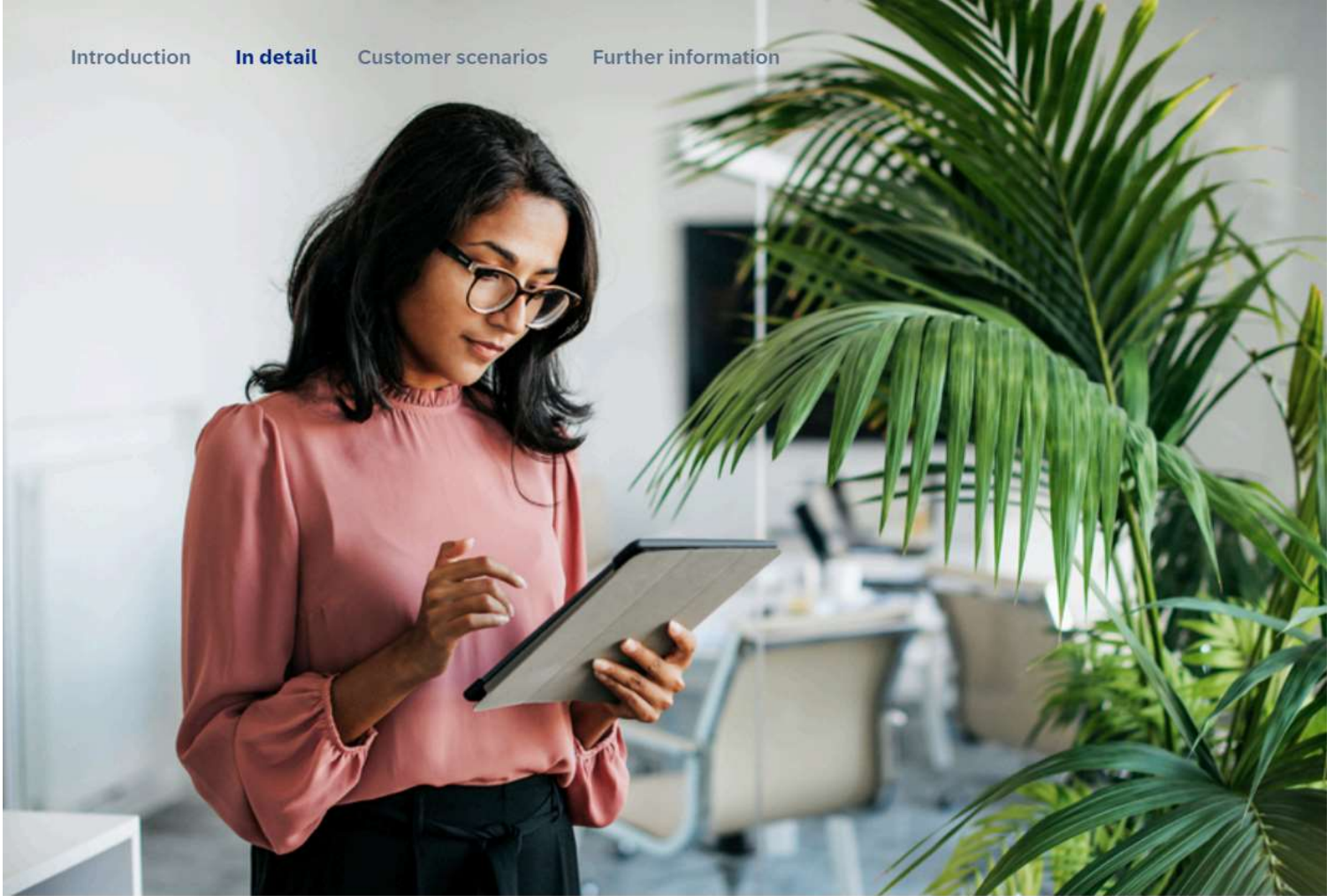
 **Value on your terms.**

Power your success
with guidance and
foundational support.

Accelerate your path
with personalized plans
and services.

**Drive company-wide
transformation** with
premium engagements.

Continuous collaboration with you and your partners.



SAP offers a smooth onboarding process through a detailed step-by-step guide for your successful implementation. You also have access to knowledge-base articles, service offerings, and more.

You receive reliable end-to-end project management and seamless system delivery with our technical managed services, in alignment with your landscape and business needs.

Visit our [onboarding resource center](#) to get started and make sure to register for live onboarding sessions.

Additionally, for selected solutions, [embedded launch activities](#) are available to help enable and prepare your project team for your cloud deployment. It is a standardized approach that guides you through the initial steps along a successful cloud journey. It provides focused guidance regarding how to best start enablement and learning, helps you to get familiar with the solution before the start of the project, and offers touch points to track user enablement and solution-specific adoption metrics.

 **Smooth onboarding.**

Accelerate your path

Accelerate time to value by adding **personalized plans** and **project-based services** to any SAP solution.

We'll work together with you and your service partner to understand your priorities and goals, then provide proactive insights, expertise, and resources to make sure your users and your business take full advantage of your solution.

We'll build a focused service plan and establish clear success metrics. Then we'll put the SAP team together to get the work done, freeing your internal team to focus on your business. SAP offers technical managed services for a seamless system handover, complemented with proactive project planning and engagement as well as lifecycle planning for your entitled services..

With our **personalized plans**, we can help you run your business and manage your solutions with ongoing, continuous engagements that span the lifetime of your cloud solutions. Our most popular plans include:

[SAP Preferred Success](#)

Fast-track solution deployment and user adoption through proactive, tailored service plans that include flexible engagement levels, targeted training, and advanced support. Learn what analysts are saying about SAP Preferred Success: [Infographic](#) | [Full Study from Forrester](#)

[SAP Cloud Application Services¹](#)

Simplify end-to-end management of your RISE with SAP S/4HANA Cloud Private Edition solution and SAP Business Technology Platform – freeing up your internal resources by allowing SAP experts to cover everything from operations and monitoring through business improvement.

1. For RISE with SAP, SAP S/4HANA Cloud Private Edition, and SAP BTP solutions



[Managed business services](#)

Outsource specific, repeatable business functions – providing another way to free up resources to apply to your core business and innovation.

[Learning and user enablement](#)

Create a culture of continuous learning and build your company's SAP software skills through [SAP Learning Hub](#) and [SAP Enable Now](#). This complete portfolio of resources includes everything from role-based digital content to expert-led live sessions, hands-on practice, custom learning content, and certification.

With our **project-based services**, you can choose single offerings to improve the success of initiatives you're running today – each focused on delivering a specific outcome over a short, defined period of time.

The main categories include:

[Activation and optimization services](#)

Deliver faster go-lives and continuous improvement with packaged services that provide targeted, hands-on expertise when and where you need it.

[Consulting services](#)

Target specific needs in your project with versatile consulting options – ranging from advisory services to get you started to data management and landscape transformation services.

[Learning services](#)


Develop skills across your business and with your end-users by assessing their learning needs and creating tailored learning plans that ready your team for change. You can even make your company-specific learning content available through in-application help.

[SAP Value Assurance program](#)

Safeguard solution deployment and compress timelines with a standardized, preconfigured methodology that mitigates risks from the start of your project through going live.

These personalized plans and project-based services complement the foundational offerings that come with every cloud solution from SAP. Plus, they can be combined with a premium engagement to address company-wide, transformational programs. And they are designed to work together with partner services, strengthening both your team and your results.

Whether you're just getting started and want to speed time to value – or you've been up and running for years and want to improve user adoption or optimize processes – we have the offerings to help you continually raise the bar on what it means to run at your best.

 **Accelerate success and time to value with personalized plans and project-based services.**

Drive company-wide transformation

Move company-wide, transformational change from boardroom plans to business reality with a strategic long-term premium engagement.

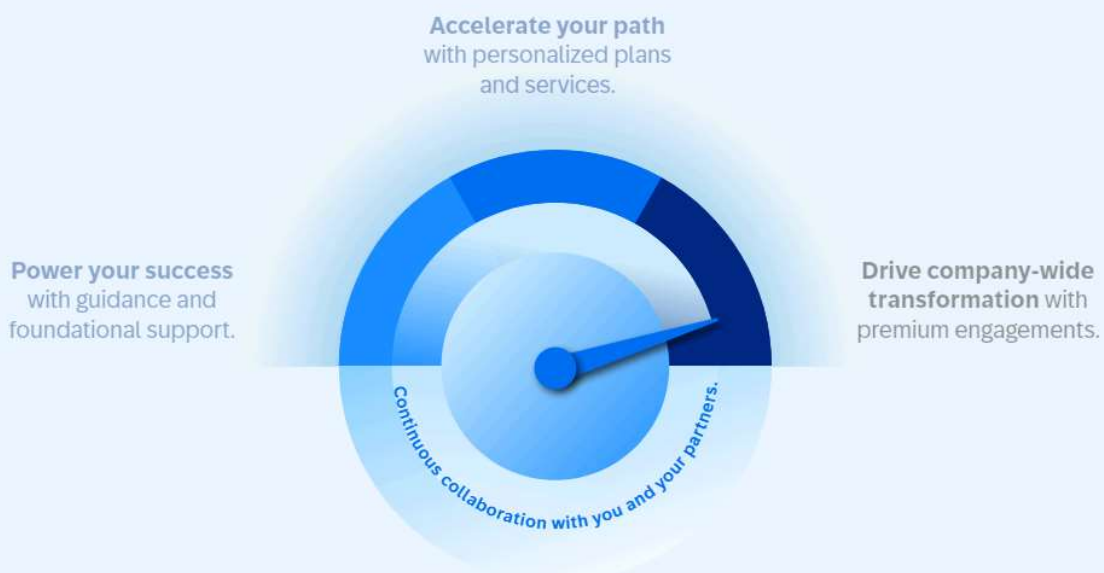
A dedicated SAP team applies a holistic approach to your entire business – helping you take on complex projects that reach across functions, processes, lines of business, and solutions. And they bring a comprehensive cloud approach to help you navigate the evolution of multiple cloud and hybrid landscapes.

With multi-year, exclusive premium engagements like [SAP MaxAttention](#) and [SAP ActiveAttention](#), you get a committed team that integrates into your company and provides continuous direction for your transformation. As trusted advisors, these experts identify opportunities for success such

as SAP Business AI, take the steps to maximize those opportunities, and propose solutions before you even recognize a problem. These engagements complement partner services as well as other personalized plans and project-based services from SAP and provide you the flexibility to determine when to bring committed resources and additional expertise into the business.

With these long-term relationships, you get an exclusive, end-to-end experience tailored to your individual needs, your specific solution landscape, and your business goals.

[Learn more](#)



Bring out the best in your business process transformation

SAP MaxAttention and SAP ActiveAttention can help you drive progress and achieve excellence by leveraging innovations like AI, cloud applications, industry-specific solutions, and more. These offerings are both broad and deep, as indicated in Figure 1. They offer a holistic approach to your entire business, helping you take on complex projects that reach across functions, processes, lines of business, and solutions. Our goal is to help you continually identify opportunities for success and develop the simplest, smartest ways to address and maximize them – all while creating quick wins as well as long-term value.

SAP MaxAttention offers the greatest engagement intensity within the SAP Service and Support portfolio. With an SAP MaxAttention premium-level experience, you can expect a team of highly

skilled experts to become an integral part of your company as they develop in-depth knowledge of your needs, business priorities, and customer expectations.

Your dedicated team provides you with strategic, ongoing guidance and support for your transformation through:

- A customized long-term engagement tailored to your individual needs and designed for your specific solution landscape and business goals
- Services that include implementation support and advisory focus areas, as well as assessment, road map planning, enterprise architecture design, and IT operations
- Exclusive access to services, tools, and expertise provided by SAP through our comprehensive portfolio of solutions and technology
- Access to extended resources and expertise within SAP

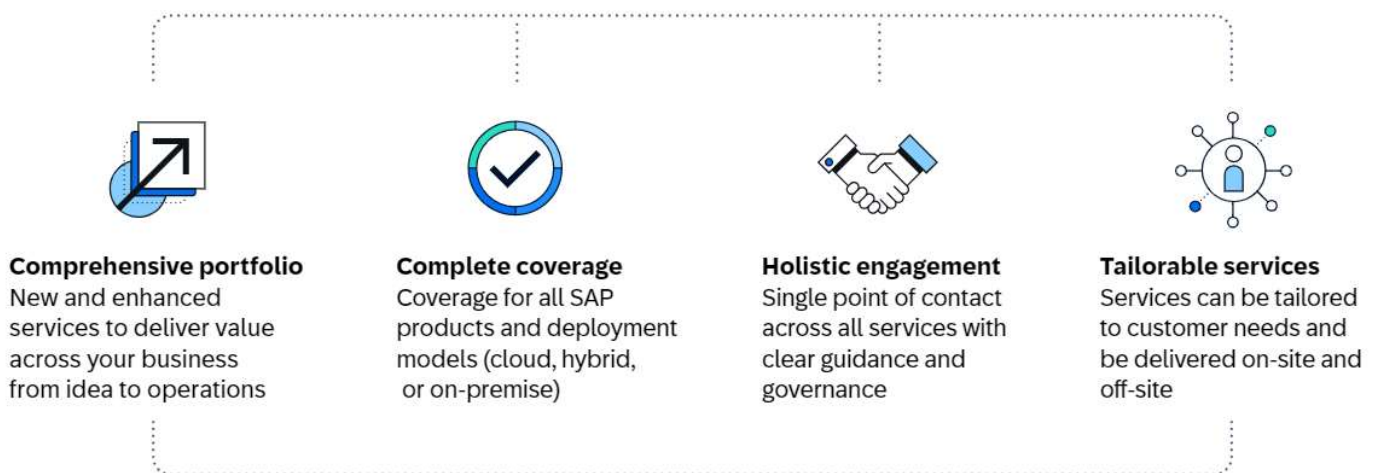


Figure 1: Breadth and depth of the SAP MaxAttention program



Every engagement is governed by best practices recommended by SAP to help ensure that SAP teams and partners are working together to deliver on your road map for becoming an AI-powered enterprise.

Many SAP MaxAttention customers use the RISE with SAP or GROW with SAP offerings to benefit immediately from innovation deployments, and various integrated cloud solutions from SAP to amplify the value of end-to-end processes. They're moving from an indisputable need for building individual functional enhancements

toward reengineering their processes to fit to standard, complemented by the extensibility capabilities of SAP Business Technology Platform.

Our premium services are designed to support businesses through their necessary business and IT transformations. Our modular and customer-tailored approach ensures that our services are addressing your business needs.

[Learn more about SAP MaxAttention](#)



**Your partner with a dedicated team
that delivers high-value services.**

Meet the SAP MaxAttention team

Your exclusive team includes front- and back-office experts who drive and orchestrate the delivery of personalized services throughout the lifecycle of your SAP solutions – from design to operation (see Figure 2). They make sure you have access to the right expertise, whether you are transforming your business, modernizing your IT landscape, or optimizing your operations. The front-office team supports your success by maintaining relationship continuity, bringing context into service plans and delivery, supporting strategic design and architectural aspects, and addressing technical and business demands.

You are also supported by expert hubs who bring varied expertise to your engagement:

- SAP Mission Control Center proactively resolves issues with unlimited 24x7 access to SAP's knowledge and experience base.
- SAP Transformation Hub provides highly skilled experts and enterprise architects who support architecture transformation services.
- Intelligent Service Delivery Hub has global and local delivery units that can provide you with standardized services tailored to your needs in an efficient, high-quality model.

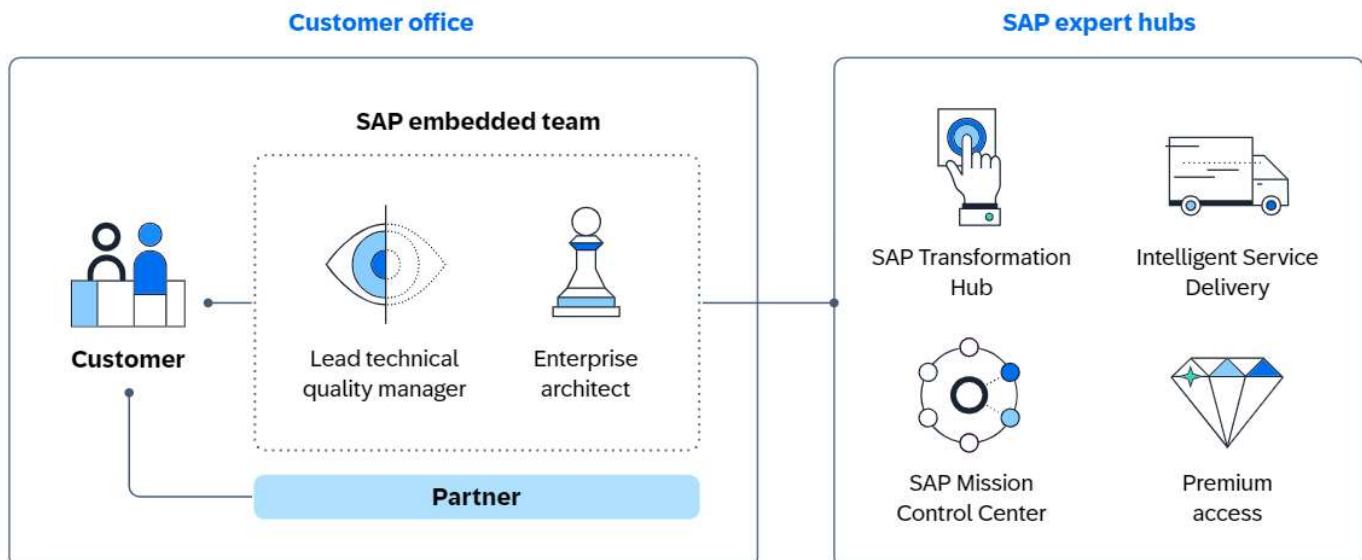


Figure 2: SAP MaxAttention embedded team and expert hubs

Achieve results that have a powerful impact

A key focus area for SAP MaxAttention services is cloud adoption. Forrester Research Inc. recently interviewed several companies using SAP MaxAttention and published the results in a report, "[The Total Economic Impact of SAP MaxAttention for Cloud Adoption](#)."²

The interviews focused on costs, benefits, and risks. The experiences of the people interviewed were aggregated and combined into a single composite organization – a global enterprise entity with revenue of US\$25 billion per year.³

After analyzing the data, Forrester concluded that SAP MaxAttention delivered a powerful three-year financial impact throughout the cloud journey.



215%
ROI



\$8.84M
Net present value

\$12.95M
Benefits present value

Total Economic Impact of SAP MaxAttention Study by Forrester
[Infographic](#) | [Full Study](#)

Learn more about SAP MaxAttention

2. This information is an abridged version of a case study commissioned by SAP titled The Total Economic Impact of SAP MaxAttention for Cloud Adoption, published in February 2023.
3. The representative interviews and financial analysis found that a composite organization experiences benefits of US\$12.95 million over three years versus costs of \$4.11 million, adding up to a net present value (NPV) of \$8.84 million and an ROI of 215%.

Snapshot of SAP Services and Support

Your goals and challenges are unique, and so are our service engagements. When you choose services and support offerings from SAP, you can tap into personalized resources and on-demand experts ready to help you realize success at any scale and speed.

Below, you can see our most popular SAP Service and Support offerings. They are designed to work together with each other. And these offerings complement your existing SAP service partner engagements.

Accelerate your path

with personalized plans and services.

Personalized plans

- [Managed Services of RISE with SAP](#)
- [SAP Preferred Success](#)
- [SAP Cloud Application Services](#)
- [Managed business services](#)
- [SAP Learning Hub](#) and [SAP Enable Now](#)

Project-based services

- [System Provisioning/ Technical Upgrade planning](#)
- [Activation and optimization services](#)
- [Consulting services](#)
- [Learning services](#)
- [SAP Value Assurance](#)

Power your success

with guidance and foundational support.

- [SAP Enterprise Support](#)
- [SAP Learning Journey](#)
- [Resource center](#)

Drive company-wide transformation with premium engagements.

- [SAP MaxAttention](#)
- [SAP ActiveAttention](#)



How to leverage SAP Services and Support offerings for selected customer scenarios

We've selected the following common **customer scenarios** to illustrate the portfolio in action.

Throughout this section, you will find these six customer scenarios, each accompanied by a short description, the challenges to be tackled, and the desired outcomes.

We then provide a summary of three ways in which SAP supports the specific scenario. Finally, each scenario concludes with a detailed description of our deliverables and how you can benefit from collaborating with us for all three engagement intensities.

Scenario 1
Transformation strategy
and architecture planning
(road map) →

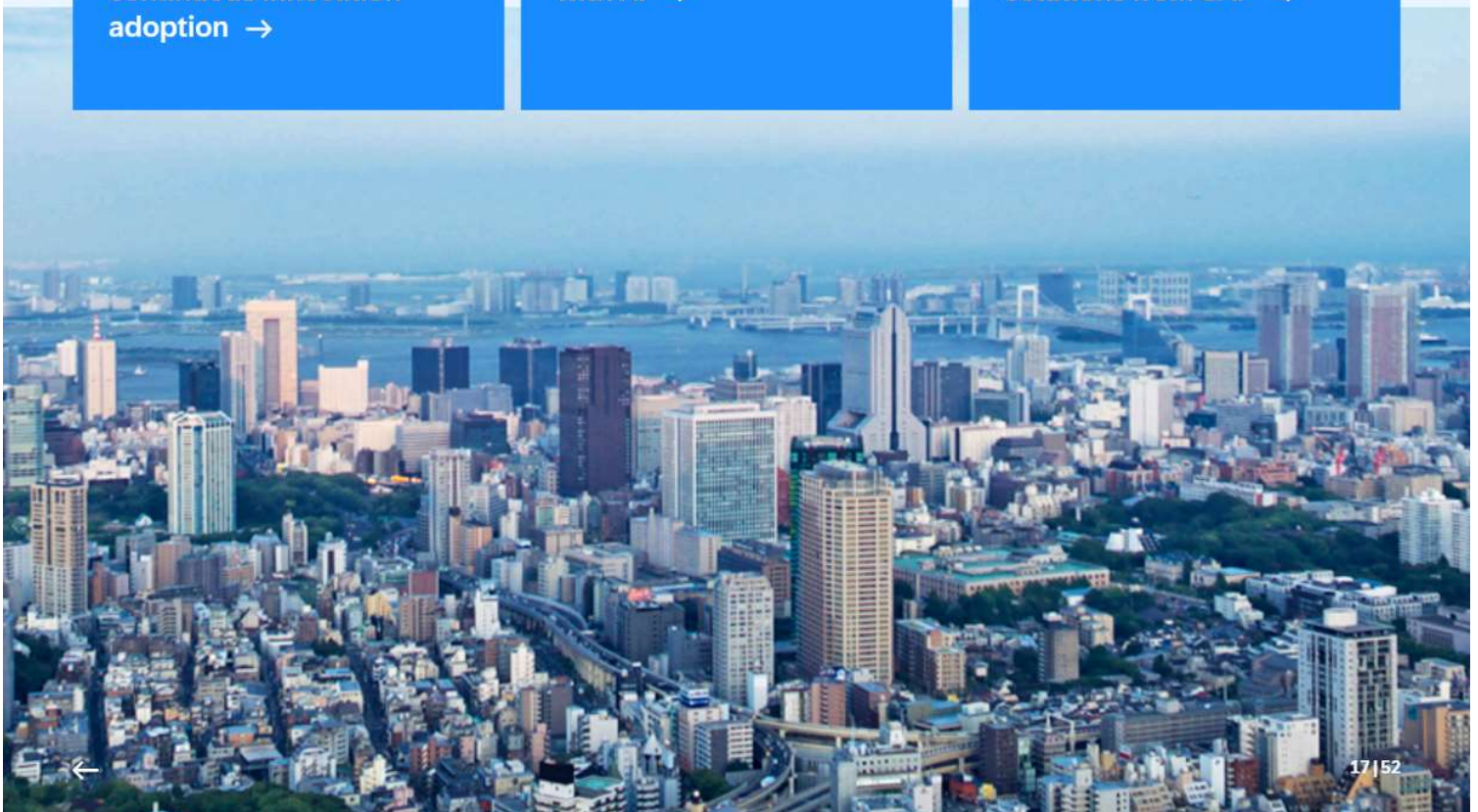
Scenario 2
The journey to SAP S/4HANA
Cloud with RISE with
SAP S/4HANA Cloud Private
Edition →

Scenario 3
Clean core with
SAP Business Technology
Platform (SAP BTP) →

Scenario 4
Hybrid operations and
continuous innovation
adoption →

Scenario 5
Business empowerment
with AI →

Scenario 6
The transition to cloud
solutions from SAP →



Scenario 1

Transformation strategy and architecture planning (road map)

The company is undergoing a transformation to SAP S/4HANA and/or SAP S/4HANA Cloud, with a focus on embracing SAP Business Technology Platform (SAP BTP) and SAP line-of-business and industry cloud solutions. They recognize the need for an end-to-end and integrated enterprise architecture and project road map that is future-ready and embraces new AI capabilities, taking into consideration sustainability requirements. The case for adopting cloud solutions is driven by the benefits of agility, resilience, and efficiency. The company is committed to continuously revising their adoption road map to ensure successful implementation and maximize the value of the transformation.

Customer challenges

- Architectural complexity and technical debt
- Uncertainty about desired target architecture and own road map
- No clear link between architecture planning and business strategy and goals
- Need to leverage cloud capabilities and innovations

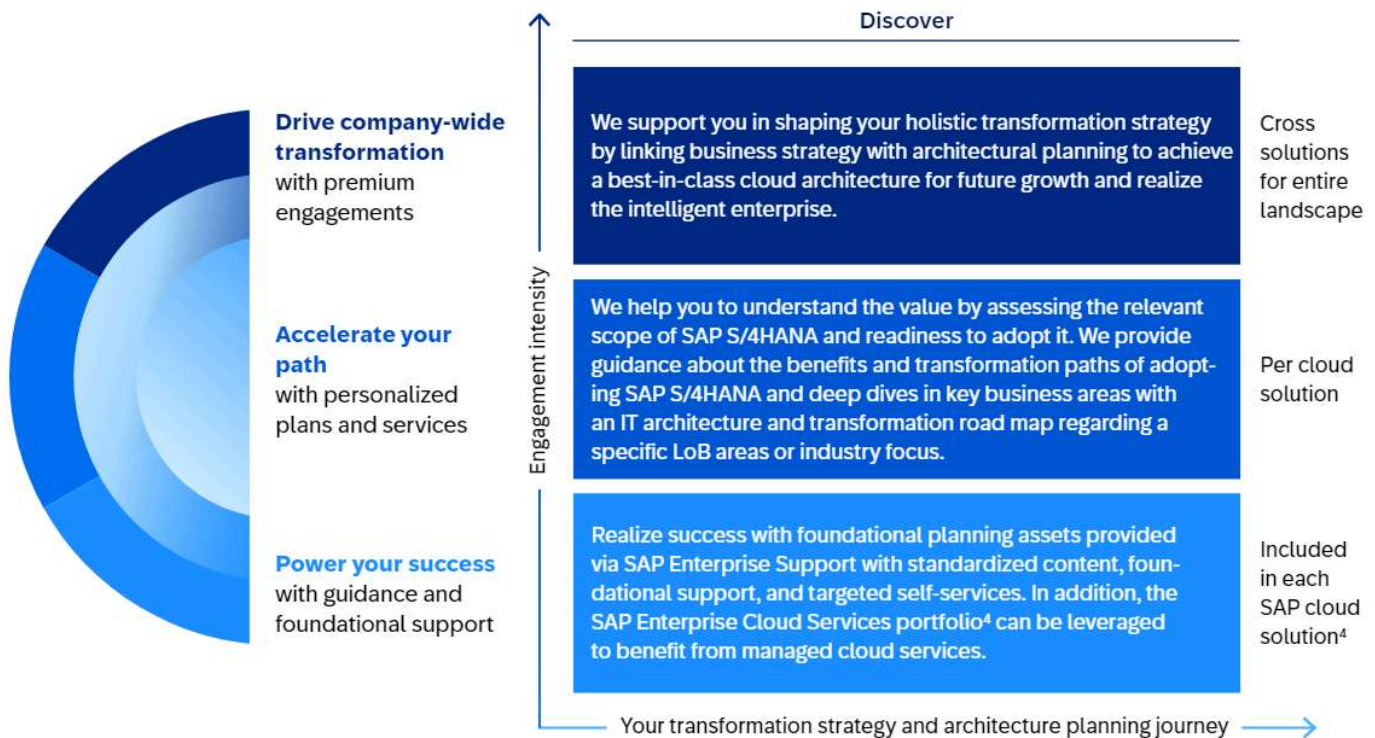
Desired outcomes

- Clearly defined transformation strategy and multiyear road map to accelerate cloud adoption
- Future-proof architecture for transforming to an intelligent enterprise
- Ability to overcome architectural complexity with consistent landscape choices



Achieving success together

Three ways to engage to provide the ideal level of support for your **architecture transformation journey**:



4. Additional costs may occur depending on chosen offering.

Power your success**Accelerate your path****Drive company-wide transformation**

Realize success with foundational planning assets provided by SAP Enterprise Support and SAP Enterprise Cloud Services with standardized content, foundational support, and targeted self-services.

Discover

SAP has documented aspects and decision criteria that should be clarified as part of an innovation strategy and road map. Review the best-practice document: [Elements for designing a transition road map to SAP S/4HANA](#). See also the [additional best-practice documents](#) on hybrid system landscapes and architecture and technology.

Understand the **SAP Code Vulnerability Analyzer tool** by reviewing the [Custom Code Migration Guide for SAP S/4HANA](#) accelerator to get a detailed guide on how to adapt custom code to SAP S/4HANA.

Review the [SAP Readiness Check section](#) under Conversion Readiness Assessment. **SAP Readiness Check** for SAP S/4HANA is a [self-service tool](#) included in the RISE with SAP contract and provides you with a better view of the implications of a transition to SAP S/4HANA for your system constellation.

SAP Business Technology Platform (SAP BTP) is the platform for the intelligent and sustainable enterprise. You can achieve agility, business value, and continual innovation through integration and extensibility of all SAP and third-party applications and data assets. Review the [SAP Business Technology Platform value map](#) and assets within the [SAP Enterprise Support Academy](#) program to get the insights you need to plan the integration and extension scenarios of your system landscape and architecture. Also check the [SAP Discovery Center](#) to discover how to turn your data into business value.

Testing and test automation are important elements of your architecture planning and business transformation. Review [test strategy](#) for your architecture planning on testing challenges in [SAP Cloud Application Lifecycle Management](#).

The [SAP Signavio Process Insight, discovery edition](#) is a free-of-charge tool from SAP based on your current usage statistics within your system landscape and architecture. Identify the value of existing business processes and receive insights on how to improve and optimize them to prepare for your transformation strategy.

Power your success

Accelerate your path

Drive company-wide transformation

We help you to understand the value by assessing the relevant scope of SAP S/4HANA and readiness to adopt it. We provide guidance about the benefits and transformation paths of adopting SAP S/4HANA and deep dives in key business areas with an IT architecture and transformation road map regarding specific Line of Business areas or industry focus. [More information.](#)

Discover

Understand the value: Assess the relevant scope of SAP S/4HANA and the readiness to adopt it with guidance about the benefits and transformation paths of adopting SAP S/4HANA.

Take a deep dive into key business areas: Establish IT architecture and transformation road map regarding specific LoB areas like supply chain management or finance, or a specific industry focus. This is a seamless approach to derive “to be” processes from strategic targets and to develop best-fit IT architecture.

Design the enterprise architecture and cloud transformation strategy: Define and plan a comprehensive IT strategy and enterprise architecture with a road map to facilitate a digital strategy and business process architecture. Establish a holistic road map to transform (or set up) a future-proof, agile IT organization for hybrid SAP landscapes. Generate a repository of recommendations to improve operational and cost excellence.

Power your success

Accelerate your path

Drive company-wide transformation

We support you in shaping your holistic transformation strategy by linking business strategy with architectural planning to achieve a best-in-class cloud architecture for future growth and realize the intelligent enterprise.

Discover

Identify the value case and translate it into concrete design principles and governance structures. Understand your overall transformation readiness while evaluating and addressing architectural maturity and future requirements.

Architecture planning and strategy: Develop a multiyear strategic road map that addresses digital transformation needs, including template management and rollout planning across all enterprise architecture domains.

Processes and innovation: Identify innovation opportunities and leverage intelligent capabilities to address business challenges and opportunities.

Technical strategy: Strategically plan for building a robust technical architecture as a foundation for an overall successful transformation project.

Analytics and data strategy: Realize value from data through analytics with a solid strategy, actionable road map, and robust target data architecture.

Extensibility and integration strategy: Leverage best-practice extension strategies, optimize a software change-management strategy, and drive the DevOps transformation. Connect systems and processes seamlessly across all business-critical applications.

Tools, UX, and security: Develop a clear UX strategy while incorporating security and compliance into the overall architecture. Build a solid application lifecycle management concept considering technical, integrative, and operational aspects.

[Further detailed information](#)

Scenario 2

The Journey to SAP S/4HANA Cloud with RISE with SAP S/4HANA Cloud Private Edition

The customer has opted for RISE with SAP, SAP S/4HANA Cloud Private Edition via system conversion. To facilitate this, they will use a brownfield deployment approach, with governance and safeguarding measures established. The extensions will be managed using SAP BTP, following a fit-to-standard approach to maintain a clean core. SAP Signavio will be used for business process improvement. Lastly, data security and cybersecurity will be managed and SAP Cloud ALM will be leveraged. The technical managed services team is responsible for seamless system provisioning and handover, preparing the IT landscape for the digital transformation journey.

Customer challenges

- Multiplicity of solutions with little to no standardization
- Increasing system administration efforts
- High maintenance and upgrade costs
- Difficulty innovating on the existing system

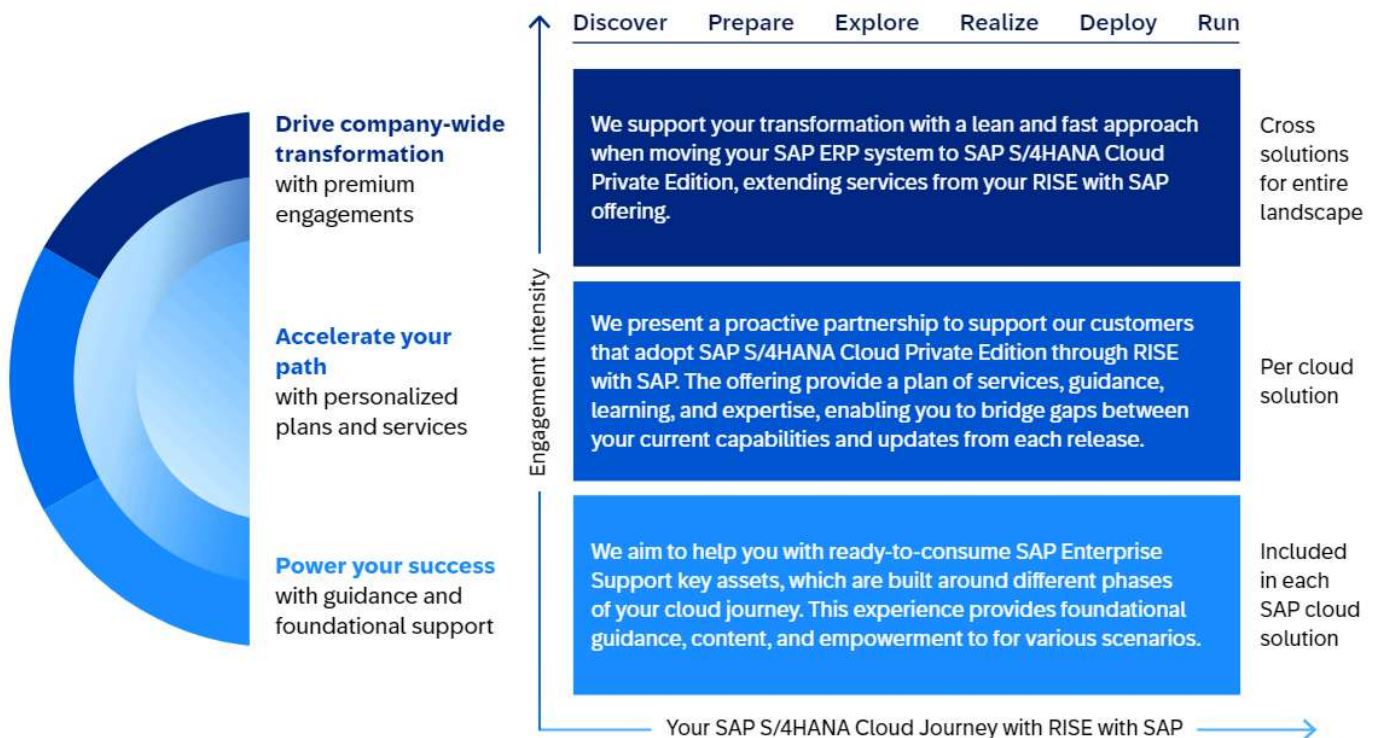
Desired outcomes

- Lean and fast transformation to SAP S/4HANA Cloud with incremental innovation after going live
- Secured business process harmonization during the journey towards SAP S/4HANA
- Lower overall TCO
- Protected system with measures for critical authorizations, secure configurations, and automated monitoring
- AI-enabled business processes
- Proactive project-based services and service plans, in line with your technical landscape



Achieving success together

Three ways to engage to provide the ideal level of support for the **journey to SAP S/4HANA Cloud with RISE with SAP S/4HANA Cloud Private Edition**:



For this scenario, there is also a dedicated implementation road map available ([SAP Activate methodology for RISE with SAP S/4HANA Cloud Private Edition](#)) that offers a comprehensive view of your project teams' associated activities, deliverables, and tasks with accompanying accelerator assets in document and hyperlink format specifically tailored for your customer scenario.

This is an excellent starting point for assessing the necessary project activities to be accomplished by your company, your partner, or SAP Services and Support, according to your needs and requirements, presented in an easy-to-consume format.

Power your success**Accelerate your path****Drive company-wide transformation**

RISE with SAP suitcase aims to help you with ready-to-consume SAP Enterprise Support (cloud edition) key assets, which are built around different phases of your journey. The SAP Enterprise Support experience provides foundational guidance, content, and empowerment to customers through the [RISE with SAP suitcase](#) for various scenarios.

Discover**Prepare****Explore****Realize****Deploy****Run**

Unlock the potential and [map your journey to the digital core](#). Get started with the [SAP S/4HANA Cloud onboarding center](#).

Convert ([brownfield](#)) from SAP ERP to SAP S/4HANA Cloud Private Edition and adopt [embedded analytics](#) capabilities. Also available are new implementation ([greenfield](#)) and optimize ([lift & shift](#)).

Start with [SAP BTP](#) and understand [security fundamentals](#) (SAP Learning Hub).

Leverage [SAP BTP extension](#) and SAP low code/no code ([SAP Build Apps](#), [SAP Build Process Automation](#), and [SAP Build Work Zone](#) capabilities, including [SAP Fiori](#) and [SAP Integration Suite](#).

Introduction on “[How SAP Signavio Process Insights supports moving to SAP S/4HANA](#)” to conduct business process improvement. Try out the [SAP Signavio Process Insights discovery edition](#) to understand your current business process performance.

Utilize [SAP Signavio Process Insights](#) for SAP S/4HANA process efficiency and manage your business processes using [SAP Signavio Process Manager](#) and [SAP Signavio Collaboration Hub](#).

Discover [SAP Cloud ALM](#) for [Implementation](#) and the [SAP Business Transformation Center](#) (transition from SAP Solution Manager to SAP Cloud ALM).

Business continuity using [Performance Optimization](#) and [Security Operations](#).

Power your success

Accelerate your path

Drive company-wide transformation

SAP project-based services and SAP Preferred Success deliver a full spectrum of enablement, migration planning and execution, activation, and optimization of the SAP S/4HANA Cloud solution. [More Information.](#)

Discover

Prepare

Explore

Realize

Deploy

Run

SAP Preferred Success for RISE with SAP is a guided, expert-driven subscription service, tailored to achieving your business objectives through full cloud solution adoption.

SAP Preferred Success for RISE with SAP, premium supports the adoption of SAP S/4HANA Cloud Private Edition, premium plus with the help of the SAP Preferred Success portfolio and the designated resource to help drive the adoption.

Enablement services help you prepare for a successful deployment of the SAP solution by understanding its core components and supporting the project team with required knowledge on project preparation and deployment guidance.

Migration and conversion services provide end-to-end coverage of all mandatory functional conversion, upgrade, and additional implementation activities for SAP S/4HANA.

Activation and accelerated implementation services offer a proven and reliable approach to optimize time to value, support a faster return on investment. This requires low customer effort during the implementation as the scope is predefined and utilizes standardized features.

Optimization services offer quick time to value for additional solution capabilities after going live with the baseline solution, increasing its value.

Power your success

Accelerate your path

Drive company-wide transformation

SAP project-based services and SAP Preferred Success deliver a full spectrum of enablement, migration planning and execution, activation, and optimization of the SAP S/4HANA Cloud solution. [More Information.](#)

Discover

Prepare

Explore

Realize

Deploy

Run

Uncover the [benefits and services of RISE with SAP](#), a managed cloud ERP that [supports organizations in their digital transformation](#) by providing flexible, secure, and reliable cloud solutions.

[Begin the value journey](#) with a holistic view of the system road map, provisioning, and availability, along with all associated support offerings.

Incorporate [vulnerability management as a security practice](#) designed to prevent the exploitation of security vulnerabilities.

[Upgrade your systems](#) to meet evolving business needs and [take advantage of new features and functions](#) addressed via innovations and feature packages.

Benefit from [SAP Cloud ALM services, available as part of the RISE with SAP package](#), to assist in implementation and operations of SAP S/4HANA Cloud.

Power your success

Accelerate your path

Drive company-wide transformation

We support your transformation with a lean and fast approach when moving your SAP ERP system to SAP S/4HANA Cloud Private Edition, extending services from your RISE with SAP solution.

Discover

Prepare

Explore

Realize

Deploy

Run

Essential services: Architecture planning and implementation experts support the conversion project in all key planning activities, defining the project scope and a transition road map, and providing essential safeguarding at major milestones and for going live successfully.

Business process intelligence: Gain insights to help you understand and analyze process inefficiencies, deriving actions to improve and automate.

Conversion prototyping: Leverage prototyping results for a “real” conversion project.

Operations setup: Get guidance on recommended platforms and tools for implementation and operations advisory, with road map and recommendations for a successful handover from “build” to “run.”

Custom code conversion: Evaluate the impact of change on your custom code with intelligent custom code management from SAP.

Master business data conversion: Check master data conversion readiness, reduce business data volume, and analyze financial data quality.

Analytics and data warehouse design: Leverage new analytics capabilities and receive guidance on their implementation and integration.

Hybrid cloud infrastructure and integration: Get support for your project plans with technical architecture, platform design, and integration design services.

Functional design and documentation of a target SAP S/4HANA solution: This service includes security design, UX activation and design, and test planning.

Power your success

Accelerate your path

Drive company-wide transformation

Architecture planning and implementation experts support the conversion project in all key planning activities, defining the project scope and a transition road map, with essential safeguarding at major milestones for going live successfully.

Discover

Prepare

Explore

Realize

Deploy

Run

Clean core: Implement SAP Business Technology Platform and leverage SAP Integration Suite and SAP Build for agile development for keeping the core clean.

Cybersecurity and compliance: Tailored service plans and appropriate SAP system-hardening measures support better security governance in your organization.

End-to-end safeguarding: Minimize the risks of a conversion project by ensuring technical and functional integrity while optimizing technical performance.

Operations setup: Upskill IT teams, improve operations processes, increase transparency, and set up tools and platforms for operations excellence after production start.

Business optimization: Reduce business process complexity while promoting a more efficient management of custom code.

New capabilities: Introduce cutting-edge innovations, including transition to SAP Fiori.

Project management and organizational management: Successfully manage enablement projects with expert guidance and best practices to help you plan and manage activities, resources, quality, and timelines.

Solution adoption and enablement: Enhance and improve your users' SAP solution adoption, productivity, and efficiency while creating and delivering in-application help, learning materials, and documentation content.

Further detailed information

Scenario 3

Clean core with SAP Business Technology Platform

During its SAP S/4HANA transformation, the company opts to take advantage of our clean core approach. This initiative focuses on keeping the organization's core ERP systems transparent, flexible, consistent, efficient, and cloud-compliant for an easy transition to the cloud. This means minimizing or completely avoiding modifications to the standard SAP system. Instead, additional functionalities are typically developed and implemented through custom developments on SAP BTP.

The benefits of the clean core approach include easier upgrades and updates, less complex system landscapes, and reduced total cost of ownership (TCO). By keeping the core system clean, your organization can more easily take advantage of new functionalities and improvements provided in SAP standard releases. You can also reduce the risks and costs associated with system testing and validation.

It's important to note that the clean core approach doesn't mean that all customizations should be avoided. Rather, it means that customizations should be carefully considered and implemented in a way that doesn't compromise the integrity, stability, and upgradeability of the core SAP system.

Customer challenges

- Enterprises frequently have bulky custom-code-enabled business processes that they struggle to evaluate, all while avoiding unnecessary modifications.
- Poor cloud-readiness is often an issue, without sound transition plans and road maps.
- Project design governance is lacking, and innovation is difficult to leverage.

Desired outcomes

- Simplified upgrades and maintenance
- Lower overall TCO
- Increased agility and adaptability
- Rapid innovation delivery
- A clean core, kept clean



Achieving success together

Three ways to engage to provide the ideal level of support to obtain a clean core with **SAP Business Technology Platform**:



Related to this scenario, a dedicated implementation road map is available ([SAP Activate methodology for SAP Business Technology Platform](#)). This offers a comprehensive view of your project teams' associated activities, deliverables, and tasks with accompanying accelerator assets in document and hyperlink format specifically tailored for your scenario.

This is an excellent starting point for assessing the necessary project activities to be accomplished by your company, your partner, or SAP Services and Support, according to your needs and requirements, presented in an easy-to-consume format.

Power your success**Accelerate your path****Drive company-wide transformation**

The clean core strategy helps to ensure your organization's use of the latest release, minimize or eliminate modifications, and run with cloud-compliant extensions and customizations. Understand the what and the why of our clean core vision on the [product page](#).

Discover**Prepare****Explore****Realize****Deploy****Run**

Consider [Guides and Best Practices for Customer Centers of Expertise](#), including [DevOps Principles with SAP BTP](#).

Utilize [CQC Custom Code Maintainability Check](#) remote service to gain insight into custom code.

Use the Custom Code Migration app for [Custom Code Analysis of SAP S/4HANA](#) and backup deleted code using Git-enabled change and transport system.

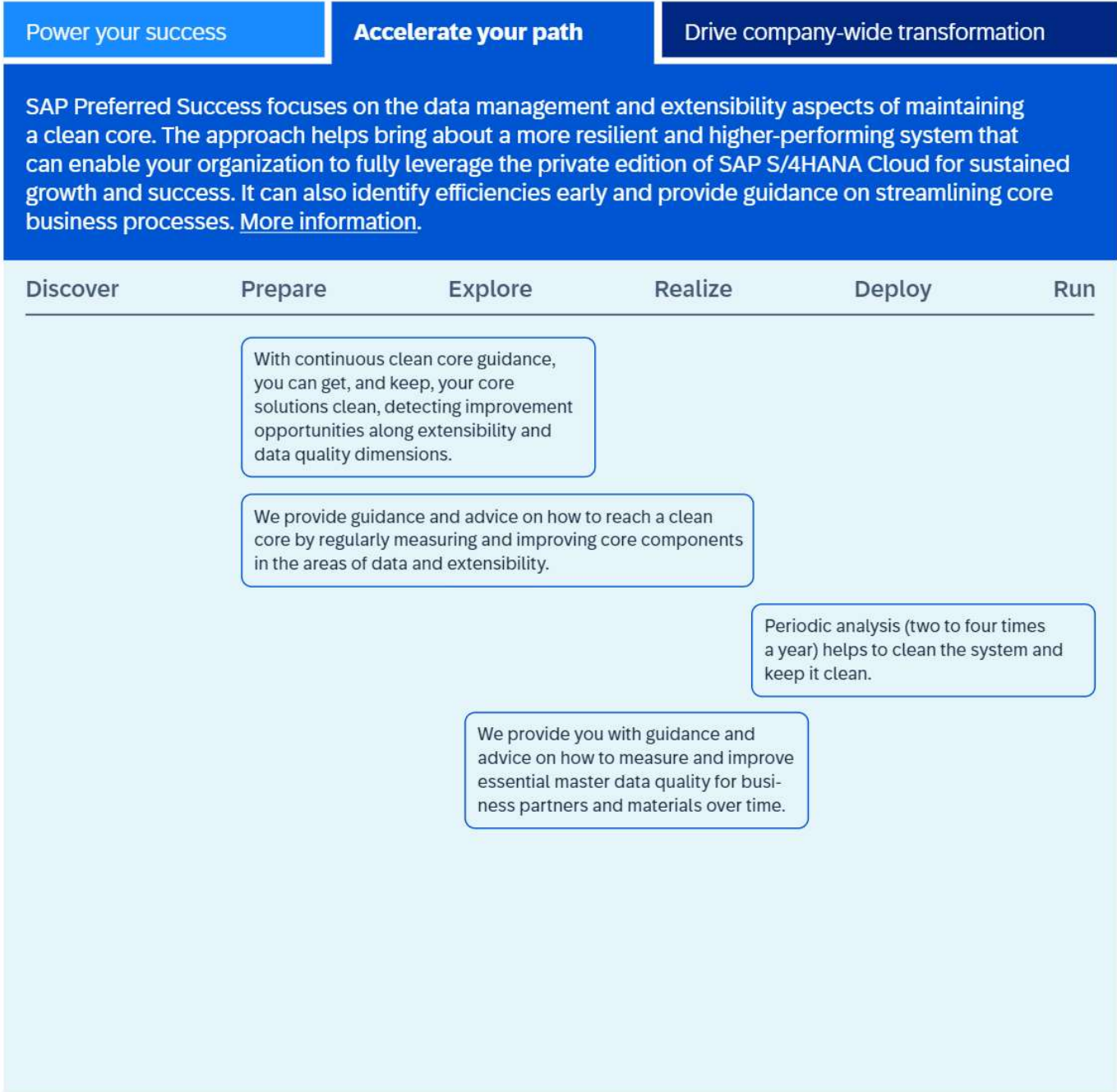
SAP Best Practices processes fit-to-standard approach can be leveraged using [SAP Signavio Process Navigator](#).

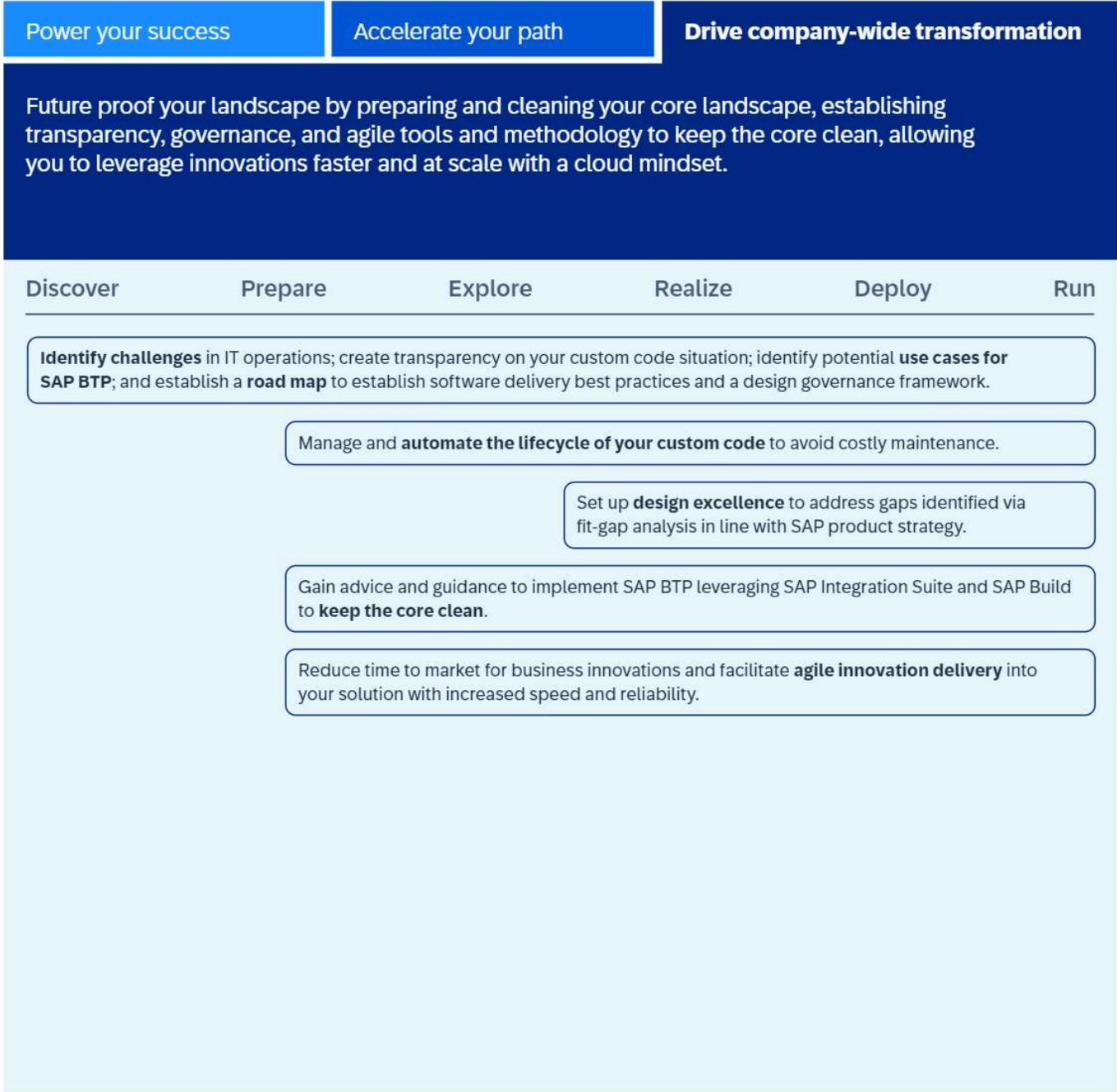
[SAP Cloud ALM](#) provides the environment to manage your clean core projects along SAP Activate and the five dimensions, together with analytics and traceability dashboards to track adherence to clean core criteria.

Overview of "clean core" extensibility model SAP S/4HANA Cloud. How to [manage](#) and [practice](#) clean core for SAP S/4HANA Cloud.

[Extend SAP S/4HANA in the cloud and on premise with ABAP-based extensions](#) using this three-tier model on the gradual move to clean core.

Introduction to [SAP Build](#) low-code/no code tools to realize custom extensions on SAP BTP. Dive deeper into various services offered on [SAP Build](#), [Blackbelt Learning Journey](#).





Further detailed information

Scenario 4

Hybrid operations and continuous innovation adoption

The company is exploring efficient and reliable ways to manage hybrid operations and continuous deployments, particularly in the context of integrating new SAP capabilities and innovations into customer-specific environments. For continuous deployments, the customer wants to adopt DevOps principles to automate development, testing, and deployment processes.

To integrate new SAP capabilities and innovations, the customer is establishing a robust change-management process. This will involve thorough analysis and understanding of customer needs and context, followed by careful planning and execution of the integration process. The objective is to ensure that the new capabilities are fully compatible with the customer's existing systems and can deliver the expected benefits without disrupting operations.

Finally, the customer plans to implement efficient testing strategies to ensure the quality and reliability of our services.

This includes the use of test automation tools to speed up the testing process and improve its accuracy. The company will also adopt SAP Cloud ALM to manage the entire lifecycle of our applications, from development to deployment, maintenance, and eventual decommissioning.

Customer challenges

- Consumer demands and business models change rapidly and demand fast and reliable IT.
- IT innovation extends opportunities for business innovation.
- Complex hybrid IT environments need to be managed cost-effectively.

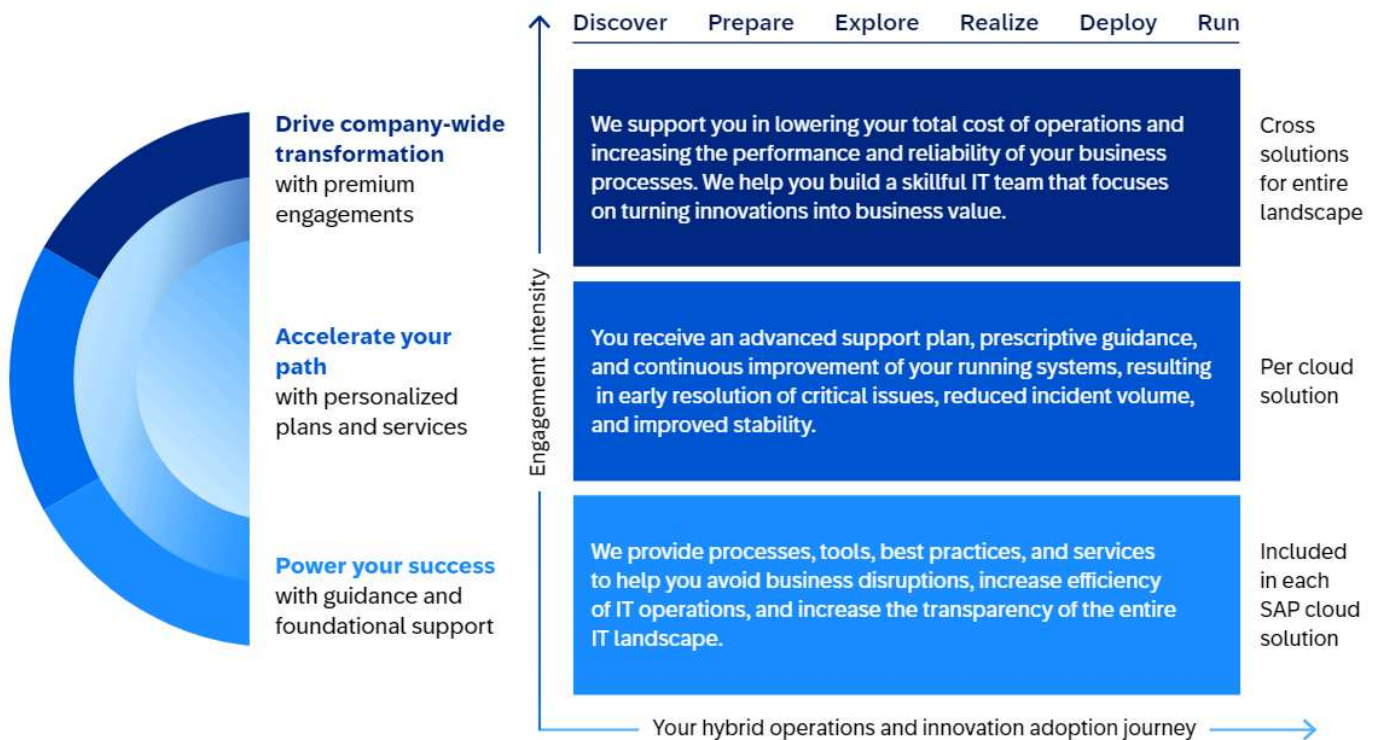
Desired outcomes

- Increased business process stability and performance
- Fast implementation of business innovations in an agile, nondisruptive, high-quality, and cost-efficient manner
- Lower total cost of operations



Achieving success together

Three ways to engage to provide the ideal level of support for your **hybrid operations and continuous innovation adoption**:



Power your success**Accelerate your path****Drive company-wide transformation**

We provide processes, tools, best practices, and services to help you avoid business disruptions, increase the efficiency of IT operations, and increase the transparency of the entire IT landscape. This service is appropriate whether you are starting from a standardized low-cost approach or an individual ALM process for cloud applications, for a few or many SAP and non-SAP solutions.

Discover**Prepare****Explore****Realize****Deploy****Run**

Improve [operations of cloud-centric and hybrid SAP solution landscapes](#) by selecting the best-fitting operations platform for your SAP landscape.

Deliver [agile implementation and maintenance of SAP solutions](#) with a standardized implementation approach and framework to support a complete hybrid landscape (on-premise and cloud) to reduce total cost of implementations, accelerate them, and increase predictability. Focus on overall stable operations and maintenance after the first go-live.

Get started with [SAP Cloud ALM](#) and discover how SAP Cloud ALM for [implementation, operations](#), and services can help to accelerate the project start with standard processes, content, and best practices.

Use SAP Best Practices processes for the fit-to-standard approach can be leveraged using [SAP Signavio Process Navigator](#).

Leverage [SAP Business Transformation Center](#) with the “digital blueprint” for data-driven and guided project scoping.

Gain insight on data growth with the [data volume management dashboard](#) and the new DVM Chapter in SAP EarlyWatch Alert. [More information](#).

Help ensure business continuity using [Performance Optimization](#) and [Security Operations](#).

Optimize operations organization: Build a skillful and proactive IT operations organization based on best-practice IT processes, certified by SAP as a [Customer Center of Expertise](#). Act as collaboration hub between lines of business and IT.

DevOps: Deliver cloud-ready developments for innovative, custom-specific applications by applying best in-class DevOps principles. See [efficient DevOps with SAP](#).

Power your success

Accelerate your path

Drive company-wide transformation

You receive an advanced support plan, prescriptive guidance, and continuous improvement of your running systems, resulting in early resolution of critical issues, reduced incident volume, and improved stability. [More information.](#)

Realize

Deploy

Run

SAP Preferred Success for RISE with SAP helps you adopt SAP S/4HANA software with an advanced plan supporting you throughout all stages of your cloud journey, beginning before going live to operating the solution on a daily basis. This includes release readiness and identification of enablement opportunities.

SAP Preferred Success for RISE with SAP, premium provides prescriptive guidance and personalized assistance with access to experts to help you adopt new technologies and capabilities. This includes guidance on new releases and continuous improvement to help optimize the RISE with SAP solution through ongoing review of the system to meet predefined operation KPIs.

With **SAP Cloud Application Services for application monitoring**, you benefit from 24x7 application monitoring, resulting in early resolution of critical application and integration issues, improved stability and performance, as well as reduced incident volume.

SAP Cloud Application Services for application operations provide you with a better support experience and improved stability during the entire SAP S/4HANA Cloud lifecycle. Work with SAP experts offering support even with partner-led implementation and provision of SAP Cloud AMS.

SAP Cloud Application Services for application security updates supply you with a continuously maintained environment with up-to-date patch levels and a mitigated risk of vulnerability within the SAP environment.

SAP Cloud Application Services for cloud integration testing execute automated regression testing of integration content, resulting in early identification and resolution of issues found in integration scenarios and mitigation of business disruption risks associated with failed integration scenarios.

Power your success

Accelerate your path

Drive company-wide transformation

We support you in lowering your total cost of operations and increasing the performance and reliability of your business processes and help you build a skillful IT team that focuses on turning innovations into business value.

Discover

Prepare

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Essential services: Improve overall operations for SAP-centric landscapes with best practices, tailored service road maps, and activities based on tangible outcomes and key performance indicators, which drive higher business value from existing IT landscapes.

Improve technical performance: Identify and eliminate performance bottlenecks and reduce risk of unplanned system downtimes.

Accelerate business processes: Meet business process performance requirements and get help to ensure little to no performance degradation during peak times.

Establish operations excellence: Effectively operate a hybrid/cloud system and solutions with proactive and automatic monitoring, including best practices for alerts, analysis, and reporting.

Control data growth and quality: Implement a data-volume and retention strategy to reduce current system or memory size while also inhibiting future data growth.

Increase process automation: Automate business process tasks by exploring intelligent automation capabilities to optimize productivity, or simply to achieve business process excellence and flexibility.

Deliver innovation with agility: Shorten time to market for business innovations provided by SAP and implement changes in the existing and new standard releases in an agile, nondisruptive, and cost-efficient way with high quality.

Optimize operation organization: Develop a skillful and proactive IT operations organization based on best-practice IT processes, and certified by SAP as a Customer Center of Expertise organization.

DevOps: Deliver cloud-ready developments for innovative, custom-specific applications by applying best in-class DevOps principles.

Further detailed information

Scenario 5

Business empowerment with AI

The customer has a large footprint of SAP cloud solutions and wants to leverage AI, as well as the new generative AI capabilities of SAP solutions, to better leverage data to achieve measurable business outcomes. As it will be used in business context aspects like reliability, security, and confidentiality, compliance and data privacy are of utmost importance.

Customer challenges

- Keep up-to-date with the highest market dynamics
- Scale initial AI proof of concept in a business-grade manner considering all aspects of reliability, responsibility, and compliance
- Gain guidance on how to best leverage the embedded capabilities of SAP Business AI and how to extend, fine-tune, and adapt AI models (such as large language models)

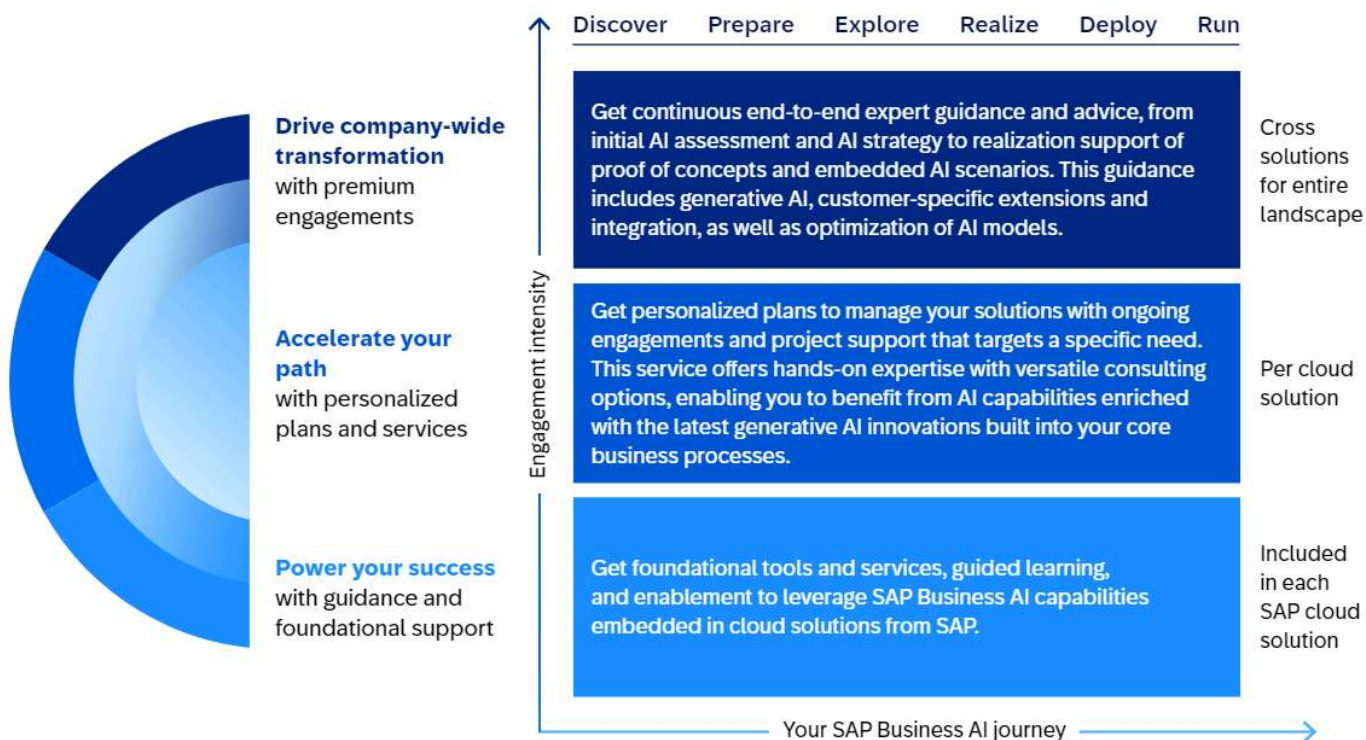
Desired outcomes

- Assess and evaluate SAP Business AI opportunities with the highest relevance
- Define AI strategy
- Facilitate human-machine interaction
- Increase automation with machines to complete repetitive tasks as humans would
- Derive better insights, optimizations, and predictions via augmented human decisions and cognition



Achieving success together

Three ways to engage to provide the ideal level of support to **leverage SAP Business AI**:



Power your success

Accelerate your path

Drive company-wide transformation

Get foundational tools and services, guided learning, and enablement to leverage SAP Business AI capabilities embedded in cloud solutions from SAP. [More information.](#)

Discover

Prepare

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Realize

Deploy

Run

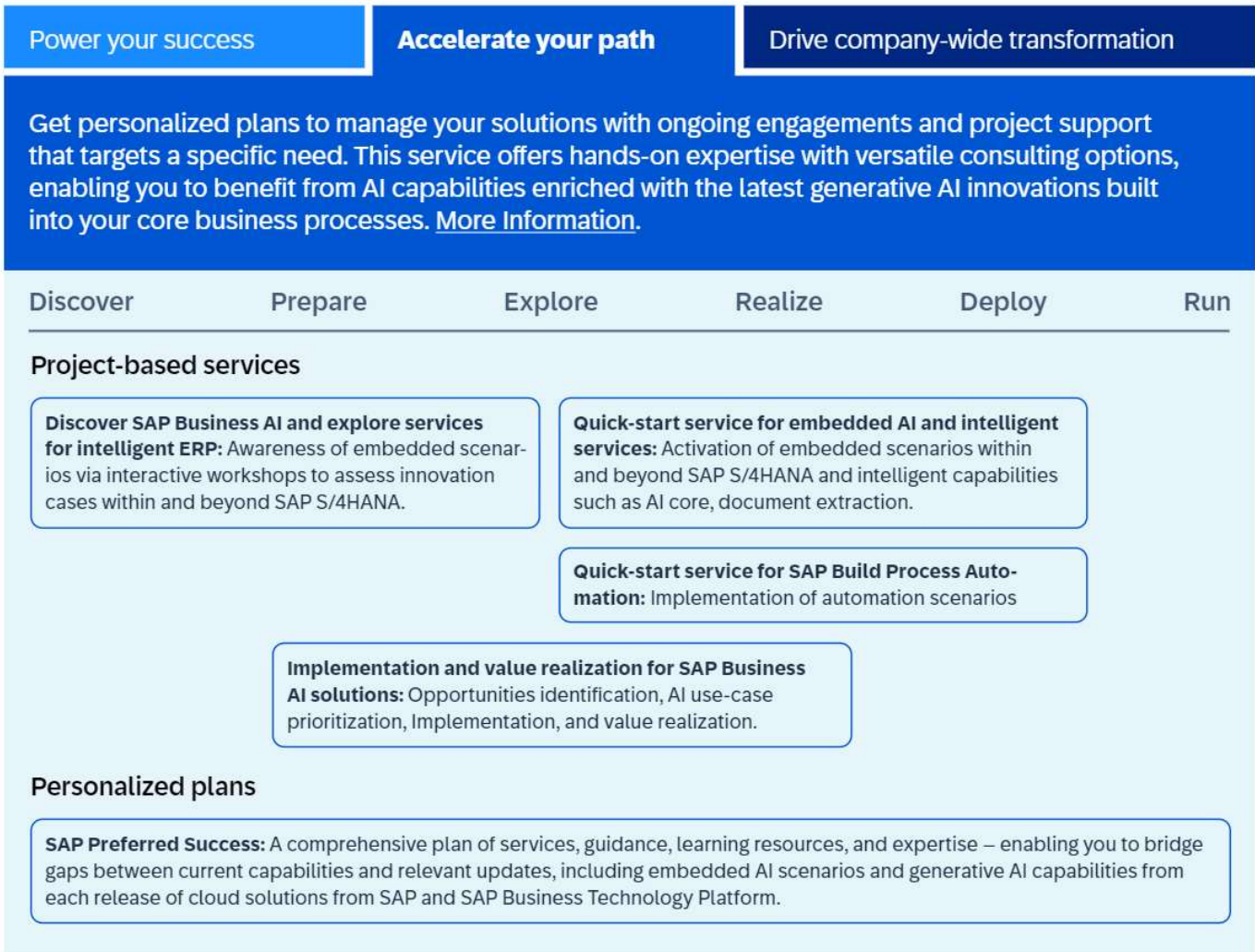
Understand how to benefit from [SAP Business AI](#) technology built into your core business processes.

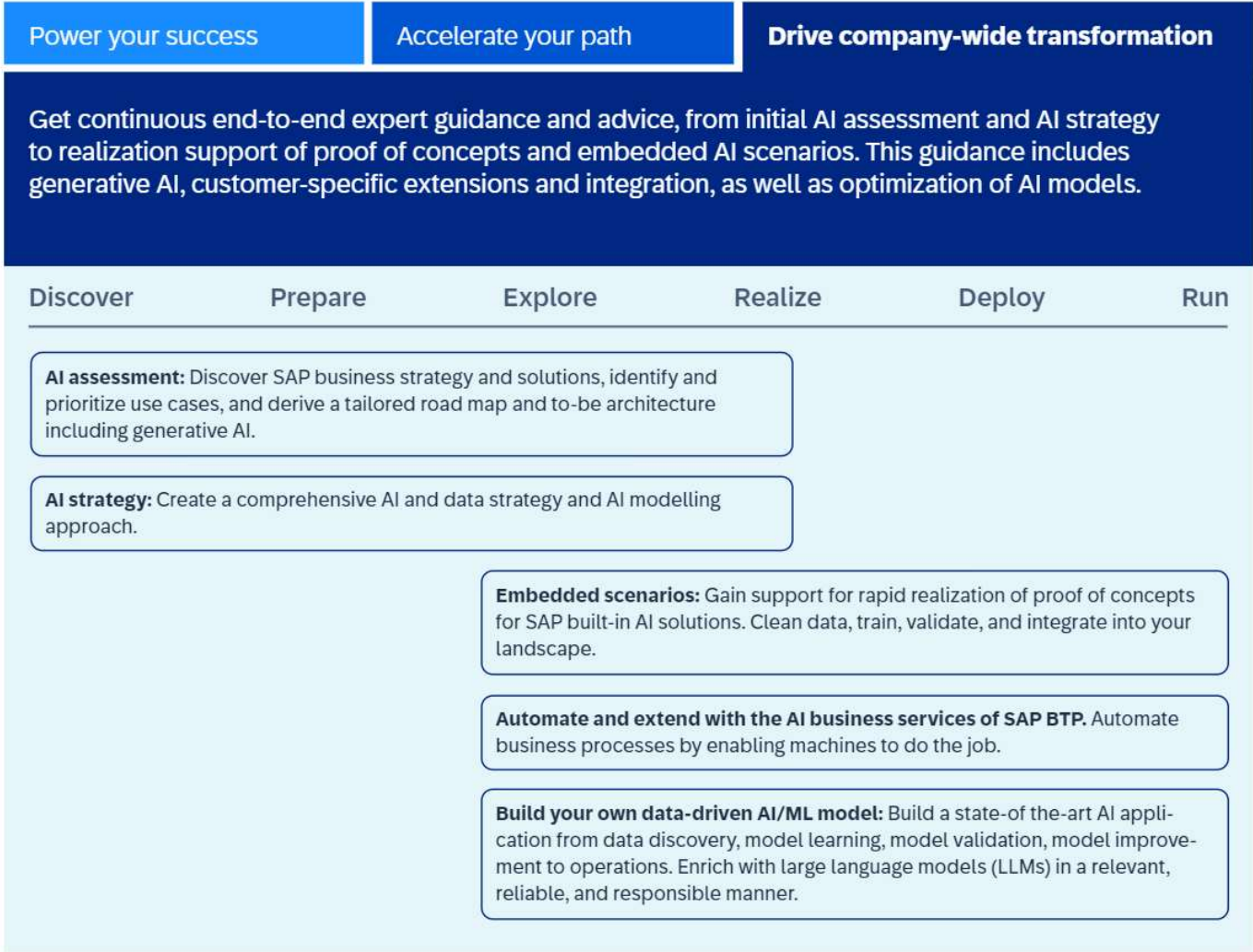
Learn how to [get started with AI](#) in your business processes with the help of SAP Business AI.

Get to know how to use applications using [SAP Business AI](#) to automate and optimize processes.

This discovery center for [SAP Business AI](#) contains missions and services with development tools to help you create use cases and utilize AI.

Refer to these [tutorials](#) for step-by-step hands-on experience with SAP Business AI technology.





Further detailed information

Scenario 6

The transition to cloud solutions from SAP

For customers planning their transition to cloud solutions from SAP, this business scenario offers engineered service planning to help smoothly and successfully implement cloud solutions. Cloud solutions from SAP support integrated and cloud-based processes across the entire business, help maximize feature usage, identify industry innovations, and keep the core clean.

Customer challenges

- Proper consideration of platforms, integration, and security for a technical architecture definition
- Costly adaptations during later project phases
- Seamless connection and integration of business processes across multiple cloud solutions

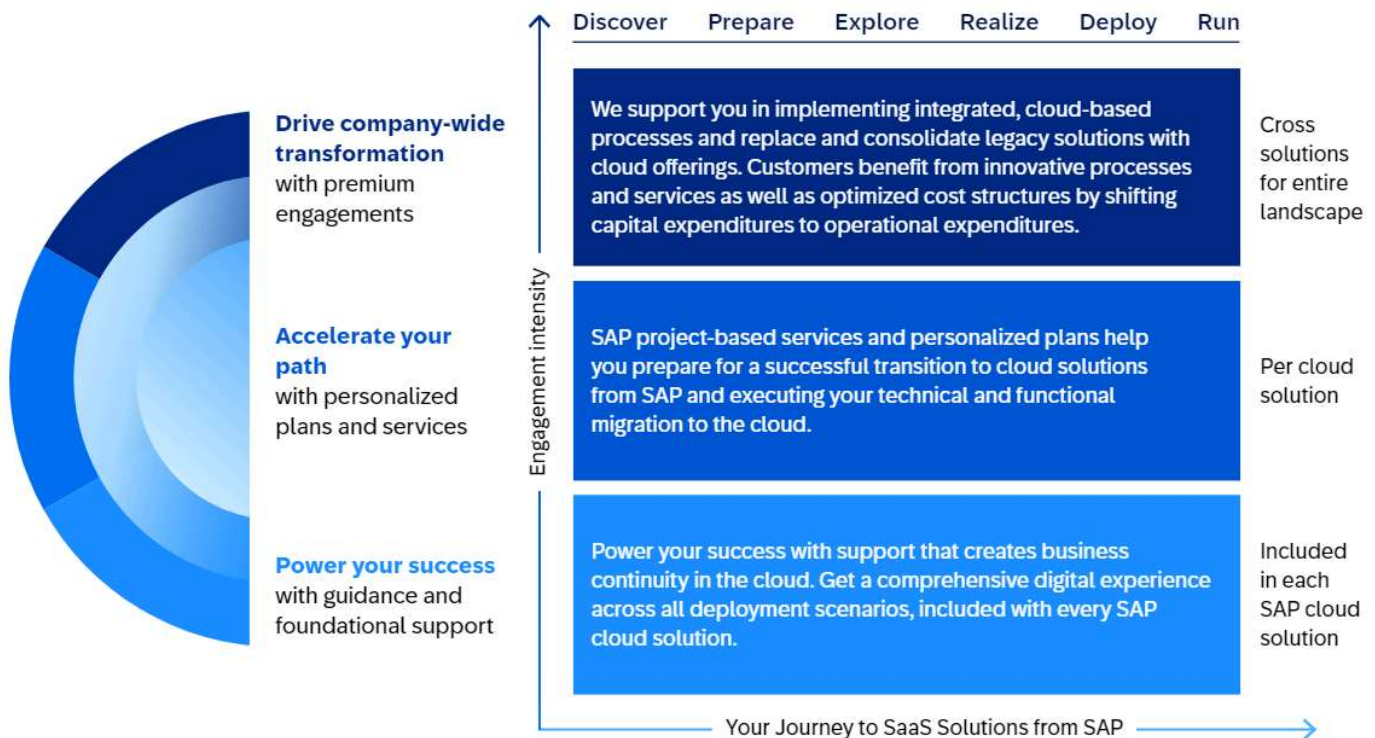
Desired outcomes

- Cloud solutions with modern usability supported by a robust and scalable target architecture
- Innovative approaches with best practices, simplified processes to maximize ROI
- Optimized cost structures by shifting capital expenditures to operational expenditures



Achieving success together

Three ways to engage to provide the ideal level of support while you **transition to cloud solutions from SAP**:



For this scenario, there is also a dedicated implementation road map available that offers a comprehensive view of your project teams' associated activities, deliverables, and tasks with accompanying accelerator assets in document and hyperlink format specifically tailored for you. The road map is available in [SAP Activate methodology for new cloud implementations \(public cloud-general\)](#) and for specific [SAP cloud solutions](#).

This is an excellent starting point for assessing the necessary project activities to be accomplished by your company, your partner, or SAP Services and Support, according to your needs and requirements, presented in an easy-to-consume format.

Power your success	Accelerate your path	Drive company-wide transformation
<p>SAP Enterprise Support is included with every cloud subscription. It puts you in control of your success and helps guide your transformation – providing everything from quality checks, assessments, and mission-critical support to an entire library of relevant information. This way, you can get the best possible business results.</p>		
Discover	Prepare	Explore
<p>Upskill your team and get ready for what's next, helping your employees expand their knowledge and capabilities through the Enterprise Support Academy.</p>		
<p>Engage directly with our experts and get your support-related questions answered through our live channels and communities, accessible via value maps.</p>		
<p>Utilize the Onboarding Resource Center to enable and prepare your project team for cloud deployment. This standardized approach guides you through the initial steps along a successful cloud journey.</p>		
<p>Tap into continuous quality checks, ongoing innovations, and constant improvement – and receive recommendations for your specific landscape. Plus, streamline the release planning process with Release Navigators that point you to built-in guided tours, tools, websites with release dates, and more.</p>		
<p>Understand your current business process performance and identify new functionalities from SAP S/4HANA, SAP Fiori apps, automation, and intelligent technologies to support your business goals using SAP Signavio Process Insight, discovery edition.⁴</p>		
Realize	Deploy	Run

5. For SAP ERP and SAP S/4HANA : <https://bpi-discovery-proxy.cfapps.eu10.hana.ondemand.com/request/BSR/>

Power your success

Accelerate your path

Drive company-wide transformation

SAP project-based services and personalized plans support you in preparing for a successful transition to cloud solutions from SAP and help you with executing your technical and functional migration to the cloud. [More Information.](#)

Discover

Prepare

Explore

Realize

Deploy

Run

Project-based services

Enablement and migration planning services help you prepare for a successful deployment of SAP solutions by understanding their core components and supporting the project team with required knowledge on project preparation and deployment guidance.

Migration and conversion services provide end-to-end coverage of all mandatory functional conversion, upgrade, and additional implementation activities for SAP S/4HANA.

Activation and accelerated implementation services offer a proven and reliable approach to optimize time to value and support a faster return on investment. This requires low effort on your part during the implementation as the scope is predefined and uses standardized features.

Personalized plans

SAP Preferred Success is a guided, expert-driven subscription service, tailored to achieving your business objectives through full cloud solution adoption.

Power your success

Accelerate your path

Drive company-wide transformation

We support you in implementing integrated, cloud-based processes and replace and consolidate legacy solutions with cloud offerings. Your organization benefits from innovative processes and services across the entire business as well as optimized cost structures by shifting capital expenditures to operational expenditures.

Discover

Prepare

Explore

Realize

Deploy

Run

Define your transformation journey, road map, and architecture with cloud solutions.

Support to **help to ensure that designs are technically realistic, robust, maintainable, and supportable**. Core processes and interfaces analysis for optimal go-live readiness.

Manage complex cloud transformation: Support provided by addressing project planning, fit-to-standard, and integration design. Ideal for complex transitions resulting from multiple cloud solutions, complex interfaces, or data transition requirements.

Discover SAP S/4HANA Cloud: Exploration and feasibility study of SAP S/4HANA Cloud capabilities.

Innovate in the cloud: Become an intelligent enterprise and turn insights into actions across the business. Close the experience gap and unlock new sources of growth.

Extend with SAP Business Technology Platform: Empowerment in leveraging SAP Business Technology Platform for flexible and simplified application development, all while keeping the core clean.

Leverage analytics and data in the cloud: Build an analytics and data strategy with a robust and scalable cloud architecture, as well as enhanced capabilities via SAP Business Technology Platform and the latest cloud solutions from SAP.

Further detailed information

Summary

SAP provides comprehensive support for your SAP projects, whether they are self-driven or backed by an implementation partner of choice. SAP's commitment to your success is unwavering, offering extensive services and resources to build your team's proficiency and effectively plan, deploy, and optimize your SAP solutions. Uniquely designed, these services help to ensure that you can continually innovate with your solutions, delivering the agility, speed, and results you require instantaneously and over the long run.

Understanding the special challenges each company faces, SAP gives you the autonomy to decide the course of our collaboration. Use the support services, guided tools, and resources that come with each SAP cloud solution. Then you can

choose to add incremental service and support options to boost your pace, confront bigger obstacles, or liberate your team to focus on other tasks. SAP provides distinct service engagement strategies so you can power your success, accelerate your path, and drive company-wide transformation.

Our overall goal is to provide you with a clearer understanding of the unique benefits of our service and support offerings, particularly in how they can be effectively applied to enhance your distinct SAP projects. We wish to empower you with the ability to accurately gauge the distinctive value of our services, ensuring that you are able to make well-informed decisions tailored to your particular needs.



SAP Services and Support links, tools, and assets

Business relevant

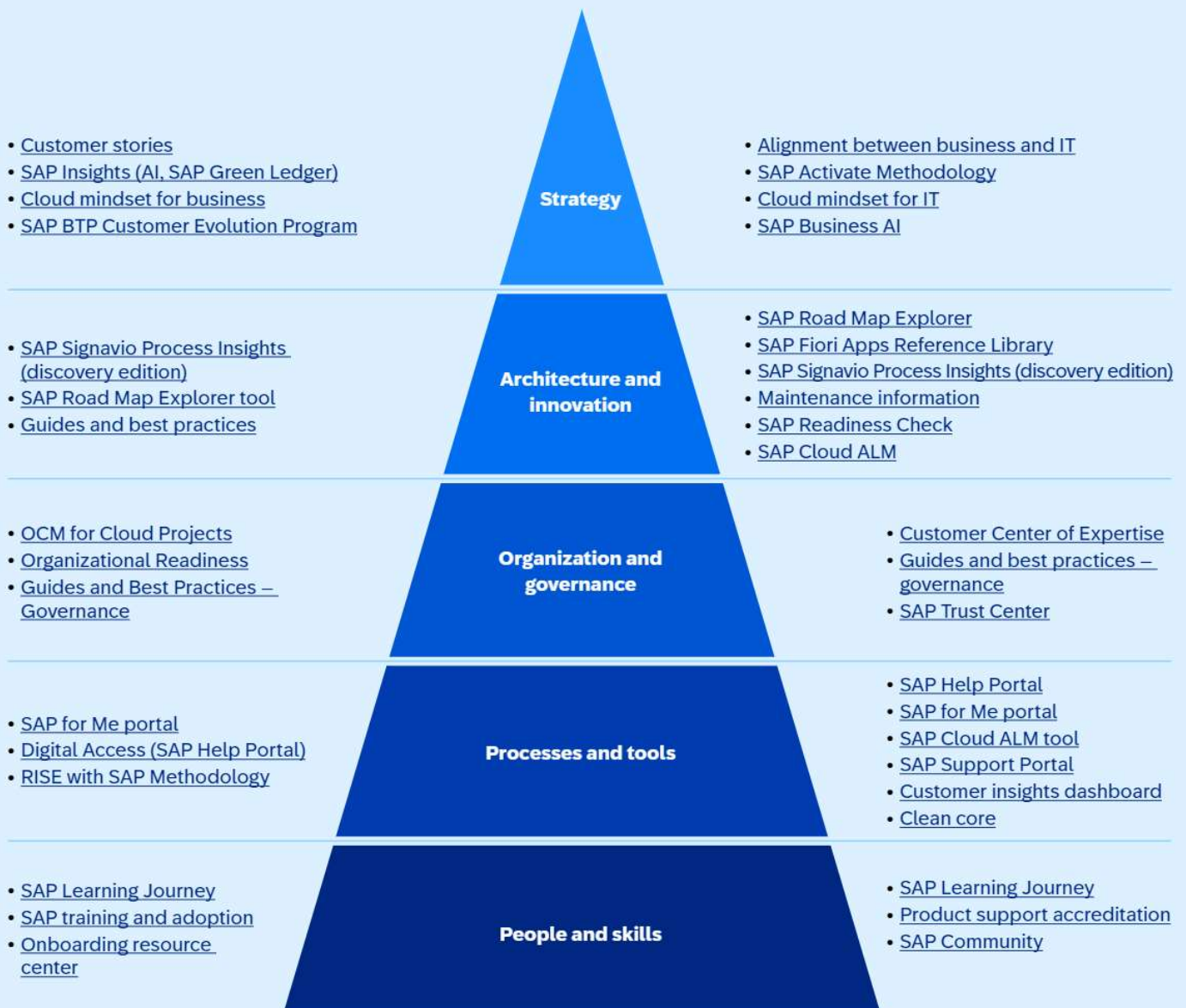
Exemplary business themes

- AI and generative AI
- SAP Green Ledger solution
- Sustainability
- Business process intelligence
- Governance (functional model and roles)

IT relevant

Exemplary IT themes

- Clean core
- Release management/innovation adoption
- Security and compliance (SAP Trust Center site)
- Architecture (landscape planning)
- Run, operations, and support processes





SAP Services and Support

Your success is our priority

Contact us

