The S/4HANA Customer Care Program will help to make your SAP S/4HANA go-live project a success by offering:

- A named **Project Coach** serving as a remote contact to share best practices and collect feedback.
- A team of **Development Angels** facilitating the access to the SAP S/4HANA development organization.
- A **Development Sponsor** representing your project within SAP.

The offer is free of charge. To apply please send an e-mail to **S4H_Customer_Care@sap.com**.

Enrollment is currently open until September 30, 2019 for active go-live projects implementing SAP S/4HANA 1809 or SAP S/4HANA 1909. Focus is on existing SAP ERP customers who transition to SAP S/4HANA and are willing to act as a reference.

The program support will commence with the start of your go-live project and end one month after your first Go-Live, but latest after 12 months.
# Roles & Tasks

## Customer/Partner

### Project Contact
- Member of the customer’s project team, typically the Customer / Partner project lead
- Joins the regular interaction with the Project Coach
- After the successful completion of the project, provides feedback to SAP (based on a one-page feedback template) and supports the customer’s participation in the SAP reference program

## SAP

### Project Coach
- Works in unison with customer and partner resources on the project to ensure successful project implementation
- Runs a regular and proactive interaction with the project team
- Works with the Development Angels for critical issue resolution
- Shares product related information and learnings from other projects
- Ensures SAP management visibility of project status on a regular base
- Engages for customer feedback and reference activities

### Development Angels
- Network of technical and functional S/4HANA subject matter experts from the Development Organization and Regional Implementation Group (RIG)
- Provides guidance & follow up on product related questions

### Development Sponsor
- Ad-hoc involvement to prevent product related escalations
SAP Market Introduction

SAP Customer Engagement Initiative (CEI)
Discuss planned functionality with customers and partners to gain valuable input during development phase

SAP Beta Testing
Customers can experience new SAP software before official release for early prototyping with customer specific data and processes

SAP Customer Connection
Focused projects to decide on customer improvement requests for maintenance products

SAP Continuous Influence
Continuous collection and delivery of improvements for high-growth products

SAP Early Adopter Care & SAP S/4HANA Customer Care
Customer implementation projects to minimize project risk and support successful deployments of new SAP products

Visit influence.sap.com for all Influencing Opportunities
Moving to SAP S/4HANA with confidence

Slavisa Lecic, SAP S/4HANA Architect
Agenda

DEMO
How to start
Transition scenarios
SAP Tools - DEMO
  SAP New Business Scenario Recommendation
  SAP Readiness check 2.0
Other important information
SAP S/4HANA
Release strategy for 2019 / 2020 and definition of deliveries

SAP S/4HANA 1909 SPS00
New release incl. new Technology Stack
(NetWeaver AS ABAP 7.54 SP00 including UI5 1.65 SAP HANA 2.0 SP04 as minimal Version)*
RTC planned for September 20, 2019*

Support Package Stack for SAP S/4HANA 1909*
After general availability of SAP S/4HANA 1909, Feature Package Stacks (FPS) and Support Package Stacks (SPS) contains stabilizations bundled with corrections and legal changes. Customers benefit from this functionality as part of their maintenance fee. First SPS of a new release can contain selected features and are labelled Feature Package Stack (FPS) accordingly.
Support Package Stacks are compiled periodically and made available in the SAP Service Marketplace.

 FPS01*
Feature Package Stack (technically SPS01)

 FPS02*
Feature Package Stack (technically SPS02)

 SPS03*
Support Package Stack (technically SPS03)

Important Links (available with RTC)
Restriction Notes
Restrictions and recommendations regarding specific revisions of the SAP HANA database for use in SAP S/4HANA
Release and maintenance strategy for SAP S/4HANA

* This is the current state of planning and may be changed by SAP at any time without notice.
SAP S/4HANA 1909 Fully Activated Appliance
The Software Appliance Concept

Create your own system instance in a fraction of the usual setup time

- 2-3 hours via SAP CAL, hosted in AWS / MS Azure / GCP
- 2-3 days when deploying on own physical hardware

Use cases:
- Trial / Sandbox / PoC / Scoping

Open to customer, partner, SAP employee, and public users

Planned delivery in 2nd half of Q4 / 2019

SAP S/4HANA 1909 & additional components
SAP Best Practices & technical settings
Sample data & demo scenarios
Walk-throughs
Important consideration
1. A S/4HANA transformation should focus on current and future business needs - not on the past
2. The transformation should not only consider S/4HANA but the entire landscape
3. It must be specific for you and clearly describes which S/4HANA transformation path is the right one
4. It is important to embrace the value of intelligent technologies
**Customer Example**

**Current State Business**
- Significant effort, efficiency loss due to heterogenous ERP landscape
- High level of urgency that different business units work seamlessly together
- Parallel initiatives started or planned to change and transform core processes

**Current State IT**
- 3 ERP Systems
- Need to archive data
- No BI system, Lack of modern analytics tools (reporting, prediction)
- New Implementation was estimated for Non-SAP ERP but too expensive

**Future State Business**
- Supports transformation towards more outcome-based, services-selling business model
- Captures new Requirements for Controlling, Quality Management and Production Planning
- One set of business processes in one system
- Reduced manual steps, higher automatization of processes
- More rigorous process control enforced by system

**Future State IT**
- Single Instance
- Reduction of process variants
- Use standard for ERP-processes – impose restrictions on deviating from standard

**Boundary Conditions**
- Transformation from a construction to a mobility company requires new business processes
- Controlling Principles and Standards needs to be defined – e.g. Profit Center Accounting
- Quality Management Initiative started
- Outsourcing of Payroll in discussion
- New Shop Floor Concept in work
- Limited IT resources

**S/4HANA Transition Path**
- Decision S/4HANA
  - On Premise, System Conversion
- Transformation Plan
Transition scenarios
## Potential Transition Scenarios to SAP S/4HANA
Different approaches to move to SAP S/4HANA

<table>
<thead>
<tr>
<th>Type</th>
<th>Approach</th>
<th>Available for</th>
<th>Purpose</th>
</tr>
</thead>
</table>
| Reusing by in-place conversion | **System Conversion**  
(Tool: Software Update Manager) |  
SAP ERP system > SAP S/4HANA | **Bringing your business processes to the new platform**  
▪ A complete technical in-place conversion of an existing ERP software system in SAP Business Suite to SAP S/4HANA  
▪ Adoption of new innovations at your speed |
| Reengineering with data migration | **New Implementation**  
(Tool: SAP S/4HANA migration cockpit) |  
SAP ERP or third-party system(s) > SAP S/4HANA | **New implementation/reimplementation**  
▪ Reengineering and process simplification based on latest innovations  
▪ Implementing innovative business processes with preconfigured content on a new platform  
▪ Performing initial data load  
▪ Retiring old landscape |
| Reengineering with data migration | **Hybrid Data Transition**  
(Customer-tailored service/consulting offering) |  
SAP ERP or third-party system(s) > SAP S/4HANA | **Value-driven data migration to the new platform**  
▪ You need more than master data and open items, such as transactional data, complete or selected by a time slice  
▪ Migrate a selection of data (such as by organizational units), or migrate data from more than one system, or migrate application-related data into an SAP S/4HANA–based solution landscape |
Decision Criteria’s used when deciding which transition path to choose

<table>
<thead>
<tr>
<th>New Implementation</th>
<th>System Conversion</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
<td>Yes</td>
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<tr>
<td>No</td>
<td>Yes</td>
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<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Innovation blocker</td>
<td>How do you perceive your current system?</td>
</tr>
</tbody>
</table>
**HOW are customers moving to S/4HANA?**

New tools to plan and deliver your move with confidence

<table>
<thead>
<tr>
<th>Project Benefits</th>
<th>Planning</th>
<th>Custom Code</th>
<th>Deployment</th>
<th>Integration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supporting Tools</strong></td>
<td>Plan your project with confidence, assessing both business and IT impact</td>
<td>Plan for efficient custom code adaptation, while simplifying obsolete code removal</td>
<td>Move data from SAP or non-SAP systems, Convert ECC to S/4HANA</td>
<td>Simplify business-to-business and application-to-application integration</td>
</tr>
<tr>
<td>Readiness Check</td>
<td>• Functional assessment: simplification items, recommended Fiori apps</td>
<td>ABAP Test Cockpit</td>
<td>• Migrate data for business operations to the new system</td>
<td>SAP Cloud Platform Integration Advisor</td>
</tr>
<tr>
<td>• Technical assessment: system sizing, software pre-requisites, BW extractors</td>
<td>• New UI with analytics</td>
<td>• Move data from SAP or non-SAP systems</td>
<td>• Uses machine learning and crowdsourcing</td>
<td></td>
</tr>
<tr>
<td>Transformation Navigator</td>
<td>• Quick Fix mode saves up to 60% effort</td>
<td>• On premise or in the cloud</td>
<td>• Generates proposals for integrations and mappings</td>
<td></td>
</tr>
<tr>
<td>• Plan your organization roadmap</td>
<td>• Suggestions for obsolete code removal</td>
<td>• Ready-to-use migration objects</td>
<td>• Tailored for industry, region, and business context</td>
<td></td>
</tr>
<tr>
<td>Maintenance Planner</td>
<td>SQL Monitoring</td>
<td>• Auto-generation of mappings for zero programming</td>
<td>• Early adopters report 60% effort saved in integration work</td>
<td></td>
</tr>
<tr>
<td>• Definition of product maintenance dependencies</td>
<td>• Comprehensive custom code performance check</td>
<td>• Migration object modeler for own objects</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Generation of configuration files</td>
<td>• Detect the most critical performance hot spots and identify potential opportunities for optimization</td>
<td>Software Update Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Downloading of software archives</td>
<td></td>
<td>• Convert ECC system to SAP S/4HANA incl. data</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Option for downtime-optimized conversion drastically reducing system outage</td>
<td></td>
<td></td>
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</tbody>
</table>

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SAP Tools - New Business Scenario Recomendation
What’s in it for you:

This report will help you to receive:
- Insights on your current SAP ERP system and industry trends
- Relevant SAP S/4HANA innovations by line of business
- Tailored guidance and recommendations to realize the value from SAP S/4HANA

What we know about Sample Inc.:
- We analyzed business process performance and usage data provided from your SAP ERP system PRD
- 5 lines of business use PRD, including Finance, Supply Chain, Procurement, Manufacturing & Sales
SAP Tools - Readiness check and Custom code adoption
SAP readiness check 2.0
SAP S/4HANA system conversion
Custom code related process

**Preparation phase**
- System requirements
- Maintenance planner
- SI checks
- Custom code preparation

**Realization phase**
- Software Update Manager (SUM)
- Application specific follow-up activities

- Usage tracking of custom code in production (SCMON/SUSG)
  - New Fiori App to detect unused code. Automated custom code removal via SUM
- Remote ATC to check for S/4HANA related changes (Simplification DB)
  - New Fiori App for efficient custom code analysis
- ABAP development tools for Eclipse to adapt custom code
  - Quick fixes for semi-automated code adaptation
- Tune performance of critical database queries by using SQL Monitor (SQLM)

Find more about Custom Code Adaptation process in the SAP community
Other important information
Myth: It is better to wait some years before to transition to SAP S/4HANA

- S/4HANA is SAP’s strategic to-go solution with continuous investment.
- Functional & innovation gap between classical ERP and S/4HANA is increasing and therefore are migration efforts.
- Realizing business benefits of S/4HANA NOW instead of missing them and building more interim solution to meet business needs.
- Continuous loss of knowledge will lead to a complete re-implementation over time.
SAP S/4HANA Simplification List details

Effort vs. Relevance-Matrix

Development over Time

- New items
- Cumulated
- Pages
Summary: Actual findings from customer projects & recommendations

- **System conversion projects are in average shorter and cost less than new implementation (Greenfield) projects**
  
  Many customers choose system conversion for doing a 'technical uplift' to the SAP S/4HANA platform; intensive adoption of new SAP S/4HANA applications and SAP Fiori UI Technology is often addressed in follow-up projects.

- Analysis of installed-base SAP S/4HANA projects with a (planned) go-live in 2018 or later shows that almost half chose system conversion, this trend is rising…

- **Is a phased approach possible?**
  
  - Phased move to SAP S/4HANA by organization units (company code- / client-wise → LT scenario), vs.
  
  - System conversion approach with reduced scope as a technical uplift for all organizational entities with low impact, followed by individual process optimizations/adaptations per organizational entity.

- For SAP ERP on any DB customers a **two-step approach via SAP ERP on SAP HANA has in general no significant benefits** (individual exceptions may make sense in case of for non-Unicode systems & for SAP ERP system releases < SAP ERP 6.0)

- We plan to stop offering system conversion paths from SAP ERP to older SAP S/4HANA releases for new projects.
  
  System conversions will always be possible to the latest two SAP S/4HANA releases (on 'stable stacks').
S/4HANA Simplification Items (SI), impact on integration

Frequent Items
- Business Partner / CVI
- Finance-related
  - “Universal Journal” using new data model (ACDOCA), New Asset Accounting, Material Ledger
  - Profitability in Universal Journal
  - New Cash Management
  - New Credit Management
  - Revenue Recognition > RAR
- Logistics-related
  - Changes in MRP
  - Inventory Management (new data model)
  - SD Rebates > Settlement Management
  - Foreign Trade > International Trade / GTS

Important aspects
- Business is always affected – “a conversion is not an upgrade”
- S/4HANA is to a large extent interface-compatible, in most cases only few integration points need adaptation
- Understand related tools in particular SI Catalogue, Readiness Check, SI Check Report, ABAP Test Cockpit
- These tools are relevant for conversions and for landscape transformations resp. 1:1 re-implémentations
- Adaptation activities occur partially in SAP ERP, partially in SAP S/4HANA
- Understand “Compatibility Scope” and assess strategic successors
- Start Early

SAP Blog: SAP S/4HANA Simplification Item Check – How to do it right
Where to go for more information

- Discover SAP S/4HANA
- Explore the User Experience
- SAP S/4HANA Roadmap
- SAP Community
- SAP Best Practices Explorer
- Learn more: SAP Learning Hub

Try it yourself

- SAP S/4HANA, cloud edition trial
- SAP S/4HANA, on-premise edition trial

Experience Matters
## Other important documents and resources

**Help Portal**
- Central access point for S/4HANA related information - all releases, all deployment models, release restrictions, documentation, trials, conversion guides...

**Feature Scope Description**
- Legally relevant scope documentation: „what’s in the core license, what has an extra license“.
- One document per shipment; covers scope of the technical S4 shipment

**Simplification List**
- Technical view: Important changes in S/4HANA: Deprecated functions, replacements, mitigation. Available as pdf (via help.sap.com) or xls (SAP note 2313884)
- [https://launchpad.support.sap.com/#/notes/0002313884](https://launchpad.support.sap.com/#/notes/0002313884)

**Business Scenario Recommendations**
- tailored recommendations based on your current productive system usage (ST03N); identify high-value business scenarios

**Fiori Application Library**
- Overview of Fiori applications by role, industry, …
- Upload list of transactions – get Fiori analysis based on your transactions

**Innovation Discovery**
- Search for new functionality delivered by SAP – also for ERP. Easily evaluate and discuss innovations and features with having both business and technical information at a glance
- [http://sapsupport.info/support-innovations/innovation-discovery/](http://sapsupport.info/support-innovations/innovation-discovery/)
- [https://www.sap.com/roadmaps](https://www.sap.com/roadmaps)

**Roadmaps**
- Roadmap information from different perspectives: Product, solution, industry, LoB, technology, …

**S/4HANA Trials**
- Access to S/4HANA on-premise and cloud trials

**Experience Transformation videos**
- Side-by-side comparison of a business process with and without FIORI
- [https://www.youtube.com/results?search_query=experience+transformation+sap](https://www.youtube.com/results?search_query=experience+transformation+sap)

**openSAP course**
- Find Your Path to SAP S/4HANA – good overview of conversion process and tools
- [https://open.sap.com/courses/s4h5](https://open.sap.com/courses/s4h5)

**S/4HANA FAQ**
- Comprehensive, from hilevel to details

**S/4HANA Community**
- Blogs, discussions, …
- [https://go.support.sap.com/transformationnavigator/#/welcome](https://go.support.sap.com/transformationnavigator/#/welcome)

**SAP Transformation Navigator**
- Clear guidance into the S/4HANA world, based on customer licensing and landscape, business value and IT strategy
- [https://go.support.sap.com/transformationnavigator/#/welcome](https://go.support.sap.com/transformationnavigator/#/welcome)

**Readiness Check**
- Fiori tool delivering overview of potential S4 landscape, based on customer-specific installation data („first check“)

**Migration Cockpit**
- SAP S/4HANA Migration Cockpit
- [https://blogs.sap.com/2017/07/05/starter-blog-for-sap-s4hana-migration-cockpit/](https://blogs.sap.com/2017/07/05/starter-blog-for-sap-s4hana-migration-cockpit/)
SAP S/4HANA is mainstream

Thousands of customers are already live
• First 1,000 in 2.5 years
• Second 1,000 in 10 months

Interest in SAP S/4HANA adoption is high:
• 15,000+ customers using SAP Transformation Navigator
• 1,500+ using SAP S/4HANA Readiness Check

Thousands of successful transformation projects fueling:
• Ready to run, pre-configured solutions with SAP Model company
• 14+ industries and 10 lines-of-business
• Accelerated deployment by up to 50%
SAP S/4HANA customer momentum is strong as of July 2019

SAP S/4HANA Customers: 11,500+

Live Customers: 3,200+
1st thousand in 2 years 7 months, 2nd thousand in 10 months, 3rd thousand in 9 months

Deployment Projects: 7,000+
Multiple projects per customer possible

Examples of SAP S/4HANA benefits these customers have reported:

- 30% Shorter delivery lead time
- 48% Reduction in days sales outstanding
- 60% Increase in operational efficiency
- 80% Faster report generation
- 95% Faster material requirements planning
- 100% Visibility of inventory across all locations

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Hvala