



SAP Business Communication Management
for
CUSTOMER

TABLE OF CONTENT

PROJECT SUMMARY AND OBJECTIVES	4
Background and target	4
Key assumptions	4
Customer responsibilities.....	4
SAP BCM IMPLEMENTATION PROJECT – SCOPE AND APPROACH	5
Prerequisites	5
SAP BCM RAPID DEPLOYMENT SOLUTION, SINGLE LOCATION – 38 DAYS.....	6
Project management & design – 15 days.....	6
Production System – 11 days.....	6
Training – 8 days	6
Support – 4 days.....	6
OPTIONAL: Development & Test System – 9 days	6
SAP BCM STANDALONE SYSTEM – SINGLE LOCATION, SIMPLE IVRS, NO INTEGRATIONS – 45 DAYS	7
Project management & design – 17 days.....	7
Production System – 15 days.....	7
Training – 8 days	7
Support – 5 days.....	7
OPTIONAL: Development & Test System – 10 days.....	7
SAP BCM – SAP CRM INTEGRATION, MULTIPLE LOCATIONS, BUSINESS CONTINUANCE SYSTEM – 78 DAYS + 4 DAYS PER EACH ADDITIONAL LOCATION	8
Project management & design – 22 days.....	8
Production System – 22 days.....	8
Training – 10 days	8
Support – 8 days.....	8
Business Continuance System – 16 days.....	8
Adding a new remote location to the Production & BC System – 4 days / location	8
OPTIONAL: Development & Test System – 13 days.....	9
DRAFT ARCHITECTURE	10
SAP BCM HARDWARE REQUIREMENTS.....	10
Main Data Center	10
Disaster Recovery Data Center	11
per Contact Center location	11

SAP Statement of Confidentiality and Exceptions

The contents of this document shall remain the confidential property of SAP and may not be communicated to any other party without the prior written approval of SAP. This document must not be reproduced in whole or in part. It must not be used other than for evaluation purposes only, except with the prior written consent of SAP and then only on condition that SAP's and any other copyright notices are included in such reproduction. No information as to the contents or subject matter of this proposal or any part shall be given or communicated in any manner whatsoever to any third party without the prior written consent of SAP.

The furnishing of this document is subject to contract and shall not be construed as an offer or as constituting a binding agreement on the part of SAP to enter into any relationship. SAP provides this document as guidance only to estimate costs and time-scales of the predicted delivery project. This will be subject to confirmation prior to any contractual or delivery commitment by SAP.

SAP warrants that to the best of its knowledge those who prepared this response have taken all reasonable care in preparing it and believe its contents to be true as at the date of this document. SAP cannot however warrant the truth of matters outside of its control and accordingly does not warrant the truth of all statements set out in this document to extent that such statements derive from facts and matters supplied by other persons to SAP. The statements in this document are qualified accordingly.

Document history and summary of changes

Version	Date	Editor	Changes
0.1	4.4.2011	I044935	Initial draft

PROJECT SUMMARY AND OBJECTIVES

Background and target

The purpose of this document is to outline the required effort for transferring the existing, customer facing service of a customer onto SAP BCM platform. The geographically dispersed Contact Center locations will be consolidated into one virtual Contact Center, enabling the optimal use of knowledge and resources.

Key assumptions

In order to plan the required effort, several assumptions were made:

- A detailed Scoping Workshop will be carried out before the implementation phase to confirm the configuration requirements from BCM, network readiness and equipment availability.
- Additional software licenses for the server OS and MS-SQL have to be purchased separately.
- Remote access will be provided to the consultants via VPN, or other means, to enable them to work also off-site.
- Unified numbering plan exists for the telephony side
- Routers and Firewalls are setup to allow SAP BCM to communicate with the respective agent locations
- Connectivity to back office PBX is out of scope for this project, but can be provisioned later via VoIP gateway
- Customization of the SAP BCM functionality, or user interfaces is out of scope for the project
- No integration to 3rd party applications is included, unless separately specified
- Three system SAP BCM landscape (Test, Development and Production system, each connected to the respective SAP CRM counterpart, when applicable). Important note: SAP BCM does not support currently a transport mechanism for configuration data between the landscapes.

Customer responsibilities

Ensure that all outlined pre-requisites are completed before the SAP project team is deployed. SAP will only agree a start date on confirmation of these deliverables.

- Deployment and configuration of network, network services, server hardware and database, client hardware, OS and peripherals prior to SAP BCM application installation.
- Ensure that the SAP Consultants are provided early access (full configuration access) to all application environments to install and configure the SAP Business Communications Management solution.
- Ensure that the SAP CRM system is in ready state for integration when SAP BCM is being implemented
- Confirm the names, availability and suitability of their point of contact in Customer organization
- Test cases required for Production testing
- Brief their team prior to the workshops step on the agreed scope of the solution
- Brief their team on the objectives of the blueprint phase; to demonstrate the standard capabilities of the solution and to capture the Customer parameters required to complete the blueprint document. Any additional requirement will be subject to a separate agreement.
- Provide secure remote access to systems where remote tasks are being carried out.

Any changes proposed to these prerequisites will be a subject to change management and any additional effort required would be considered chargeable on a standard time and materials basis and subject to SAP standard Consulting Services terms and conditions.

A project team comprising key personnel from the Customer Management, Operations and IT teams who have good knowledge of their own organization areas will be required to work alongside experienced SAP functional and technical consultants throughout the key implementation steps of the SAP BCM solution.

SAP BCM IMPLEMENTATION PROJECT – SCOPE AND APPROACH

Prerequisites

Prerequisites for the SAP BCM installation and configuration tasks outlined below:

- All servers and VoIP gateways are connected to the network with OS and latest firmware & SP installed
- Final IP addresses and DNS names are properly assigned
- SQL database with the latest SP installed
- IP Address range for Virtual Units is fixed and available (roughly 10 IP Addresses, exact amount will be finalized in the scoping workshop)
- Servers are accessible via Terminal
- PSTN connections are ordered, delivered and connected to the Gateways
- Client PCs & USB Headsets are functional (required MSI packets installed) and based on the Infrastructure Compatibility List (SAP BCM ICL) recommendations

The following tasks will be carried out as part of the implementation project for SAP BCM. A typical implementation team could be assumed to consist of a project manager, a functional and a technical consultant.

The work estimates below exclude the tasks done on SAP CRM, or any other system external to BCM. These figures are a rough generalization, as the scope and the functionality to be implemented will only be finalized in the workshops with the customer, but can be used as a guideline when planning the project work and schedule:

SAP BCM RAPID DEPLOYMENT SOLUTION, SINGLE LOCATION – 38 DAYS

Project management & design – 15 days

Project management	5 days
Initial technical and functional workshops on site including preparation:	4 days
Business Blueprint:	3 days
Documentation	3 days

Production System – 11 days

Configuration (Call flows, Queues, Users, skills):	2 days
Create IVRs (schedules, simple menus& announcements)	1 day
Configure gateways	1 day
SAP BCM reporting installation and set-up	2 days
Supporting Fail-over tests (test cases provided by customer):	1 day
Supporting functional tests (test cases provided by customer):	2 days
Design re-iteration and configuration changes	1 day
Supporting Re-tests (test cases provided by customer):	1 day

Training – 8 days

Preparation of Training Materials	2 days
Agent Training (train the trainer model to be adopted):	1 day
Supervisor Training:	1 day
User Administrator Training:	1 day
System Administrator Training (depending on number of people trained and sessions planned)	2 days
Reporting Training:	1 days

Support – 4 days

Go-Live Support	2 days
Post Go-Live Support (remote)	2 days

OPTIONAL: Development & Test System – 9 days

Remark: The Development and Test systems are physically one and the same set of servers but separated into different Virtual Units.

Configuration (Call flows, Queues, Users, skills):	2 days
Create IVRs (schedules, simple menus& announcements)	1 day
Configure gateways	1 day
SAP BCM reporting installation and set-up	2 days
Supporting Fail-over tests (test cases provided by customer):	1 day
Supporting functional tests (test cases provided by customer):	2 days

SAP BCM STANDALONE SYSTEM – SINGLE LOCATION, SIMPLE IVRS, NO INTEGRATIONS – 45 DAYS

Project management & design – 17 days

Project management	6 days
Initial technical and functional workshops on site including preparation:	4 days
Business Blueprint:	3 days
Documentation	3 days

Production System – 15 days

Configuration (Call flows, Queues, Users, skills):	4 days
Create IVRs (schedules, simple menus& announcements)	2 days
Configure gateways	1 day
SAP BCM reporting installation and set-up	2 days
Supporting Fail-over tests (test cases provided by customer):	1 day
Supporting functional tests (test cases provided by customer):	2 days
Design re-iteration and configuration changes	2 day
Supporting Re-tests (test cases provided by customer):	1 days

Training – 8 days

Preparation of Training Materials	2 days
Agent Training (train the trainer model to be adopted):	1 day
Supervisor Training:	1 day
User Administrator Training:	1 day
System Administrator Training (depending on number of people trained and sessions planned)	2 days
Reporting Training:	1 days

Support – 5 days

Go-Live Support	2 days
Post Go-Live Support (remote)	3 days

OPTIONAL: Development & Test System – 10 days

Remark: The Development and Test systems are physically one and the same set of servers but separated into different Virtual Units.

Configuration (Call flows, Queues, Users, skills):	3 days
Create IVRs (schedules, simple menus& announcements)	1 day
Configure gateways	1 day
SAP BCM reporting installation and set-up	2 days
Supporting Fail-over tests (test cases provided by customer):	1 day
Supporting functional tests (test cases provided by customer):	2 days

**SAP BCM – SAP CRM INTEGRATION, MULTIPLE LOCATIONS, BUSINESS CONTINUANCE SYSTEM
 – 80 DAYS + 4 DAYS PER EACH ADDITIONAL LOCATION**

Project management & design – 24 days

Project management	8 days
Initial technical and functional workshops on site including preparation:	5 days
Business Blueprint:	5 days
Security Concept, QoS implementation design	2 days
Documentation	4 days

Production System – 22 days

Configuration (Call flows, Queues, Users, skills):	5 days
Create IVRs (schedules, simple menus& announcements)	4 days
SAP CRM integration	1 day
Configure gateways	1 day
SAP BCM reporting installation and set-up	2 days
Supporting Fail-over tests (test cases provided by customer):	2 days
Supporting functional tests (test cases provided by customer):	3 days
Design re-iteration and configuration changes	2 days
Supporting Re-tests (test cases provided by customer):	2 days

Training – 10 days

Preparation of Training Materials	2 days
Agent Training (train the trainer model to be adopted):	1 day
Supervisor Training:	1 day
User Administrator Training:	1 day
System Administrator Training (depending on number of people trained and sessions planned)	3 days
Reporting Training:	2 days

Support – 8 days

Go-Live Support	3 days
Post Go-Live Support (remote)	5 days

Business Continunce System – 16 days

Configuration (Call flows, Queues, DTMF IVR, Users):	4 days
Create IVRs (schedules, simple menus& announcements)	3 days
SAP CRM integration	1 day
Configure gateways	1 day
SAP BCM reporting installation and set-up	2 days
Supporting Fail-over tests (test cases provided by customer):	2 days
Supporting functional tests (test cases provided by customer):	3 days

Adding a new remote location to the Production & BC System – 4 days / location

Remark: adding the local hardware to any new location and changing the business and contact routing rules accordingly requires always an additional effort.

Configuration (SIP Bridge, Prompts, call recording):	2 days
Configure gateways	1 day
Supporting functional and fail-over tests (cases provided by customer)	1 day

OPTIONAL: Development & Test System – 13 days

Remark: The Development and Test systems are physically one and the same server/set of servers, but separated into different Virtual Units.

Configuration (Call flows, Queues, Users, skills):	3 days
Create IVRs (schedules, simple menus& announcements)	2 days
Configure gateways	1 day
SAP CRM integration	1 day
SAP BCM reporting installation and set-up	2 days
Supporting Fail-over tests (test cases provided by customer):	1 day
Supporting functional tests (test cases provided by customer):	3 days

DRAFT ARCHITECTURE

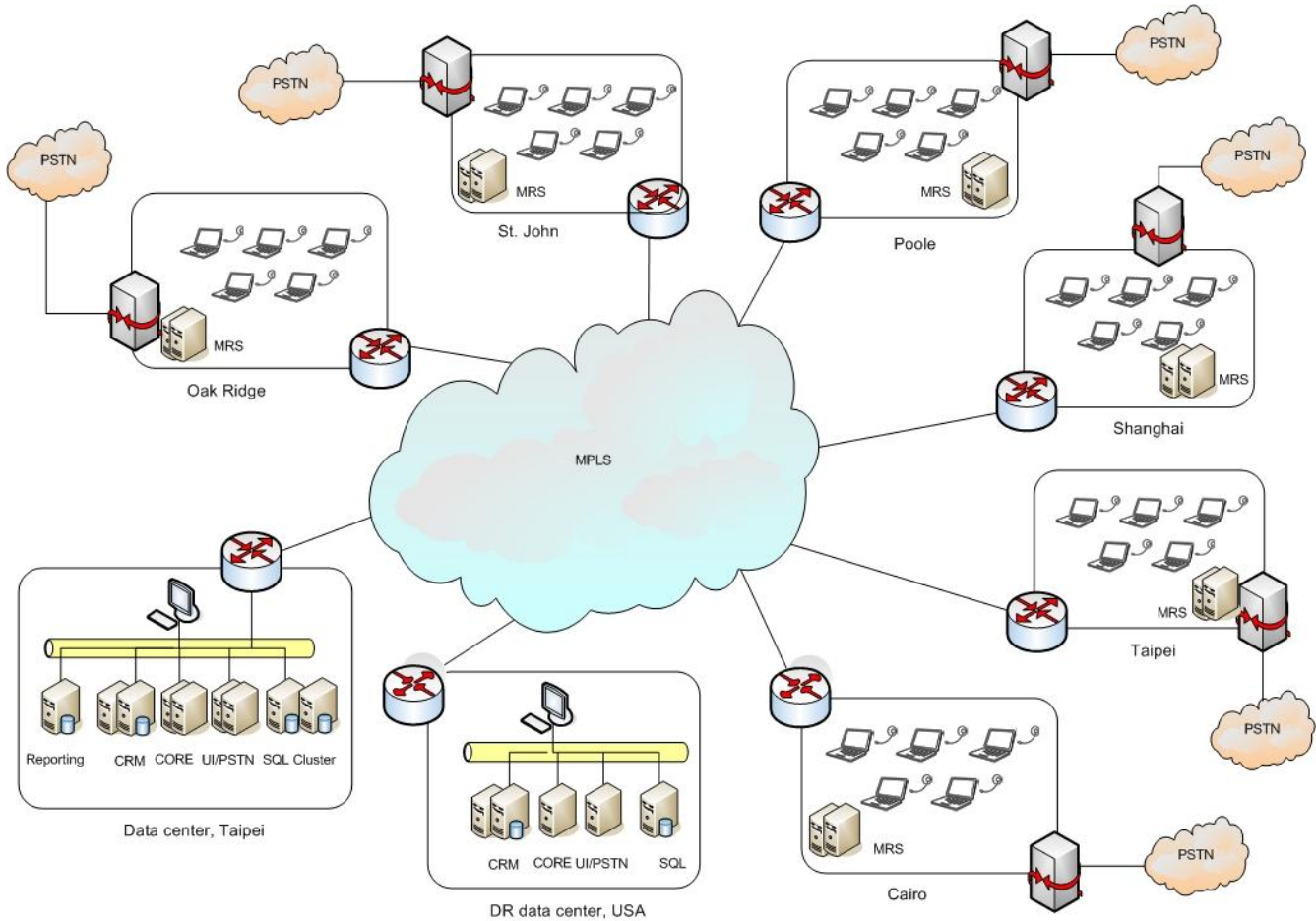


Figure 1: Architectural illustration

SAP BCM HARDWARE REQUIREMENTS

The data centers should be designed to be as robust as possible. Plan backup generators and duplicated network components such as switches, firewalls etc. so there is no single point of failure.

It is a good idea to have firewalls between the clients and the servers, to prevent unauthorized access. Please see SAP BCM Security Guide detailing the ports needed to be opened in different setups.

Main Data Center

The required hardware is as follows:

- 2xSQL servers
- 4xBCM application server
- 1xBCM reporting server
- SAN

Disaster Recovery Data Center

- 1xSQL server
- 2xBCM application servers

per Contact Center location

- 2xBCM application server
- 2xVoIP gateway

©2012 SAP AG. All rights reserved.

SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP BusinessObjects Explorer, StreamWork, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects Software Ltd. Business Objects is an SAP company.

Sybase and Adaptive Server, iAnywhere, Sybase 365, SQL Anywhere, and other Sybase products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Sybase, Inc. Sybase is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

