



SAP Enterprise
Support

SAP® Enterprise Support Increased Commitment for Customer Solutions

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THE BEST-RUN BUSINESSES RUN SAP™



- ❑ Welcome and Introduction
- ❑ SAP Enterprise Support: The Big Picture
- ❑ *Coffee break*
- ❑ Workstreams:
 - ❑ Business Suite 7.0, Enhancement Pack Strategy and SAP Enterprise Support
 - ❑ Leveraging SAP Enterprise Support
 - ❑ SAP Solution Manager
- ❑ *Networking drinks*



The Big Picture

Business Networks Emerge

Success Depends on Agility and Collaboration



Value chain

Company-centric
Command and control
Self-contained risk



Business network

Customer-centric
Connection and collaboration
Shared risk

Accelerated Innovation and Protection of Investment

- ❑ The Enhancement Pack strategy changes the way you run your SAP strategy

Managed Business Continuity

- ❑ Support in Mission Critical situations is significantly enhanced within Enterprise Support

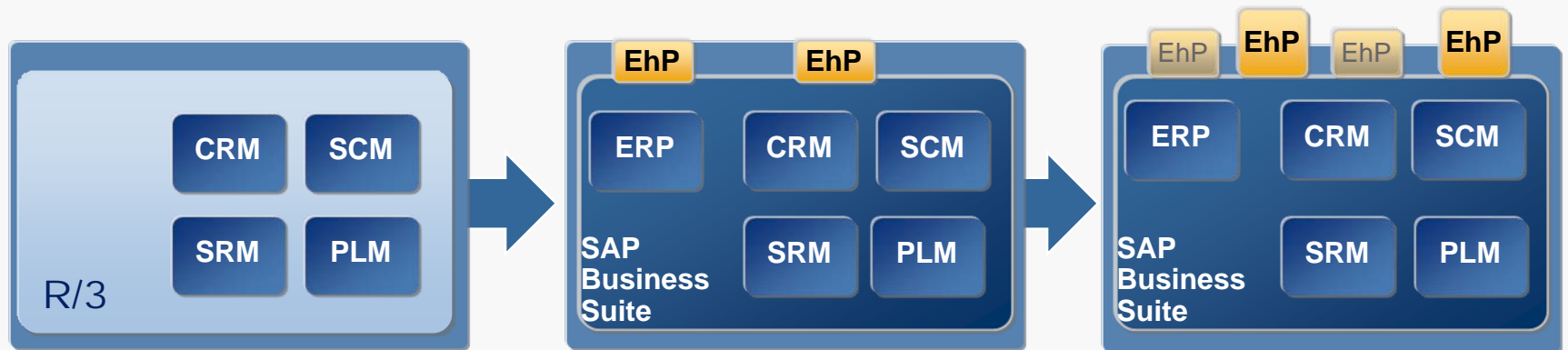
Reduce Total Costs of Operation

- ❑ Solution Manager Enterprise Edition: All the tools and best practices required for running your SAP solution

ACCELERATED INNOVATION AND PROTECTION OF INVESTMENT

- Yearly SAP Business Solution Updates - Enhancement Packages
- SAP Business Solution (Delta-) Configuration guides and content
- SAP Business Solution Operation guides and content
- End to End Business Process Scenario lifecycle management
- Test Workbench, Test Impact Analysis and Test Execution
- Custom Code management
- Direct Access to Innovation - 5 days per year access to SAP Software architects

PROTECTION OF INVESTMENT



SAP Technical Upgrade Commitment

- Every installed base customer solution can be upgraded to the next release.
- SAP provides all tools to manage the technical upgrade

Accelerated Business Driven Innovation

- New functionality can be deployed quickly step by step to fulfill business needs or optimize existing business functions



Special support and check procedures to make ISV solutions and custom code conflict free to enhancement packages.

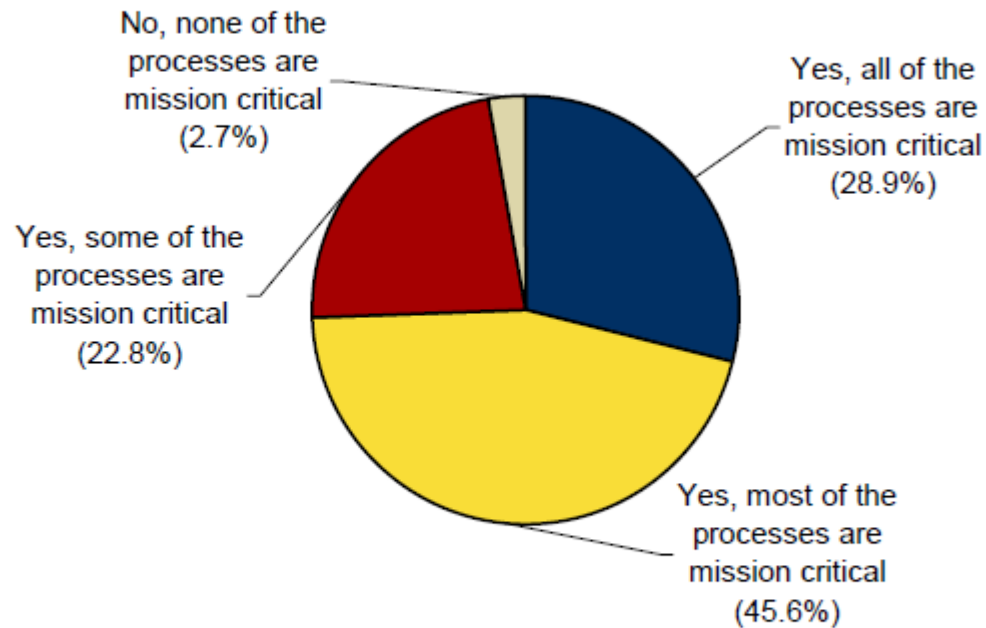
MANAGED BUSINESS CONTINUITY

- Integrated Application and Quality Management Platform
“One Single Source of Truth”
- Accelerated Innovation without Disruption
 - Minimum to zero downtime updates
 - End to End Change Control
- Remote Supportability and Diagnostic Tools
- SLA for Global 24 x 7 Root Cause Analysis by SAP
including Custom Code
- Global 24 x 7 Escalation Procedures and Support Advisory
- Continuous Quality and Configuration Checks and Alerts ...

97% of our customers run Mission Critical processes on SAP



Q. *Is the enterprise software that you most recently implemented running mission-critical processes?*



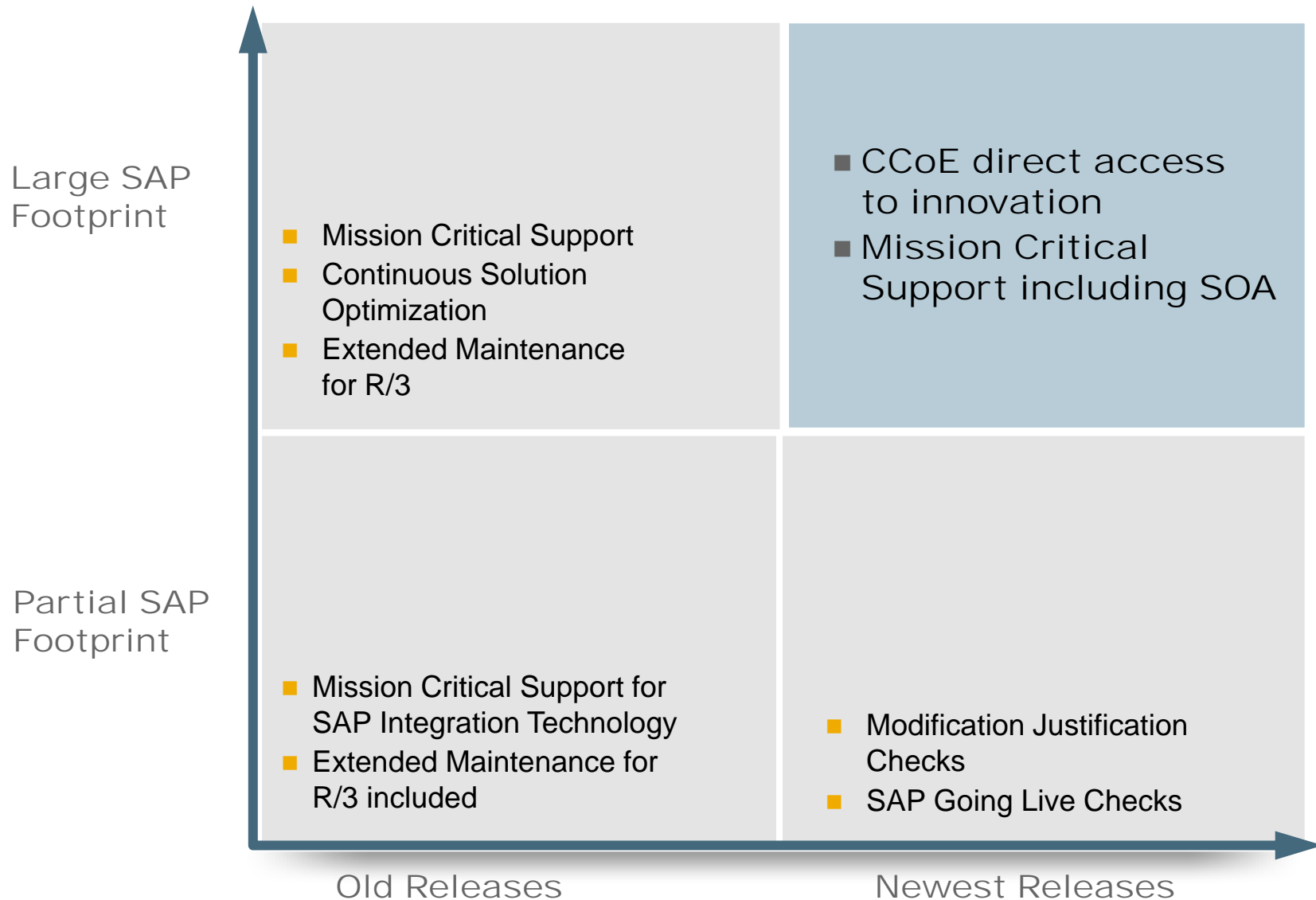
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Source: IDC, 2008

REDUCE TOTAL COST OF OPERATIONS

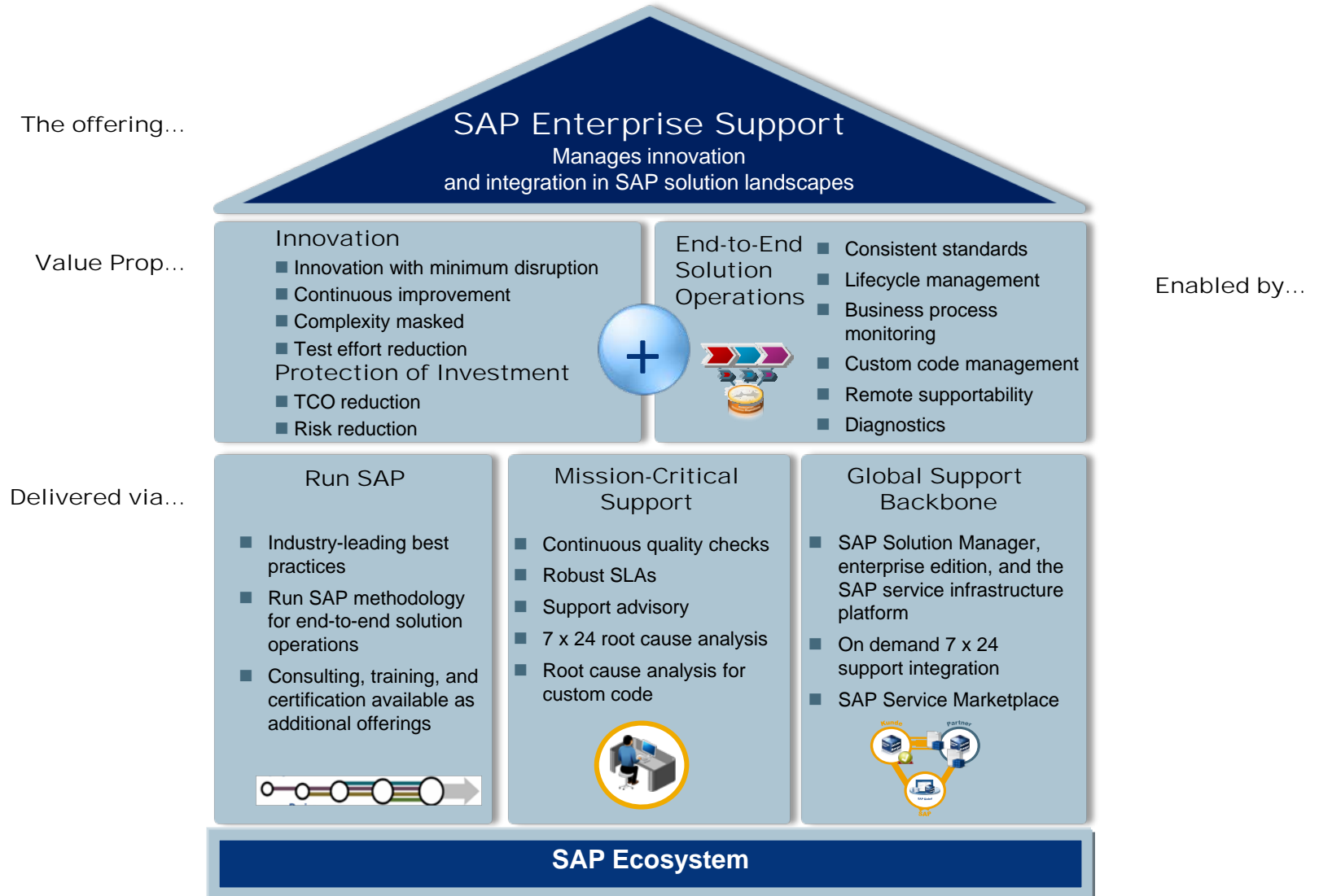
- Provisioning of end to end diagnostics and lifecycle management tools
- Provisioning of test workbench and test administration tools
- Provisioning of end to end integrated quality management platform
- Run SAP training and certification programs of SAP Eco System
- Customer Center of Expertise (CCoE) training and certification services
- Provisioning of tuning and data management (archiving).....

SAP Enterprise Support provides Value for all Customer Segments and Lifecycle Phases



SAP Enterprise Support

Holistic support model to enable continuous improvement & successful solution operations at lower risk & cost



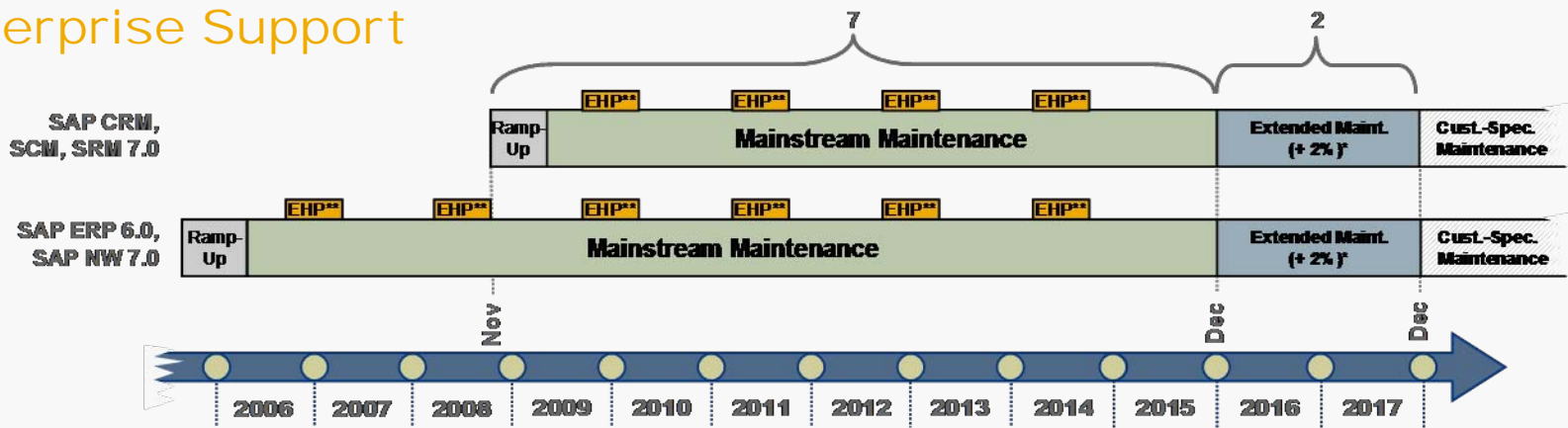
New 7-2 Maintenance Strategy:

More Planning and Investment Security for SAP Customers

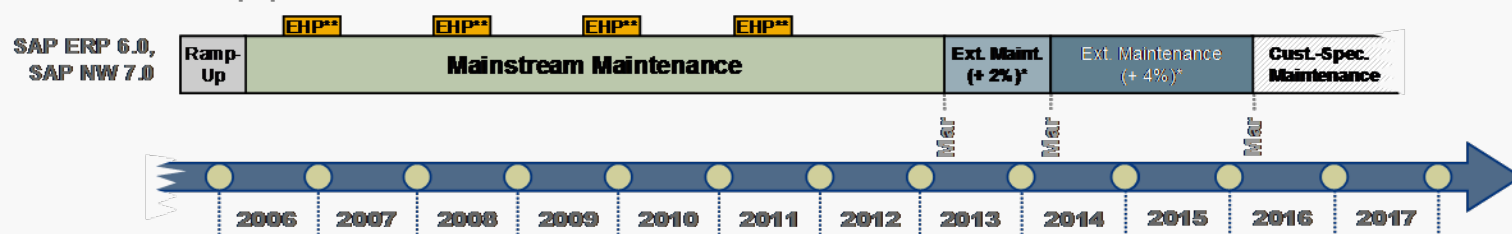


7-2 maintenance strategy for new releases of the core applications of SAP Business Suite: 7 years of mainstream maintenance, 2 years of extended maintenance

Enterprise Support

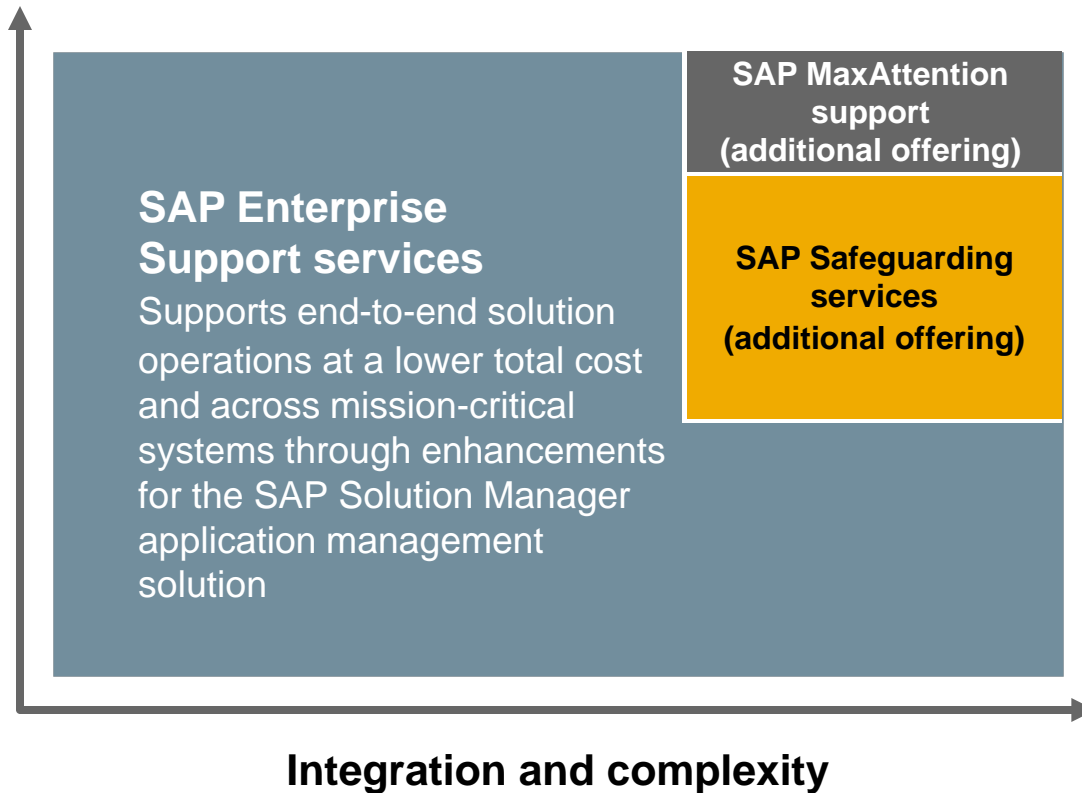


Standard Support





Business size



- Support options designed and optimized for the business networks environment
- Appropriate engagements related to the level of business size and criticality and of integration and complexity
- SAP Solution Manager is the foundational application management solution

Thank you for your time!

Questions

