

# SAFEGUARD THE IMPLEMENTATION OF NEW TECHNOLOGY

## REDUCE IMPLEMENTATION RISK AND COST AND ENSURE PROPER PERFORMANCE

Managing and maintaining an information technology environment is an increasingly complex, costly, and risky proposition. The SAP® Safeguarding for Implementation portfolio of services helps to mitigate the technical risks of an implementation and ensures a smooth go-live and ongoing operations.

Organizations run on increasingly complex business processes and IT landscapes. These systems may provide optimal support for your business processes, but keeping them reliable, available, and performing optimally is a challenge. Upgrading or implementing new technology can be particularly difficult. SAP can help you identify and reduce the risk of technical implementations and their subsequent operations. The SAP® Safeguarding for Implementation portfolio of services offers the assessments, tools, and services you need to reduce the technical risk and cost associated with implementing new technology. These services, which are delivered either remotely or on-site by SAP engineers, cover the implementation life cycle from business blueprint through implementation and testing to go-live.

### Supporting Blueprint Sign-off

SAP Safeguarding for Implementation services provide the best technical quality management, as well as the unique knowledge and expertise of SAP engineers, to ensure a successful implementation and manageable, reliable ongoing operations of your SAP software. We assess the following key areas of your implementation:

- **Technical feasibility**  
We ensure that the planned technical architecture (in terms of sizing and throughput) can support the expected load of your business processes and that it meets your business requirements. We also ensure the compatibility of the software components and that the software supports your business processes adequately. We verify performance-critical process steps based on our experience with similar implementations. The result is a summary of your planned core business processes and the solution landscape that outlines the interfaces between different components, data integration and consistency, and the volumes to be processed.
- **Functional feasibility**  
We map the business processes to be implemented with best practices to ensure their functional feasibility, and we identify potential risks.
- **Implementation and rollout plan feasibility**  
We review your implementation and rollout plan, including the feasibility and completeness of timelines and work packages, based on the complexity of the project. We also perform a high-level check of project milestones, the rollout concept, and rollout steps.

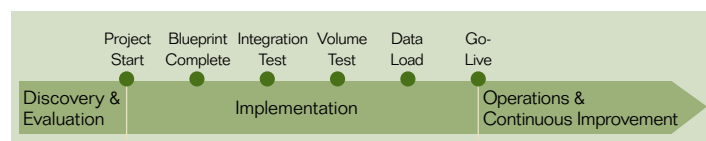


Figure 1: High-Level View of SAP® Safeguarding for Implementation



After completing these assessments, we have a thorough understanding of the planned solution and your technical landscape, and we can define the appropriate support and engagement level for you. The final result is a report that contains a detailed description of identified risks and issues, as well as a technical risk mitigation plan that includes the service plan.

### Ensuring Interoperability Through the Testing Phase

During the testing phase, we evaluate the interoperability and integration of your core business processes across the system landscape. We focus on integration, managing data consistency, batch windows, and ultimately, operations, by thoroughly checking performance and workload distribution. Our goal is to ensure your core business processes work end to end and meet your business requirements for performance, stability, data consistency, throughput, and scalability. We analyze and monitor all critical components and interfaces that are part of core business processes as we:

- Identify and prioritize top issues
- Monitor software performance to eliminate bottlenecks and maintain stability
- Make recommendations to prevent bottlenecks and increase stability
- Perform a root-cause analysis of critical technical issues
- Recommend solutions while verifying the implementation and impact of our recommendations

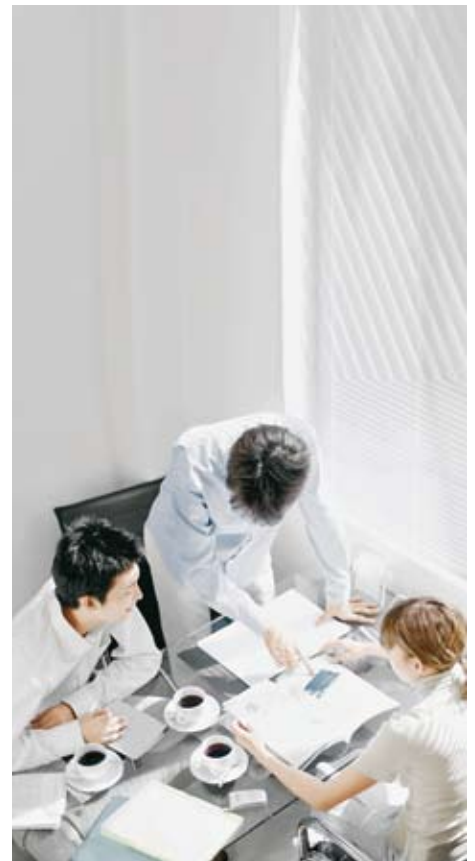
SAP Safeguarding for Implementation services trace critical transactions or interfaces within your core business processes with a focus on improving performance, stability, and data consistency.

### Ensuring Performance

During the testing phase, we also support volume testing by verifying your test plan, monitoring actual testing, and then analyzing and interpreting the results. Reference data ensures that volume test results are reliable by simulating the operation of core business processes under realistic conditions (including hardware, number of users, and transaction volume). We also analyze and optimize the software configuration to handle the workload and review the scalability of core business processes, looking at resource consumption and identifying bottlenecks. We check and verify your plan for program schedule management (the scheduling of background jobs and activities) to ensure it can meet your throughput requirements based on the degree of parallel processing. These steps provide you with the strongest foundation for the final launch of your software.

### Preparing for Go-Live

In the critical cut over of your software to production, an SAP team is on-site to help if critical issues occur and to provide fast, convenient access to SAP resources to help in their resolution.



If a complex problem arises, your team of SAP experts establishes an on-site war room and performs a root-cause analysis of the problem. SAP engineers and your project team then work together on-site to ensure fast issue resolution and a smooth go-live.

We also manage the service-level agreement when fixing the problem and involve all necessary stakeholders, including gaining their sign-offs. In addition, software-change control measures support the transition of the project to operations and help to freeze the code. To ensure a smooth launch of your solution, we focus on the following:

- **Performance of data migration**  
We monitor the performance of the data migration process, including the interfaces and a timely analysis of errors and problems affecting the processing.

- **Go-live**

We proactively monitor the performance of business processes and your software operations several days before and after the start of production and perform a root-cause analysis of any issues that arise. We also monitor data consistency and interface throughput and provide expert advice on system operations and your applications.

- **Period-end closings**

We monitor the first period-end closing processing and the performance of processes, including the involved interfaces, and analyze any errors.

- **Problem resolution**

To ensure a smooth go-live and resolve issues quickly, we conduct root-cause analysis on-site or remotely with the support of our global back office.

## Managing Change for Smooth Operations

The SAP Safeguarding for Implementation portfolio is complemented by appropriate change control management engagements. We support your quality and software-change management processes during the entire software solution life cycle – often during the early stages of the implementation – to deliver the greatest benefit.

The goal of the engagements is to verify that the change management strategy is aligned with the test strategy and the SAP maintenance strategy. This alignment minimizes downtime and ensures the stability of your systems and business processes.

Using the change-request functionality in the SAP Solution Manager tool, you can document any changes made to your tested software to determine the reason for a problem if it occurs after making the change. As part of this consulting engagement, SAP engineers verify that you have the appropriate approval procedures and the processes in place for you:

- System landscape strategy
- Transport strategy, including code freeze strategy and approval procedures to make changes into production
- Test management strategy and automation, including procedures and tools
- SAP maintenance strategy, including release management, support packages, and patches

## Delivering Expertise on Demand

The goal of the expertise-on-demand service is to provide the right expert at the right time to speed the resolution of complex issues. Engineers get involved at specific points of time during the project and provide expertise on predefined topics. SAP Solution Manager is the collaboration platform required to deliver expertise on demand.

Requests for this service are usually made for technically complex or unusual issues that are beyond the experience of your staff. Ultimately, SAP experts provide the technical and functional consulting service you need to enhance operations. An SAP expert or a member of your own staff records any issues that arise on-site or are observed remotely. If potential issues are not based on a bug and you require SAP expertise, you can decide if you want to use the expertise-on-demand service to correct the problem. Requests for the expertise-on-demand service are sent to SAP via SAP Solution Manager for the necessary tracking and reporting on problem resolution. The resulting request for service contains the issues and business context information, and SAP uses this information to ensure that the right experts are quickly assigned to resolve the issue.

### Ensuring Optimal Operation

SAP Solution Manager drives the SAP Safeguarding for Implementation services. This centralized solution management and collaboration platform provides the tools, integrated content, and gateway to SAP that you need to implement, support, operate, and monitor your SAP software. SAP Solution Manager helps to minimize risks and to reduce your total cost of operations.

SAP Solution Manager runs in your solution landscape and facilitates the technical support of your distributed systems. It also automatically captures all of the information relating to the issue in question, which speeds up the root-cause analysis and resolution.

SAP Solution Manager handles your software throughout its life cycle. It supports SAP and non-SAP components and covers both existing and new SAP solutions, linking your business processes to the underlying IT infrastructure. In addition, SAP Solution Manager provides intensive knowledge transfer through on-site services and access to best practices. And because SAP Solution Manager is already included in your annual maintenance fee, you do not incur additional licensing fees for managing your SAP solution with SAP Solution Manager.

### Learn More

By selecting the SAP Safeguarding for Implementation portfolio of services, you benefit from our 30-plus years of experience supporting thousands of installations. We help you avoid complications from the very beginning of your implementation. To learn more about how SAP Safeguarding for Implementation can help you reap the greatest value from your SAP software, visit our Web site at [www.sap.com/services](http://www.sap.com/services)

SAP Safeguarding for Implementation Benefits	Why?
Minimized technical risk	<ul style="list-style-type: none"> <li>■ Proactive identification and minimization of technical risk based on our unique knowledge and expertise gained in more than 30 years of proven performance and results</li> </ul>
On time go-live	<ul style="list-style-type: none"> <li>■ Identification and resolution of top issues to ensure go-live</li> <li>■ Expertise and best practices to plan and execute projects</li> </ul>
Ongoing performance	<ul style="list-style-type: none"> <li>■ A focus on the performance of your core business processes and interfaces</li> <li>■ Proactive services that ensure the ongoing, smooth operation of production systems</li> </ul>
No surprises	<ul style="list-style-type: none"> <li>■ A unique methodology and SAP's best experts minimize your risk</li> </ul>

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