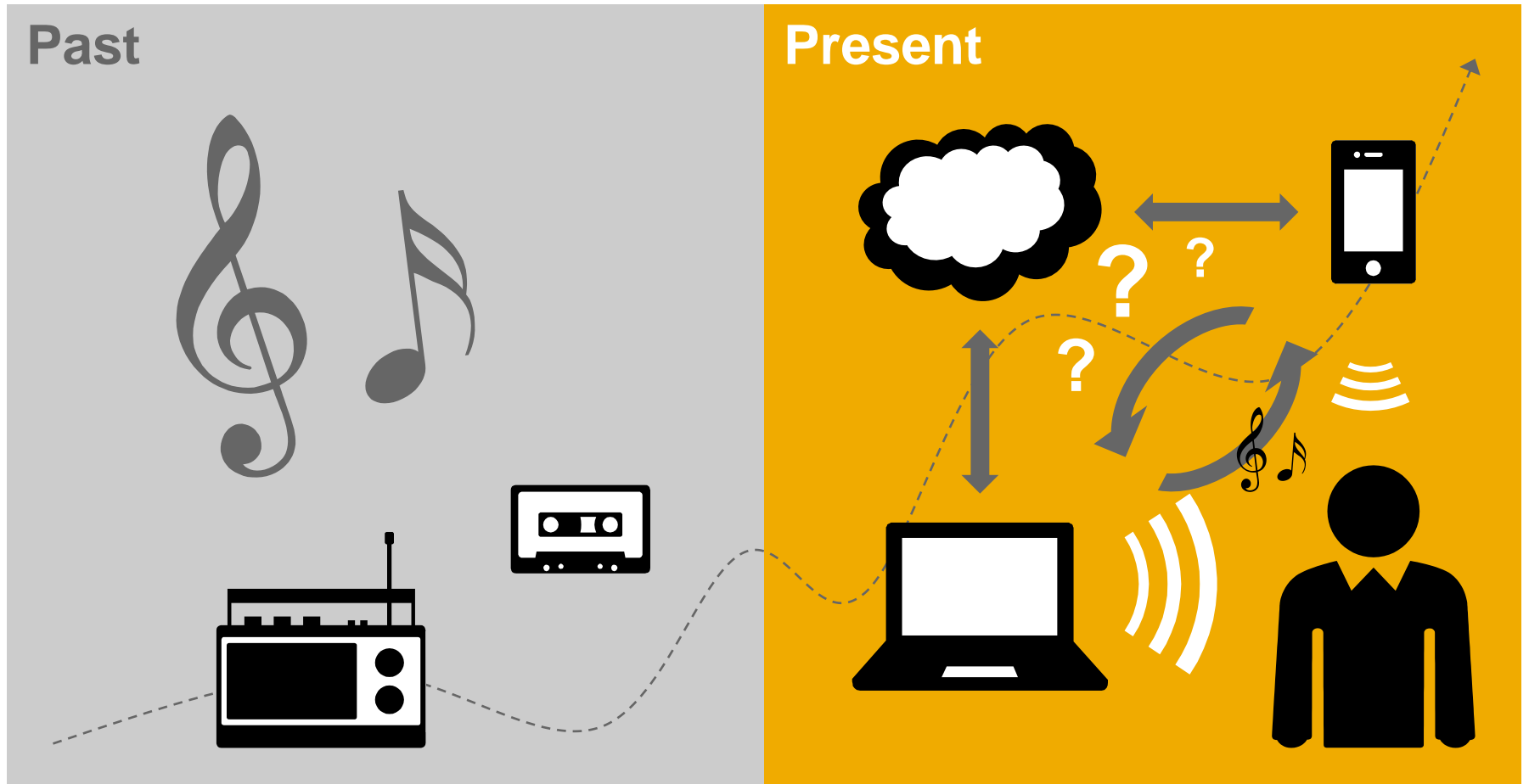# INNOVATE BETTER

Leveraging Innovation with SAP Enterprise Support

Innovation: An Integral Part of Every Business
Example: Evolution of music consumption and maintenance

Past

Present

Today's Challenges Facing IT
Barriers to innovation
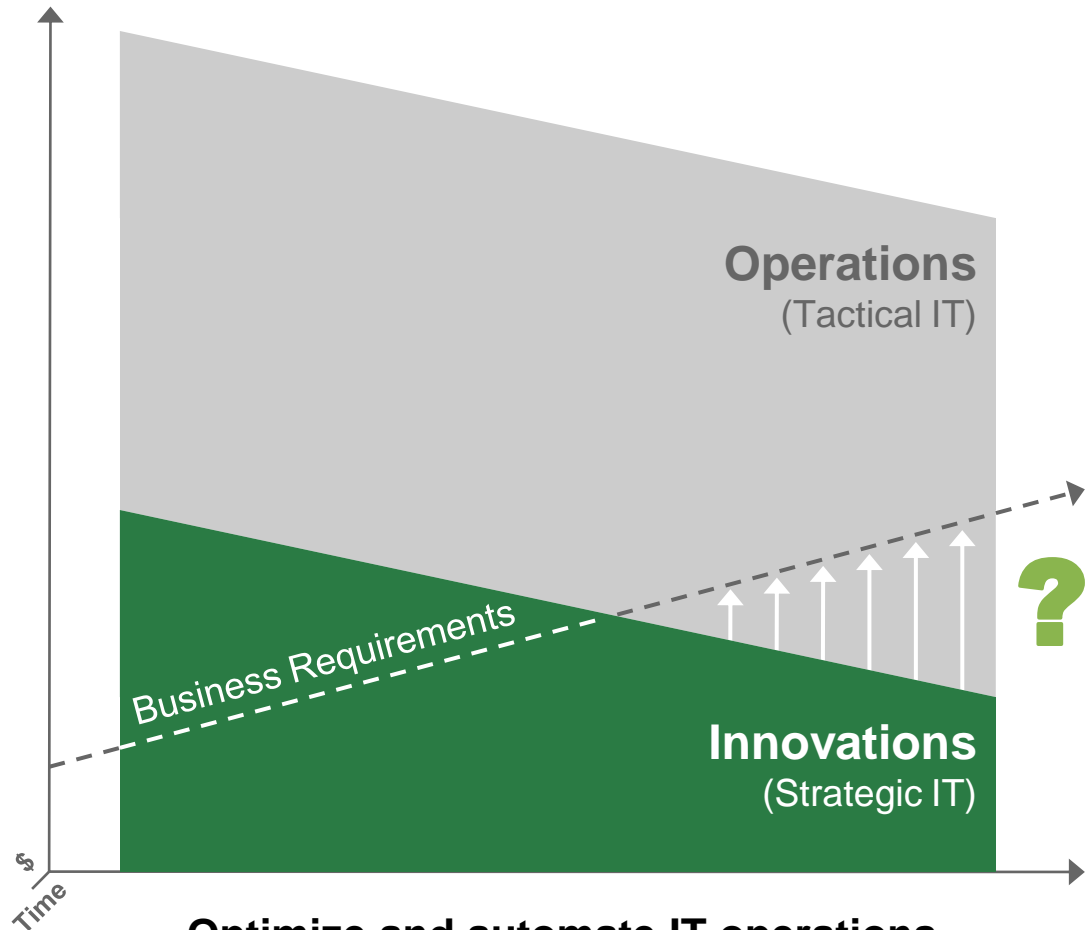
- **Shrinking**

  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
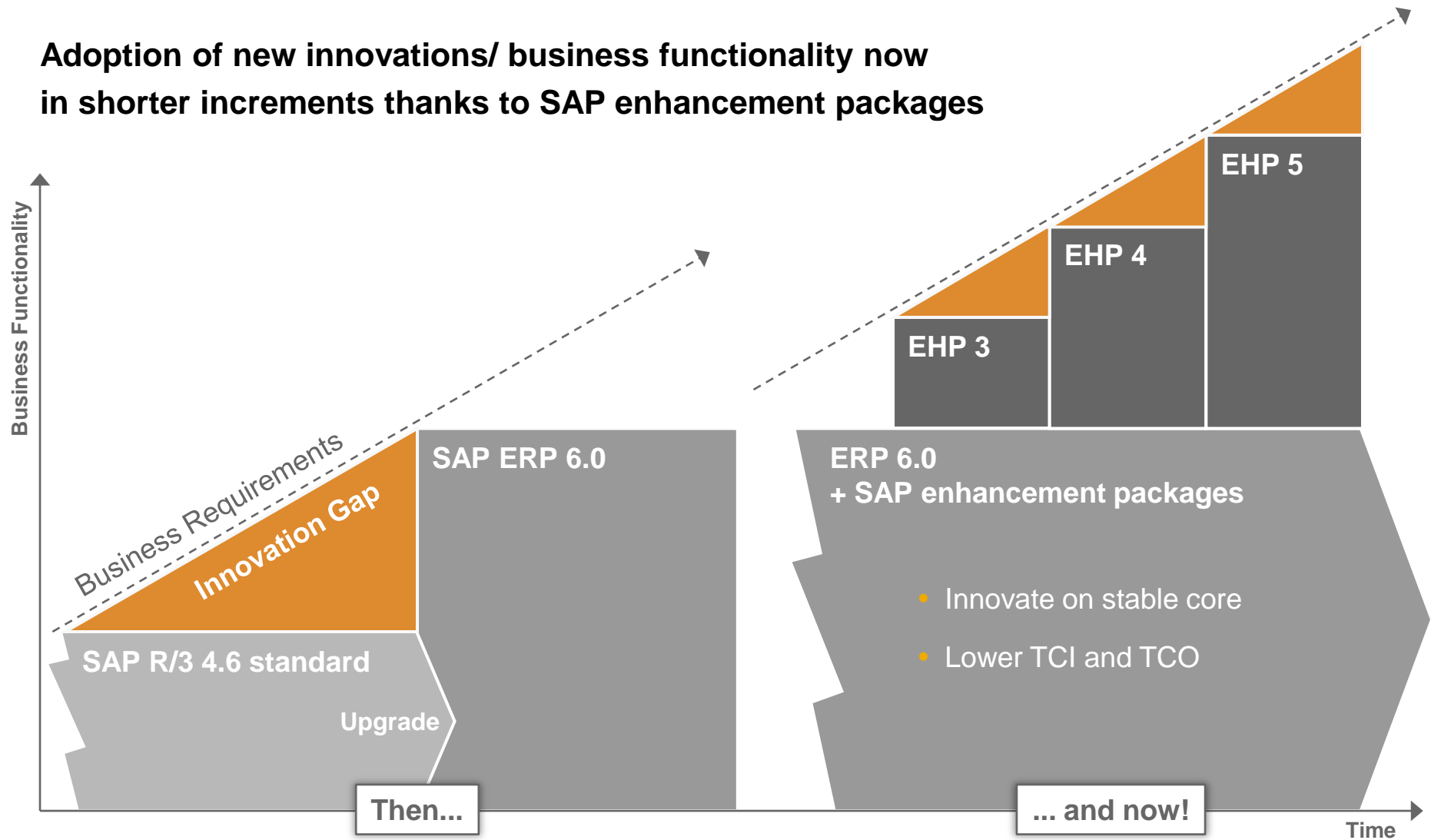 delivery of business
  innovations

Operations
(Tactical IT)

Business Requirements

Innovations
(Strategic IT)

?

$

Time

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**

Business Functionality

Business Requirements

Innovation Gap

EHP 5

EHP 4

EHP 3

SAP ERP 6.0

**ERP 6.0
+ SAP enhancement packages**

- Innovate on stable core
- Lower TCI and TCO

SAP R/3 4.6 standard

Upgrade
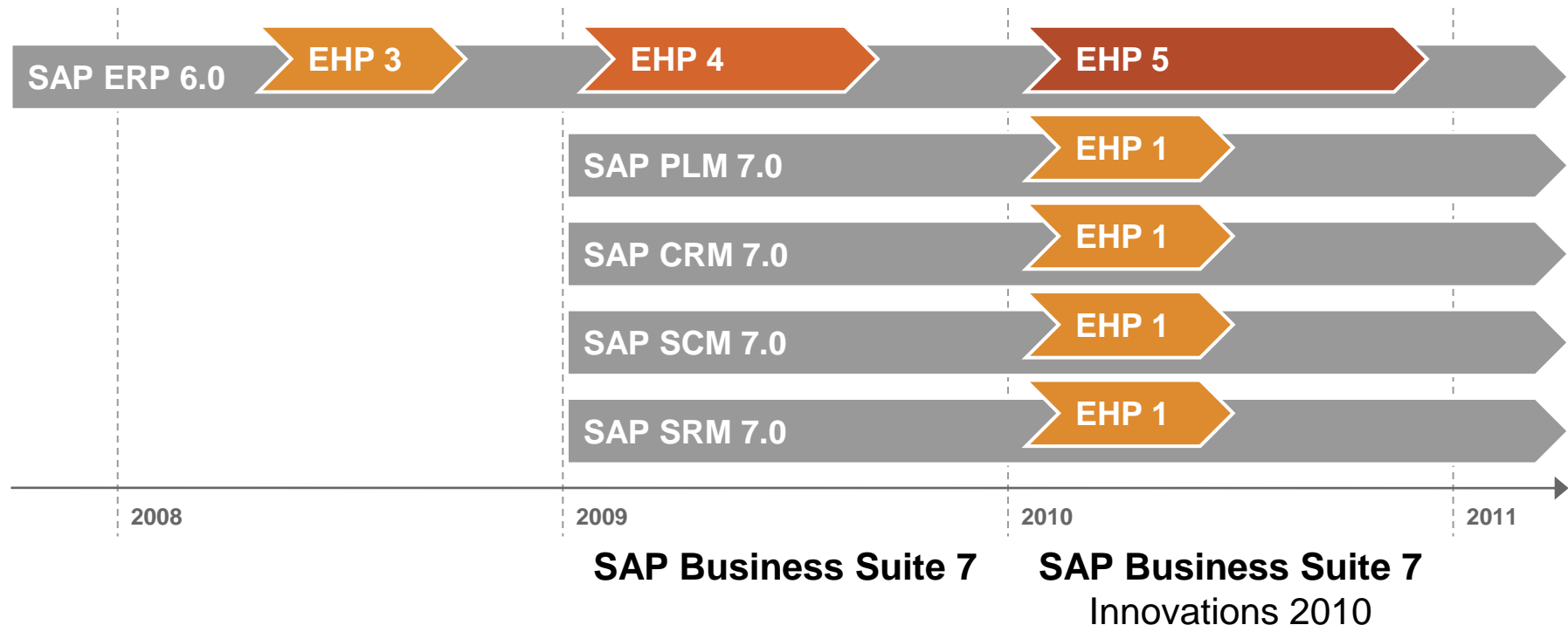
Then...

... and now!

Time

4

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

SAP ERP 6.0	EHP 3		EHP 4		EHP 5	
		SAP PLM 7.0		EHP 1		
		SAP CRM 7.0		EHP 1		
		SAP SCM 7.0		EHP 1		
		SAP SRM 7.0		EHP 1		

2008 2009 2010 2011

SAP Business Suite 7   **SAP Business Suite 7**
Innovations 2010

Speeding up Innovation

Upgrades[1] vs. enhancement packages[2] for SAP Business Suite

Upgrades vs. EHPs

48 hours → **24**
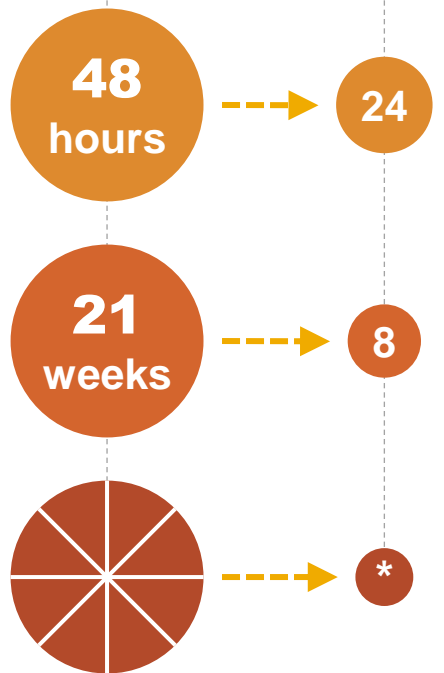
50 % Reduction of Business Downtime

21 weeks → **8**

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.

[1] 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**

[2] 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

Today	Planned Innovation	Future Direction
Contains "Solution Today"	Area of "Planned Innovations" are listed here	Shows high level overview of the "Future Direction"
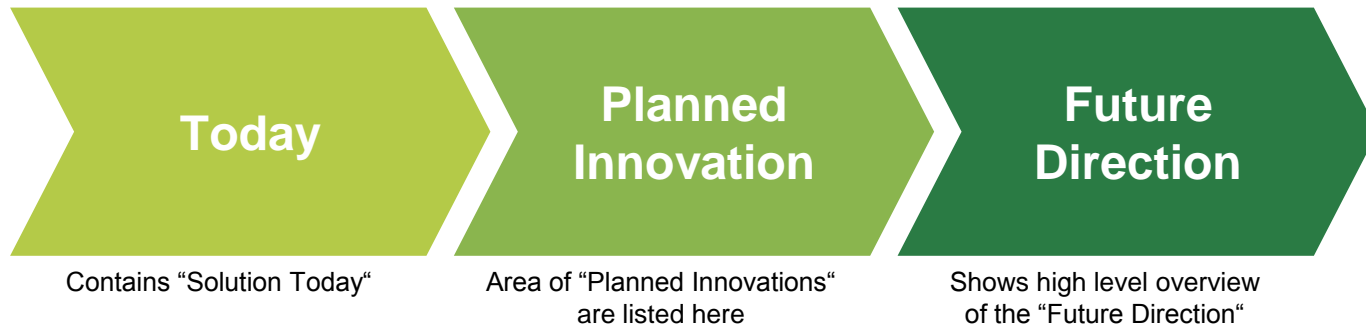
- **Relevance**
  Understand the relevance and value of the complete portfolio of your business

- **Transparency**
  Get long term transparency
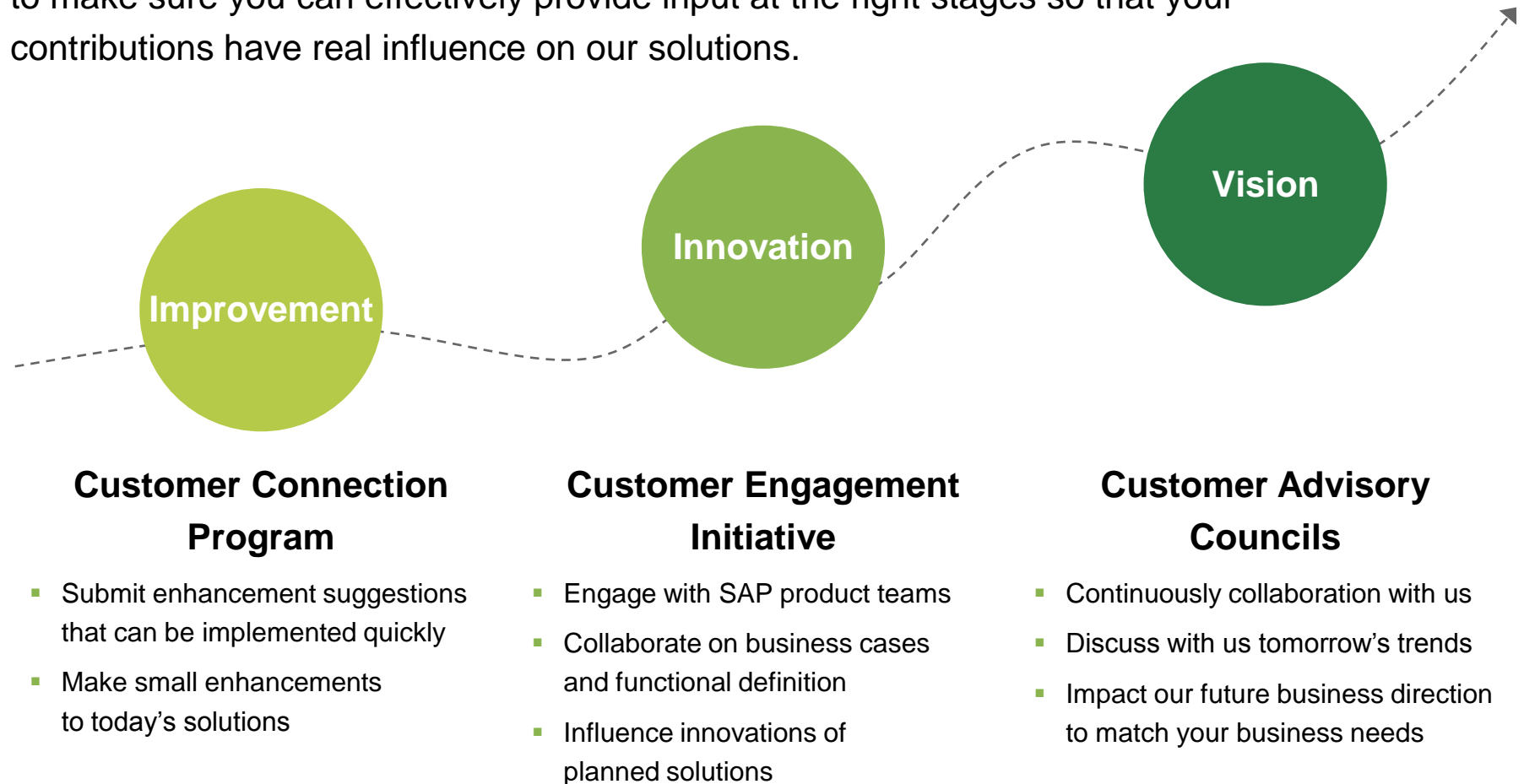
- **Innovation**
  Understand SAP's market and innovation strategy → http://service.sap.com/roadmap

- **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.

Improvement

Innovation

Vision

Customer Connection Program

- Submit enhancement suggestions that can be implemented quickly
- Make small enhancements to today's solutions

Customer Engagement Initiative

- Engage with SAP product teams
- Collaborate on business cases and functional definition
- Influence innovations of planned solutions

Customer Advisory Councils

- Continuously collaboration with us
- Discuss with us tomorrow's trends
- Impact our future business direction to match your business needs

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

SAP ERP 6.0 standard and EHPs 1-3

EHP 5

over

200

new Business Functions

EHP 4

over

150

new Business Functions
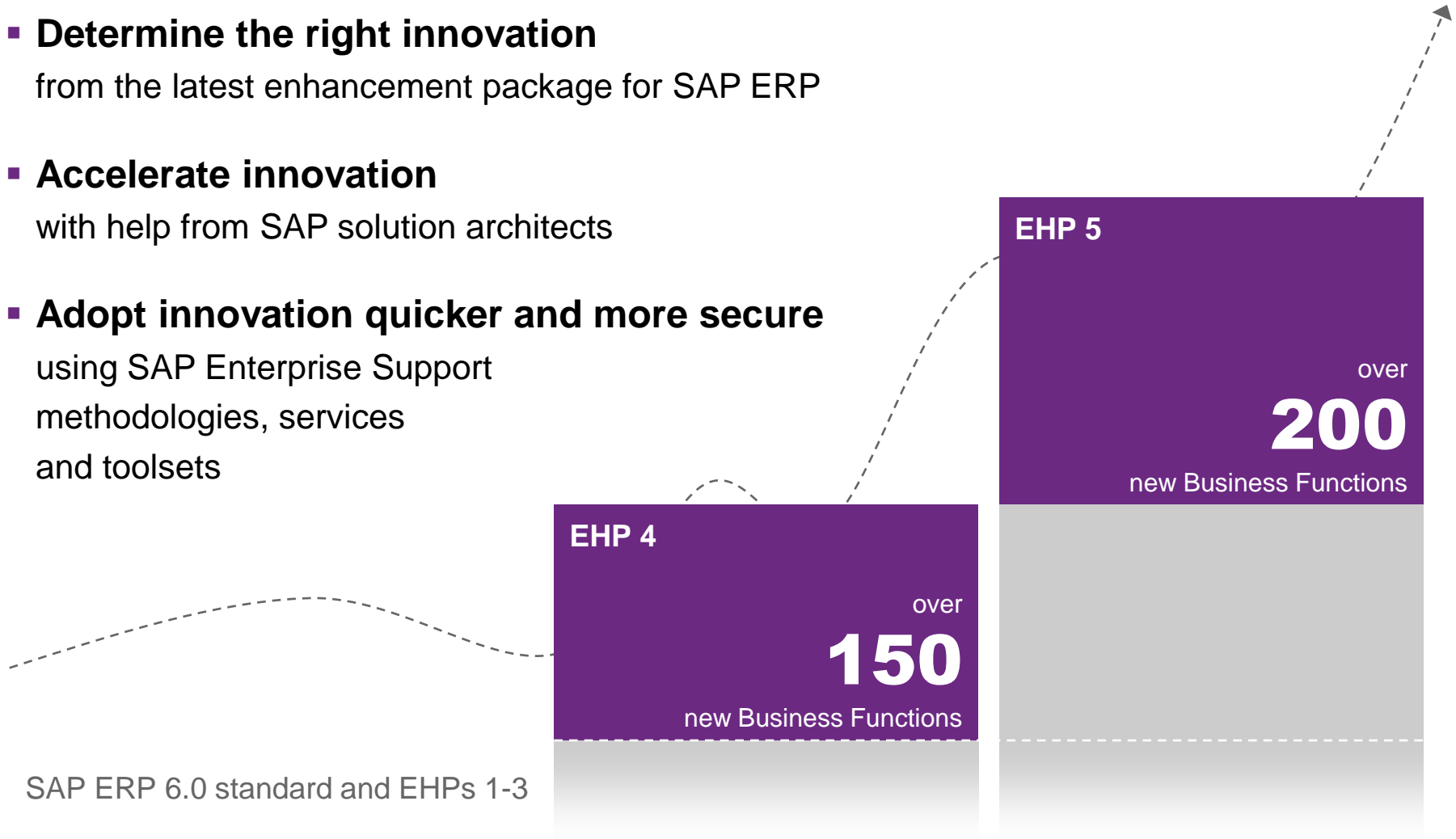
The SAP Enterprise Support Advantage

Quickly meet business requirements for growth and competitive advantage

Find what's new... **... and what you get, ...** **... install innovations, ...** **... activate and use them!**
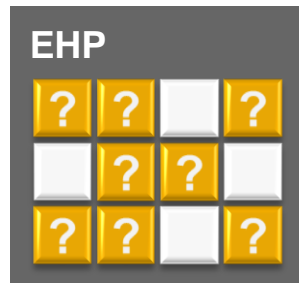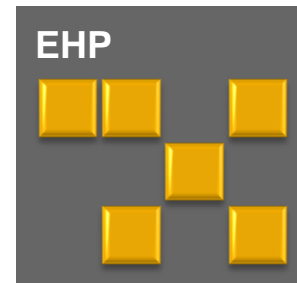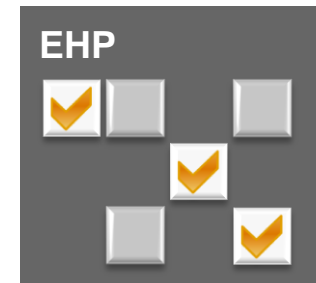
Requirements & Design	Build & Test	Deploy

Business Function Prediction	Accelerated Innovation Enablement	Enhancement Package Installation	Switch Framework
▪ Find the enhancement package functionality that is right for your landscape	▪ Evaluate innovation capabilities of the latest SAP enhancement package	▪ EHP installer	▪ Activate the relevant business function sets within SAP enhancement packages
▪ Reports based on actual system usage data	▪ Information on how to deploy to meet business process requirements	▪ Business process change analyzer (included in SAP Solution Manager)	▪ Additional SAP Enterprise Support services available
		▪ Specific services for installation, upgrade, downtime, etc. 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.

AFTER

DURING

BEFORE

- Analysis of the go-live and remote support during the go-live

- Assist with enhancement package understanding
- Tool provided to understand needed business functionality
- Assistance with SAP Solution Manager functionality implementation
- Tool provided to retrieve all necessary software and support packages

- Assist with ensuring enhancements are installed correctly
- Analyze the impact on your business processes
- Analyze the technical aspect of the upgrade project
- Analyze the amount of downtime involved with the project
- Make sure modifications in the system are valid and needed
- Help with the maintenance of customer's custom code

Close Collaboration to Innovate Better

Unlock your innovations through SAP Solution Manager
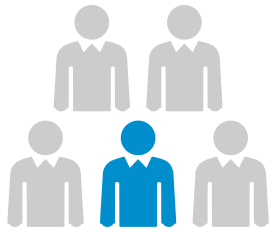
SAP

Platform of Success
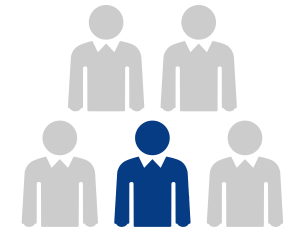
Customer

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

Support Backbone

SAP Solution Manager

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 competitve advantage!
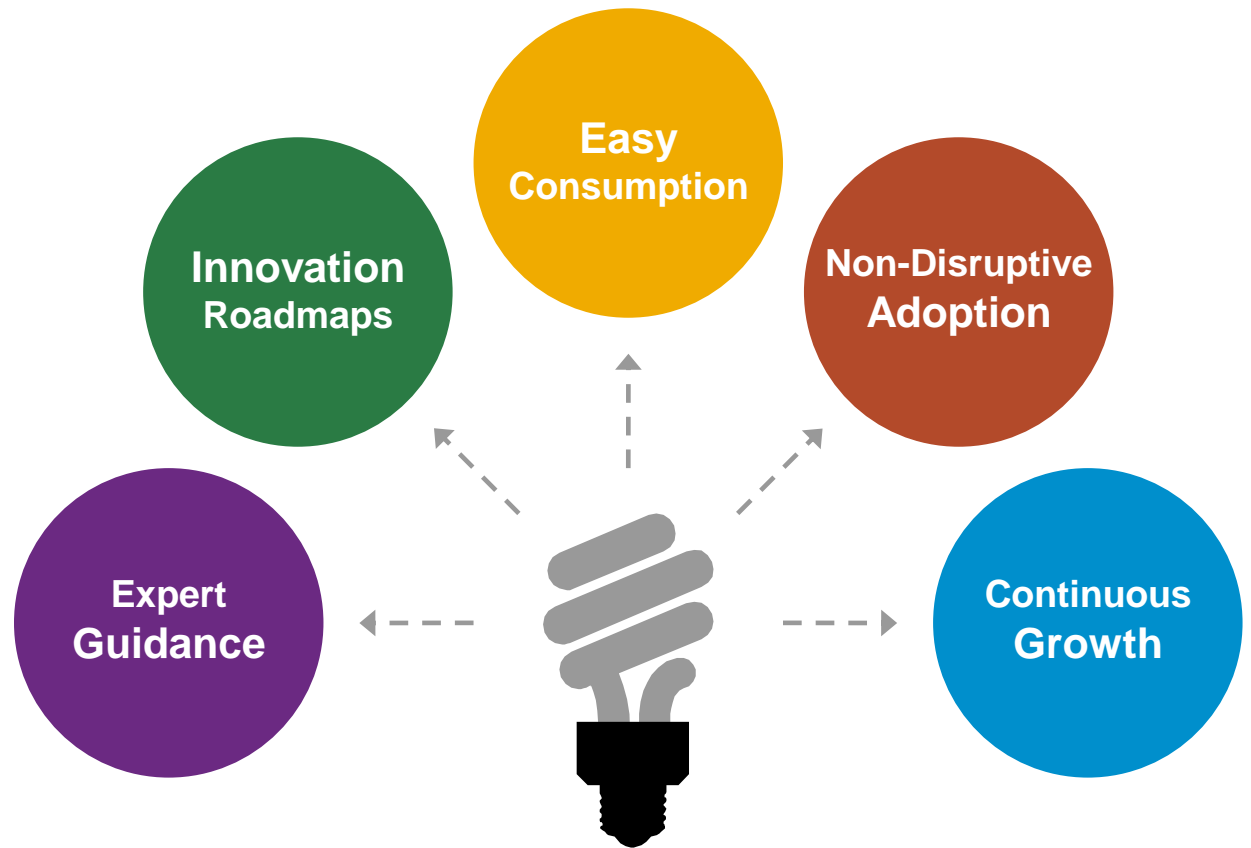
Thank You!

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