How can customers execute SAP projects successfully?

Lessons Learned from Customer Care & Regional Implementation Group (RIG)

Arne Schmidthals
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Agenda

How can S/4HANA Customer Care and the Regional Implementation Group help you?

How to transition to S/4HANA?

What are lessons learned and recommended immediate next steps?

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S/4HANA Customer Care and Regional Implementation Group

Who are we?

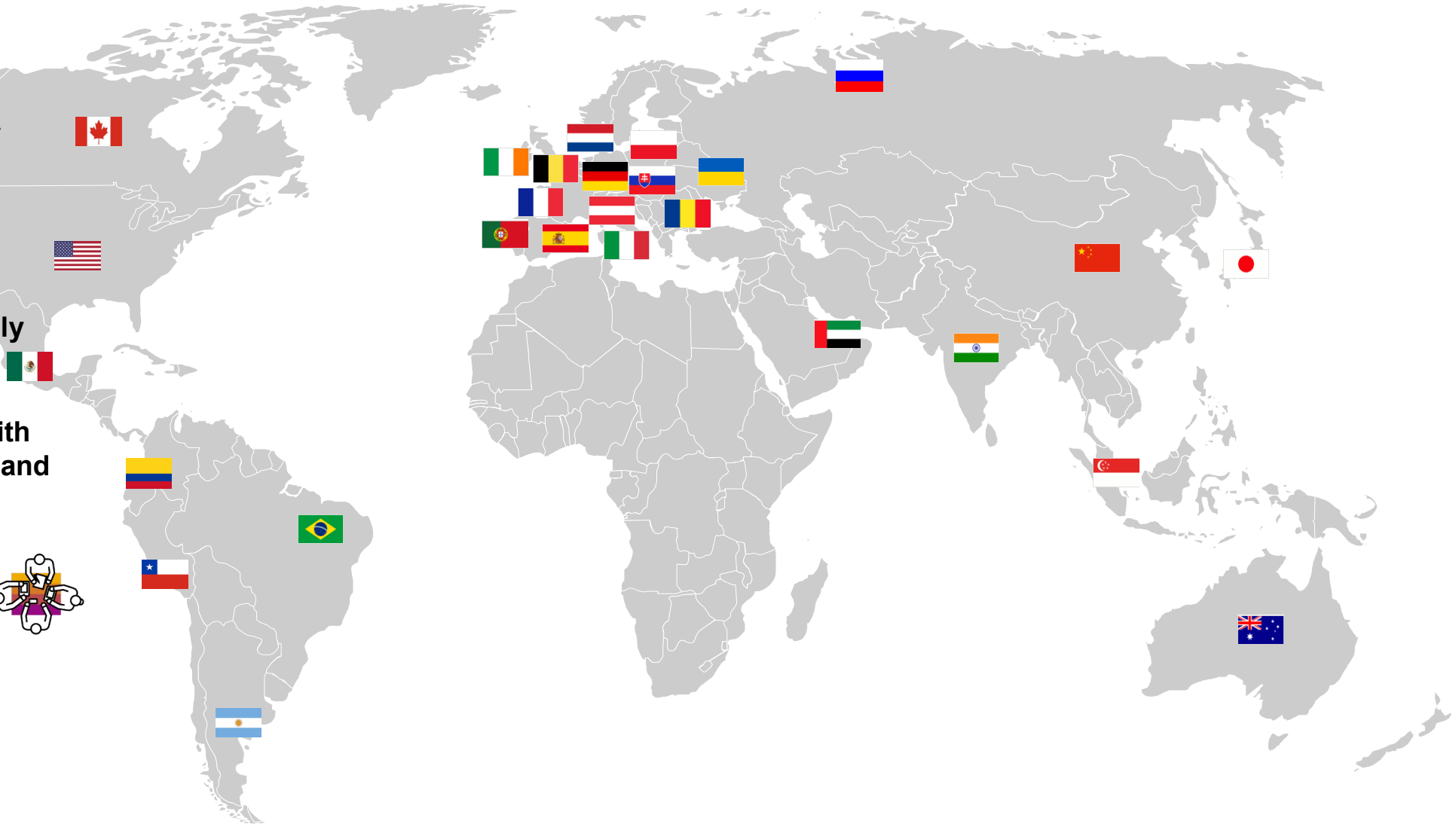
- Global team of 100+ S/4HANA experts representing the SAP development organization

What do we do?

- Help customers to successfully prepare and execute their S/4HANA projects
- Share S/4HANA knowledge with the ecosystem, e.g. via blogs and events

Collaborative working

- Complementary to consulting and value assurance services



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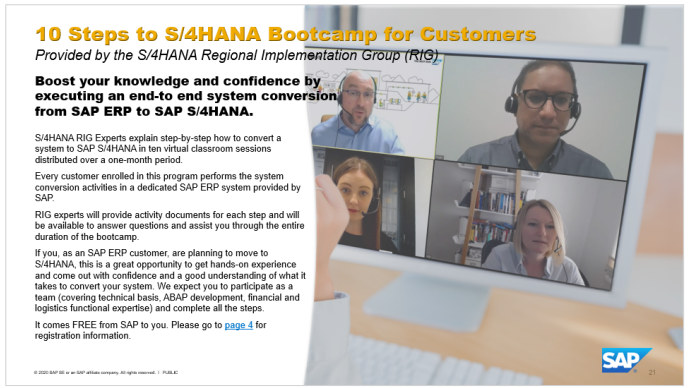
Offerings by the SAP S/4HANA Customer Care Program and Regional Implementation Group (RIG)



- Before a go-live project
- 4-week remote bootcamp for customers considering a system conversion
- Free of charge
- Open for direct and indirect customers

- During a go-live project
- Regular remote interaction during the entire go-live project
- Free of charge
- Open for direct and indirect customers

- After (or during) a go-live project
- 2-week remote bootcamp for customers interested in SAP Fiori
- Free of charge
- Open for direct and indirect customers

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Transition to SAP S/4HANA – Different approaches

Type	Transition Path	Available for	Purpose
Reusing by in-place conversion	**System conversion**	SAP ERP system → SAP S/4HANA	**Bringing your business processes to the new platform** ▪ A complete technical in-place conversion of an existing ERP software system in SAP Business Suite to SAP S/4HANA ▪ Adoption of new innovations at your speed
Reengineering with data migration Standardized Customer tailored based on predefined content & scenario	**New implementation**	SAP ERP or third-party system(s) → SAP S/4HANA; SAP S/4HANA Cloud	**New implementation/reimplementation** ▪ Reengineering and process simplification based on latest innovations ▪ Implementing innovative business processes with preconfigured content on a new platform ▪ Performing initial data load
	Selective Data Transition (Customer-tailored service/consulting offering)	SAP ERP or third-party system(s) → SAP S/4HANA; SAP S/4HANA Cloud, extended edition	**Enabling the right balance between process re-design and re-use** *(with possibility of (selective) history migration)* ▪ Migrate a selection of data (such as by organizational units, time-slices) or migrate specific application-related data into an SAP S/4HANA–based solution landscape

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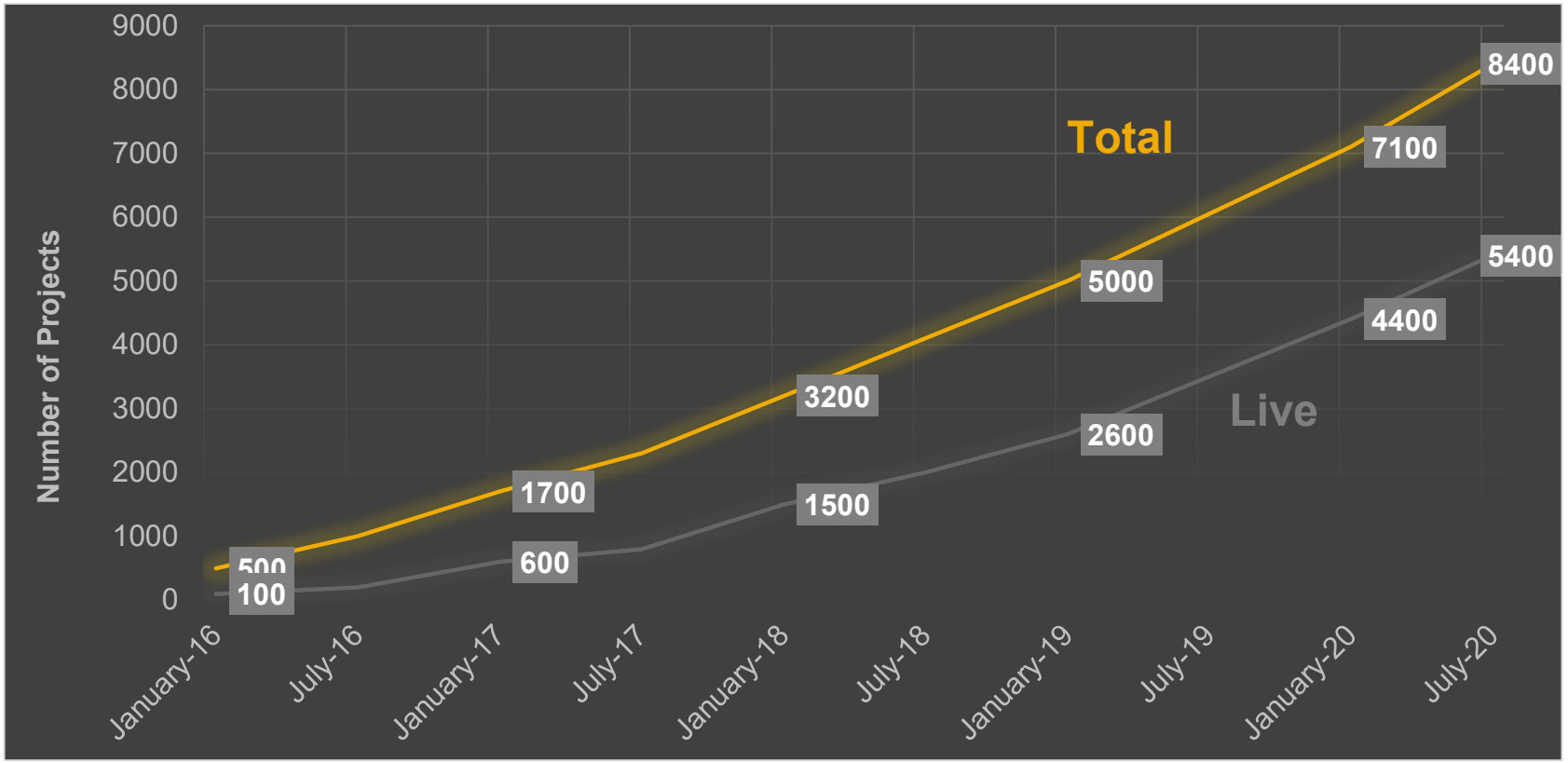
Evolution of S/4HANA Projects



Supported by Customer Care	Total	Active
	881	186

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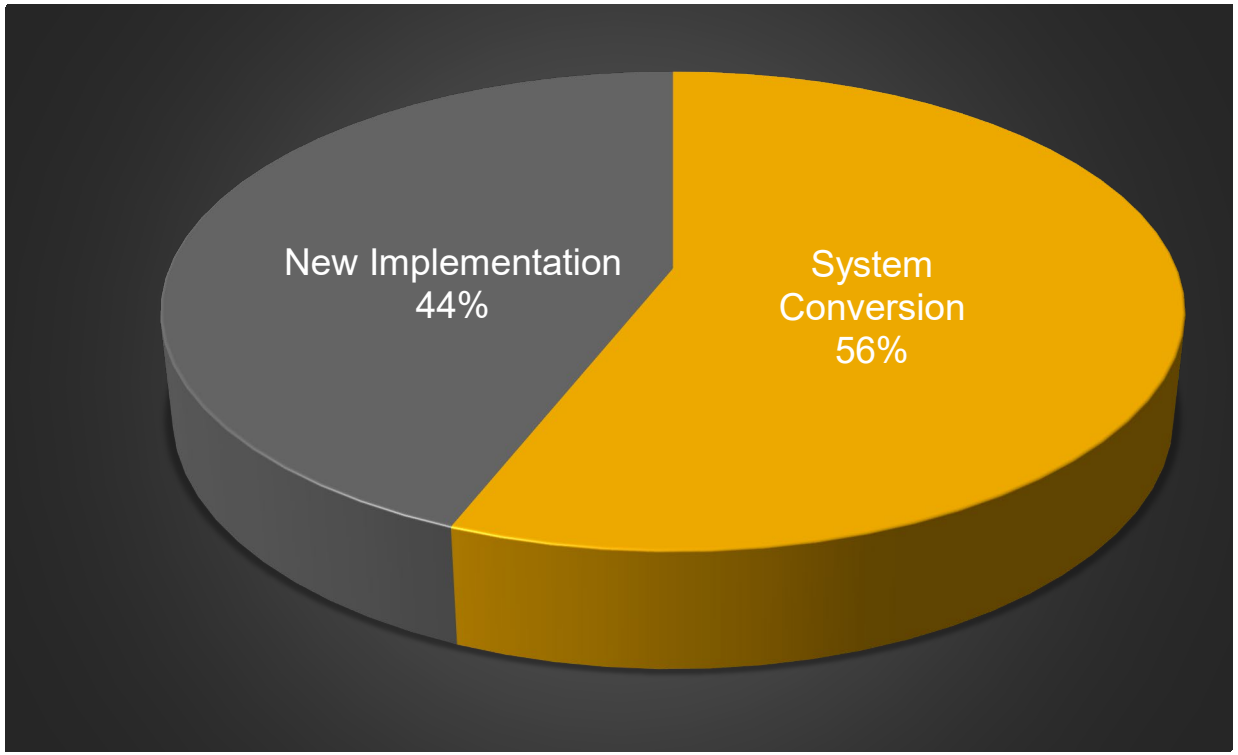
S/4HANA Projects by project type for SAP ERP customers



Excluding net-new customers (that obviously all do a new implementation)

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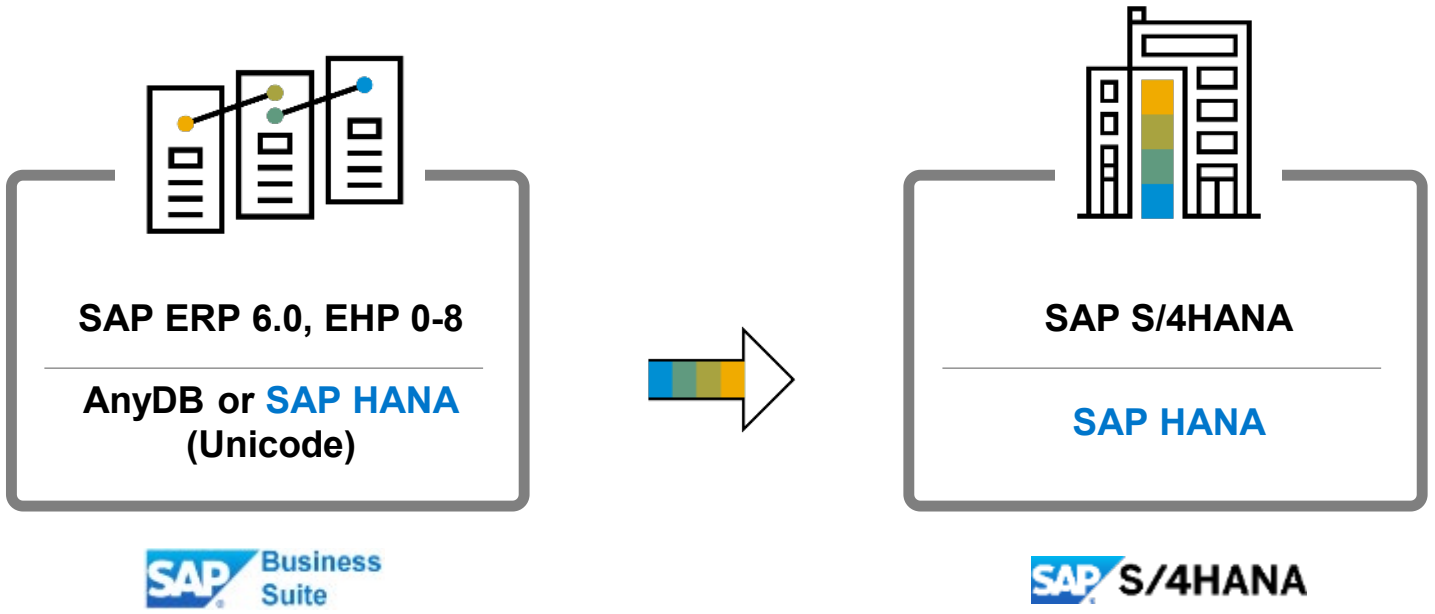
System Conversion to S/4HANA



A system conversion is technically feasible from SAP ERP 6.0 and above.

An interim transition to ERP on HANA is not required and not recommended.

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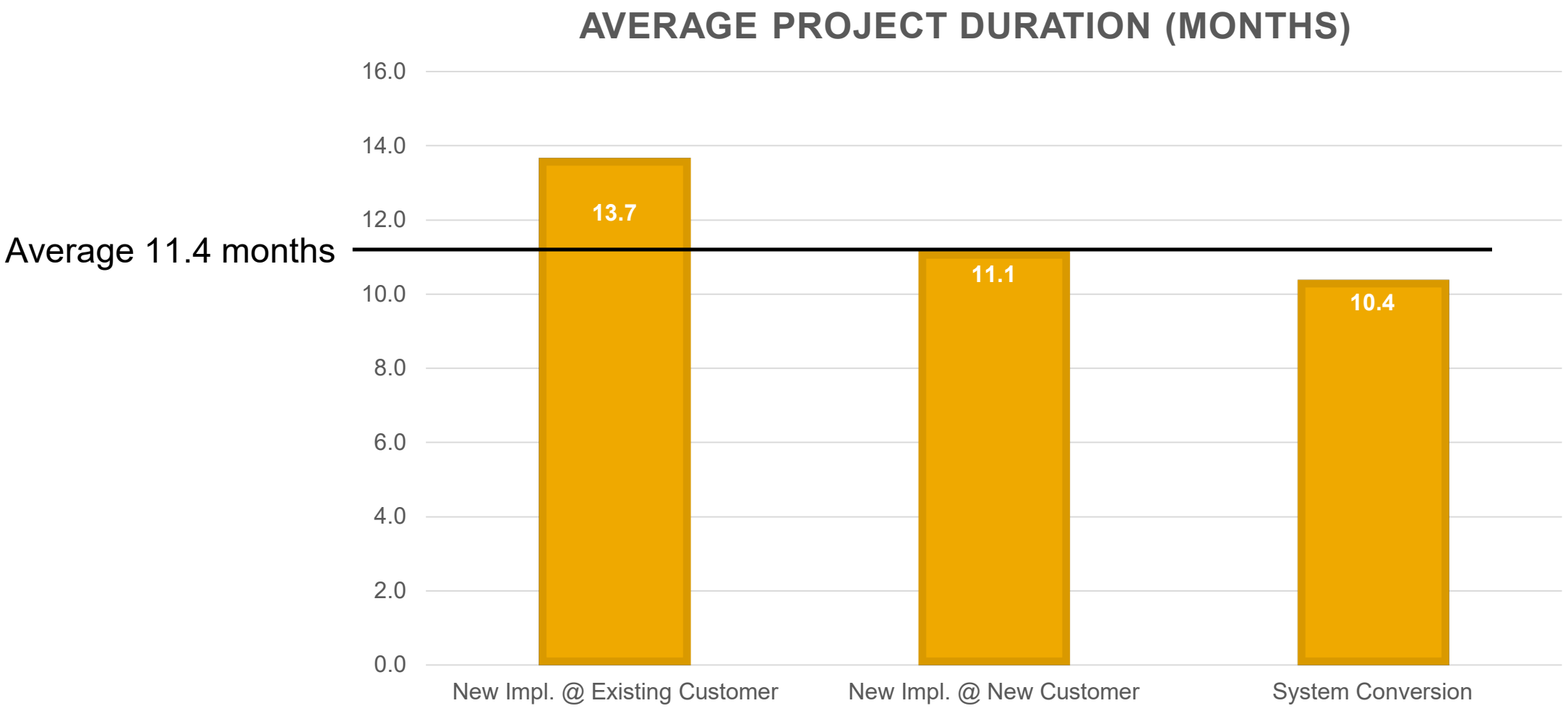
S/4HANA On-Premise - Average Project Duration



Project lifecycle = Live; Product = S/4HANA On-Premise
N = 2,534

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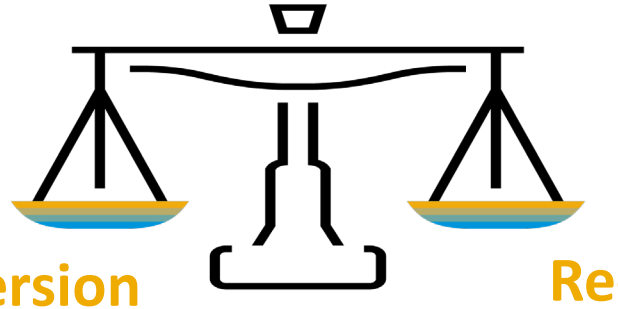
Comparing the Paths to SAP S/4HANA

Criteria influencing the choice of the transition scenario



	System Conversion	Re-implementation
Future Readiness	Current system supports today's and future master data & org structure requirements	You seek to fundamentally redesign master data & org structures
Current System Perception	Key asset	Innovation blocker
(Perceived) Data Quality	Good	Bad
Custom Code	Well maintained	Outdated
Release Level	SAP ERP 6.0 and above	Below SAP ERP 6.0
Historical Data	Need to keep historical data	No need to keep historical data

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Recommended Immediate Next Steps for Customers

Review and clean up your **custom code**.

Run the **SAP Readiness Check** to get fast and early insights for your S/4HANA project.

Become familiar with the **simplification items** for the target release.

Remember: Your SAP ERP knowledge still counts!

Decide on your **transition approach** (system conversion vs. new implementation), or at least clarify your decision criteria.

Look into **Fiori** quick wins.

Avoid the temptation to continue only with SAPGUI!

Leverage the many enablement options such as **OpenSAP.**

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OpenSAP Courses based on Customer Care & RIG Project Experiences

Guide Your SAP S/4HANA Project to Success
Launched in September 2020

Also recommended:

System conversion to S/4HANA
☞ https://open.sap.com/courses/s4h11-1/

Key technical topics in a System Conversion to S/4HANA
☞ https://open.sap.com/courses/s4h14

Key functional topics in a System Conversion to S/4HANA
☞ https://open.sap.com/courses/s4h15

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S/4HANA RIG Knowledge Assets

New or Updated since Apr 2020

Finance

- SAP S/4HANA Extension ledger – use cases
- What you should know about controlling in SAP S/4HANA. (Part 1)
- Nota Fiscal for intercompany stock in transit movements between different Legal entities within Brazil in SAP S/4HANA
- openSAP Microlearning: Replication of Activity Rates in Central Finance - SAP S/4HANA Finance
- openSAP Microlearning -Group Reporting – New Reporting Logic - SAP S/4HANA Finance

Cross Topics

- Upgrading SAP S/4HANA AnyPremise – How, Why, and Best Practices guide now available!
- Upgrading SAP S/4HANA - Why, How, and Best Practices

Plan To Product

- How to create Production Versions for our journey to SAP S/4HANA
- Implementing Permit to Work with SAP WCM in S/4HANA - Part 2

Procure To Pay

- Central Procurement

Fiori

- Fiori - MyInbox - Part 1 Activation
- Transitioning from SAP GUI to FIORI: A friendly user SAP Guide - Part Three
- Adaption Transport Organizer
- Fiori Rapid activation Transport from Development to Production systems
- SAP S/4HANA Fiori Rapid Activation Transport Move To Production Strategy

Architecture & Operations

- SAP S/4HANA 1909 System Conversion Steps & Details – How to be prepared
- ABAP Platform – Part 1 – Evolution from SAP Netweaver
- ABAP Platform – Part 2 – New programming models
- SAP S/4HANA Deployment on Hyperscalers
- Let's talk SAP S/4HANA AnyPremise Upgrade
- S/4HANA Near Zero Downtime lessons learned

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S/4HANA RIG Knowledge Assets

Most Relevant Assets

Finance

- New Asset Accounting
- Currency Setup in S/4HANA
- Conversion to SAP S/4HANA- Insights into Finance Data Migration
- Financial Planning Options in S/4HANA

Fiori

- SAP Fiori for SAP S/4HANA Fundamentals
- How to Deliver a Great User Experience with SAP S/4HANA
- Top 10 Myths & Misconceptions
- Best UX Resources for Functional Consultants
- SAP Fiori for SAP S/4HANA wiki

Procure to Pay

- SAP S/4HANA for International Trade
- Considerations for customers with SAP SRM
- Can I integrate SAP SRM with an SAP S/4HANA system and what do I need to do?

Customer Vendor Integration

- SAP S/4HANA Cookbook Customer/Vendor Integration
- S/4HANA Business Partner – Customer-Vendor Integration

Plan To Product

- PP-DS Cookbook
- Blog PP/DS for S/4HANA
- Blog Production Scheduling Board

Embedded Analytics

- Analytics in S/4HANA – real shape of embedded analytics and beyond embedded analytics
- Embedded Analytics powered by SAP Analytics Cloud in SAP S/4HANA Cloud 1911: what is in?
- How to find a predefined Virtual Data Model in S/4HANA
- Example: Custom CDS View using predefined Virtual Data Model and Extend View in S/4HANA
- Predefined Virtual Data Model as example for understanding difference of CDS View type
- How to analyze query performance for ABAP CDS Views

Architecture & Operations

- SAP S/4HANA On Premise Post System Copy Steps
- Upgrade from 1709 to 1809
- Time Saving tips to import many languages for ERP/S4HANA Installation
- Conversion to S/4HANA 1809FPS0 – t2 – Readiness Check 2.0

Additional Information

- Blogs tagged S/4HANA RIG
- Central entry point for S/4HANA related documentation
- SAP S/4HANA SQUARE ONE

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Recommended Immediate Next Steps for System Conversion Customers

Consider **dependencies** to other SAP products

Plan long-term, not just limited to the initial transition projects.

Innovations can be implemented in a later phase

Consider as many **conversion cycles** as needed

Do not underestimate the effort for testing and change management

Evaluate the different **downtime optimization options** and the impact in your project

Get started with **Business Partner (BP) / Customer Vendor Integration (CVI).**

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Thank you.

Contact information:

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10 Steps to S/4HANA Bootcamp for Customers

Provided by the S/4HANA Regional Implementation Group (RIG)

Boost your knowledge and confidence by executing an end-to end system conversion from SAP ERP to SAP S/4HANA.

S/4HANA RIG Experts explain step-by-step how to convert a system to SAP S/4HANA in ten virtual classroom sessions distributed over a one-month period.

Every customer enrolled in this program performs the system conversion activities in a dedicated SAP ERP system provided by SAP.

RIG experts will provide activity documents for each step and will be available to answer questions and assist you through the entire duration of the bootcamp.

If you, as an SAP ERP customer, are planning to move to S/4HANA, this is a great opportunity to get hands-on experience and come out with confidence and a good understanding of what it takes to convert your system. We expect you to participate as a team (covering technical basis, ABAP development, financial and logistics functional expertise) and complete all the steps.

It comes FREE from SAP to you. Please go to page 4 for registration information.

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Your Team

Important: *Four members, one each with the skills listed below, are required per customer team. Additional members from customer organization may be enrolled to join the presentation sessions.*

Basis

Senior technical expert with experience in OS/DB migrations and upgrades.

Main tasks: Technical preparation for system conversion, SUM execution, migration to HANA, Gateway configuration, FIORI initial configuration.

Hours of commitment: 45 hours (Presentation: 16 and Hands-On: ~30)

ABAP

Developer with experience in ABAP development and optimizations.

Main tasks: Check custom code for migration to S/4HANA and simplification items, fix SPAU and SPDD.

Hours of commitment: 20 hours (Presentation: 16 and Hands-On: ~5)

Finance

Finance expert with experience in accounting.

Main tasks: Check consistency of finance data, period-end closing activities, posting data snapshot, finance migration to ACDOCA, customizing migration for SAP Accounting, credit management migration.

Hours of commitment: 25 hours (Presentation: 16 and Hands-On: ~10)

Logistics

Logistics expert with a general understanding of Master data and MRP

Main tasks: Customer Vendor integration, MRP.

Hours of commitment: 25 hours (Presentation: 16 and Hands-On: ~10)

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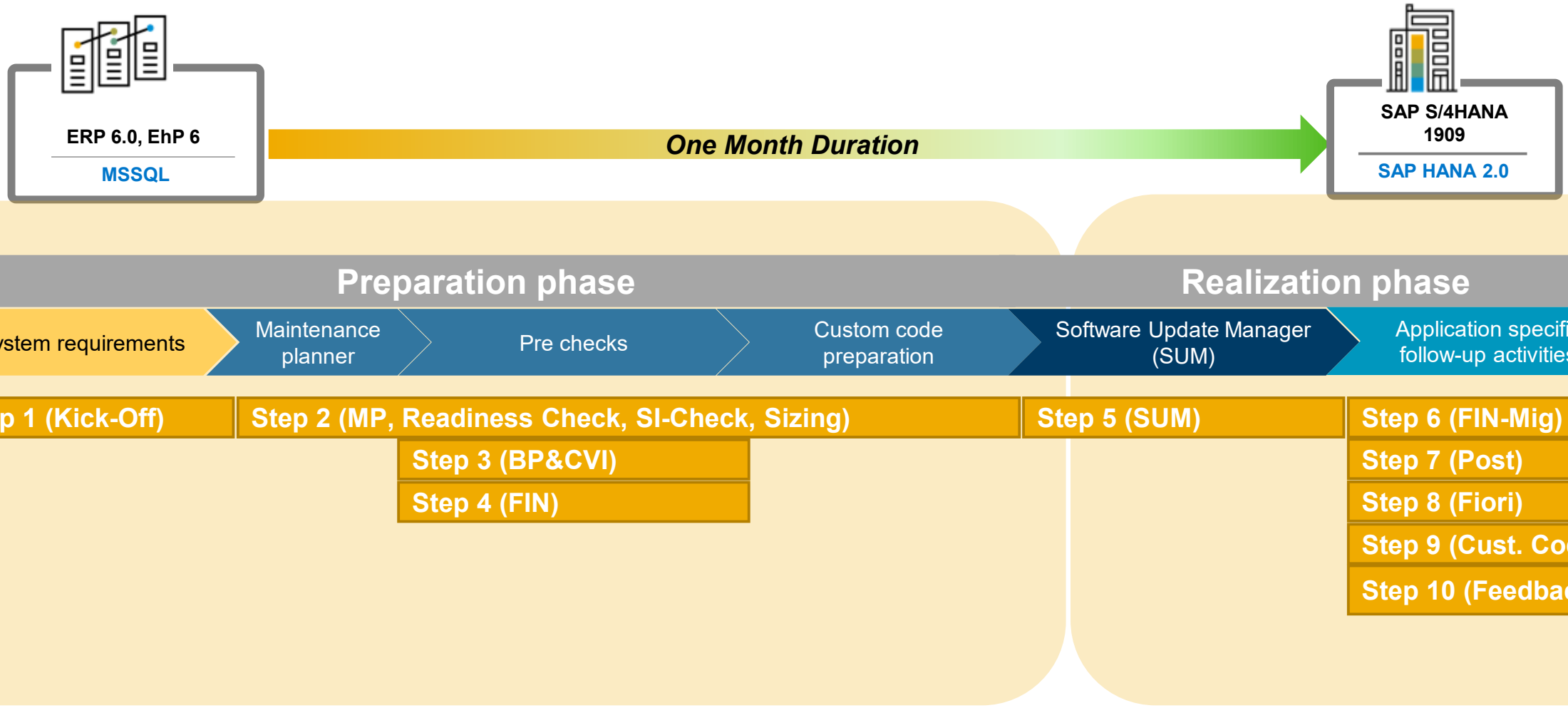
10 Steps to S/4HANA – Systems and Steps



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S/4HANA Customer Care Program

Now accepting all newly starting **S/4HANA Private Cloud** projects

The S/4HANA Customer Care Program will help to make your SAP S/4HANA go-live project a success by offering:

- A named **Project Coach** serving as a remote contact to share best practices and collect feedback.
- A named **Development Angel** from the Regional Implementation Group (RIG) facilitating the access to the SAP S/4HANA development organization.

The offer is free of charge. To apply please send an e-mail to S4H_Customer_Care@sap.com.

Enrollment is currently open for active go-live projects implementing SAP S/4HANA 2020 (On-Premise and Private Cloud) or SAP Integrated Business Planning for Supply Chain.

Focus is on existing SAP ERP customers who transition to SAP S/4HANA, as well as customers implementing EWM, TM, PEO and IBP, and are willing to act as a reference.

The program support will commence with the start of your go-live project(*) and end one month after your first Go-Live, but latest after 12 months.

Legend

EWM = SAP S/4HANA Supply Chain for extended warehouse management

TM = SAP S/4HANA Supply Chain for transportation management

PEO = SAP S/4HANA Manufacturing for production engineering and operations

IBP = SAP Integrated Business Planning for Supply Chain

(*) On an exceptional basis, an early start is possible for system conversion projects with an application around six months prior to project start.

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Roles & Tasks

Customer/Partner

Project Contact

- Member of the customer's project team, typically the Customer / Partner project lead
- Joins the regular interaction with the Project Coach
- After the successful completion of the project, provides feedback to SAP (based on a one-page feedback template) and supports the customer's participation in the SAP reference program

SAP

Project Coach

- Works in unison with customer and partner resources on the project to ensure successful project implementation
- Runs a regular and proactive interaction with the project team
- Works with the Development Angel for critical issue resolution
- Shares product related information and learnings from other projects
- Ensures SAP management visibility of project status on a regular base
- Engages for customer feedback and reference activities

Development Angel

- Technical or functional S/4HANA subject matter expert, acting within a network of experts from the S/4HANA Regional Implementation Group (RIG) and facilitating the access to the SAP S/4HANA development organization
- Provides guidance & follow up on product related questions

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5 Steps to Fiori Learning Bootcamp for Customers

Powered by the S/4HANA Regional Implementation Group (RIG)

Boost your knowledge and confidence by executing an end-to-end SAP Fiori implementation in SAP S/4HANA.

S/4HANA RIG Experts explain step-by-step how to implement and troubleshoot SAP Fiori in an SAP S/4HANA system in 5 one-hour virtual classroom sessions distributed over a two-week period.

Every customer enrolled in this program performs the system implementation activities in their own SAP S/4HANA sandbox system.

RIG experts will provide activity documents for each step and will be available to answer questions and assist you through the entire duration of the bootcamp.

If you, as an SAP customer, are planning to implement SAP Fiori, this is a great opportunity to get hands-on experience and come out with confidence and a good understanding of what it takes to use SAP Fiori. We expect you to participate as a team (covering technical basis, ABAP development, and application expertise) and complete all the steps.

It comes free from SAP to you. Please contact SAP Customer Care s4h_customer_care@sap.com for registration.

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Resources profile

Select your team

Technical / Basis Expert

Profile: Senior technical expert with basic knowledge on SAP Fiori architecture

Main tasks: Configuration of front-end server, activation of SAP Fiori applications, additional SAP Fiori configurations, troubleshooting.

Hours of commitment: 20 hours (Presentation: 5 and Hands-On: ~15)

Application Expert

Profile: Senior application expert on finance/logistics areas

Main tasks: Identify, test, validate and troubleshoot the applications activated during the program.

Hours of commitment: 15 hours (Presentation: 5 and Hands-on: ~10)

ABAP Developer

Profile: Experience in ABAP development and interest in learning SAP Fiori development

Main tasks: Setup development environment, build custom app with SAP Fiori application programming model, additional SAP Fiori configurations,

Hours of commitment: 20 hours (Presentation: 5 and Hands-on: ~15)

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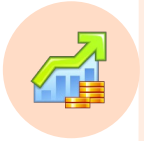
Step by step approach organized in phases

	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
	Roll-out session	Roll-out session	Roll-out session	Roll-out session	Roll-out session
	Apply required notes Apply Development transport Activation of Enterprise Search and Embedded Analytics	Activation and configuration of SAP Fiori Launchpad Activation and configuration of SAP Fiori applications	Setup Launchpad features Build roles, catalogues and improving performance SAP Fiori App Troubleshooting	Using Extensibility tools • UI Adaptation • Custom Analytical Queries • Custom CDS Views	Understanding Custom Extensions in SAP S/4HANA SAP Fiori Monitoring
	Application selection options	Running Fiori App Recommendations Tool	Exploring SAP Fiori Apps SAP Fiori App Troubleshooting	Using Extensibility tools • UI Adaptation • Custom Analytical Queries • Custom CDS Views	Understanding Custom Extensions in SAP S/4HANA SAP Fiori Monitoring
	Understanding Custom Extensions in SAP S/4HANA Prepare SCP trial account and deploy SAP Cloud Connector	Install ADT in Eclipse ADT Development Basics	SAP Theme Designer Web Dynpro ABAP and WebGUI integration SAP Fiori App Troubleshooting	Using Extensibility tools • UI Adaptation • Custom Analytical Queries • Custom CDS Views	Develop a transactional SAP Fiori app with ABAP Programming Model for Fiori

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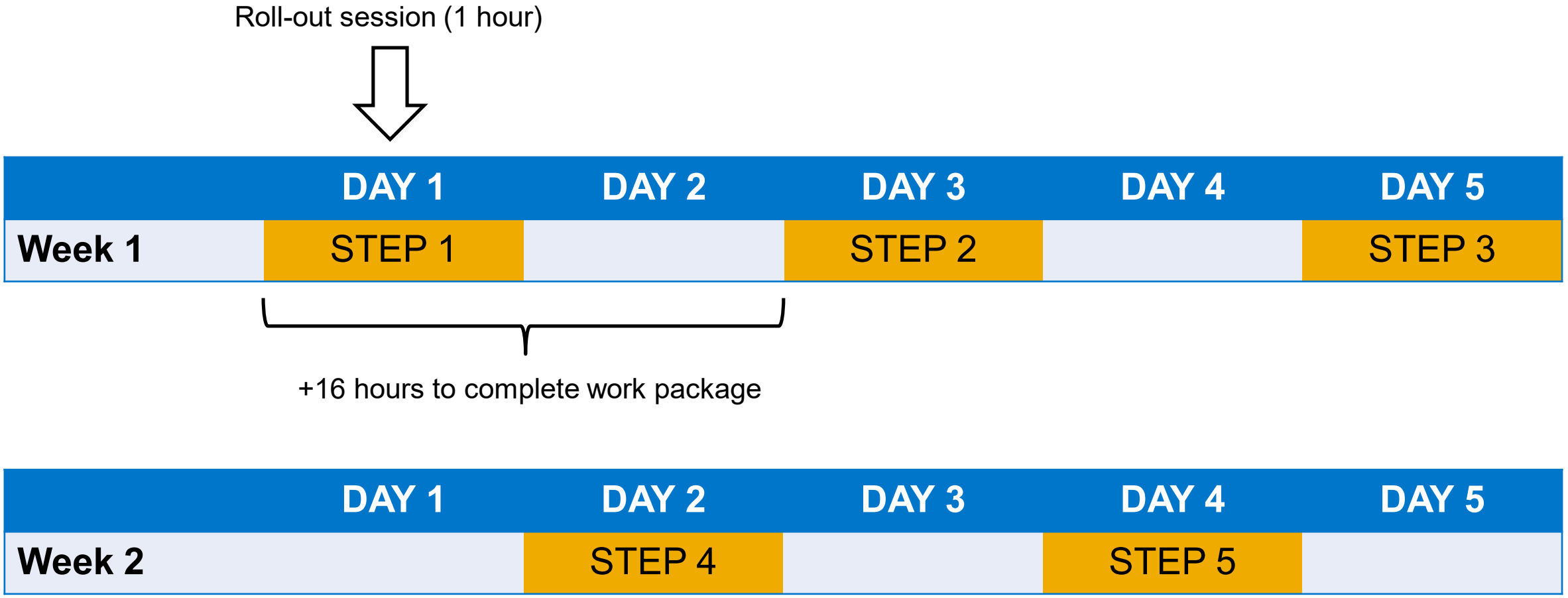
Timeline



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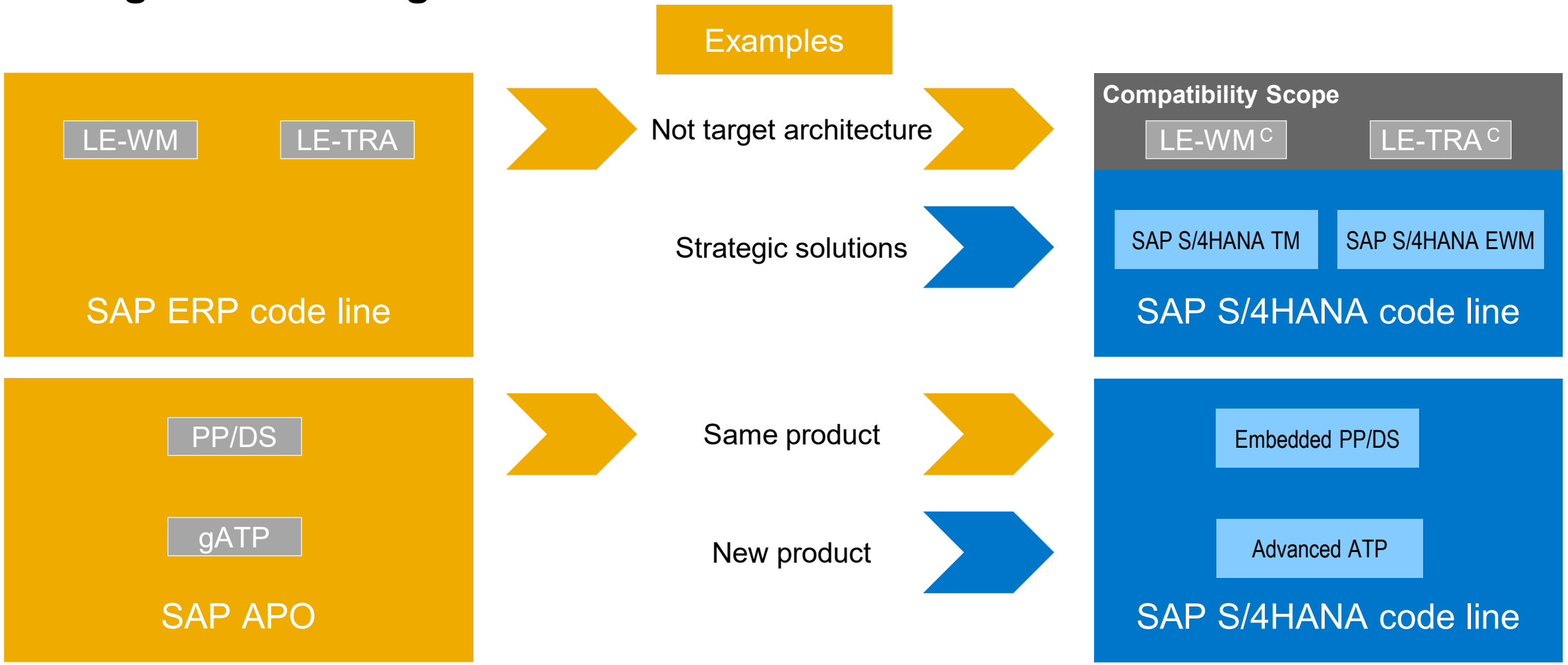
Consider **dependencies** to other SAP products

Moving to the strategic solutions



Check the Compatibility Scope Matrix and the Simplification List. It is recommended to start the project with the strategic solutions, but if not possible, Compatibility Scope will be available until 2025.

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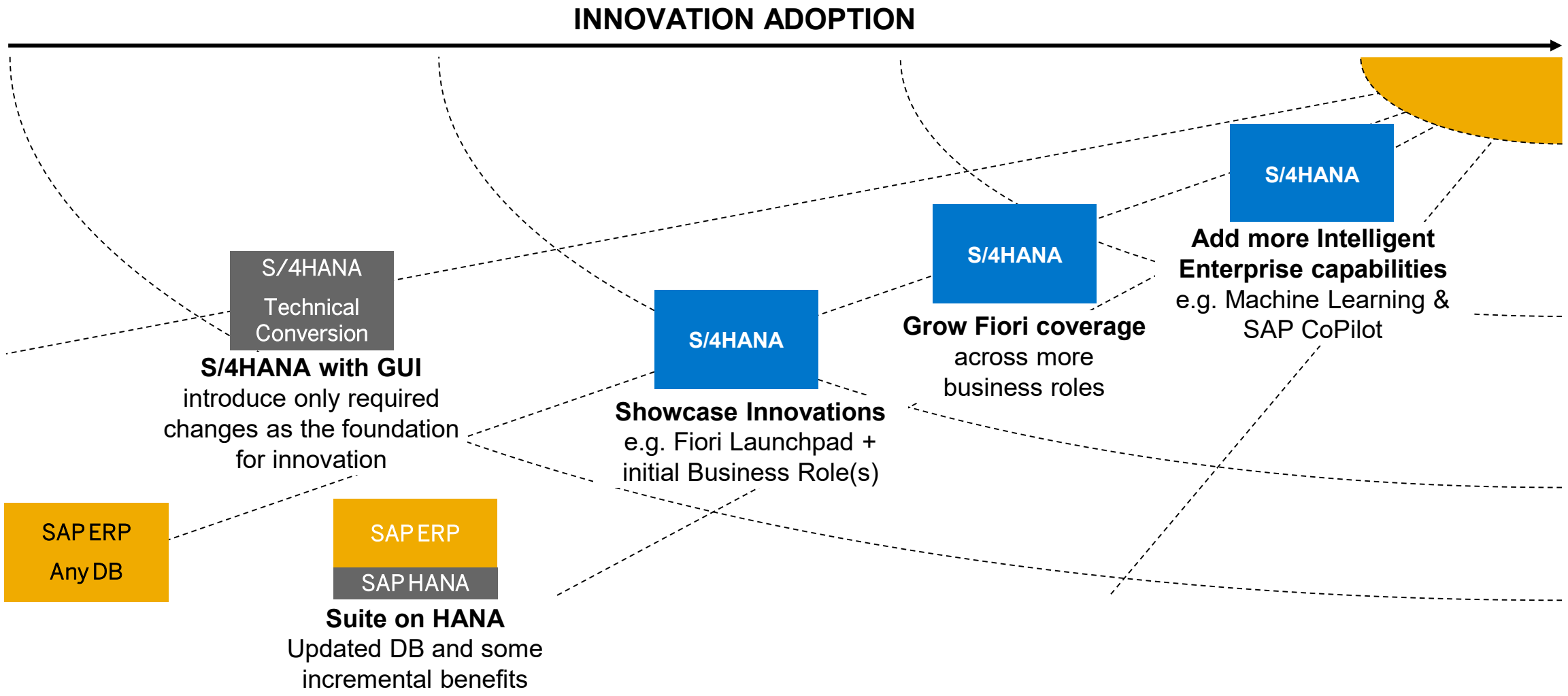
Plan long-term, not just limited to the initial transition projects.

Innovations can be implemented in a later phase

Manage the Pace of Change from ERP to SAP S/4HANA

Giving business users access to the new innovations



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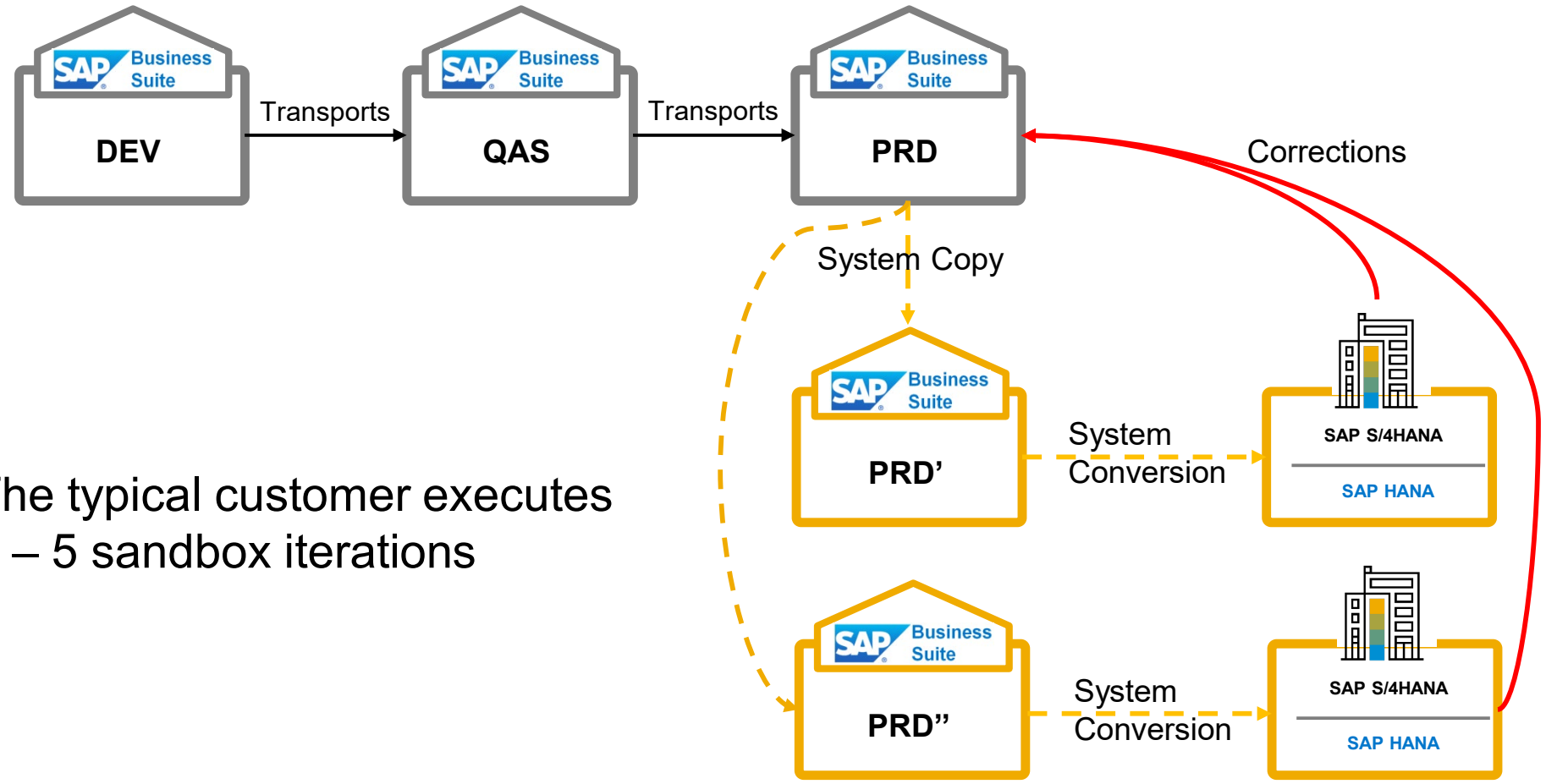
Consider as many **conversion cycles** as needed

Recommended conversion cycles

Multiple Sandbox Iterations



The typical customer executes
2 – 5 sandbox iterations

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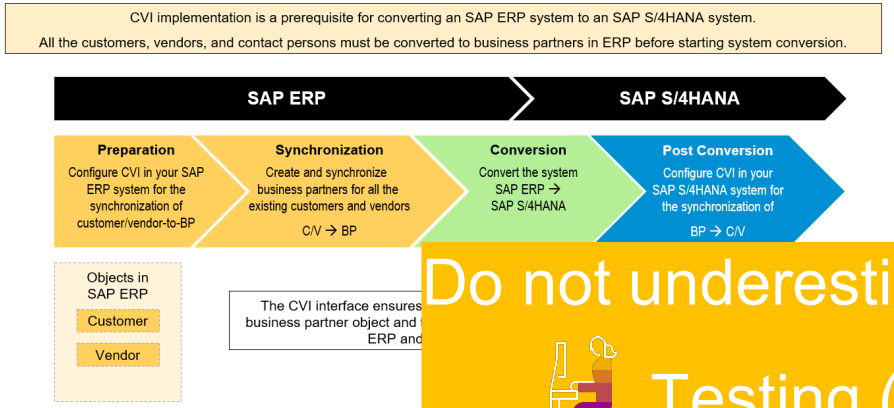
Do not underestimate the effort for testing and change management

System conversion to S/4HANA is not a technical upgrade

Logistics:

E.g. Business partner synchronization using CVI



Finance:

E.g. Consistency checks of Transactional data before FI migration

Id	Activity	Status	Proc. Status	Errors	Warnings
GCC	Check Consistency of G/L Accounts and Cost Elements		Finished	0	9
GCM	G/L Account and Cost Element Merge		Finished	0	0
DAA	Default Assignment for Cost Elements		Finished	0	0
R21	Reconciliation of Transactional Data		Issues found	26.368	378.412
ENR	Enrich Transactional Data		Finished	0	0
R22	Check Enrichment of Transactional Data		Issues found	7.009	4
MUJ	Data Migration into Unified Journal: Line Items		Issues found	2.232	0
R23	Check Migration of Journal Entry		Issues found	666.943	143.731
			Finished	0	0
			Finished	0	0
			Issues found	1	1
			Finished	0	0
			Issues found	986	0
			Issues found	14.766	148
			Issues found	5.440	0
			Issues found	7.326	37.599

Do not underestimate the effort needed for:

- Testing (functional experts)
- Change management

Additional scope

(E.g. New Credit Management, Settlement Management)

- Customize the new functionality
- Adjust your roles accordingly
- Test the solution
- Train final users

User experience

- Define the apps to be activated
- Activate Fiori apps
- Assign the front-end roles
- Test the process through Fiori

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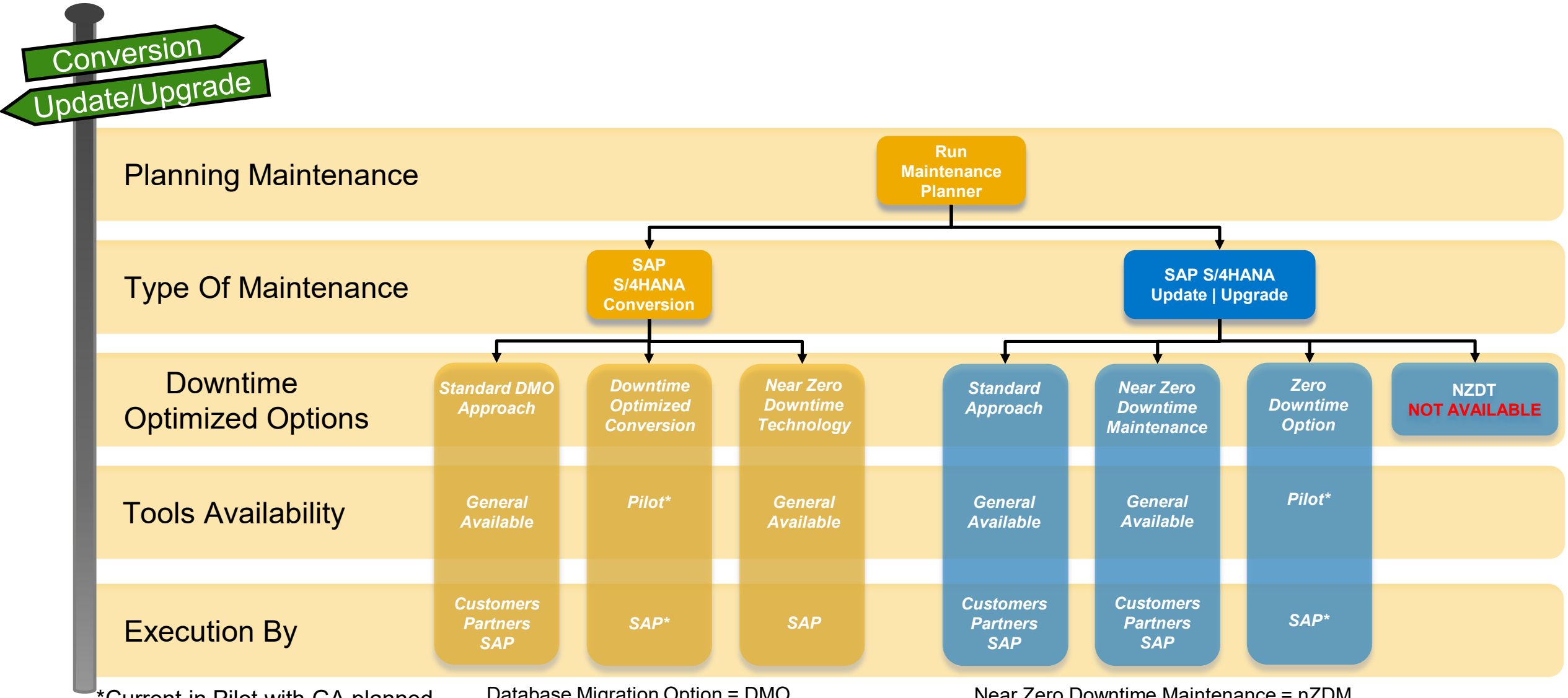
Evaluate the different **downtime optimization options** and the impact in your project

Downtime Optimization Options For SAP S/4HANA



*Current in Pilot with GA planned

Database Migration Option = DMO
Downtime Optimized Conversion = DoC
Near Zero Downtime Technology = NZDT

Near Zero Downtime Maintenance = nZDM
Zero Downtime Option = ZDO

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