



## SAP Solution Brief SAP Safeguarding for Upgrade

# SAFEGUARDING SAP® UPGRADES

## Ensuring Upgrade Success by Proactively Identifying and Addressing Potential Challenges

The SAP® Safeguarding for Upgrade portfolio of services enables you to proactively identify and address the challenges associated with your SAP upgrade – and ensure the success of your project. You begin by taking advantage of the SAP GoingLive™ Functional Upgrade Check service, a diagnostic check of your IT environment that is included as part of every SAP software maintenance agreement. During this check, you receive tailored recommendations on additional SAP services and tools that can help ensure a smooth transition with minimal downtime for your business.

As your organization evolves, you need to adapt IT solutions to meet changing business requirements. In many cases, this drives the need to upgrade SAP® software. SAP upgrades allow you to benefit from the latest available functionality, leverage new technologies that foster innovation, and guarantee long-term protection of your IT investments.

However, as with any significant technology change, software upgrades can be challenging. To ensure a successful upgrade, you should understand the risk factors and cost drivers that could affect the project, as well as find answers to critical questions, such as the following:

- How will the upgrade affect our IT infrastructure?
- How should we handle application and modification adjustments?
- What is the best way to test our SAP solutions?
- What training do employees need to use updated SAP solutions?
- How can we minimize downtime during the upgrade?

To help ensure smooth upgrades, SAP offers the SAP Safeguarding for Upgrade portfolio of services, which provides information, expert assistance, and best practices to ensure your success.

### Ensuring the Success of SAP Upgrades

SAP Safeguarding for Upgrade enables you to proactively identify and address the potential challenges associated with an upgrade, which is key to having a successful project. Because every organization has a unique IT infrastructure and requires different levels of adjustments, testing, and training, the path to upgrade success must be determined individually.

That's why SAP Safeguarding for Upgrade starts with the SAP GoingLive™ Functional Upgrade Check service. Included as part of every SAP software maintenance agreement, this service analyzes the IT environment and current SAP implementation and enables you to anticipate and address challenges that may impact an upgrade.

The SAP GoingLive Functional Upgrade Check service includes recommendations on advanced SAP services and tools that could benefit your upgrade project. Whether you need an expert advisor throughout the project or tools to create e-learning materials for employee training, SAP offers the right combination of resources to ensure a successful upgrade.

### **SAP GoingLive Functional Upgrade Check**

The SAP GoingLive Functional Upgrade Check service prepares your system to operate efficiently in the upgraded environment. It consists of three service delivery sessions performed by SAP-certified consultants through a remote connection, which means that business operations are not disrupted.

Because this service is included in your SAP maintenance agreement, no additional fees are required for these sessions. Once you register to participate, SAP will contact you to schedule the following sessions.

#### **Planning Session**

During the planning session, the system landscape affected by the SAP upgrade project is analyzed, with a focus on identifying potential software compatibility issues. Key deliverables generated during this session include an action plan and a service plan, including recommendations for advanced SAP services and tools that may be beneficial for the project. The planning session should be performed by the end of the project preparation phase.

#### **Analysis Session**

During the analysis session, a certified consultant assesses technical performance indicators on the current SAP system. This assessment identifies critical issues that may affect the SAP upgrade, such as memory bottlenecks. If appropriate, the consultant verifies the Unicode compliance of the current system. Key deliverables generated during this session include a report detailing recommended changes to the current IT infrastructure and SAP landscape to ensure optimal performance. The analysis session is conducted approximately eight weeks before the actual upgrade, providing enough time to acquire and install necessary hardware components.

#### **Verification Session**

The verification session is held approximately four weeks after the upgrade is complete. During the session, consultants recheck the technical performance indicators and identify any areas of the system that require additional optimization. After the verification session, you receive a detailed report containing the results of the system analysis and further recommendations for improving system performance.

### **Advanced Services and Tools to Proactively Address Upgrade Challenges**

One of the key deliverables from the planning session is a service plan that recommends advanced SAP services and tools to help you identify and address the challenges associated with your SAP upgrade. Upgrade challenges fall into the following categories.

#### **Project and Risk Management**

Preparing for an upgrade involves determining its impact on the solution landscape and identifying the skills required by members of the upgrade project team. To address these challenges, SAP offers the following resources:

- **Assistance with SAP upgrade projects**

The SAP Upgrade Coaching service provides an upgrade expert who can offer project assistance and act as the point of contact for all upgrade-related issues. The service is usually provided as a 10-day, on-site engagement. As part of this service, you receive an upgrade assessment and multiple project reviews.

- **Upgrade road map**

A free upgrade road map bundles knowledge, insight, and best practices regarding upgrade project management, as well as functional and technical aspects of upgrading an SAP system landscape.

- **Software life-cycle management**

The SAP Solution Manager tool supports the full solution life cycle and helps you prepare, structure, and execute SAP upgrades.

### **IT Infrastructure Setup**

Prior to an upgrade, it is important to determine how the upgrade will affect the existing IT infrastructure and to resize existing hardware when necessary. SAP offers the following to help optimize IT infrastructure:

- **Data management**

Ideally used prior to an upgrade, the SAP Data Management service is a five-day remote session designed to help reduce the existing size and future growth of databases. Typically reducing database size and growth by 25%, this service helps reduce overall hardware costs.

- **Hosting services**

An SAP Upgrade Hosting service can provide easy access to hardware resources required for an upgrade – without having to purchase them. For example, you may require an additional development system so that you can continue to upgrade and make corrections simultaneously.

- **User-base sizing tool**

The Quick Sizer, a complementary tool, helps you estimate your user base so that during an upgrade you can plan ahead to meet future workload requirements.

### **Application and Modification Adjustments**

Customer modifications to SAP solutions can impact upgrade runtime. Some SAP products include features that allow you to return modifications to standard. In addition to modification adjustments, a solution may require additional configuration settings to make new functionality available after the upgrade. SAP offers the following services and tools to simplify configurations and modifications:

- **Custom-code clearing**

The SAP Modification Clearing service helps accelerate the technical upgrade process and reduce total cost of ownership by returning modifications to standard during an upgrade.

- **Application-specific upgrade toolbox**

A free upgrade toolbox includes known application-specific upgrade corrections and special repair tools.

- **Modification tracking tool**

An SAP modification assistant tracks changes to software so that affected modifications can be identified and adjusted during an upgrade.

- **Implementation guide**

An implementation guide is available to assist with any delta customizing needed to adapt the configuration of SAP solutions during an upgrade.

### **Testing**

Testing is a critical step in the upgrade process that often requires more time and effort than anticipated. To simplify and streamline the testing process, SAP offers the following:

- **Test planning and management**

The SAP Test Management Optimization service is a five-day, on-site session focusing on optimizing test procedures and administration processes. This service provides recommendations for improving the current test environment and for using the latest SAP test automation technologies.

- **Testing tools**

To support test administration and automation, SAP offers a number of tools that are used with SAP Solution Manager. For example, tools are available that combine upgrade documentation and testing of the new system.

### **Training**

If the user interface of an application changes as the result of an upgrade, it is important to create documentation and training materials that enable users to continue working efficiently.

To support the training process, SAP offers the following:

- **Delta training**  
A suite of delta training classes and e-learning offerings can bring employees up to speed on changes to SAP software.
- **E-learning tools**  
The SAP Tutor tool makes it easy to create, edit, and supply interactive self-learning units. The tool can accelerate knowledge transfer and reduce learning delivery costs significantly, especially when integrated with SAP Solution Manager.

### **Downtime**

A key objective of an upgrade project is to minimize system downtime. To achieve this, you need to know the variables influencing upgrade runtime and downtime, such as the duration of post-upgrade activities. SAP offers the following services and tools to help minimize downtime:

- **Downtime assessment**  
The SAP Downtime Assessment service is a three-day remote session that estimates expected downtime versus affordable downtime during an upgrade project. You receive a detailed action plan to minimize downtime.
- **Technical downtime reduction service**  
With its customer-based upgrade service, SAP offers customer-specific optimization of several upgrade phases, thereby reducing technical downtime beyond that which can be achieved with standard upgrade tools. This service is recommended after completion of SAP Downtime Assessment.
- **Weekend support for upgrades**  
For projects occurring over a weekend or holiday, the SAP Upgrade Weekend Support service provides an upgrade specialist to serve as a single point of contact.
- **Upgrade assistant tool**  
To help you monitor and control technical upgrade procedures, SAP offers an upgrade assistant tool, free of charge.

### **For More Information**

By helping you proactively identify and address the challenges associated with an upgrade, the SAP Safeguarding for Upgrade portfolio of services can ensure the success of your project. SAP consultants not only enable you to understand the potential risk factors and cost drivers, but they provide the insight, tools, and resources to ensure a smooth transition and minimize downtime.

To find out more information about SAP Safeguarding, please visit our website at [www.sapsafeguarding.com/asia](http://www.sapsafeguarding.com/asia) or contact your nearest SAP office.

### **Powered by SAP NetWeaver®**

SAP solutions are powered by the SAP NetWeaver® platform, the open integration and application platform that enables change. SAP NetWeaver helps companies align IT with their business. It allows companies to obtain more business value from existing IT investments and to deploy a service-oriented architecture.

SAP NetWeaver reduces total cost of ownership and complexity across the entire IT landscape. SAP NetWeaver powers mySAP™ Business solutions, SAP xApps™ packaged composite applications, and partner solutions. It provides the best way to integrate all systems running SAP or non-SAP software. SAP NetWeaver unifies integration technologies into a single platform and is preintegrated with business applications, reducing the need for custom integration.