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# Capitalize on the Value of SAP Enterprise Support

As IT landscapes grow and solutions become more mission critical, the cost of successfully operating an IT landscape becomes a key business driver. Customers today are challenged to innovate yet protect IT investments, constantly improve business processes, reduce operations costs, and maintain business continuity.

Early last year, SAP launched **SAP Enterprise Support**, a holistic application and lifecycle management support approach, to address these challenges.

## 1. Enabling Innovation While Protecting Your IT Investments

SAP Enterprise Support allows you to leverage the innovation of SAP's enhancement package architecture, enabling you to apply new functionality without upgrades. You decide which software innovations from SAP to implement, and using the switch framework, you can activate the software you need when your business requires it.

In this way, you can minimize the impact of software updates and implement new functionality faster, employing shortened testing cycles and coordinated change management procedures enabled by SAP Solution Manager, enterprise edition. This enhancement approach helps reduce costs and technical risks while embracing innovation.

SAP Enterprise Support now provides an industry-leading 7-2 maintenance strategy, including 7 years of mainstream maintenance plus 2 years of optional extended maintenance. This strategy allows customers a greater return on their investment in SAP technology by providing more time to deploy and adopt new innovation to support their business goals.

What's more, SAP Enterprise Support offers as many as five days per year of remote advice from SAP solution architects. These architects can help you evaluate the latest SAP enhancement package so you can best deploy it to fulfill your business

process requirements. This added support will help customers speed time to value for their investments.

Companies often spend too much time and money testing their IT system landscape *after* an upgrade to ensure that all objects are available and working as before. SAP Enterprise Support assists customers *before* an upgrade by providing preconfigured test cases (with SAP Solution Manager, enterprise edition) to help customers determine the full scope of testing required for SAP *and* non-SAP systems.

## 2. Continuously Improving Business Processes

With SAP Enterprise Support, customers can get a window into 100% of their business process exceptions and have 100% transparency into business process key performance indicators. SAP Solution Manager, enterprise edition, contains enhanced tools for monitoring business processes and managing exceptions.

To ensure end-to-end solution operations, SAP Enterprise Support provides guidelines and pre-defined content for configuration, as well as best practices for system administration. It also offers: support for change control with tools for functional and volume testing; end-to-end business process integration and automation with tools that provide job, interface, and business process monitoring, as well as exception and alert management; and service-oriented architecture (SOA) readiness with tools to help manage custom components.

## 3. Reducing the Costs of Operations

With SAP Enterprise Support, SAP customers can identify direct costs that they can eliminate through the use of the SAP tools noted above. They can also achieve indirect cost savings through operational procedures, as well as an increased knowledge and understanding of available resources. For example, SAP Enterprise Support's modification justification



**Dr. Uwe Hommel**  
Executive Vice President  
Active Global Support  
SAP AG

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Companies invest millions of dollars — and years of effort — assembling the best technology from multiple vendors, all to uphold mission-critical business applications.

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## Proactive Support: Getting Started with SAP Enterprise Support

Here are three steps SAP customers can take to get the most out of SAP Enterprise Support and prevent exceptions *before* they occur.

### 1. Implement SAP Solution Manager, Enterprise Edition

The enterprise edition of SAP Solution Manager (available as an add-on) combines tools, content, and direct access to SAP to increase the reliability of solutions and lower TCO. Through its centralized application management and administration functionality, SAP Solution Manager, enterprise edition, facilitates support for heterogeneous system environments. SAP Solution Manager, enterprise edition, also supports all key aspects of solution implementation, deployment, operation, testing, and continuous improvement. It provides tools for root cause analysis, as well as suggested processes to document your SAP solution landscape. Driving these processes are SAP methodologies to reuse content in future phases of your project life cycle.

Moreover, SAP Solution Manager, enterprise edition, is the pivotal hub for collaboration in the ecosystem. It empowers communication among all solution stakeholders, be they project teams, SAP partners, consultants, or SAP Active Global Support.

### 2. Use Run SAP Methodology

SAP has indexed 16 standards for end-to-end solution operations within a company's business and IT units. Each standard contains best-practice procedures on how to run individual tasks, explanations on which tools to use inside SAP Solution Manager, enterprise edition, and available training and services to support the adoption of the standard.

In turn, Run SAP is a proven methodology to optimize the implementation and ongoing management of end-to-end solution operations with a focus on application management, business process operations, and SAP NetWeaver administration. It includes SAP standards for best practices, as well as relevant training and certification. By implementing SAP end-to-end solution operation standards using the Run SAP methodology, your IT and business process experts can better manage complex IT landscapes and implement SOA strategies to optimize the end-to-end performance of your solutions while minimizing operating costs.

### 3. Form a Customer Center of Expertise

A Customer Center of Expertise (Customer COE) acts across all business teams to manage mission-critical business applications and operations related to end-to-end business processes. The team is a facilitating organization, implementing best-practice methodologies and providing the necessary solution documentation, change management, test management, top-issue management, and end-to-end quality management.

Companies that establish a Customer COE will find increased transparency of business processes, minimized downtime to boost system and business process availability, and reduced TCO. SAP supports these centers by providing methodology and best-practice information on establishing and maintaining a Customer COE, along with a certification program. For additional information, please visit <https://service.sap.com/coe>.

check allows a customer to present to SAP a proposed modification that they want to do, and SAP will inform the customer whether or not that change could be achieved through standard functionality. If it cannot, SAP will recommend the best way to implement that modification. This helps customers avoid costs associated with developing and maintaining unnecessary modifications along with ensuring their custom developments do not conflict with SAP-delivered code.

### 4. Maintaining Business Continuity

A single outage can cost more than what a company pays for support and maintenance. If you are down for a day, what does that system outage cost you per minute? SAP Enterprise Support offers end-to-end supportability and integrated operations with “single source of truth” capabilities through the change and request management functionality included with SAP Solution Manager, enterprise edition.

Any hiccup in the day-to-day operations of your mission-critical applications can cause severe business loss if not properly managed; this includes identifying the problem's root cause and taking corrective action to fix it. SAP Enterprise Support includes the processes and tools required to manage the collaboration among involved parties and vendors to resolve your incidents quickly. This allows support teams to pinpoint the root cause of any problems that arise in your SAP environment, or enables you to identify what non-SAP technology – database, operating system, or application – is the source of the issue. And knowing exactly where the issue originates saves valuable time and resources.

### Closing Support Gaps for Complex Landscapes

The SAP Enterprise Support model evolved because IT systems have evolved. A decade ago, SAP systems were independent and isolated; today, SAP delivers a business process *platform*, and customers naturally introduce additional functionality – that they have developed themselves, have had a partner develop for them, or have licensed from a third party.

While all this new functionality has increased the ability of SAP and its partners to provide end-to-end business processes and operations, it has also created gaps in levels of support. SAP Enterprise Support provides state-of-the-art tools and techniques to fill these gaps, protecting and supporting your organization's entire SAP landscape. For more information, visit [www.sap.com/enterprisesupport](http://www.sap.com/enterprisesupport). ■