SYSTEM LANDSCAPE OPTIMIZATION GROUP'S CLIENT TRANSFER SERVICE
FAST TRACK TO MINIMIZING YOUR SYSTEM LANDSCAPE'S COMPLEXITY

Corporate reorganization, best-practice alignment, mergers, and acquisitions all require adjustments to your software over time. The client transfer service from the System Landscape Optimization group of experts from SAP® Consulting offers you a secure method to review and consolidate your IT landscape.

Business-driven change comes in a number of well-known forms, such as consolidation and alignment of business processes. Other critical impetuses for change are the need to unite and centralize your current business organization and reduce IT complexity along with your total cost of ownership. In order to remain ahead of your competition, you keep your IT landscape current in the face of such changes. Yet, your adaptability may have its trade-offs, resulting in a system landscape that is more complex, less efficient, and more expensive to maintain as you add change to change.

To prevent an unmanageable proliferation of technologies and systems, you can regularly review and consolidate your system landscape. This is especially important if you want to reduce the costs you incur from operating worldwide distributed systems. This process of review and consolidation involves the introduction of a centralized multiclient system that facilitates data management and global reporting. It can make your company's financial and sales data readily available throughout the enterprise and supports the establishment of standardized and uniform business processes and procedures.

Within the SAP® software environment, the most efficient way to consolidate a system landscape is to transfer distributed systems to a multiclient system. The client transfer approach does not require the harmonization of business processes or client-dependent settings, a prerequisite when opting for a central-

ized single client solution. If the customer decides for a centralized system with a single client, a client system merge project must be initiated. From this perspective, the multiclient solution can be viewed as an interim solution on your way to the single client solution. The client transfer service offered by the System Landscape Optimization group of experts from SAP Consulting transfers your clients reliably and efficiently, using proven technologies and methodologies that include in the transfer exactly the data and applications your business requires.

The Client Transfer Service

The client transfer service moves one or more complete clients from one or more source systems to a single target system. It can consolidate data from more than one source system in the single target system despite different release levels and non-Unicode compliance. However, because a client transfer affects many areas in your system landscape, it can be realized only if the repository and client-independent customizing and settings are compatible on the system level.

To perform an efficient, comprehensive client transfer, the System Landscape Optimization group guides you through:
- A kickoff workshop
- A system consolidation analysis[1]
- The preparation and verification of prerequisites
- A test setup
- The production transfer

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1 For more information, please refer to the solution brief *System Consolidation Analysis*, produced by the System Landscape Optimization group of experts from SAP® Consulting at www.service.sap.com/slo.

Preparing for the client transfer as well as realizing it are performed remotely by the SAP experts, who use migration and conversion technologies that furnish process controls and monitoring functions.

For the duration of the project, you need to provide a project team of contact persons from your technology and functional departments who are able to handle technical requirements and application-related issues. Dedicated contact persons from the System Landscape Optimization group of experts will be on hand during all project phases to perform the adjustments required to fulfill all transfer-related issues. Moreover, the SAP experts provide 24x7 development and back-office support during the client transfer to your production system.

Kickoff Workshop
A kickoff workshop with the SAP consultants marks the start of the project. In the workshop, the customer outlines the planned business scenario and discusses the setup of the requisite target environment. At this time the general conditions, project details, and course of action are agreed upon.

System Consolidation Analysis
To reliably estimate feasibility as well as the time and cost required for the project, a system consolidation[1] analysis is performed. It identifies such factors as overall system size, clients, applications in use, and any data conflicts. It also determines all data that will require harmonization on the system level, which may include user exits, append structures, and customer developments.

While some harmonization issues can be resolved prior to conversion, others are incorporated during the client transfer.

Preparation and Verification of Prerequisites
The SAP experts clarify whether all prerequisites for the planned client transfer have been met, produce a recom-

To estimate feasibility as well as the time and cost required for the project, a system consolidation analysis is performed. It identifies such factors as system size, clients, applications in use, and any data conflicts.

mendation for how best to consolidate the system landscape, and provide a detailed list of the items that require special attention. After you agree on a proposal, the experts draw up a project plan, including a quotation for the complete project.

Prerequisite actions that must be performed before a client transfer is realized include:
- Update customer developments and report variants (relevant developments are identified during the system consolidation phase using repository comparison tools)
- Post batch input folders, intermediate documents (IDocs), and other documents not included in the migration but which need to be posted prior to the client transfer

- Release transport orders
- Check and adjust authorization settings, interfaces, and recurring activities such as automatic backups and import of batch input sessions
- Set up the client transfer system landscape, which must include:
  – A source system from which the client-dependent data originates
  – A central process control system where the technology and migration settings of the System Landscape Optimization group reside and where analysis and migration processes are monitored (this central control system can be implemented on the target system as well)
  – A target system to which the client is transferred

Test Setup
As for any project of this scale, testing is a fundamental element of success. Depending on the overall complexity of the client transfer project, two or more test migrations need to be performed. However, before any testing can take place, the test environment must be set up correctly. In order to do this, the following conditions must be fulfilled:
- The hardware used for the test transfer must be similar to the hardware used in the production environment.
- The test environment must be based on an up-to-date copy of the production environment.
- The systems involved in the client transfer must be available exclusively for the migration project, due to the fact that customizing settings will need to be adjusted.

Once the test environment is set up, the migration package, which the System Landscape Optimization group tailors to your special requirements, is transported to the test environment.

After a test migration is performed, the test results are carefully verified to ensure that all changeover prerequisites were met. The customer's project team members are responsible for making sure that:
- Data structures were completely and correctly generated.
- Postconversion accounting postings are consistent.
- Data can be accessed as usual.

Finding the right test strategy and verifying the results thoroughly is crucial. Which tests are most suitable for you largely depends on your system configuration and your business processes. The System Landscape Optimization group of experts provides recommendations for an absolute minimum test scope to help you draw up your test plans.

Production Transfer

As soon as you confirm that the test results are satisfactory, the production transfer can be realized. To enable a smooth migration that prevents data redundancy and hardly interrupts your daily business, all changes are made on database level. Nevertheless, all processes in use will require a minimal system downtime. Since the production environment must be locked against all other activities, the production transfer usually takes place on a weekend to affect daily business as little as possible.

Audit Requirements

Prior to project start, it is essential that you discuss the exact business effects of the client transfer with your auditing company. This is important in order to make sure that all the areas affected by the client transfer will continue to comply with all applicable legal and reporting requirements.

To ensure data compliance after the successful completion of the client transfer project, the following steps need to be applied:
- Perform a data backup prior to and immediately after the migration
- Store all migration programs and their parameters
- Store a complete list of all tables migrated, their start and end times, and the number of records converted

In addition, it is important that you check with your auditor to determine what further reporting requirements may apply in your case.

Main Benefits

With the client transfer service, you will be able to:
- Optimize your global, heterogeneous system landscape
- Integrate a newly acquired company
- Restructure your business organization within a brief period of implementation
- Reduce complexity and administrative costs of your system landscape
- Redesign your business processes to improve efficiency
- Reduce your total cost of ownership

The SAP experts make sure all prerequisites for the planned client transfer were met, produce a recommendation for how best to consolidate the system landscape, and provide a detailed list of items requiring special attention.

With the System Landscape Optimization group as your reliable and experienced partner, you benefit from:
- A generic and standardized approach that transfers all data quickly and reliably
- Proven migration and conversion technologies that operate at the database level for high-performance transfers involving minimal system downtime
- The possibility of consolidating data from different source systems representing different releases, including Unicode as well as non-Unicode compliance

Summary

To remain ahead of your competition, you adjust your system landscape to respond to business changes as they occur. Yet, your adaptability may have its trade-offs, resulting in a system landscape that is more complex, less efficient, and more expensive to maintain as you add change to change. To prevent this, regular reviews and consolidations of your system landscape are advisable. Within the SAP® software environment, the most efficient way to consolidate a system landscape is to transfer distributed systems to a multiclient system. And the most efficient way to perform that is to bring in the System Landscape Optimization group of experts from SAP Consulting to perform its client transfer service, reliably and efficiently.

Business Challenges

- Keep your system landscape current in the face of mergers, acquisitions, and divestitures
- Reduce the complexity of your system landscape as you restructure your business organization and align your business processes with best-of-industry IT strategies
- Minimize your total cost of ownership

Services Offered

- **Client transfer** – Transfer one or more clients from one or more source systems to a multiclient system
- **IT landscape review and consolidation** – Consolidate the system landscape to reduce complexity

Business Benefits

- **Better IT performance** through an optimized global system landscape
- **Rapid organizational restructuring,** including the integration of a newly acquired company, through expert adjustment and consolidation of heterogeneous software landscapes within a brief implementation time
- **Reduced complexity and administrative costs** through regular reviews and consolidation of your system landscape
- **Improved efficiency** through redesign of your business processes

For More Information

To find out more about our client transfer service, visit us at the SAP Service Marketplace extranet at www.service.sap.com/slo or contact us at slo.consulting@sap.com.

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