

Being on RISE for one year

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Agenda

- Mölnlycke Health Care
- The Early Days, The First Findings
- Discovery phase
- Cruising while always learning

Who we are

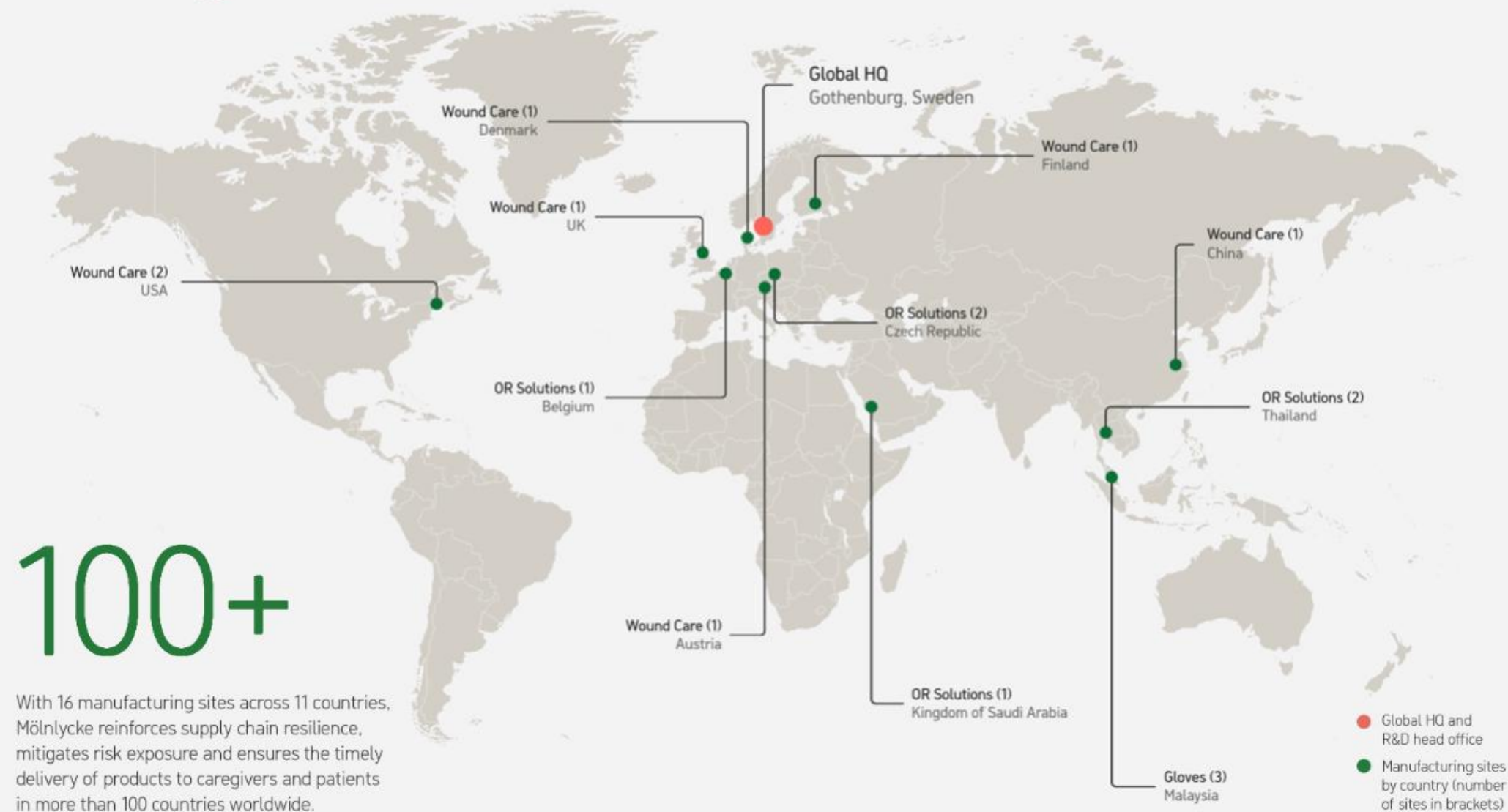


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The Early Days, The First Findings

- S4/HANA RISE – Private Cloud
- Go-live in April 2025 on Easter long weekend
- Focus was on Hypercare and slowly shifting to ongoing operation
- Change in way of working:
 - In the old setup we knew everybody on supplier side
 - With SAP RISE, you have:
 - A Customer Delivery Manager and Technical Service Manager for ongoing service
 - Technical Quality Manager, Customer Success Manager and Enterprise Architect for “DEV”
 - Account Manager for financials and licensing
 - Then OSS and SR tickets with leveraged Backend Teams and Product Teams

Change in mindset

- **Inflection-point:** When you accept that you don't control every bit of the chain
 - Up till this point, you "live" with the previous service's mindset. You always compare and try to find the same patterns, outcome, etc.

- Then you start to focus on the channels where you as client can influence the service
 - Understand the service and its key influencing parameters
 - Embrace it instead of complaining
 - Give clear feedback to SAP colleagues mainly to your CDM (Client Delivery Manager) and TSM (Technical Service Manager)

Maintenance activities

- Maintenance activities are performed by SAP teams and your BASIS, Security and Functional Teams as well.
- You engage SAP and control the maintenance activities via SR & ASR (Assisted Service Request) tickets.
- Make sure you have used the correct templates for the request. If you are not sure about templates check with your TSM.
- You need to “build” the maintenance rundown plan piece by piece
- Do keep monitoring the SR and ASR tickets, as SAP regularly updates them with comments regarding any progress or blockers.

Maintenance activities

Prerequisites

- Ask SAP several times via the raised maintenance SR tickets and in verbal about necessary prerequisites
- Prerequisites normally need lead-time to be implemented / reconfigured so start it well in-time.
- Every activity or SR is associated with a lead time, which defines how far in advance you need to request or book a slot with SAP.
- For non-production systems, you can schedule activity slots with SAP on weekdays only.

SR scheduling

- One SR has 3 time-frame component:
 - Preparation (up-time)
 - Performing actual activities
 - Post-activities (up-time)
- Consider all the above 3 together as the total time. Calculate down-time accordingly!
- Risk is that an SR's Preparation-time might easily collide with another SR's Performing or Post-activities times. Therefore, you need to carefully plan the activities on hour and minute level.
- Sometimes, if your team is unable to raise an SR for the RISE system despite having all the required authorizations in the SAP 4 Me portal, it may be due to missing GxP authorization. In such cases, ask the CDM to add the user to the GxP core team list.

3rd party support (from your other suppliers)

- Ask SAP several times via the raised maintenance SR tickets and in verbal about needed 3rd party support
- Who does SAP need to complete maintenance? (most common: Network, Firewall, Security)

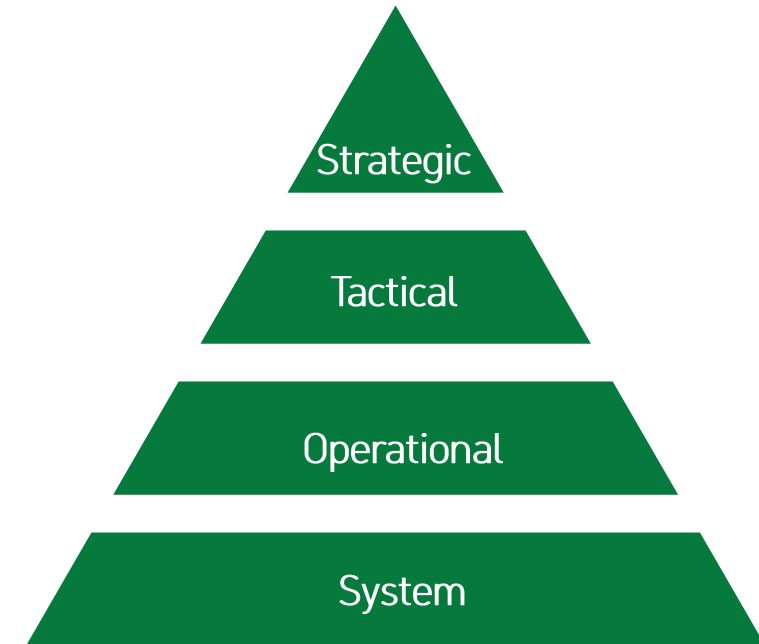
Licensing

- License agreements are normally for long term
- Still useful to follow-up and synch-up to business developments
- Evaluate FUE and BTP consumption regularly

- Auto-renewals
 - Be aware and act in-time (latest by 90 days in-advance, but rather 4-5 months in-advance)

Governance

- **Strategical**
 - Setting goals and roadmap
 - License strategy
 - Defining focus areas
- **Tactical**
 - Roadmap follow-up
 - Business updates
 - Synch-up
 - Way-of-working
- **Operational**
 - SAP ECS – normal, practical ongoing service governance
 - TQM, Enterprise Architect, Account Manager – regular meeting on new modules, longer topics, problems



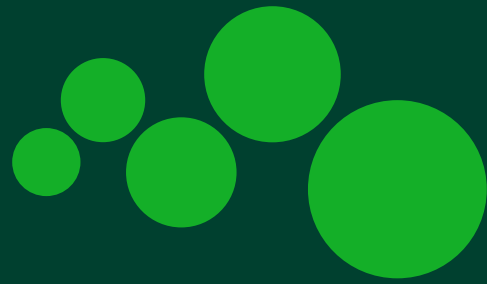
Cruising while always learning

- Structure and established way of working is key
 - Stability
 - Predictability
 - Control

- New modules are on the way
 - Evolving and developing the landscape is a must
 - At the same time, we need to keep the stability and reliability

- Great opportunity to always learn and continuously improve

Thank you!



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