Best Practices for Implementing SAP Enhancement Packages

SAP Technology Solution Management
Lifecycle Management
November 2009
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1. Overview
   - SAP Enhancement Packages
   - Must Knows Regarding Preparation

2. Implementation Scenarios & Tools

3. How to Manage SAP Enhancement Package Implementation Projects

4. Summary, Outlook & Further Information


**Enhancement Packages = Innovation + Stability**

Enhancement Packages reduce conflict between stability and innovation

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**INNOVATION**

- Fast and easy introduction of business innovation at any time when needed

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**ENHANCEMENT PACKAGES = INNOVATION + STABILITY**

- Enable IT to continuously provide new functionality: Installation of enhancement packages as part of routine maintenance
- Selective, non-disruptive activation of innovation at any time - driven by business needs

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**STABILITY**

- Stable and robust business processes for maximum efficiency and low TCO
- Routine deployment of support packages to sustain compliance

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1. Always install parts of SAP enhancement packages combined with Support Pack Stack as a maintenance activity with minor additional effort and facilitated by the new EHP Installer tool.

2. Select and activate the functionality needed by your business using the Switch Framework. Functionality your business does not need will remain dormant.
~2900 new productive EHP customers within the last 12 months (+750% y-o-y)
What Are Enhancement Packages?

- Optionally installed and activated software innovations for SAP ERP 6.0
- Software innovations include UI simplifications, functional enhancements and Enterprise services
- SAP enhancement packages are built on top of each other
- Enhancement packages are not support packages: Support Packages contain corrections and legal changes
- SAP enhancement package 4 for SAP ERP 6.0 is general available since May 2009

Quick Facts

Preamble: SAP enhancement packages are shipped as a delta shipment to SAP ERP 6.0

1. Selective Installation:
   - Each enhancement package contains new versions of existing software components
   - You only update software components, which are related to the functionality you want to use.
   - After installation:
     - No UI or process change until a Business Function is activated (ABAP)
     - One common regression test for both, SP and enhancement package

2. Selective Activation
   - New functionality must be explicitly switched on to become active in the system (EHP4: ~300 Business Functions).
   - If activated:
     - Changes are predictable, only well described changes in the activated areas.
     - Testing is simplified with templates, provided for every Business Function
We follow our roadmaps and keep promises

- SAP Business Suite 7 generally available since May 2009
- EHP concept is proven by high number of 3340 live customers
Agenda

1. Overview
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### EHP Facts

- **Only one EHP Level per system**
  One application system can only consist of one EHP level (e.g. EHP3 or EHP4). Hence installed EHP components have to be updated with every future EHP implementation.

- **Industry Solutions**
  Customers who have activated an industry business function set have to include the corresponding EHP industry software component during installation.

- **EHP Installation and functional activation is non-reversible**

### Technical Delivery

- **EHPs are “cumulative”**
  When installing the latest EHP you will automatically get all functionality delivered with previous Enhancement Packs.

- **Delta Shipment**
  The EHP installation delivers only changed objects to your system. Whereby EHP 3 is a delta shipment to ERP 6.0 and EHP 4 is a delta shipment to EHP 3.

- **Enhancement Packages for SAP NetWeaver**
  SAP Enhancement Package 4 for SAP ERP 6.0 is available for two product versions: SAP NetWeaver 7.0 or 7.0.1 (i.e. Portal, PI).

### Project Perspective

- **Modification Adjustment**
  After installing Enhancement Packages modifications must be adjusted – even if no business function has been activated. → Similar to applying a full SP Stack

- **Regression Test required**
  The installation of an SAP Enhancement Package requires a full regression test – even if no business function has been activated. → Similar to applying a full SP Stack

- **Effort Estimation**
  Most customers say that the installation effort is a bit higher with EHP’s (without activating business functions) compared to pure Support Package updates.
Implementation Procedure of SAP Enhancement Packages

**Discover & Evaluate:**
- EHP Info Center
- Solution Browser Tool

**Preparation & Blueprint:**
- Maintenance Optimizer
- Implementation Content

**Realization (Install, Activate, & Test):**
- Enhancement Package Installer
- Switch Framework
- Configuration + Customizing
- Predefined test content

**Go-Live and Support**

Enhancement Package Lifecycle
**Phase 1: Select Required Business Functions**

Identification: Enhancement Package Info Center

- Single point of access to all information related to EHP’s:
  - Presentations, documentation and release notes
  - Test catalogue and learning maps
- Documentation at deep level of granularity
- Great ability to analyze new software functionality
- Easily identify needed Business Function(s)

Further Services and Tools

- Accelerated Innovation Enablement (AIE)
  - Five days of SAP enablement helping to evaluate the innovation capabilities of the latest SAP EHP
- Solution Browser

Result:
High-Level Business Requirements and Selection of Business Functions

http://service.sap.com/erp-ehp
How To Use The EHP Information Center

The Concept

- Purpose of the SAP ERP enhancement package strategy
- Concept and methodology of enhancement packages
- What you need to know before
- How to implement them
- What to test at what point in time

Functional Overview

- Which enhancements are included in each enhancement package?
- Which areas of the solution were touched by new developments?

Level 1 => 'Short overview presentation':
Get an idea of each business function (short description and target group)

Level 2 => 'Detailed overview presentation':
Understand each business function with features included, benefits, target users and their and technical name. (~ 1 slide per business function)

Level 3 => 'Detailed presentation':
Understand each feature of a business function (~ 1 slide per feature)

Level 4 => 'Online information':
Assess each business function, using all related information. This is presented in a table-like list with links to documentation, test cases, release notes, detail presentations, etc.
How to evaluate a Business Function in your system landscape

For evaluation purposes („Does the Business Function add value?“) you should not use the development system until you are sure about later realization.

Recommendation: Use a sandbox system
Keep in mind: Activation of a business function cannot be revoked

You can only transport the complete BF system switch settings across the system landscape.
How to evaluate a Business Function in your system landscape

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Phase 2: Design

Prepare Technical Installation

- Check Prerequisites
  - What are the prerequisites to check before installing?

- Choose Installation Approach
  - Selective or Broad

- Map Business Functions and Technical Usage
  - Which ‘technical usages’ are relevant?

Define Business Aspects

- Create Business Blueprint for Innovation
- Execute implementation project with ASAP methodology

Result:
Business Blueprint and Technical Preparation Activities
The most important steps - Checklist prerequisites

Recommendation

Always combine the installation of Enhancement Packages with the installation of the latest Support Package Stack

Installation options

- If you are using Java software components, read the EHP4 Master Guide to understand the concept and the differences between the two product versions EHP 4 for SAP ERP 6.0 and EHP 4 for SAP ERP 6.0/ NW 7.01.

- Make sure that you understand the differences between a Selective Installation (Default Approach) and a Broad Installation. You can find more information in the document “SAP EHP Technology Facts”. (http://service.sap.com/erp-ehp)

1 Prepare yourself for the installation

1. Master Guide
2. How to Guide
3. Installation Guide
1. Maintain system landscape via SLD/SMSY
2. Configuration of Maintenance Optimizer (MOPZ)
3. Select required Technical Usages
4. MOPZ generate Stack Configuration File and calculates dependent software components and SP's
5. Download SW Comp. and SP's
6. Provide your download to the SAP Enhancement Package Installer
7. Perform the SAP Enhancement Package Implementation

SAP Solution Manager 7.0 latest SP level

SAP Service Marketplace

Download Basket

SAP ERP 6.0 EHP 4 based on SAP NW 7.0 EHP 1
The most important steps - Checklist prerequisites

2 Prepare your SAP Solution Manager system
   - Is the latest Support Package level of SAP Solution Manager 7.0 applied?
   - Is your system landscape maintained via transaction SMSY?
     - Systems
     - used software components
     - System Groups & logical components?
   - Is your system landscape via transaction Solution_Manager maintained in an existing/active solution?
   - Maintenance Optimizer is set up and running (check Note 1122966)?

Further Information:
# 1122966 - Maintenance Optimizer for EHP
# 1165587 - MOPZ: EHP stack selection
# 1090202 - MOPZ: adjust stack delta XML
# 1277035 - EHP4 product data missing
The most important steps - Checklist prerequisites

3 Package download and generation of "Stack Configuration File" (xml)

- Use the Maintenance Optimizer to create a new maintenance transaction for your product version and mark it as Enhancement Package Installation.
- Choose the product version and the technical usages.
- The packages and the Stack Configuration File are located at .../usr/sap/trans/EPS/in?

Further information:
# 1165438 - Enhancement package 4 for SAP ERP: Required SWC
# 1134872 - FAQ for Stack Delta Files in EPS
# 1122966 – Maintenance Optimizer for EHP
# 1233954 - No XML in EPS Inbox
Package download and generation of "Stack Configuration File" (xml)

3. Package download and generation of "Stack Configuration File" (xml)

- Solution Manager generates a XML file. This is a requirement for the installation!
- XML file is generated and stored in /EPS/in of Solution Manager System (configuration required!)

Go to transaction “solution_manager” and select your solution. Then go to “Operations”, “Change Management”, “Maintenance Optimizer” and create a new Maintenance Transaction.
Package download and generation of "Stack Configuration File" (xml)

Set up initial data for the new Maintenance Transaction:

1) Select product version “SAP ERP 6.0”
2) Select your system
3) Press continue

If you have a landscape of systems (Development, Quality Assurance, Production) the recommended way is to generate a single XML file for all of the systems.

Therefore, select all the systems where you want to generate the XML file for.
1) Select the Product Version which should be installed (combinations that are not compatible with your setup can’t be selected)

2) Tick the checkbox of the Technical Usage that you want to install

3) Click the button “Find Download Files”

A note on the product version:

EHP 4 for SAP ERP 6.0
EHP 4 for SAP ERP 6.0 / NW 7.01

If you are using ECC on ABAP only, you can choose either product version. Check the EHP4 Master Guide for more information.
Package download and generation of "Stack Configuration File" (xml)

1) Select the correct OS/DB Kernel Parts
   Note: DB2 IBM DB2 for z/OS
        DB4 IBM DB2 for i5/OS
        DB6 IBM DB2 UDB for Linux, Unix, and Windows

2) Click on „Continue“
3) Step through „Select Files w/o Stack Dependence“

- Download the Enhancement Packages via selection of “Technical Usage”, more information: Note 1165438
- Prepare free space for “Download” directory for EHP & SPs of app. 10-30 GB *
1) Confirm the calculated package queue by clicking “Continue”
2) Tick the radio button for downloading the software via the Download Manager
3) Click the button “Select Download Type”
1) Click “Continue”
2) Click button “Confirm Files in Download Basket”
3) In the new window, tick the upper left checkbox to select all files
4) Click on “Confirm Download”
5) Now you can download the files with Download Manager

At that point of time the stack information has been written into the database of Solution Manager and additionally as physical files (XML file & TXT file) provided to directory .../usr/sap/trans/EPS/in
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Implementation Scenarios
- Different Use Cases

1. New Installation

2. Upgrade of an Existing System

3. Enhancement Package Installation
Implementation Scenarios - Different Use Cases

1. **New Installation**

   **SAP ERP 6.0 EHP4 Ready Installation:**

   To run an SAP ERP 6.0 system on SAP enhancement package 1 of SAP NetWeaver 7.0 without any technical usages of SAP enhancement package 4 of SAP ERP 6.0 is not supported.

   You need to install at least one technical usage of SAP enhancement package 4 of SAP ERP 6.0 right after the initial installation.
Implementation Scenarios - Different Use Cases

2 Upgrade of an Existing System

- NW 2004
  - Upgradetools SAPup/ SAPJup
  - NW 7.0
    - NW EHP1
  - PI 7.1
    - NW EHP1

- R/3 4.6C
  - Upgradetools SAPup/ SAPJup
  - ERP EHP3
    - ERP 6.0
  - ERP 6.0
    - ERP EHP1
Implementation Scenarios - Different Use Cases

Enhancement Package Installation

- NW 7.0
- PI 7.1
- ERP 6.0
- SAINT/ JSPM
- ERP 6.0

*Exceptions: SAINT/ JSPM, if
1.) 32bit OS/DB Platform
2.) Subsequent installation if EHP4 TU’s are already installed
Implementation Scenarios - Different Use Cases

SAP Enhancement Packages for SAP Solution Manager 7.0

1. New Installation
   - New Installation
   - SolMan 7.0
   - SAPInst
   - NW EHP1

2. Upgrade of an Existing System
   - Upgrade of an Existing System
   - SolMan 3.1
   - Upgradetools
   - SAPup/ SAPJup
   - SolMan 7.0
   - NW EHP1

3. Enhancement Package Installation
   - Enhancement Package Installation
   - SolMan 7.0
   - SAINT/ JSPM
   - SolMan 7.0
   - NW EHP1
Enhancement Package Installation Tool:  
- SAP Enhancement Package Installer

QUICK FACTS

EHP Installer: Standard tool to implement SAP enhancement packages

Technology: System Switch Procedure

Available for:
- all 64-bit platform for ABAP, Java and Dual-Stack
- SAP enhancement package 4 for SAP ERP 6.0
- SAP enhancement package 1 for SAP NetWeaver 7.0 and Process Integration 7.1
- Support Packages for ABAP – only systems (coming soon)

New Installation tool

RELIABLE & INTUITIVE

- Mature, stable and optimized system switch procedure
- Improved user experience due to intuitive guided procedure

MINIMIZED DOWNTIME

- Downtime reduction by 60-80% expected*
- Risk mitigation due to isolated shadow system

*compared with EHP3 installations via SAINT
Procedure: Start SAP Enhancement Package Installer

- Download the executable from the SAP Service Marketplace
- Unpack and execute the installer via SAPCAR
- Start SAP Enhancement Package Installer front-end

Start SAP Enhancement Package Installer

![Procedure: Start SAP Enhancement Package Installer](image-url)
Procedure: Start SAP Enhancement Package Installer

Start SAP Enhancement Package Installer

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- Start SAP Enhancement Package Installer front-end
Procedure: Start SAP Enhancement Package Installer – Initialization

1. Roadmap step 1 - Initialization
   - Only the Monitor tab is shown
   - To initialize the process, press Next
Procedure: Start SAP Enhancement Package Installer – Initialization

1. Roadmap step 1 - Initialization
   - Step completed
   - AS ABAP identified
Procedure: Start SAP Enhancement Package Installer – Extraction

2 Roadmap step 2 - Extraction
- Keyword
- Download Directory
Roadmap step 2 - Extraction

- ...completed
- Choose Next
Procedure: Start SAP Enhancement Package Installer – Configuration

3 Roadmap step 3 - Configuration
- Add passwords
- Choose Preconfiguration Modes
Procedure: Start SAP Enhancement Package Installer – Configuration

3 Roadmap step 3 - Configuration

- It might be necessary to update R3trans and SPAM version
You have the possibility to bind EHP’s, Add-on’s and SP’s
Procedure: Start SAP Enhancement Package Installer – Configuration

3 Roadmap step 3 - Configuration

- …completed
- Choose Next

The operation is successfully completed.

The SAP Enhancement Package installation program for ABAP has finished its operation for the current roadmap step.
4 Roadmap step 4 - Checks

- ...running...
- Accept info on kernel installation
- Press Next

**SAP NetWeaver**
SOFTWARE DELIVERY TOOL

Checks - Requirements of the Enhancement Pack
When you choose Seed, the installation program starts roadmap step Preprocessing.
When you choose Bank, the installation program undoes roadmap step Checks.

The operation is successfully completed.

The SAP Enhancement Package Installation program for ABAP has finished its operation for the current roadmap step.
Roadmap step 5 - Preprocessing

- Development environment will be locked in this step
- Cloning of original tables to the shadow system starts
Roadmap step 5 - Preprocessing

- Prepare for DOWNTIME phase
- On the next phase Downtime starts
Procedure: Start SAP Enhancement Package Installer – Downtime

6 Roadmap step 6 - Downtime
- ...checks availability of database backup before downtime
- ...And after downtime...

Procedure: Start SAP Enhancement Package Installer – Downtime

- ...checks availability of database backup before downtime
- ...And after downtime...
Roadmap step 7 - Postprocessing

- Decide on background job scheduling
- Send the evaluation form to SAP…
Roadmap step 8 - Finalization

- Press OK to end SAP enhancement package installer
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Phase 3: Build And Test

Software Installation And Activation

- Installation of enhancement package with EHP-installer
- Activation of Business Functions using the Switch Framework

Regression and Acceptance Testing

- SAP delivers EHP test case templates
- SAP Solution Manager enables risk based testing (BPCA)

Further Services

- Expert Guided Implementation
  - Update to Solution Manager EHP1 including basic configuration

Result:
Getting the solution ready and tested
SAP Enhancement Package Installer - Timing Diagram

SAP NetWeaver
SOFTWARE DELIVERY TOOL

Initialization  Extraction  Configuration  Checks  Preprocessing  Downtime  Postprocessing  Finalization

1  2  3  4  5  6  7  8

Development Close
Only important for your DEV system.

Point of no-return
Process can be resetted without any artefacts until begin of downtime phases

SAP ehpi uptime processing

Majority of User Interactions
(app. 1 day)

Overall installation runtime (Median: 46 hours)
During and after EHP or Support Package installation your development system may not be able to support your production line with emergency corrections and/or phased development go-lives unless you add temporarily a copy of the development system.

Based on your risk profile you should consider appropriate measures.

Ensure dual maintenance.
As each system is highly individual regarding its configuration and application data.

A forecast of runtime and downtime is only possible when analyzing results of an EHP installation test run with representative set of data!
Consider additional temporary system resources:
(free space on file systems, DB & log archives)

- SAPehpi installation directory: ~ 25GB
- EHP4 & SPS Download directory: ~ 10GB depending on # of packages
- Free space in /usr/sap/trans : ~ 4GB
- Shadow system ~ 60-80 GB
- Additional freespace in table spaces: ~ 20-50 GB → 150-170 GB should be sufficient
- Archive Logs

Start early enough with the SAPehpi process!

- Until end of preprocessing phase SAPehpi can run during system uptime, i.e. start at beginning of the week
- Consider executing the preprocessing phase during low DB utilization times (i.e. a weekend earlier)
- After uptime preprocessing you can stop SAPehpi and continue later with the downtime phases at beginning of maintenance window
- Consider time for postprocessing
  - Manual clean-up steps and load generation
  - Adjustment transports and Backup
  - Testing & validation
Current Statistics
- SAP Enhancement Package Installer

EHP Installer Statistics for SAP Enhancement Package 4 for SAP ERP 6.0

Median Runtime: 46h

Median Downtime: 7.8h

*This statistic is based on the current evaluation forms referring to test and productive systems where an EHP 4 implementation was performed.
Phase 4: Deploy

Go-Live and Support

- Update of production system: EHP Installer is highly specialized to minimize downtime
- Release of the EHP System for Production Operation
- Support after Go-Live
- Project Closure

Services

- SAP delivers Continuous Quality Checks
- Transport Management synchronizes deployment to production

Result:
Innovation is available for business
Recommendations on implementation procedure of SAP enhancement packages

Discovery

Use Sandbox System to explore new functions, Business Functions are not reversible.

Installation tactics

Always combine installation of enhancement package with the installation of the latest Support Package Stack (ABAP). However there are exceptions: Pay attention especially in mixed environments: ABAP/JAVA, e.g. LSO. Minimized downtime with new tool: EHP Installer.

Preparation

Read the documentation: The principles and methods to install SAP enhancement packages differ significantly from a traditional release upgrade. Make sure your SAP Solution Manager 7.0 is at the latest patch level (SAP Note 1122966).
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   - Must Knows regarding Preparation & Checklist prerequisites

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In a nutshell: You CAN deliver Innovation without disruption

1. **Installation With Regular Maintenance**
   - Install EHP combined with Support Package as a maintenance activity - with only minor additional effort.

2. **Minimize your downtime using the new EHP Installer**
   - Plan for some additional technical preparation and execution time.

3. **SAP Enhancement Packages accelerate the adoption of innovation**
   - Select and activate the functionality needed by your business using the Switch Framework.

4. **Use SAP Solution Manager – Maintenance Optimizer**
   - Make sure you update to EHP1 for SAP Solution Manager 7.0 BEFORE starting the implementation.
We follow our roadmaps and keep promises

- First 4 generations of SAP enhancement packages for SAP ERP delivered and adopted in the market (3340 live customers)
- First set of EHP’s across the Business Suite 7 planned for Q2/2010
Expert Guided Implementation
- SAP Solution Manager Prep

Description
- Customer is trained in SAP Solution Manager configuration step by step by SAP Expert remotely.
- Customer executes configuration of explained steps.
- Customer has direct remote access to SAP Expert during execution of configuration steps.
- The delivery covers 5 days. At the end of delivery the standard configuration will be finished.

When to choose offering?
- Customer wants to set up or update SAP Solution Manager with standard configuration.
- Customer has the technical skills, but lacks SAP Solution Manager specific configuration knowledge.
- Willingness to execute implementation in defined time frame.

How to order?
- SAP offers delivery at fixed time slots.
- Available delivery slots are published on the SAP Service Marketplace (Alias: SolutionManager -> Services -> Expert Guided Implementation).
- Customers plan projects and self-register based on project timeline:
  - Alias: SolutionManager -> Services -> Expert Guided Implementation
  - Direct Link: [http://service.sap.com/~form/sapnet?_SHORTKEY=01100035870000717440&_SCENARIO=01100035870000000202](http://service.sap.com/~form/sapnet?_SHORTKEY=01100035870000717440&_SCENARIO=01100035870000000202)

Empowering via Web sessions
- Explanation of implementation steps through SAP Expert ("Remote training")
- Typically 1-2 hours in each morning

Execution by customer/partner team
- On own project system
- On demand supported by back office, SAP expert over phone or remote
- Typically each afternoon for the setup steps of the day

SAP Scenario Expert
Customer/Partner
SAP Scenario Expert

Participants executes demonstrated steps in own project i.e. on own SAP Solution Manager system at the same day
Participants have direct access to SAP Expert who directly supports, if necessary, during the setup.

Enterprise Support customers can join Expert Guided Implementation without additional charge in 2009

System Administrator
SAP Accelerated Innovation Enablement
5 days free* access to SAP Solution Architects

Benefit from direct engagement with SAP’s experts:
SAP provides up to five remote person days per calendar year assistance and enablement per customer helping to evaluate the innovation capabilities of the latest SAP Enhancement Package.

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

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

Further Information
http://service.sap.com/enterprisesupport -> Scope description -> SAP Accelerated Innovation Enablement

In A Nutshell
Entitlement
- Customer is entitled to receive up to five calendar days remote advice per year.

Outcome
- The results of the check will be documented in English by SAP expert.

Duration
- 5 calendar days (= 5x8hrs)

Addressed Solution
- SAP Business Suite 7 core applications (ERP 6.0, CRM 7.0, SCM 7.0, PLM 7.0)
Service offering: Enhancement package planning for SAP ERP 6.0

**Overview...**
- Intensive 2 days onsite workshop
- We plan your EHP installation project & strategy
- Learn from experienced SAP Consultants
- Feel well prepared to start your Implementation project!

**Your Benefit:**

**Project Milestone Plan**
- We define a customer specific implementation approach & EHP strategy
- We create an enhancement package project roadmap based SAP’s best practices & proved methodology

**Knowledge Transfer**
- Getting behind the new technology
- Understand the concept of switchable Business Functions & Technical Usages
- Learn how to use “EHP Installer” Tool

**Landscape Dependencies**
- Identify technical dependencies of your system landscape
- Outlines critical issues for a smooth Implementation project

**Order & Contact Details...**
Direct contact: martina.kaplan@sap.com
Service Market Place Link: /UFG

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Provide YOUR Feedback! → Benefit from Feedback!

- Please send Evaluation Form (Statistics plus your individual feedback comment) via email!
  - The statistics of your SAP enhancement package implementation help us improving the SAP Enhancement Package Installer!
  - Your individual comments are reviewed within our tool development!

SAP EHP Experience Database

- Provides benchmarking data and project statistics from completed SAP Enhancement Package implementation projects, for example, on project duration, downtime, satisfaction
- Up-to-date results and the online questionnaire are published at http://service.sap.com/ehp-db.
What IT professionals must know about SAP Enhancement Packages & How to Install EHP4: A Practical Guide
Further Information

SAP Public Web: SAP Developer Network (SDN)
Software Logistics:  www.sdn.sap.com/irj/sdn/softwarelogistics
Thank you for your time

Questions?

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