ƆSUG
Americas' SAP Users' Group

Breakthru Beverage Continues to Break Through with Center of Excellence and SAP Innovation & Optimization Pathfinder

Peter Monaghan, Availability & Security Mgr, Breakthru Beverage Group
Pattabhi Peddinti, Senior Director, Customer Value Experience, SAP
Session ID # ASUG83439

About the Speakers

Peter Monaghan

- Availability & Security Mgr, Breakthru Beverage Group

- 27 yrs in IT, 9 on SAP. ITIL v3, CBCP, SolarWinds certified

- Holds 3 valid passports

Pattabhi Peddinti

- Senior Director, Customer Value Experience, SAP

- Tools, programs to help customers maximize value from SAP

- Proud grandpa of 1yr old puppy

Leading North American Distributor

of the top premium wine, spirits, and beer brands

>$5B
revenue

~7000
associates

Family
owned and operated

Experts
and innovators

Thoughtful
and progressive

seeking to
Transform
the industry

#3
Spirits & Wine distributor in U.S. with strong Beer & Craft Spirits presence

#1
Total Beverage Alcohol Broker in Canada

Key Outcomes/Objectives

1. Understanding of Center of Excellence (COE)
2. Value of SAP Pathfinder, how to align with business objectives
3. How the Pathfinder LOB editions provide guidance to the COE on SAP roadmap

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Agenda

- **What is a COE, Why do you need it?**

- What is SAP Pathfinder, How to align with business stakeholders?

- Breakthru's COE & SAP Roadmap – current state

- Summary & Outlook

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What's in a Name?

Real-Life Names for a CoE

- SAP Competency Center
- IT Support Organization
- Regional Development Center
- Centralized ERP

- Center of Expertise
- Capability Center
- Technology Organization
- Center of Excellence

Although the titles appear the same, there are significant differences

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Common Organization Names

Center of Excellence

- Center of Excellence
  - A team of people focused on generating business value through technology plans, building innovative technology solutions, and providing a stable application environment
  - Establishes technology roadmaps (strategic), delivers new solutions (proactive), resolves data-to-day issues (reactive), and provides continuous process improvements (non-technology)
  - Delivers these services with a mix of technology and business resources
  - Business Customer Relationship: Business Partner
- Application Lifecycle Focus
  - PLAN, BUILD, RUN

A Center of Excellence focuses on business value, future technology plans, and customer service

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# Basic Needs, Real-Life Names, Definitions

Why is this Important?

- The following are impacted by the type of organization selected:

  - Governance of limited resources – human and financial ('people')

  - Support provided ('services')

  - Guidance areas ('skills / capabilities')

It is not what the group is called that matters; it is what the group is supposed to do that is important

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What is SAP's point of view?

Customer Center of Expertise is
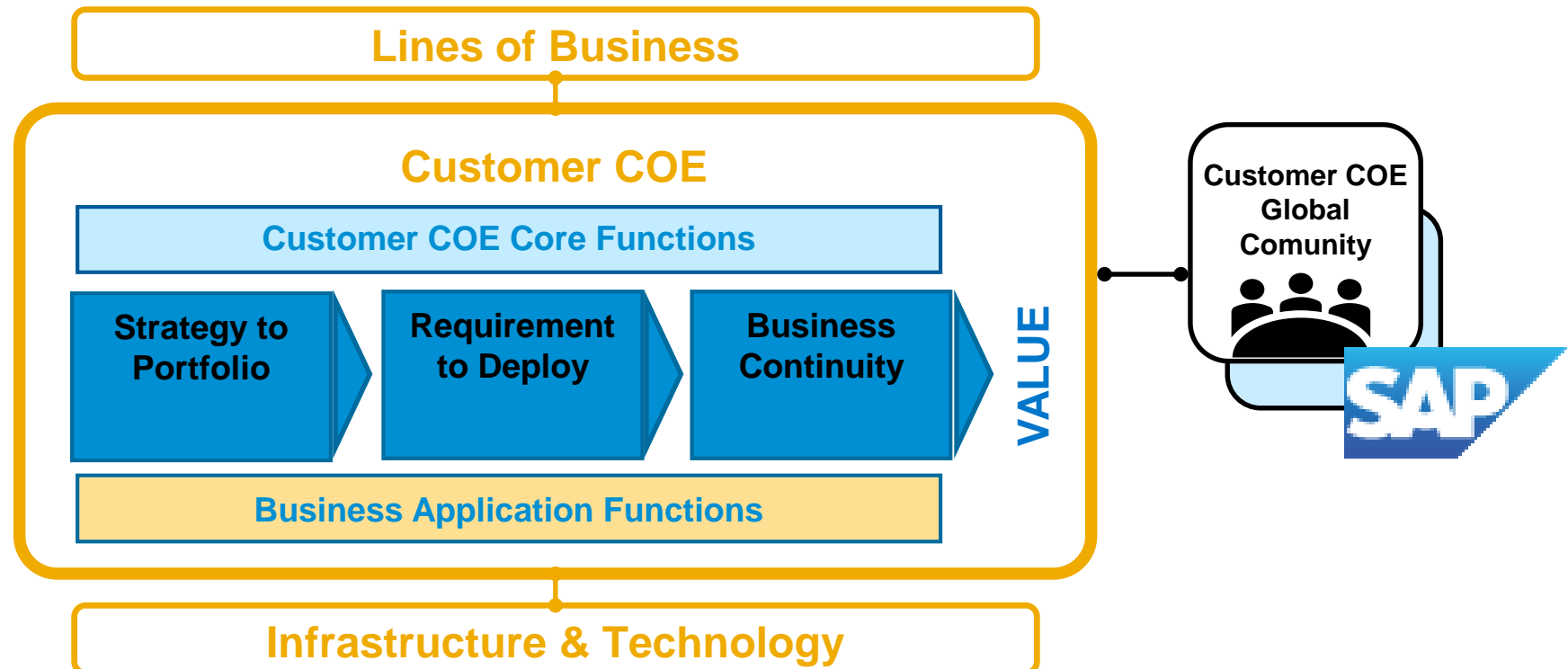a central point of contact for interaction with SAP.
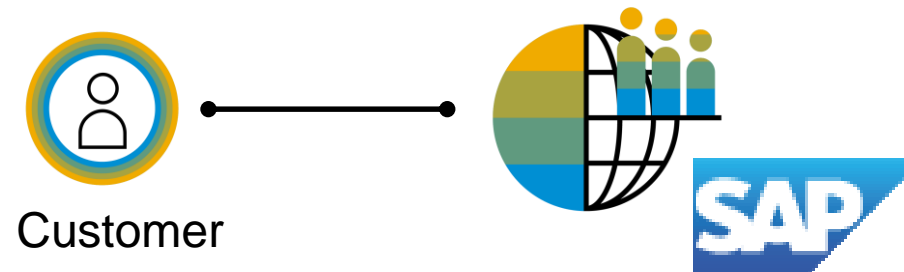
Customer

All SAP customers can establish the Customer COE to gain and utilize full potential value from SAP.

What is the Customer COE ?

A Customer COE acts as a collaboration hub across IT and Lines of Business in their company.

Its mission is to provide transparency and efficiency of implementation, innovation, operation, and quality of business processes and systems related to the SAP software solutions and services.

It has the knowledge, capabilities, and network to centrally drive continuous improvement and continuous innovation.

Lines of Business

Customer COE

Customer COE Core Functions

Strategy to Portfolio → **Requirement to Deploy** → **Business Continuity** → **VALUE**

Business Application Functions

Customer COE Global Comunity

Infrastructure & Technology

The Customer COE Setup
Kick-start for Customer COE transformation – The 4 Basic Functions

Information

- Start new communication channels for end users (such as with SAP Jam, blogs, chats, newsgroups)
- Position direct, fast and open communication hubs
- Information about company IT strategy / security guidelines and best practices
- Trainings for cloud topics
- Success stories

.

Contract and License

- License / subscription
- Customer COE internal fees and service catalog
- Alignment for all SAP related contract activities with cloud offerings in hybrid use cases
- Integration / harmonization of SAP support offerings

Innovation

- Collect and bundle the company demand for innovation
- Enhance the scope with line-of-business expertise
- Manage overall innovation road map together with the business key contacts in the relevant areas
- Leverage tools, and services such as the SAP Pathfinder, SAP Readiness Check for SAP S/4HANA etc.
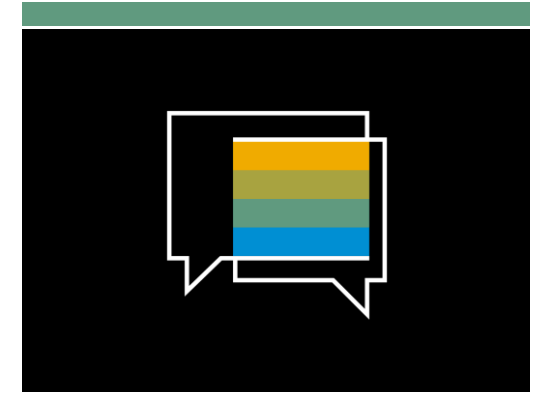
Support

- Analyze the existing SAP support process landscape
- Follow new features from SAP support
- Define the hybrid support process project
- Governance of support
- Design authority

Information

Knowledge Transfer and Learning Journey

http://support.sap.com/ccoe

http://www.sap.com/k4u

http://help.sap.com/learningjourneys
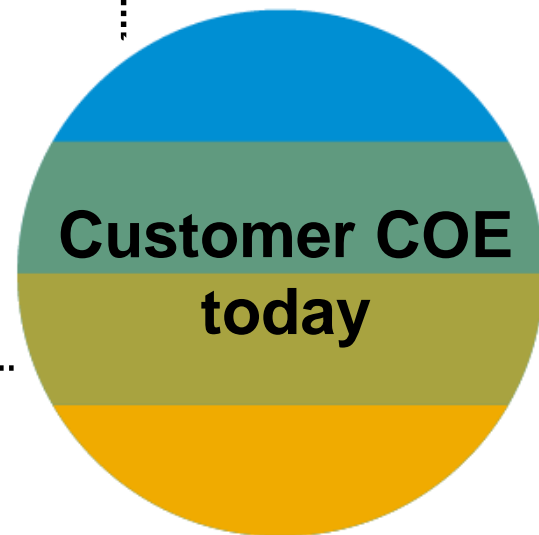
Support

ONE Support Launchpad

- Customer COE Role
- Incident Quality Dashboard

https://launchpad.support.sap.com

Customer COE today

Contract and License

- License Utilization Information in the SAP ONE Support Launchpad

https://launchpad.support.sap.com
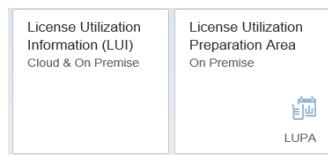
Innovation

SAP Pathfinder for IT/LoB, BSR, SAP Transformation Navigator, SAP S/4HANA Readiness Check

http://www.sap.com/valuesupport
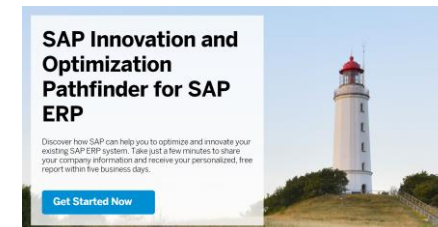
SAP Innovation and Optimization Pathfinder for IT

A tailor-made report highlighting innovation potentials, business process and IT optimizations

Customer-specific improvement and innovation opportunities based on the customer's current core SAP ERP system usage, business & IT performance

Industry benchmarks and recommendations for business and IT to optimize SAP solutions, or to implement software and cloud innovations using relevant SAP Enterprise Support or SAP Services offering

Interactive report navigates decision makers to relevant information, services and tools

Free-of-charge for customers on SAP maintenance

Innovation And Optimization Pathfinder
for SAP ERP **IT Edition**

Customer Name: Automotive Sample Corp.
Customer Number: 1234567
Date of analysis: 15 Feb, 2017
System ID: P01

SAP Support Service

Confidential Limited to Automotive Sample Corp.

Get Started

Landing Page:
www.sap.com/Pathfinder

SAP Innovation and Optimization Pathfinder for Line of Business

Customer-specific insights & recommendations for decision makers in six lines of business

Improvement and innovation opportunities by line of business
Based on your core SAP ERP system usage, and business performance measurements

Industry insights, benchmarks and best practices
Optimize and innovate each line of business in your company
using relevant SAP Solutions and offerings from SAP Support and Services

Interactive report with tailored recommendations
Get actionable next steps to engage effectively with decision makers

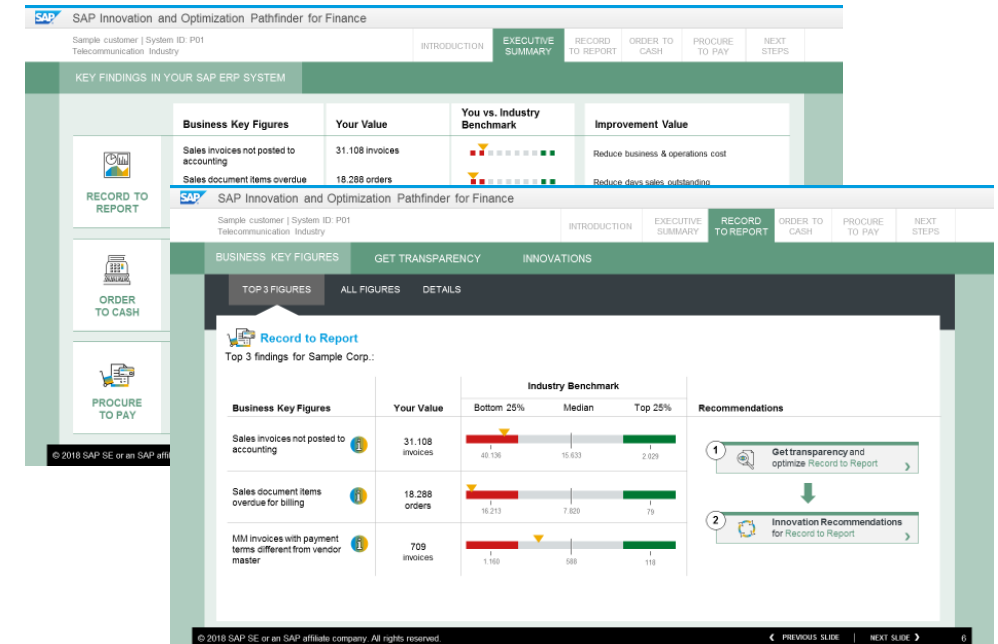**Available for 6 lines of business**
Finance, Sales, Procurement, Manufacturing, Supply Chain, and Asset Management

Free-of-charge for all customers on SAP maintenance

**More information:
www.sap.com/Pathfinder-LOB**

Agenda

- What is a COE, Why do you need it?

- **What is SAP Pathfinder, How to align with business stakeholders?**

- Breakthru's COE & SAP Roadmap – current state

- Summary & Outlook

Breakthru Beverage Group: Experience with the Pathfinder
Recommendations aligned to SAP Roadmap

H1/2017 H2/2017 H1/2018 H2/2018 2019

Plan for digital transformation

- Pathfinder report received
- Review with COE and business stakeholders
- Consensus on SAP Roadmap
- Deploy pilot Fiori Application for Sales
- Deploy Fiori Applications for Sales, Finance
- Deploy Fiori Applications on Suite on HANA
- Upgrade to EHP8
- Upgrade to Suite on HANA
- Reduce data volume
- Planning for S/4HANA
- Upgrade to Solution Manager 7.2
- Procure to Pay process improvement
- Prepare for upgrade to EHP8, transition to Suite on HANA, S/4HANA

Increase User Efficiency

Leverage Enhancements, Reduce Customization

Use Solution Manager 7.2 for Business Process and IT optimization

Transition to SAP S/4HANA

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Sunbelt Beverage Company | System: PRD
Wholesale Distribution Industry

OVERVIEW | EXECUTIVE SUMMARY | RECOMMENDED INNOVATIONS | IMPROVE BUSINESS PROCESSES | OPTIMIZE I.T.

EXECUTIVE SUMMARY – KEY FINDINGS

Recommended Improvements and Innovations
Key recommendations for Sunbelt Beverage Company:

Enhance your existing SAP ERP system

Functional Enhancements ›

Relevant enhancements for:
- Finance
- Sourcing & Procurement
- Manufacturing

Simplified User Experience ›

Relevant SAP Fiori Apps for:
- Role Name
- Purchaser
- Field Sales Representative

Cloud extensions

SAP Cloud Extensions ›

Relevant enhancements for:
- Ariba Network for Suppliers
- SAP Ariba Buying
- SAP Ariba Buying and Invoicing

Digital core

S4 HANA — Next-Generation Digital Business ›

Simplified business scenarios for:
- Extended Warehouse Management
- Warehouse Management
- General Ledger

Improve Business Processes
Key findings for Sunbelt Beverage Company:

Areas with potential for **business improvement:**
- Procure to Pay: Overdue purchase requisition items
- Procure to Pay: Overdue purchase order items
- Procure to Pay, Finance: Blocked invoices for payment ›

Optimize IT and Accelerate Innovation
Key findings for Sunbelt Beverage Company:

Areas with potential for **IT improvement:**
- Users with extended usage rights
- Number of ABAP dumps per week
- Total number of Z-transaction out of overall (%) ›

Sunbelt Beverage Company | System: PRD
Wholesale Distribution Industry

OVERVIEW

Enhance your existing SAP ERP system

Cloud extensions

Digital core

Discover functional enhancements

- SAP enhancement packages provide improved functionality for SAP ERP, which can be activated based upon business demand

- Most business functions in SAP enhancement packages for SAP ERP are included with your underlying SAP software license and maintenance agreement*

Improve user experience

- SAP Fiori is the personalized and intuitive user experience for SAP software across devices

- It will help your users gain productivity, save training costs and increase user adoption

- SAP Fiori apps for SAP Business Suite are included with your underlying SAP software license**

Explore cloud opportunities

- SAP offers cloud apps (SaaS) for all lines of business, a market-leading cloud platform (PaaS), and flexible on-demand infrastructure (IaaS)

- SAP has already 110+ million cloud subscribers and 41 state-of-the-art data centers around the world

Move to the digital core

- SAP S/4HANA is the next-generation business suite designed to help you run simple in the digital economy

- SAP S/4HANA is the "digital core" of your entire enterprise and natively supports the Internet of Things, Big Data, real-time analytics, mobile, business networks, and more

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Functional Enhancements
Relevant innovations ❯
20 on your current SAP enhancement package 7

Simplified User Experience
Relevant SAP Fiori apps ❯
60 on SAP HANA

SAP Cloud Extensions
Relevant extensions ❯
24 recommendations

Next-Generation Digital Business
S4 HANA
Relevant scenarios ❯
30 recommendations

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* Details can be found in SAP Note 152246

** http://news.sap.com/sapphire-now-sap-fiori-user-experience/

Sunbelt Beverage Company | System: PRD
Wholesale Distribution Industry

| OVERVIEW | EXECUTIVE SUMMARY | RECOMMENDED INNOVATIONS | IMPROVE BUSINESS PROCESSES | OPTIMIZE I.T. |

FUNCTIONAL ENHANCEMENTS | Overview | Top Recommendations | Industry Top 10 | Next Steps

Functional Enhancements

Top Recommendations

Based on Sunbelt Beverage Company current system usage of system PRD shown here are a list of relevant enhancements which could be valuable for you.

Learn more about recommended innovations by clicking directly on the provided links.

Most relevant SAP EHP innovations for Sunbelt Beverage Company:

Line of Business	Business Function	Version	Relevance based on usage of transaction
Finance	FSCM Integration	EHP2	FBL5N, FB05, F-32, FB03, F-30, FB02, FBZ1
Sales, Service, Marketing	Contract-to-Cash for Commodities	EHP6	VF03, VF01, VF02
Procurement	Item Unique Identification	EHP3	VL03N, VL31N, VL01N, VL33N, VL32N, ME51N, VL09, ME52N, ME53N
Procurement	TMS-ERP: Invoice Integration	EHP4	MR11, MRBR, MR11SHOW
Finance	Operation Account Assignment	EHP5	FB70, FB50, FB75, FV50, FBD1
Finance	FI, Enterprise Service for Sending Payment Advice Notes	EHP5	FK03, FD03, FK02, FK01, FD02
Finance	Sustainable Sourcing and Procurement	EHP6	MK02, MKVZ
Manufacturing	Integration of Production Processes with an MES	EHP6	MB1A
Procurement	Procurement - SRM Integration	EHP4	ME01, ME57, ME03
Finance	FI, Enablement for Financial Shared Services	EHP5	F110

See the full list of recommended Business Functions »

Sunbelt Beverage | Main System: PRD
Wholesale Distribution Industry

| OVERVIEW | RECOMMENDED INNOVATIONS | IMPROVE BUSINESS PROCESSES | **OPTIMIZE IT** |

> **You are here:** Top 3 IT Goals With Improvement Potential >> Improve Data Volume Management

②

IT GOAL WITH IMPROVEMENT POTENTIAL:
Improve Data Volume Management

Situation:
"**42 GB** database growth over last month in SAP system PRD."

Implication:
Shrinking the overall database size helps keep maintenance efforts to a minimum, lower costs for backup/recovery and refresh of test systems.

KPI breakdown: "Database growth per month"		
Database growth (GB)	Database size (GB)	% of database growth
42 GB	2.924 GB	1%

We recommend to keep the database growth always under control not only in relationship with potential need of new hardware but also to keep the system performances in good conditions.
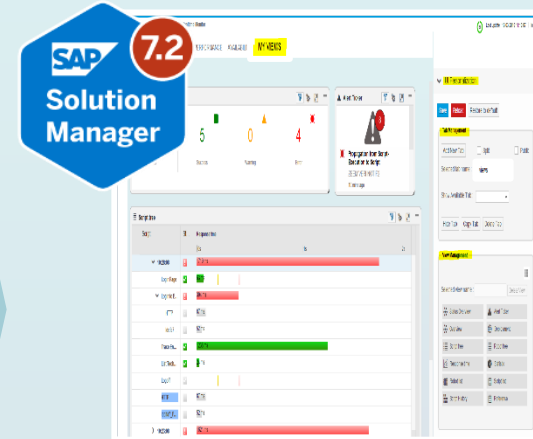
$

Total cost of Ownership
System activities performance can have a high impact on the IT cost of operation therefore is paramount to leverage automation as offered by Solution Manager.
• Impacted Cost Driver → Cost of monitoring

》》》 Future Solution:
Use SAP Solution Manager IT services and operations management.

Relevant SAP Solution Manager capabilities:
• New Infrastructure for Technical Monitoring and Alerting
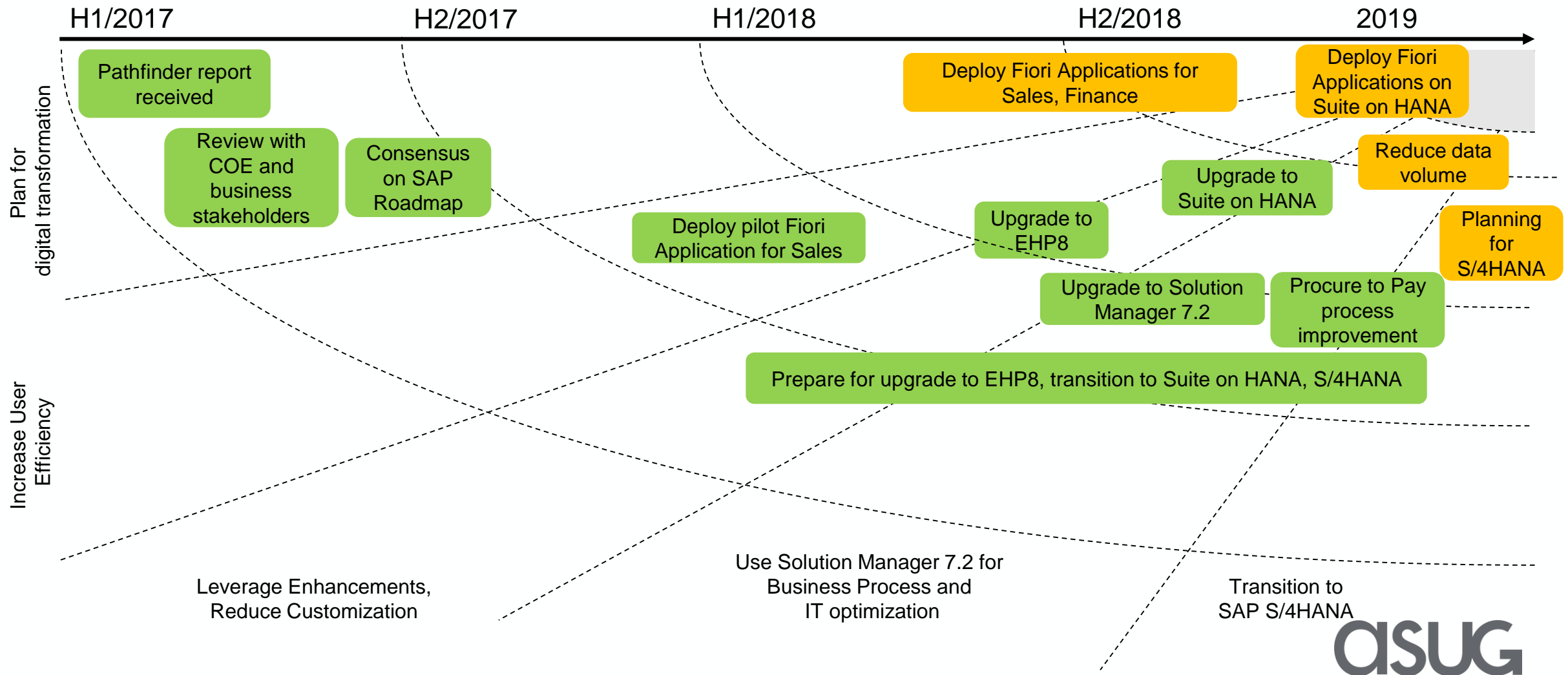• Technical Analytics
• Extended Root Cause Analysis (RCA) Scope
• Technical Administration
• Data Volume Management

• Represents all capabilities for monitoring, alerting, analysis and administration of SAP solutions, and allows customers to reduce TCO by predefined content and centralized tools for all aspects of SAP Solution Manager operations.

NEXT STEPS »

Breakthru Beverage Group: Experience with the Pathfinder
SAP Roadmap – status as of end-2018

Plan for digital transformation

H1/2017 | H2/2017 | H1/2018 | H2/2018 | 2019

- Pathfinder report received
- Review with COE and business stakeholders
- Consensus on SAP Roadmap
- Deploy pilot Fiori Application for Sales
- Deploy Fiori Applications for Sales, Finance
- Deploy Fiori Applications on Suite on HANA
- Upgrade to EHP8
- Upgrade to Suite on HANA
- Reduce data volume
- Upgrade to Solution Manager 7.2
- Procure to Pay process improvement
- Planning for S/4HANA
- Prepare for upgrade to EHP8, transition to Suite on HANA, S/4HANA

Increase User Efficiency

Leverage Enhancements, Reduce Customization

Use Solution Manager 7.2 for Business Process and IT optimization

Transition to SAP S/4HANA

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Sunbelt Beverage Company | System: PRD
Wholesale Distribution Industry

OVERVIEW | EXECUTIVE SUMMARY | **RECOMMENDED INNOVATIONS** | IMPROVE BUSINESS PROCESSES | OPTIMIZE I.T.

SIMPLIFIED USER EXPERIENCE | Overview | Top Recommendations | Industry Top 10 | Next Steps

Simplified User Experience

Overview
Customer-specific recommendations

SAP Fiori is the new user experience for SAP software

SAP Fiori will help your users gain productivity, save on training costs and increase user adoption.

SAP Fiori is included with your underlying SAP software license*.

Explore each line of business to discover which SAP Fiori apps are currently, and in the future, relevant for you.

* http://news.sap.com/sapphire-now-sap-fiori-user-experience/

Overview of relevant SAP Fiori apps for Sunbelt Beverage Company:

Finance	Human Resources	Sourcing & Procurement	Manufacturing
Available SAP Fiori apps: 500+ ❯	*Available SAP Fiori apps: 50+* ❯	*Available SAP Fiori apps: 250+* ❯	*Available SAP Fiori apps: 250+* ❯
19 on SAP HANA ❯	0 on SAP HANA ❯	22 on SAP HANA ❯	10 on SAP HANA ❯

Supply Chain	Service, Sales, Marketing and Commerce	R&D, Engineering	Asset Management
Available SAP Fiori apps: 550+ ❯	*Available SAP Fiori apps: 150+* ❯	*Available SAP Fiori apps: 100+* ❯	*Available SAP Fiori apps: 150+* ❯
2 on SAP HANA ❯	7 on SAP HANA ❯	0 on SAP HANA ❯	0 on SAP HANA ❯

Agenda

- What is a COE, Why do you need it?

- What is SAP Pathfinder, How to align with business stakeholders?

- **Breakthru's COE & SAP Roadmap – current state**

- Summary & Outlook

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Sunbelt Beverage Company | Main System: PRD
Wholesale Distribution Industry

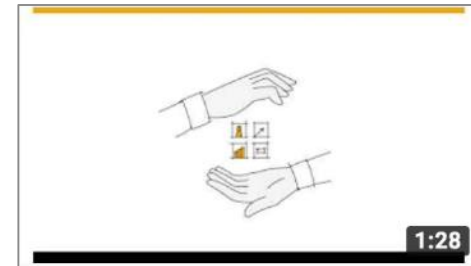WHAT'S NEXT? | GET TRANSPARENCY | ENHANCE | EXTEND | MOVE

▶ LEARN MORE ABOUT:

Get a quick introduction on what SAP Fiori apps are and how they can improve your business processes leveraging an enhanced business users experience.

Watch the video »

1:28

ALREADY INCLUDED IN SAP ENTERPRISE SUPPORT:

Digital Innovation Value Map

Leverage SAP Enterprise Support to simplify the SAP Fiori adoption journey. Rapidly design, build, and deploy SAP Fiori apps for browsers and mobile devices and easily extend or build customized SAP Fiori apps with SAP developer tools and technology, give your users the best SAP user experience via SAP Fiori Cloud.

Discover the Value Map »

🏆 ADDITIONAL OFFERINGS*:

UX Design Services

Build role-based, custom solutions to bring your business monetary and human value and enhance user efficiency and effectiveness.
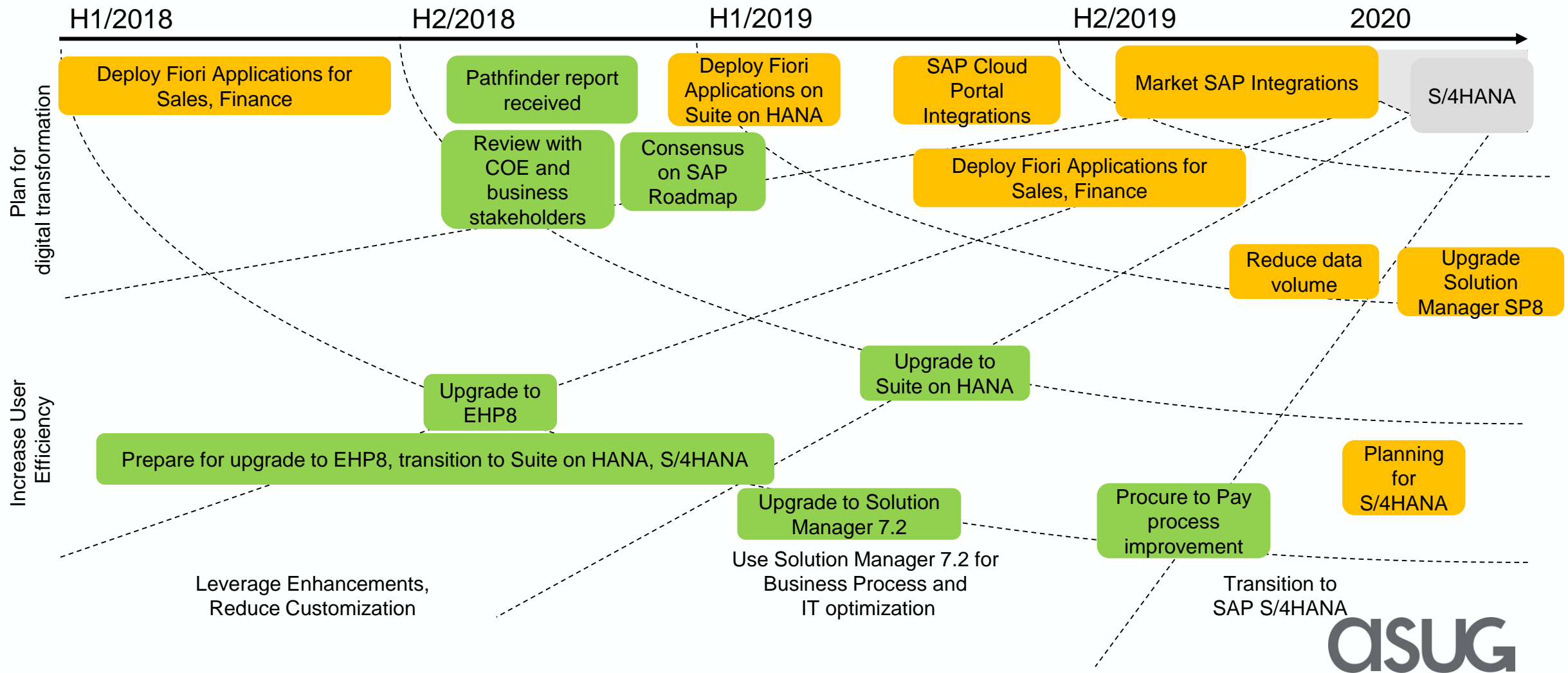
Mobile Engagement and Messaging Services

Extend your reach, innovate services, engage consumers, and speed decision-making with intelligent, interconnected services.

*SAP DBS Service offering, contract your SAP Services sales representative for more information

**Watch this video to learn about SAP Enterprise Support Value Map

Breakthru Beverage Group: Experience with the Pathfinder

SAP COE Roadmap – current state

H1/2018   H2/2018   H1/2019   H2/2019   2020

Plan for digital transformation

- Deploy Fiori Applications for Sales, Finance
- Pathfinder report received
- Deploy Fiori Applications on Suite on HANA
- SAP Cloud Portal Integrations
- Market SAP Integrations
- S/4HANA
- Review with COE and business stakeholders
- Consensus on SAP Roadmap
- Deploy Fiori Applications for Sales, Finance
- Reduce data volume
- Upgrade Solution Manager SP8

Increase User Efficiency

- Upgrade to Suite on HANA
- Upgrade to EHP8
- Prepare for upgrade to EHP8, transition to Suite on HANA, S/4HANA
- Upgrade to Solution Manager 7.2
- Procure to Pay process improvement
- Planning for S/4HANA

Leverage Enhancements, Reduce Customization

Use Solution Manager 7.2 for Business Process and IT optimization

Transition to SAP S/4HANA

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Sunbelt Beverage Company | System: PRD
Wholesale Distribution Industry

OVERVIEW	EXECUTIVE SUMMARY	RECOMMENDED INNOVATIONS	IMPROVE BUSINESS PROCESSES	OPTIMIZE I.T.

SAP S/4HANA – DIGITAL CORE Overview Top Recommendations Industry Top 10 Next Steps

S4 HANA Next-Generation Digital Business

Top Recommendations

Based on Sunbelt Beverage Company current system usage of system PRD, we have created a list of relevant SAP S/4HANA innovations which could be highly relevant for you.

Learn more about recommended innovations by clicking directly on the provided links.

Most relevant SAP S/4HANA business scenarios for Sunbelt Beverage Company:

Line of Business	Business Scenario	Related SAP Fiori Apps	Improved / Relevant Transactions
Supply Chain	Extended Warehouse Management	🔗ᵢ	95
Supply Chain	Warehouse Management	🔗ᵢ	79
Finance	General Ledger	🔗ᵢ	57
Sales, Commerce, and Service	Sales Master Data Management	🔗ᵢ	50
Finance	Revenue and Cost Accounting	🔗ᵢ	30
Sales, Commerce, and Service	Sales Order Management and Processing	🔗ᵢ	22
Finance	Accounts Receivable	🔗ᵢ	20
Supply Chain	Shipping	🔗ᵢ	21
Supply Chain	Integrated Transportation Management	🔗ᵢ	21
Finance	Accounts Payable	🔗ᵢ	20

➡ Order your free SAP S/4HANA recommendations report »

BUSINESS KEY FIGURES | BUSINESS PROCESS IMPROVEMENT | INNOVATION RECOMMENDATIONS

ANALYSE YOUR PROCESSES | MEASURE THE IMPROVEMENT

1. Identify root-causes and proactively control and improve your business processes
With tools and services included with SAP Support*

Business KPI Trees with SAP Solution Manager 7.2

Period End Closing is an important activity being able to create accurate and consistent financial statements

Transparency about the various activities is important. Those activities should be planned and controlled to reach the planned time window.

The earlier the related KPIs are tracked and cleaned up the better the quality and time frame of closing will be.

With SAP Solution Manager a KPI tree for Period End Closing can be defined and tracked enabling the Finance department to track the process quality and mitigate risks.

Watch Overview Video »

* All these functions are already included in your SAP Enterprise Support agreement with no additional costs.

BUSINESS KEY FIGURES | BUSINESS PROCESS IMPROVEMENT | INNOVATION RECOMMENDATIONS

ANALYSE YOUR PROCESSES | MEASURE THE IMPROVEMENT

2. Monitor progress: Track the impact of your improvement projects and compare to baselines and defined thresholds

From a single source on your desktop or tablet. No manual data collection anymore.

**Track your progress along defined business goals:
Actual values, thresholds, progress and remaining gaps**

Quick and powerful overview about the current status and progress of Business KPIs in real-time:

- Always up-to-date without additional effort
- Accessible on desktops and mobile devices
- Illustration of KPI dependencies
- Tracking along organizational structures
- Restricted access based on authorization
- Drill-down to the individual documents
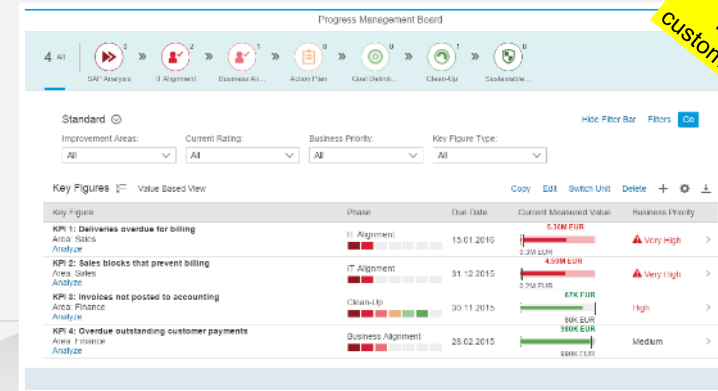
Illustrative customer example

Key Figure	Current	Baseline	Δ Baseline	Last Month	Δ Last Mo...	Target	Δ Target
Deliveries overdue for Billing more than 1 year Area: S/4 HANA Analyze	506 Deliveries 24.07.2017	885 Deliveries 01.01.2017	▽ -43%	581 Deliveries	▽ -14%	< 100 Deliveries	△ +406%

Progress Management Board

Next Steps »

* All these functions are already included in your SAP Enterprise Support agreement with no additional costs.

Sunbelt Beverage Company | Main System: PRD
Wholesale Distribution Industry

| INTRODUCTION | EXECUTIVE SUMMARY | RECORD TO REPORT | ORDER TO CASH | PROCURE TO PAY | NEXT STEPS |

BUSINESS KEY FIGURES **BUSINESS PROCESS IMPROVEMENT** **INNOVATION RECOMMENDATIONS**

| OVERVIEW | OPTIMIZE | EXTEND | MOVE |

🚀 Transform your core
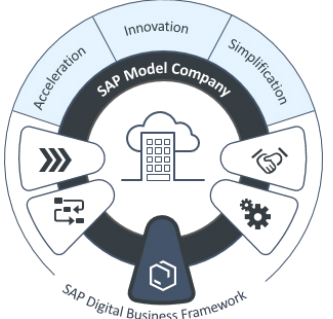
Next-Generation digital business with SAP S/4HANA:

Business Scenario Name	Industry Usage	Relevant Transactions
General Ledger	★★★	37
Asset Accounting	★★☆	6
Closing Operations	★☆☆	2
Financial Reporting	★☆☆	1
Financial Close Governance	★☆☆	Recommended*
Inventory Accounting	★☆☆	Recommended*
Revenue and Cost Accounting	★☆☆	Recommended*
Overhead Cost Management	★☆☆	Recommended*
Product Costing	★☆☆	Recommended*
Profitability Analysis	★☆☆	Recommended*

Next Steps »

SAP Model Company: State of the art digital foundation

Realize your digital vision quickly based on proven best-practices:

- 'Record to Report' encompasses all sub-processes that enable end-to-enda faster, continuous, and compliant financial close.

- This scenario starts with recording of accounting data for multiple companies, charts of accounts, and so on and ends with closing the books and creating financial statements.

- These financial statements are available at the entity and corporate levels for International Financial Reporting Standards, U.S. GAAP, or other local regulatory requirements.

More information »

- Predictable results through state-of-the-art architecture and best practices, proven end-to-end solutions and business and implementation guides
- Faster adoption through reduced complexity, ready-to-run appliances, and deployments of reference solutions

* Recommended: Usage data provided does not allow for relevance calculation however recommendations indicated can create added value.

Sunbelt Beverage Company | Main System: PRD
Wholesale Distribution Industry

| INTRODUCTION | EXECUTIVE SUMMARY | RECORD TO REPORT | ORDER TO CASH | PROCURE TO PAY | NEXT STEPS |

BUSINESS KEY FIGURES   **BUSINESS PROCESS IMPROVEMENT**   **INNOVATION RECOMMENDATIONS**

| OVERVIEW | OPTIMIZE | EXTEND | MOVE |

Transform your core

Next-Generation digital business with SAP S/4HANA:

Business Scenario Name	Industry Usage	Relevant Transactions
Accounts Receivable	★★☆	**9**
Electronic Bill Presentment, Payment and E-Invoicing	★☆☆	Recommended*
Collections Management	★☆☆	Recommended*
Credit Evaluation and Management	★☆☆	Recommended*
Dispute Resolution	★☆☆	Recommended*
Contract Accounting	★☆☆	Recommended*
Online Bill Presentment and Payment	★☆☆	Recommended*
Settlement Management	★☆☆	Recommended*

Next Steps »

* Recommended: Usage data provided does not allow for relevance calculation however recommendations indicated can create added value.

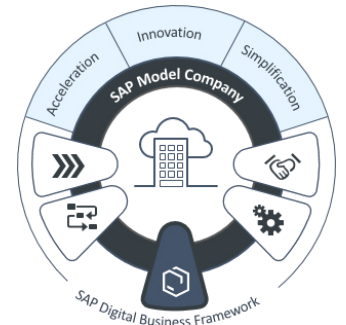### SAP Model Company: State of the art digital foundation

Realize your digital vision quickly based on proven best-practices:

- 'Order to Cash' is an end-to-end finance scenario that relates to frictionless order processing from quote to cash.

- This includes all financial operations related to accounts receivable.

- Billing customers and managing disputes is also part of this scenario. It also enables collections, and evaluating customer credit risk.

More information »

- Predictable results through state-of-the-art architecture and best practices, proven end-to-end solutions and business and implementation guides

- Faster adoption through reduced complexity, ready-to-run appliances, and deployments of reference solutions
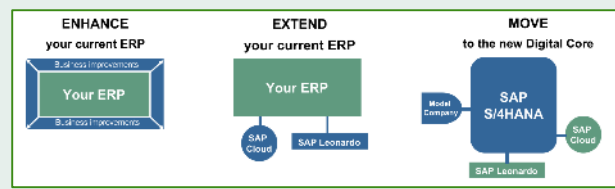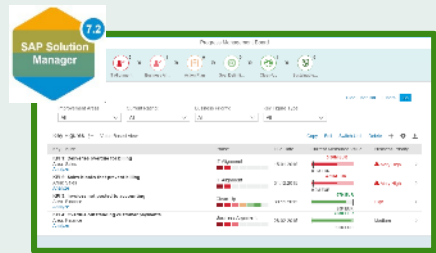
WHAT'S NEXT?   GET TRANSPARENCY   ENHANCE   EXTEND   MOVE

NEXT STEPS:

The Intelligent Enterprise is on and we hope you found the recommendations included so far have been relevant for discovering possibilities to improve your business.

The next steps below will provide some guidance on HOW you can move forward to further assess the different options and related business outcomes:

Review the business KPIs provided to understand **potential business impact** and **current practice**

Get a better understanding of backlogs and improvement potential **with "drill down" into the numbers** using SAP Solution Manager

Assess the different opportunities to improve your business processes: **enhancing** your current ERP solution, **extending** your current ERP solution, or **moving** to the next SAP Digital core

Review in the next slides, for each option, which services are **already included in your maintenance agreement** or **available to you from SAP DBS** to provide guidance, and safeguard your digital transformation journey

SAP Enterprise Support

SAP Digital Business Services

Agenda

- What is a COE, Why do you need it?
- What is SAP Pathfinder, How to align with business stakeholders?
- Breakthru's COE & SAP Roadmap – current state
- **Summary & Outlook**

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Live business needs live support

Next-Generation Support for the intelligent enterprise

Traditional SAP support

Industry-leading proactive and preventive support across all deployment scenarios

+

Next-Generation Support

Groundbreaking support for the intelligent enterprise

Self-service and incident prevention

Real-time interaction
Expert Chat, Schedule an Expert

Digital support experience
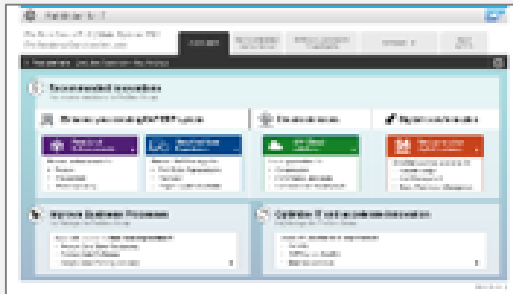Seamless integration with built-in support

AI and machine learning

SAP Innovation and Optimization Pathfinder for each situation

SAP ERP

Get most of your SAP ERP and prepare for your digital transformation with:

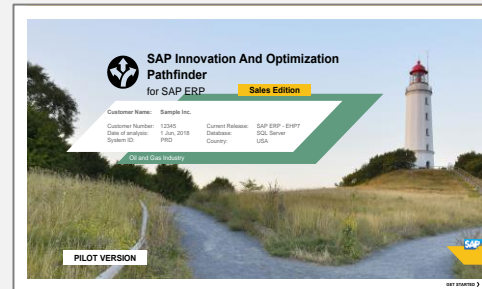### SAP Innovation and Optimization Pathfinder for IT

Optimize your IT

Improve your business processes

Access to the right innovations

SAP Innovation and Optimization Pathfinder for LOB

Improve your LoB specific business processes

Identify to the right innovations for your LoB

SAP S/4HANA

Get most out of your SAP S/4HANA solution with:

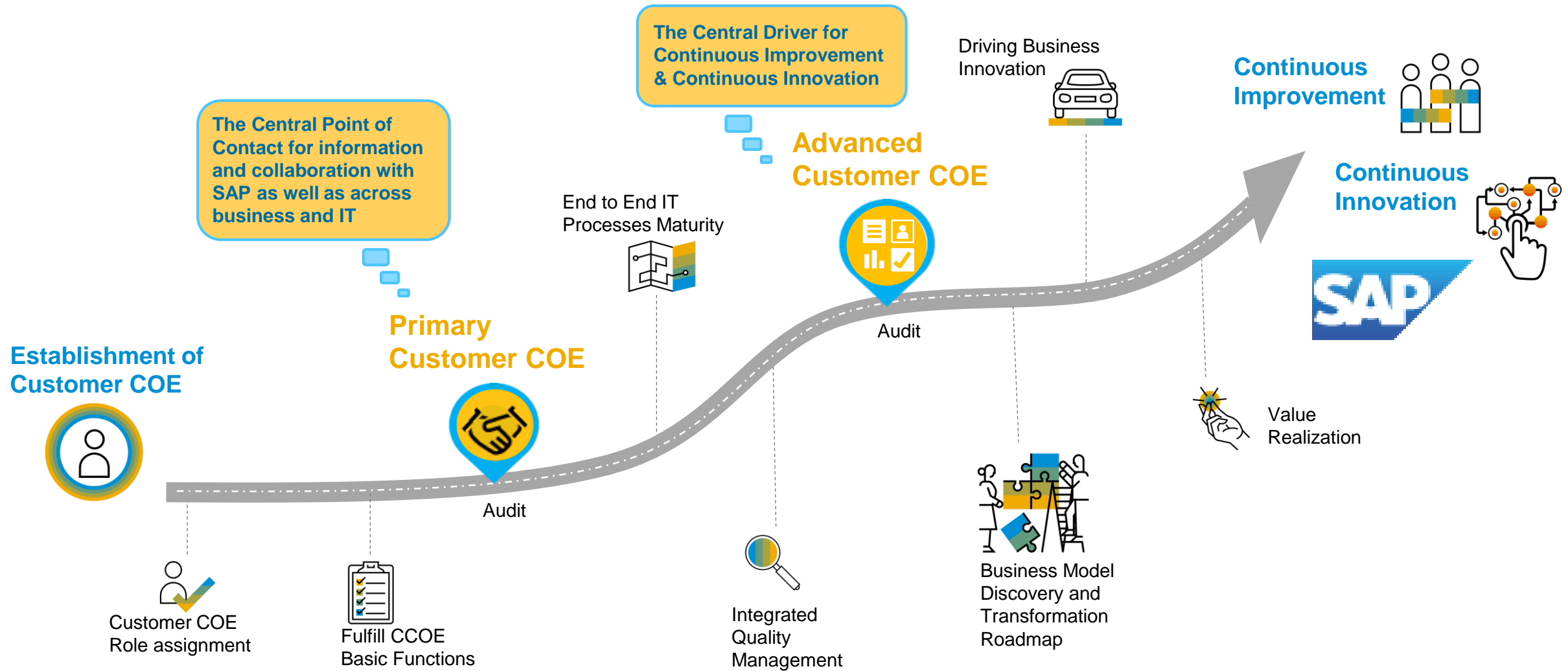### PILOT: SAP Innovation and Optimization Pathfinder for IT – SAP S/4HANA

Optimize your IT

Improve your business processes

Access to the right innovations

Journey of a Customer COE
At your own pace and target

The Central Point of Contact for information and collaboration with SAP as well as across business and IT

The Central Driver for Continuous Improvement & Continuous Innovation

Driving Business Innovation

Continuous Improvement

Continuous Innovation

Advanced Customer COE

End to End IT Processes Maturity

Establishment of Customer COE

Primary Customer COE

Audit

Audit

Customer COE Role assignment

Fulfill CCOE Basic Functions

Integrated Quality Management

Business Model Discovery and Transformation Roadmap

Value Realization

Summary & Outlook

- Look into what it takes to become a SAP COE – you'll be surprised that you may be closer than you think

- Run the SAP Pathfinder for Lines of Business – low effort, high reward

- Use the report to engage your business stakeholders for digital transformation

- Take advantage of Support, and maximize it's value

Take the Session Survey.

We want to hear from you! Be sure to complete the session evaluation on the SAPPHIRE NOW and ASUG Annual Conference mobile app.

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Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:
http://info.asug.com/2019-ac-slides

Q&A

For questions after this session, contact us at [email] and [email].

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