

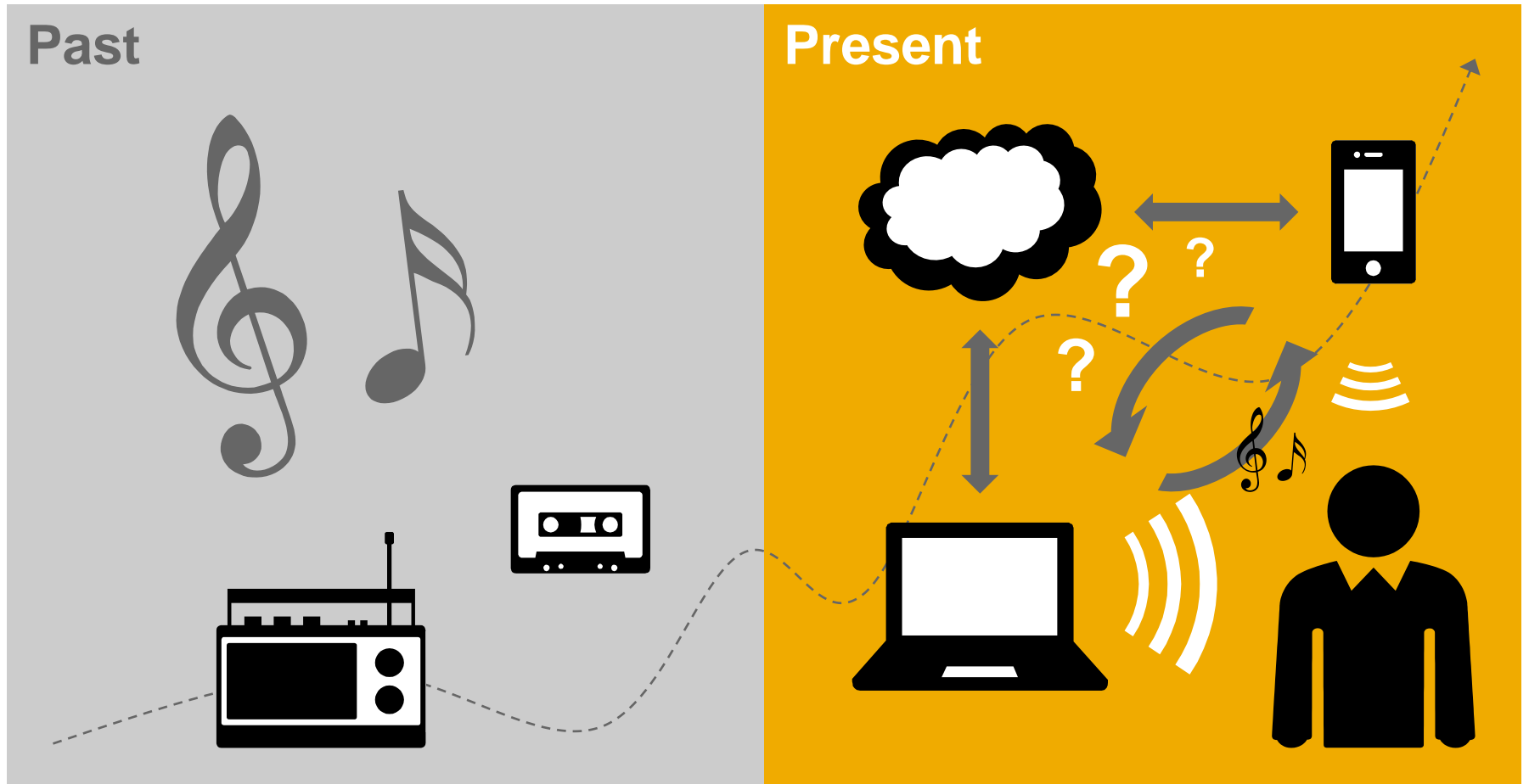
# INNOVATE BETTER

Leveraging Innovation with SAP Enterprise Support



# Innovation: An Integral Part of Every Business

Example: Evolution of music consumption and maintenance



# Today's Challenges Facing IT

## Barriers to innovation

- **Shrinking**

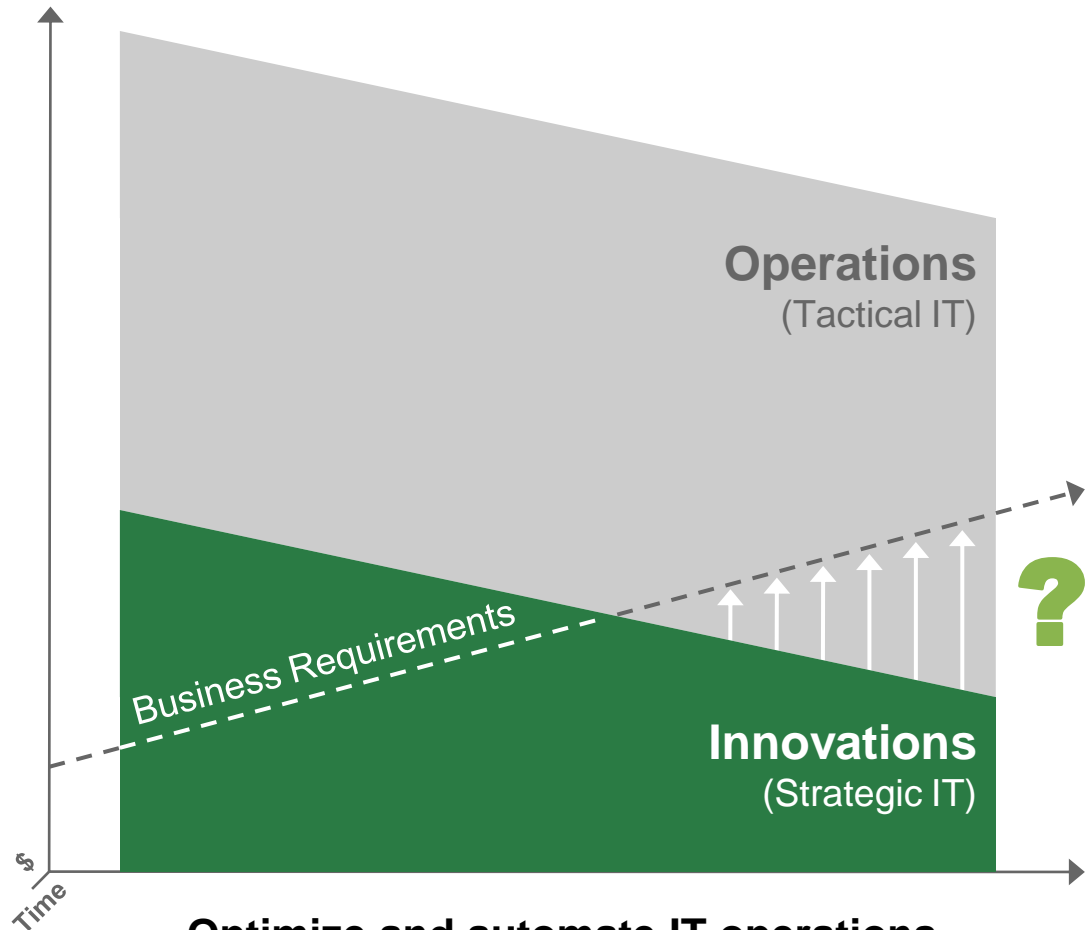
IT budgets require optimized IT operations

- **Less**

opportunity to innovate due to IT operational costs consuming the majority of resources and business continuity

- **Growing**

demand for increased delivery of business innovations

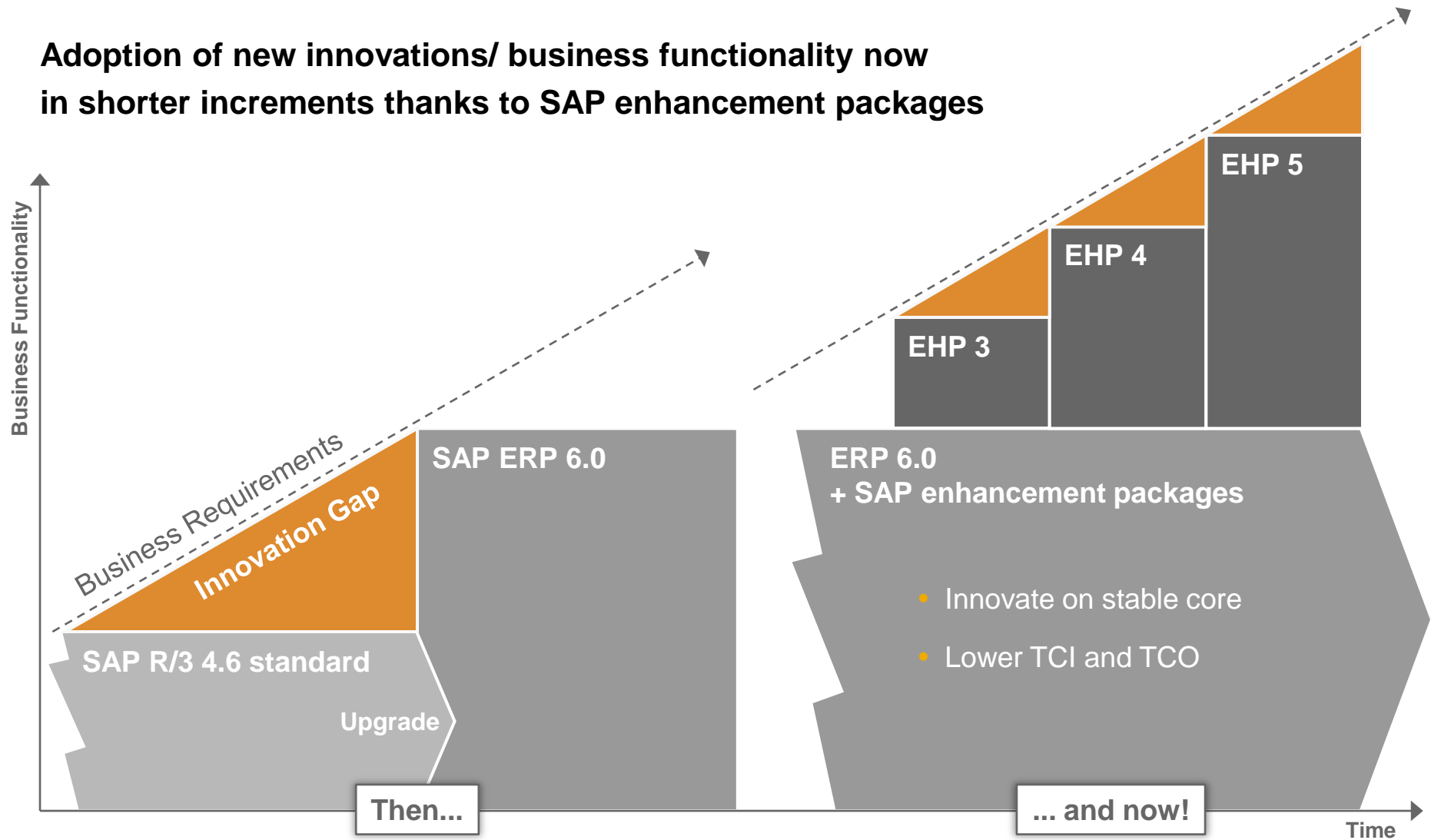


**Optimize and automate IT operations.  
Focus on innovation for your business.**

# SAP Innovation Then and Now

Innovate faster and easier with SAP enhancement packages

Adoption of new innovations/ business functionality now  
in shorter increments thanks to SAP enhancement packages

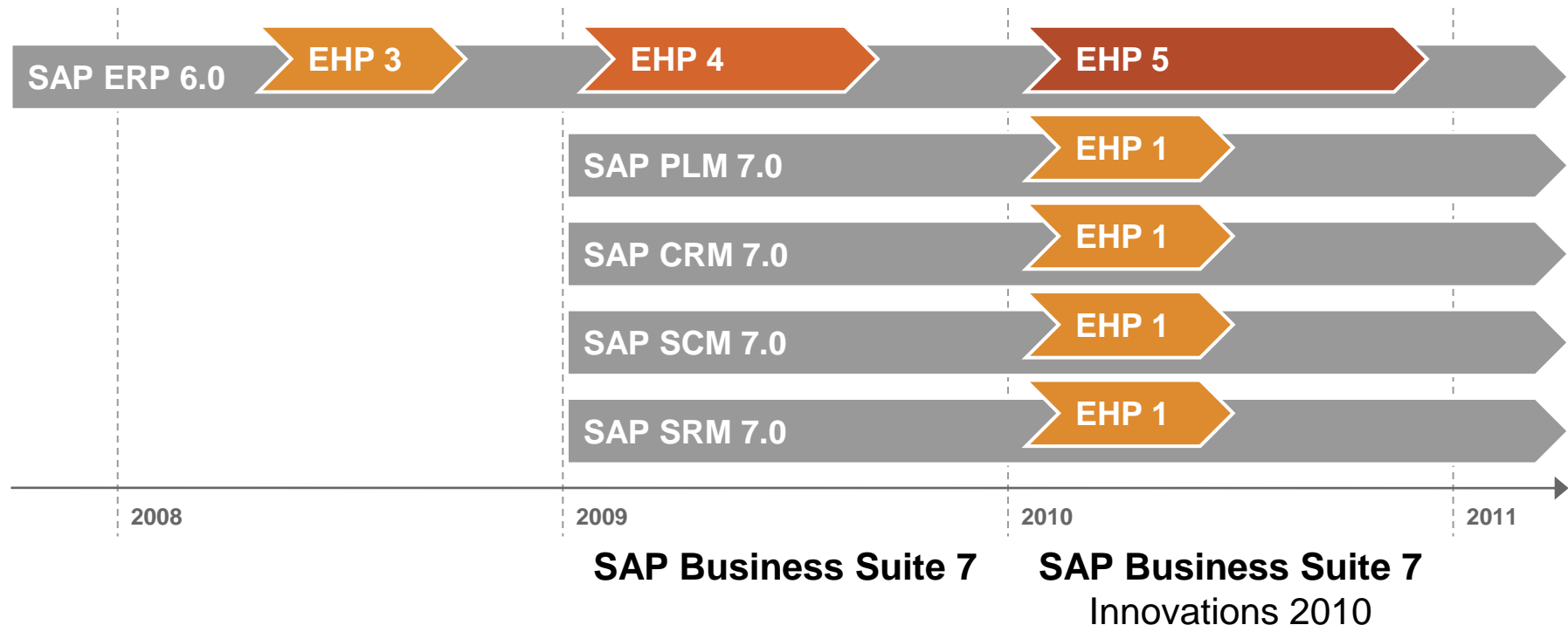


# Innovation with SAP Enhancement Package

Accelerate adoption of innovations to your entire SAP Business Suite

## We follow our road maps and keep promises

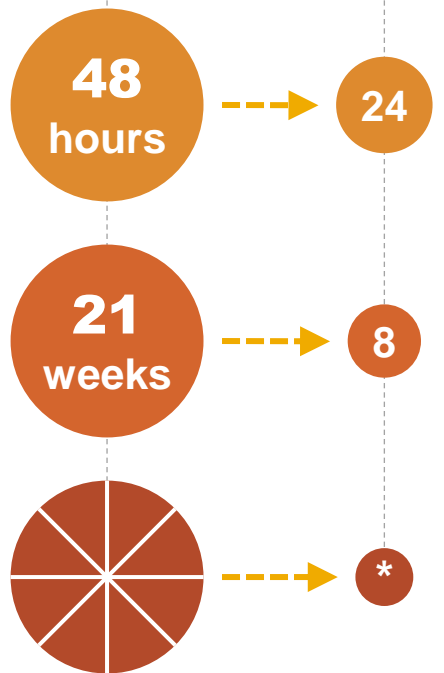
- SAP Business Suite 7 generally available since May 2009
- SAP enhancement package concept is proven by high number of 10,000+ live customers



# Speeding up Innovation

Upgrades<sup>1</sup> vs. enhancement packages<sup>2</sup> for SAP Business Suite

## Upgrades vs. EHPs



**50 %** Reduction of Business Downtime

**62 %** Reduction of Total Project Duration

**58 %** Reduction of Project Phases Duration

\* Up to 58% reduction of project phases duration in total, i.e. Preparation and Blueprint from 3 down to 1 week each, Realization from 8 down to 3 weeks, Preparation for Cutover from 3 down to 2 weeks and Production Cutover/ Support from 2 down to 1 week.

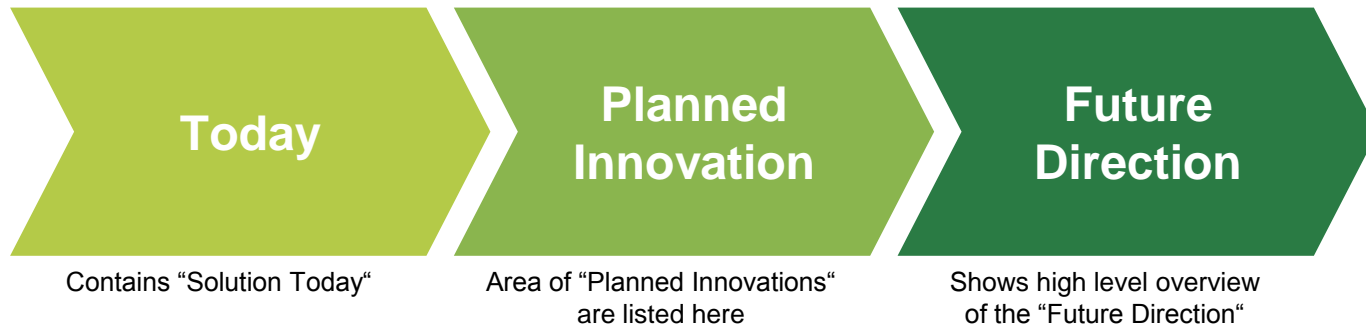
<sup>1</sup> Based on n = 168 upgrades from SAP R/3 4.6C to SAP ERP 6.0; only those considered which provided details on these questions; Source: [Upgrade Experience Database](#)

<sup>2</sup> Total number of enhancement package installations (EHP 1 to 4): n = 111; only those considered which provided details on these questions; this number represents an extract only out of more than 9,000 enhancement package installations globally (as of Dec 2010); Source: [Enhancement Package Experience Database](#)

# Innovation Roadmap

Leveraging innovation with SAP Enterprise Support

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- **Relevance**

Understand the relevance and value of the complete portfolio of your business

- **Transparency**

Get long term transparency

- **Innovation**

Understand SAP's market and innovation strategy →

<http://service.sap.com/roadmap>

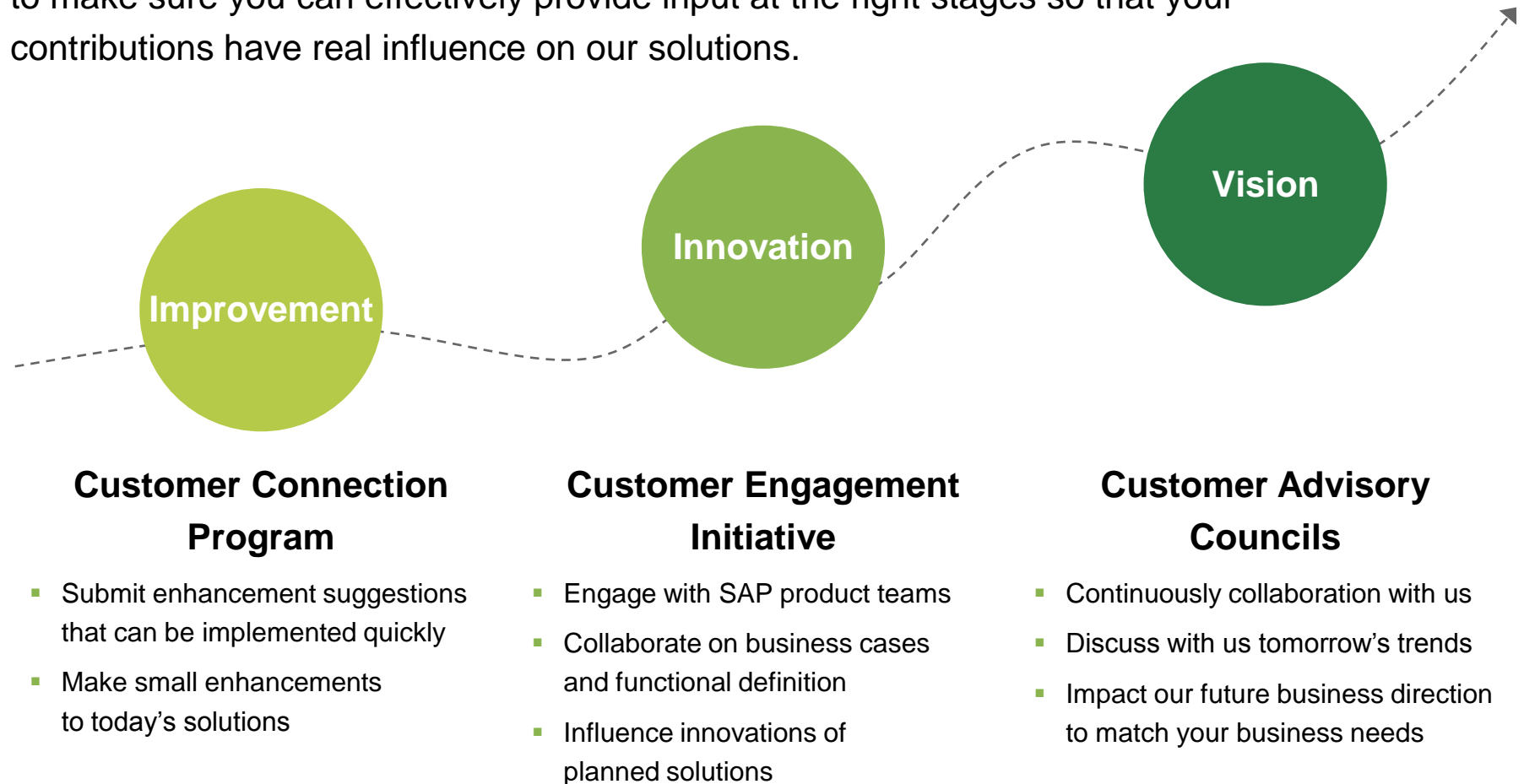
- **Direction**

Influence on SAP's innovation path

# Collaborative Innovation

Shaping our future together

SAP provides three different ways to influence our product and solution direction to make sure you can effectively provide input at the right stages so that your contributions have real influence on our solutions.

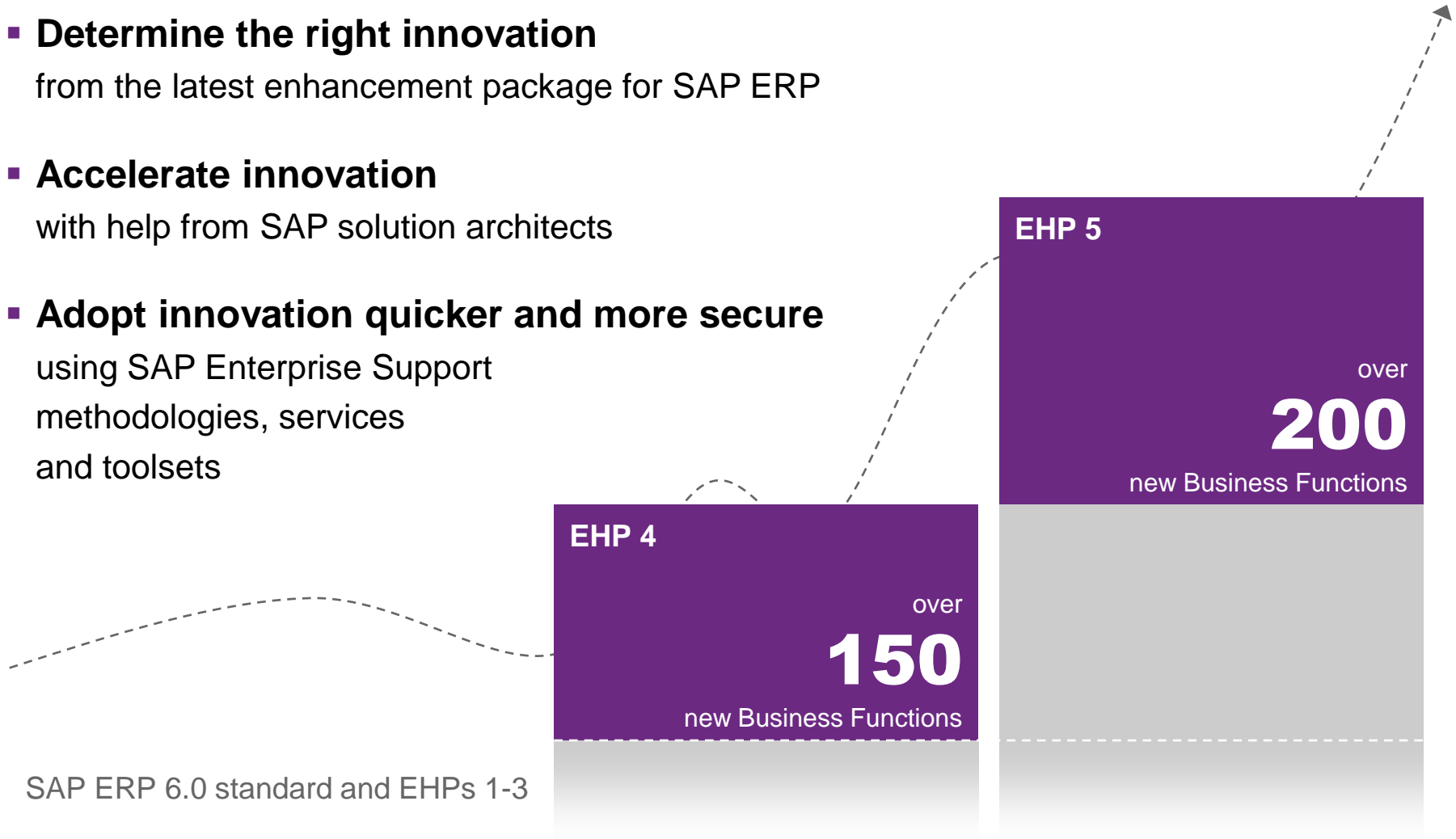




# Jumpstart Innovation

By leveraging SAP Enterprise Support

- **Determine the right innovation**  
from the latest enhancement package for SAP ERP
- **Accelerate innovation**  
with help from SAP solution architects
- **Adopt innovation quicker and more secure**  
using SAP Enterprise Support methodologies, services and toolsets



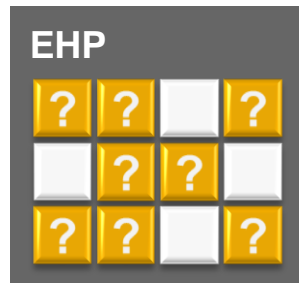
# The SAP Enterprise Support Advantage

Quickly meet business requirements for growth and competitive advantage

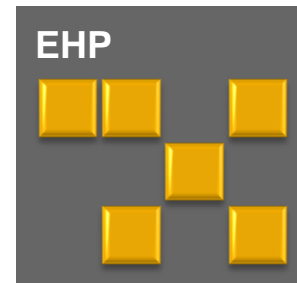
Find what's new...



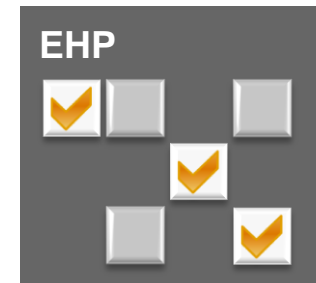
... and what you get, ...



... install innovations, ...



... activate and use them!



Requirements & Design

Build & Test

Deploy

## Business Function Prediction

- Find the enhancement package functionality that is right for your landscape
- Reports based on actual system usage data

## Accelerated Innovation Enablement

- Evaluate innovation capabilities of the latest SAP enhancement package
- Information on how to deploy to meet business process requirements

## Enhancement Package Installation

- EHP installer
- Business process change analyzer (included in SAP Solution Manager)
- Specific services for installation, upgrade, downtime, etc. available

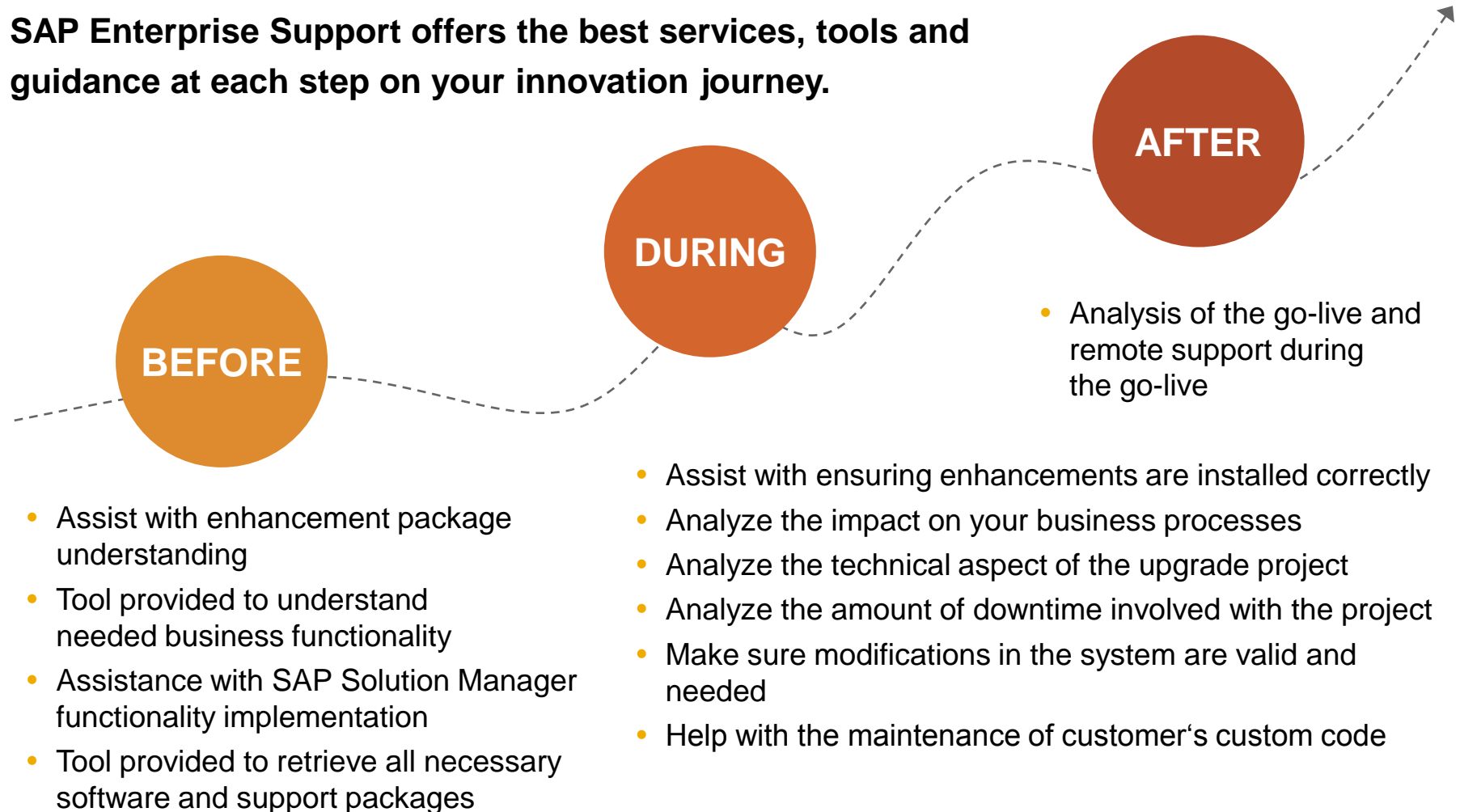
## Switch Framework

- Activate the relevant business function sets within SAP enhancement packages
- Additional SAP Enterprise Support services available

# INNOVATE BETTER

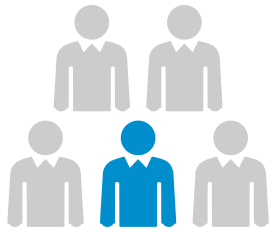
## Overcome barriers to innovations with SAP Enterprise Support

**SAP Enterprise Support offers the best services, tools and guidance at each step on your innovation journey.**



# Close Collaboration to Innovate Better

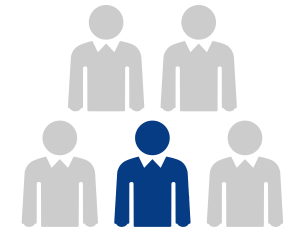
Unlock your innovations through SAP Solution Manager



**SAP**



**Platform of Success**



**Customer**



For close collaboration and delivery of  
SAP enhancement packages and  
SAP Enterprise Support services



**Guide to Success**

Accelerate business innovation and reduce cost of implementation  
with application lifecycle management

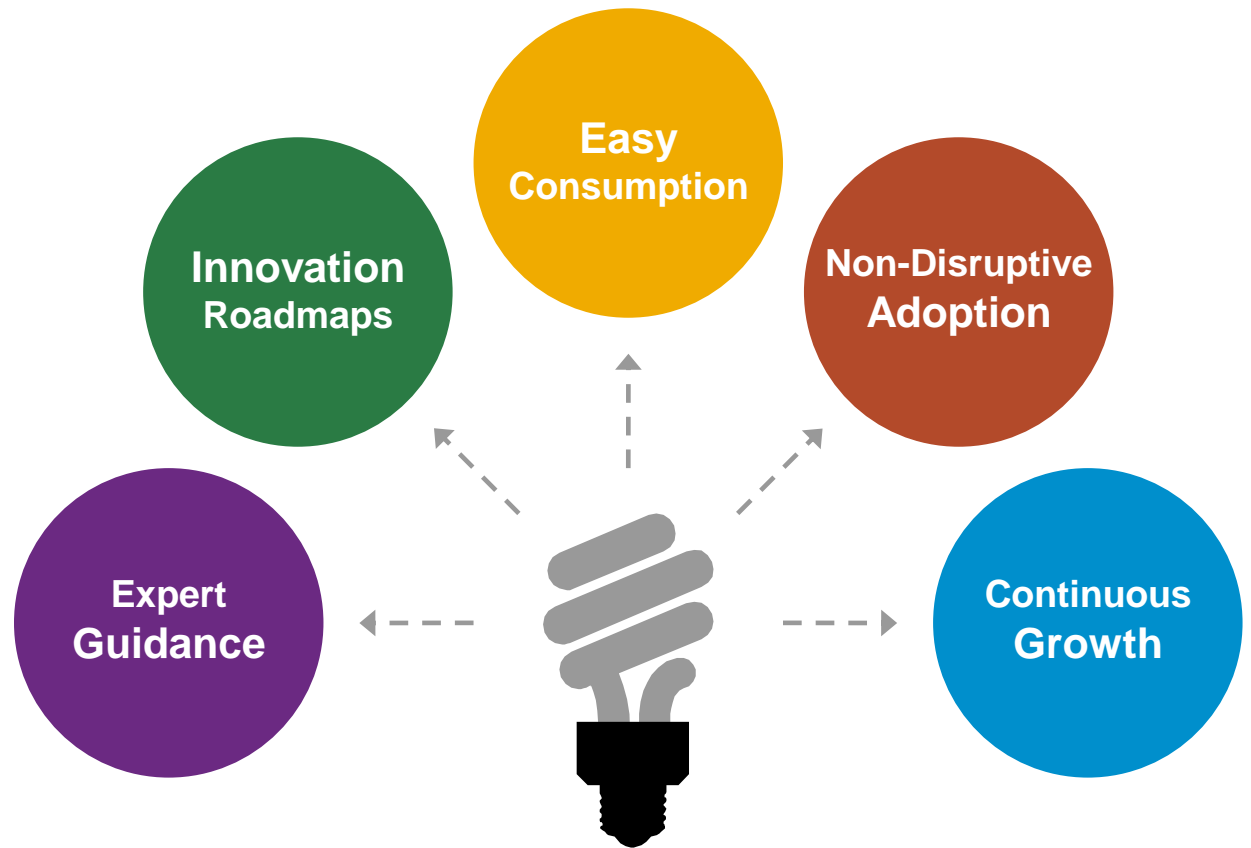
# INNOVATE BETTER with SAP Enterprise Support

Our unmatched support offering

## Innovate Better

SAP Enterprise Support helps you to protect and grow your SAP investments through strategic non-disruptive and easy-to-consume innovations.

Quickly meet your business requirements for continuous growth and increased competitive advantage!





**Thank You!**

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