



SAP Services

# SAP<sup>®</sup> UPGRADE SERVICES

**Consulting and Services for Successful  
Upgrade Projects**

THE BEST-RUN BUSINESSES RUN SAP<sup>™</sup>



# UPGRADE TO mySAP™ ERP: SECURE YOUR INVESTMENT AND USE NEW FUNCTIONS

## mySAP™ ERP – The Trusted Foundation for Business Excellence and Innovation

The mySAP™ ERP application is the trusted foundation for business excellence and innovation, providing organizations with the enterprise resource planning (ERP) solution they need to gain strategic insight, competitive differentiation, increased productivity, and business agility. With mySAP ERP, SAP has transferred its vision of increasing efficiency within an organization to an ERP solution that helps automate end-to-end business processes and extend those processes to the entire business ecosystem – including customers, partners, and suppliers. With mySAP ERP, you can increase your employees' productivity and provide them with the insight needed to make decisions that set you apart from the competition.

Do you want to make your ERP system future-proof? Then switch to the current SAP® software release now. There are plenty of reasons why you should.

## Your Go-To Upgrade Choice

With the release of mySAP ERP 2005 Edition, SAP is pleased to announce more than 300 functional enhancements that add value to your business. mySAP ERP 2005 gives you the following advantages:

**New functionality and improved processes** – Major improvements in financials, human capital management, procurement and logistics, product development and manufacturing, sales and service, and corporate services – as well as industry-specific functionality – can be adopted as your business needs them.

**Empowering people** – mySAP ERP connects people directly to processes and delivers the information and functionality they need to be highly productive and make the right decisions.

**Architecture that adapts to change** – mySAP ERP is built on the SAP NetWeaver® platform and enabled by enterprise service-oriented architecture (enterprise SOA), so you can innovate and adapt to changing business requirements with greater speed at lower cost.

**Proven, low-risk upgrades** – SAP offers a proven, cost-effective upgrade path with tools honed through years of experience, packaged services to help plan and execute upgrades, and a fully prepared service organization and ecosystem.

## Requirements: Future Security and More Performance for Your Business

Even just by carrying out a technical upgrade, you can make substantial progress. If you choose to implement comprehensive business process optimization, however, the resulting benefits will be much greater, as follows:

- You can work more efficiently along the value chain while reducing total cost of ownership.
- You attain more flexibility and performance in your ERP system and organize your business processes in a more effective and holistic way.
- Your operational alternatives improve significantly, helping you strengthen your company's long-term competitiveness.
- Your company benefits from secure and sustainable investment security. You can adjust your infrastructure and easily add specific business requirements for success in the market.

### **Advantages: Realizing Your Project Objectives with the Right Consulting Partner**

When you decide to upgrade, the SAP Consulting organization will be your reliable partner from the very beginning. You bring your company-specific visions; we fulfill your requirements on a defined schedule and budget. In the process, you draw upon all the resources within the SAP global upgrade service portfolio for mySAP ERP 2005 – anything you need for the successful planning and execution of your project.

SAP Consulting supports you with a focus on results, working constantly to help your company get the most possible benefit from your software and improve your ROI. We provide you with a range of offerings, from consulting and managed services to training and support. Our range of services covers the strategic planning, implementation, live operation, and continued optimization of your SAP application. You profit from our experts' industry-specific knowledge.

### **Head Start: SAP Consulting Knows SAP Solutions Best**

What sets SAP Consulting apart? Specifically, what makes us extraordinary for our customers? Our consultants and service portfolio are a unique combination of reliability, dedication, expertise, and innovative concepts. Put this together with our consultants' immediate proximity to SAP products and development departments, and you've gained unbeatable advantages in accomplishing your strategic and financial goals.

A wide array of successfully implemented upgrade projects affirms the trust that customers all over the world place in SAP Consulting. By choosing us, you profit from the following attributes:

- A holistic approach to consulting
- Comprehensive expertise in every applicable area
- Professional project management
- Tailored services for a smooth, fast, and effective upgrade project

### **Reliability: From Planning, Realization, and Go-Live to Follow-Up Support**

You know how important quality, costs, and timeliness are. That's why we don't leave anything to chance in planning and carrying out your upgrade project. SAP provides you with a tailored portfolio of services, content, and tools, ensuring that you will take targeted, cost-effective action to add value to your investment. The basis for this is the tight coordination of strategic consulting, technological expertise, and industry-specific competence. The following range of upgrade services represents the core of our portfolio. In addition, you can call upon further services customized to meet your needs.

## **MAXIMUM SECURITY: SOUND CONSULTING AND SERVICES FOR EVERY PROJECT PHASE**

### **Value Determination**

**SAP Solution Business Value Assessment service:** This service, provided by the Business Consulting group of SAP Consulting, identifies and evaluates the potential your company can tap into with an upgrade from SAP R/3® software to mySAP ERP 2005. The service prioritizes business processes and compares the as-is and to-be situations. You then receive a cost-benefit analysis and a road map for your transition to mySAP ERP 2005.

**SAP Accelerated Value Assessment for mySAP ERP service:** This service is a tailored and accelerated variant of SAP Solution Business Value Assessment especially designed for the requirements of small and midsize enterprises considering an upgrade to mySAP ERP. Potential improvements are evaluated based on structured interviews with process managers. You then receive a cost-benefit analysis displaying cost reduction potential identified in business processes and IT, as well as a road map for your upgrade project to mySAP ERP.

**SAP Quick Upgrade Evaluation service for mySAP ERP:** SAP Quick Upgrade Evaluation helps you determine the effort involved in upgrading and the benefits for your IT operations. The service identifies the quantitative IT savings potential enabled by mySAP ERP 2005, especially through reductions in software maintenance and elimination of custom developments. Further, you will receive a proposal for an upgrade road map and activity plan.

**SAP Enterprise SOA Road Map service for mySAP ERP:** In the evaluation phase, we focus on developing a customer-specific plan for enterprise SOA. The planning itself involves a strategic two- to five-year implementation program that determines how your company can effectively implement SAP NetWeaver and enterprise SOA. At the core of this program is a standardized approach employed by trained business consultants and SAP NetWeaver solution architects. The Business Consulting group of SAP Consulting analyzes your business processes and IT landscape, identifying benefits that SAP NetWeaver and enterprise SOA could offer.

You receive specific suggestions for configuring your future IT infrastructure – for both SAP solutions and non-SAP software. The resulting plan consolidates the conclusions of these evaluations and offers targeted advice for your implementation – including the software, the implementation process itself, related time frames, reasons in favor of implementation, and business benefits.

**SAP NetWeaver Reference Architecture workshop:** Our consultants work closely with you – in consideration of the technical architectures of SAP NetWeaver usage types – to develop optimal alternatives (the SAP NetWeaver Portal or SAP NetWeaver Exchange Infrastructure component, for example). We carefully prepare an SAP NetWeaver architecture that best suits your company.

### **Planning**

**SAP Quick Upgrade Evaluation service:** This service estimates how much total effort your upgrade project will most likely require and provides you with a milestone and service plan. With the help of a tool-based analysis, an SAP upgrade expert generates a differentiated projection of technical effort and costs. This process includes the latest insights from SAP's development and consulting groups. In the first of three steps, an on-site workshop gathers detailed information concerning your system landscape and requirements. Step two comprises an automated diagnosis of your IT system, followed by an evaluation and interpretation focused on your specific needs. Step three presents the results.

**SAP Upgrade Coaching service:** With the SAP Upgrade Coaching service, you'll work with a contact person who actively supports your project with diverse expertise – from the initial workshop all the way to project completion. He or she backs up your in-house project manager and makes sure your company reaches its scheduled milestones. The basic service package

consists of 10 on-site person-days, which you can augment as you see fit. Your coach serves in an intermediary capacity by integrating specific additional services to fashion a coherent whole. This person is your direct contact with SAP, providing both necessary technical background knowledge and project upgrade experience to support you best.

### **Preparation**

**SAP Technology workshop for mySAP ERP:** This workshop provides your company with a compact overview of the foundations and architecture of mySAP ERP along with the features and innovations of the SAP NetWeaver Application Server component. It introduces the most important insights from the ramp-up of mySAP ERP 2005, as well as useful tools such as the upgrade road map and a customer-specific range of crucial upgrade services. Additionally, we pass on our comprehensive expertise to help you plan and carry out your upgrade project successfully and manage the transition to Unicode.

During an on-site workshop in your chosen topic area, an SAP expert acquaints you with the newest developments and provides well-defined directives for your project. The result is a more comprehensive understanding of the technical aspects of an upgrade or installation.

**SAP Test Management Optimization service:** The complexity of SAP software not only requires systematic testing during implementation but also during upgrade planning before you insert modified applications into your live system. We support you as you perform testing activities and test automation. The SAP Test Management Optimization service aids you in optimizing your current test planning and your established testing organization. To help your company handle specific demands, we offer support as you plan activities and estimate how much effort they require. You gain security through the application of proven standards, develop an efficient testing approach with us, and achieve transparency in effort and costs.

**Upgrade training from SAP:** Experienced trainers analyze the scope and circumstances of your upgrade project and help you produce a qualification plan for your project team, thus ensuring that they are well prepared for your project.

### **Implementation and Follow-Up Support**

**SAP Technical Upgrade Consulting service:** This service provides you with tailored support for your technical upgrade from SAP R/3 to mySAP ERP 2005 to reduce downtime and the duration of your upgrade project. SAP Technical Upgrade Consulting starts with an analysis of your existing SAP R/3 landscape and creation of a project plan. The subsequent implementation includes software modifications and patches. The service also comprises systematic go-live preparation and quality assurance measures. In addition, you receive support in the initial phase of operations and detailed upgrade documentation.

**SAP Unicode Conversion service:** The Unicode character standard simplifies global data exchange and reduces the risk of data loss. It also helps improve the usability of Unicode-based technologies such as Java and XML. The SAP Unicode Conversion service ensures a smooth transition to Unicode, allowing you to convert your ABAP™ programming language and interfaces to the character standard, make all of the necessary technical adjustments, minimize downtime, and gain comprehensive project management support. You can incorporate the multidisplay, multiprocess system when needed. You receive the complete service package for an attractive fixed price.

**SAP Safeguarding for Upgrade portfolio of services:** SAP Safeguarding for Upgrade offers a holistic approach for risk mitigation before and during an upgrade project. After a comprehensive review of your IT situation, SAP will tailor a support program for risk mitigation and optimization potential.

■ **Support for risk minimization:** An initial technical analysis and feasibility check can be tailored to your individual situation and its level of complexity. Through the initial assessment of the affected SAP systems or the entire landscape, technical and functional risk factors are up front – avoiding a business disruption or impact to operation of the SAP application. In particular, our support engineers analyze the interfaces and sizing adjustments to avoid performance bottlenecks. SAP Safeguarding for Upgrade includes basic knowledge transfer for a cost-efficient execution of the technical upgrade. If unpredictable problems occur during testing of the core business processes, a standardized approach can be provided to analyze and eliminate them. During the go-live weekend of the production system, you can count on fast and competent support from SAP.

■ **Support for optimization of the project execution:** Depending on the project scope and the experience gained during previous upgrade projects, different optimization potential for technical upgrade aspects may become evident. A remote analysis, for example, can reduce the runtime of the technical downtime of the upgrade. Possible performance bottlenecks in the target release, sometimes caused by using Java-based applications such as employee or manager self-services, can be identified and eliminated. Installation of the SAP Solution Manager tool as support infrastructure completes this offering.

**SAP Work Center implementation package:** The new work center functionality in mySAP ERP is designed especially for information workers. With the SAP Work Center implementation package, SAP Consulting helps you make a streamlined transition to role-based software tailored to the needs of your employees and their respective tasks. The SAP Work Center implementation package enables you to bundle information, applications, and services from various sources and systems. In the process, SAP Consulting helps you adapt the standard role scenarios to your specific requirements. Under attractive terms and conditions, you receive a tailored prototype that you can continuously develop over time.

**SAP GoingLive™ Functional Upgrade Check service:** This service provides a remote technical risk analysis for your upgrade that ensures efficient operation of your mySAP ERP application after the upgrade.

**SAP Upgrade Hosting service:** If your company currently lacks the hardware necessary to outfit your live system according to your technical upgrade strategy, the SAP Upgrade Hosting service will help you cover your additional IT-related needs for the short term.

**Customer and project team training from SAP:** Experienced instructors ensure that all target groups receive training precisely calibrated to your requirements – from your managers and project team members to IT experts and users.

## Upgrade Tools

**SAP Solution Manager:** The SAP Solution Manager tool – standard software for upgrade and implementation projects – is an essential part of mySAP ERP. It provides all the instruments and available content required for the upgrade and implementation phase and other stages of the mySAP ERP life cycle, such as live operation and continued improvement. The upgrade road map included in SAP Solution Manager gives you direct access to current upgrade expertise – sample project plans, for example, or documentation on best practices for upgrading an entire system landscape. In addition, SAP Solution Manager functions as the main interface between your company and SAP. It is the basis for planning and delivering all support services for mySAP ERP and implementing the results. You also receive comprehensive support for the optimal planning and execution of all your maintenance and modification activities.

**mySAP ERP browser tool:** This tool identifies each individual difference between your current ERP release and mySAP ERP 2005. Depending on the input, you can view these “deltas” (changes) with respect to business processes or software components. You can also export the results directly into Microsoft Word. As a result, you gain a perspective on the value of mySAP ERP 2005 with just a few mouse clicks. More information on this online tool is available at [service.sap.com/upgrade-erp](http://service.sap.com/upgrade-erp).

**Scenario and process component list:** This tool links the business and technical perspectives of the SAP product portfolio. Using the list, you can identify all the software components you need to realize a certain business scenario. You find out which components you can combine and which business scenarios will be affected by a planned upgrade. More information on this online tool is available at [service.sap.com/scl](http://service.sap.com/scl).

## Find Out More

Please visit us on the SAP Service Marketplace extranet.

SAP Upgrade Information Center:

[service.sap.com/upgrade](http://service.sap.com/upgrade)

SAP Consulting Upgrade Focus Group:

[service.sap.com/ufg](http://service.sap.com/ufg)

We look forward to hearing from you!

## Further Information on SAP Upgrade Offerings

You can receive further information on the upgrade offerings described here at the following addresses:

[service.sap.com/upgradeservices](http://service.sap.com/upgradeservices)

[service.sap.com/upgradetools](http://service.sap.com/upgradetools)

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