RISE with SAP Adoption Readiness

SAP Activate and Adoption Framework

Jan Musil, SAP
December 2, 2022

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THE BEST RUN SAP

Agenda

- **Welcome**
- **How SAP Activate Accelerates Business Transformation**
- **Providing Clarity with the SAP Adoption Framework**
- **Wrap-up and Next Steps**

Jan Musil
Chief Product Owner, SAP Activate
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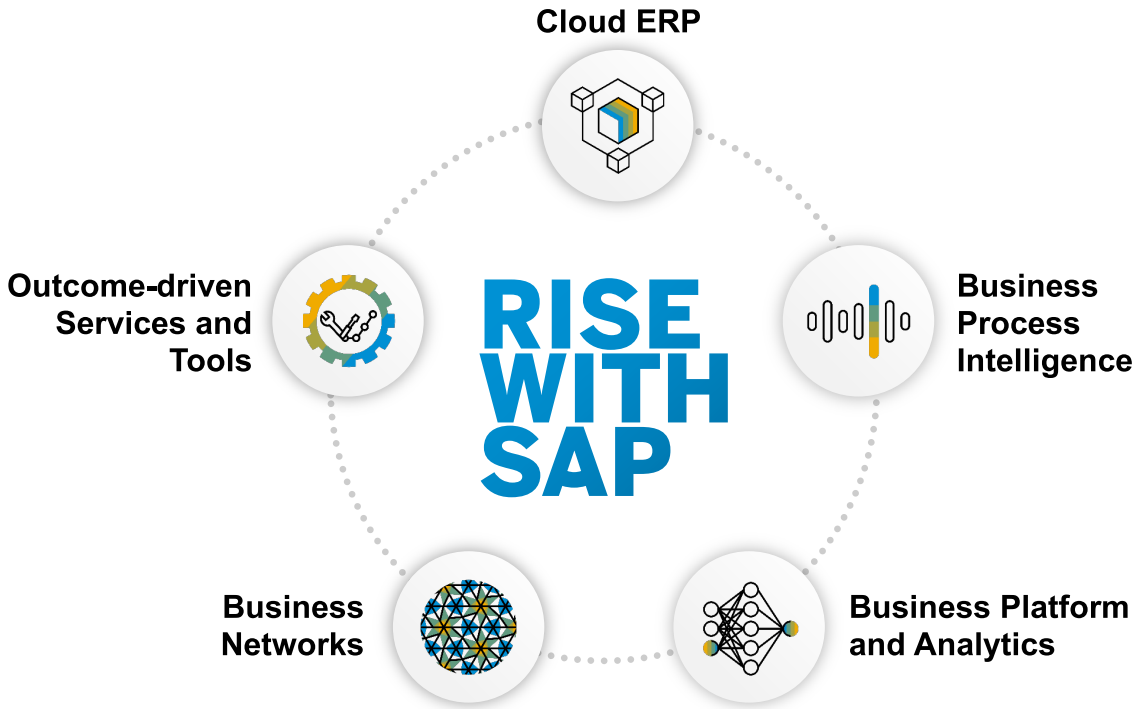
Unlock three sources of value through RISE with SAP



Take the lead

with industry innovation for top-line, bottom-line, and green-line growth

Never stop improving

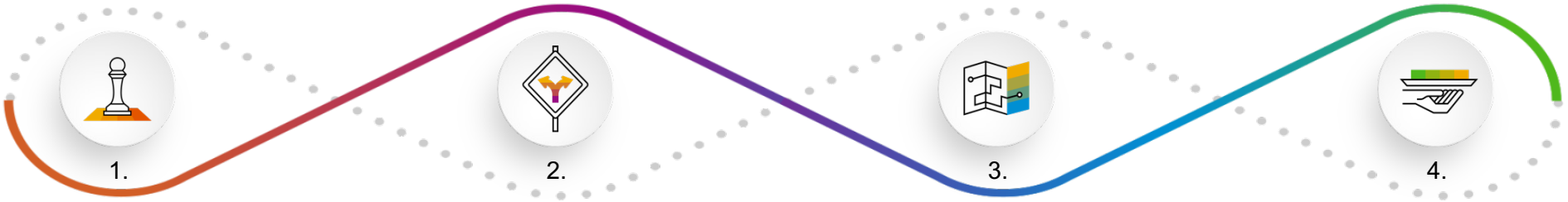
with continuous insight to optimize business processes

Secure your success

with a trusted partner for your business needs, at every step of the way

SAP has a proven methodology to help customers RISE with SAP, translating their Vision into tangible and measurable Value

SAP's Vision to Value Methodology



1. **Align on vision and desired outcomes**

Align on business and IT strategy and get buy-in across the organization

2. **Build the value case**

Build the case for change and identify key initiatives with expected outcomes

3. **Plan the path forward**

Create transformation road map and define deployment plan

4. **Deliver business value**

Deliver quick adoption and time to value, and drive continuous innovation and optimization

SAP Activate

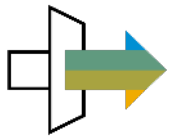
Empowers your team to execute your digital transformation

Launch quickly and efficiently, standardized for integration

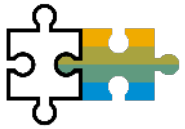
Self-service to expand capabilities when, where, and how you choose

Business-Driven Innovation with SAP Activate

Self-service configuration through a clear deployment methodology of solution-specific practices, in a standardized environment



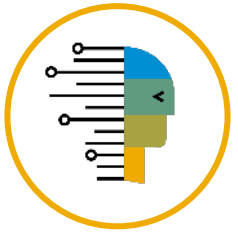
Business Processes Delivered Ready to Run



Clear Methodology for Adoption and Extensibility

Apps for Adoption and Extensibility

Speed of Innovation



Greater Productivity

Growth & Scalability

Business Impact

Customers have questions about deployment of their SAP solutions

SAP Activate Provides Guided Procedures and Accelerators

How, what, why ….

How do I get started? What resources do I need to be successful?

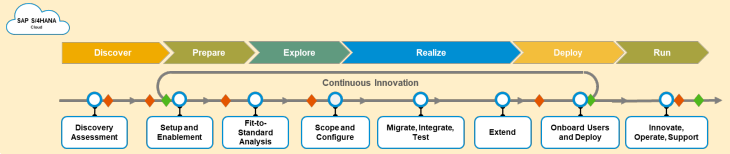
How will standard business content and processes support my business needs?

Who is accountable for what deliverables? Who will do what?

How do I enable my team to implement cloud solution "the right way"?

How do we identify all our requirements and make sure they are implemented well in the software?

SAP Activate



How will we extend the solution where it doesn't cover our needs out of the box?

How do we integrate our ERP system into our solution landscape?

How will we setup printers in our cloud environment?

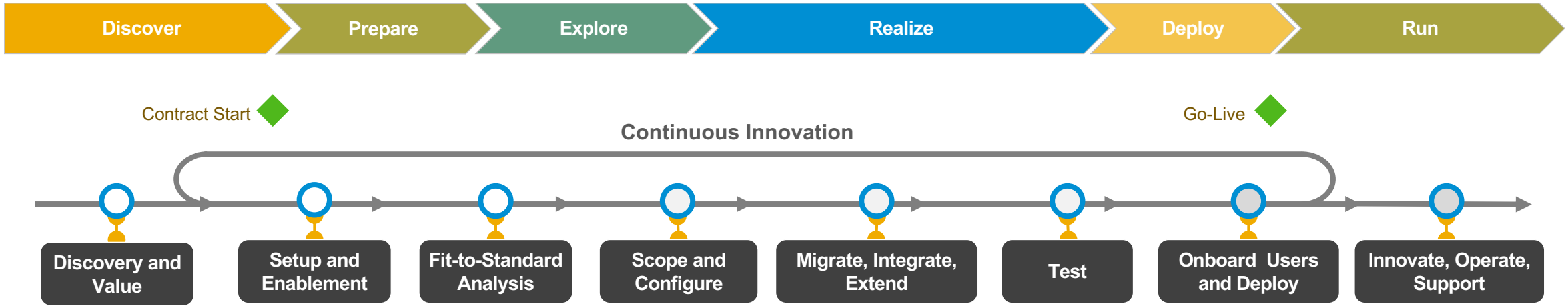
What steps will we take to ensure quality of the solution for our business users?

What do we need to do in each upgrade?

How can I request SAP system provisioning?

Example: Deploy SAP S/4HANA Cloud with SAP Activate

Journey overview and key milestones



Discover the solution capabilities, understand the business value and benefits of the solution to customer's business.

Initial planning and preparation of the project. Onboard and enable project team. Provision initial landscape and ALM tools.

Run a fit-to-standard analysis, validate the solution fit, and identify delta requirements for config, data, integration and extensibility.

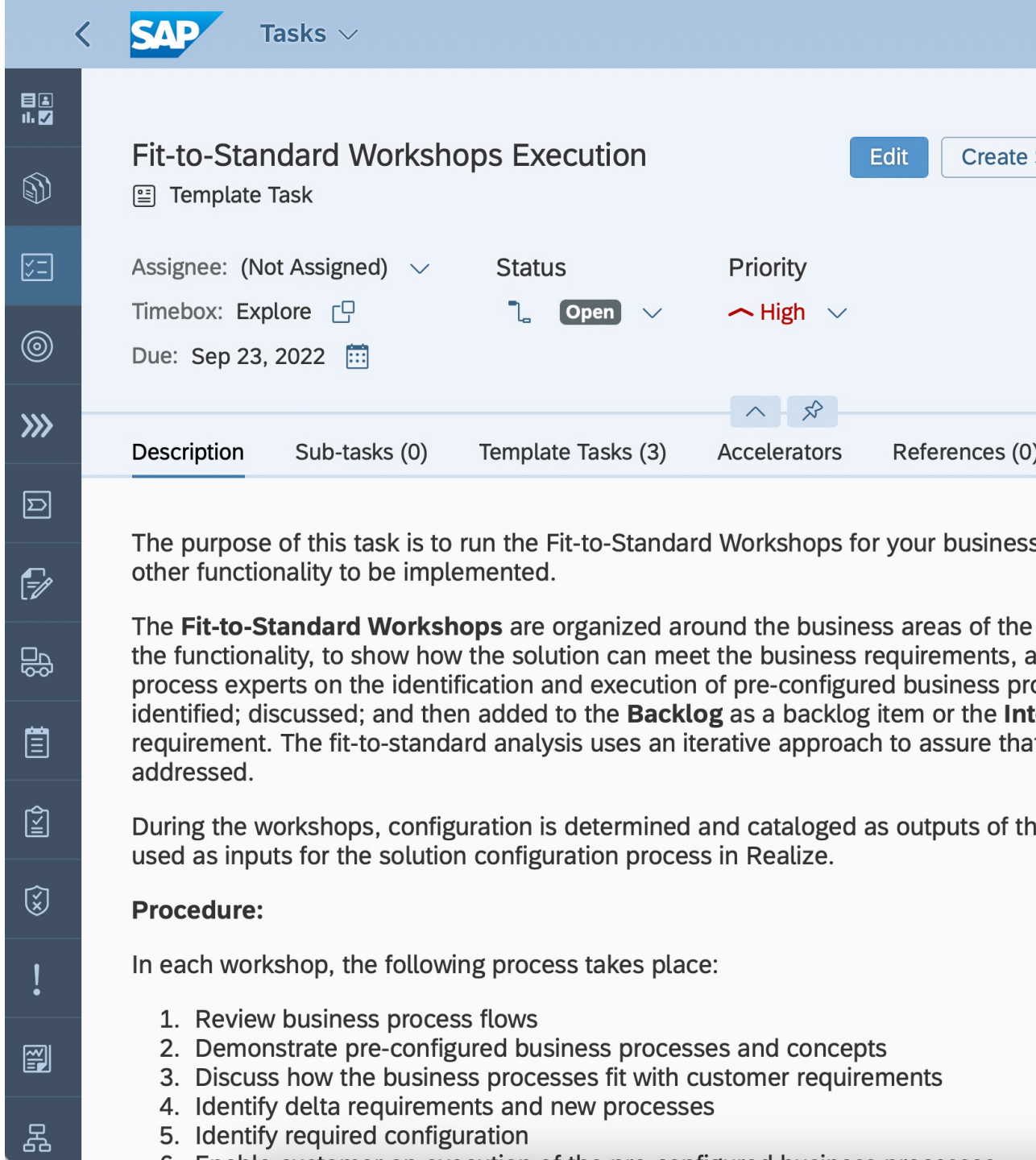
Perform a series of agile iterations to configure, extend and test an integrated business environment. Perform data loads, adoption activities, and plan production operations.

Finalize setup of the production landscape, data loads, confirm readiness, and go-live with the new solution.

Continue adoption of the solution across the business. Do regression test for system upgrades. Activate additional functionality as needed.

Demo: SAP Activate Methodology in SAP Cloud ALM

- Guided procedures to assist implementation teams in executing specific tasks
- Access tools and accelerators that aid your team members in performing project task
- Leverage SAP Best Practices for fit-to-standard workshops
- Run your project in remote, on-site or hybrid mode
- Easy to access and use in SAP Cloud ALM and SAP Roadmap Viewer



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Success factors for your implementation project enabled through SAP Activate

- Embrace the SAP Activate with agile principles
- Live the fit-to-standard mindset
- Start with data cleansing and migration early
- Focus on organizational change management
- Leverage Cloud ALM powered by SAP Activate and Best Practices
- Use the right and knowledgeable resources
- Integrated holistic planning, including test automation
- Strategic alignment

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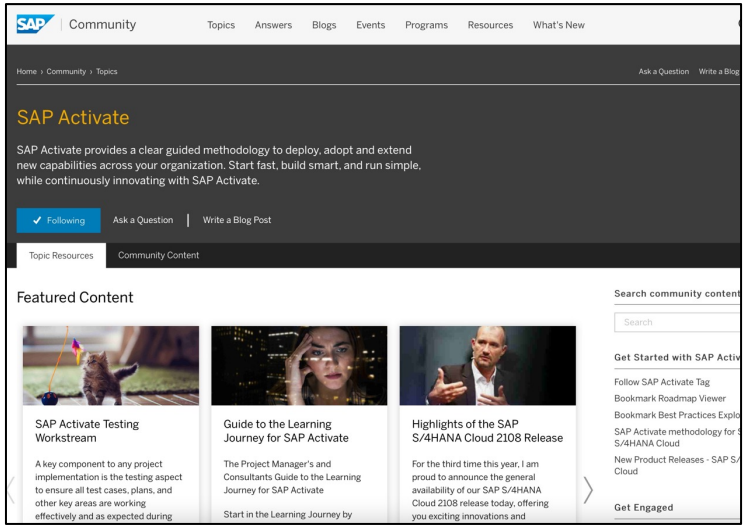
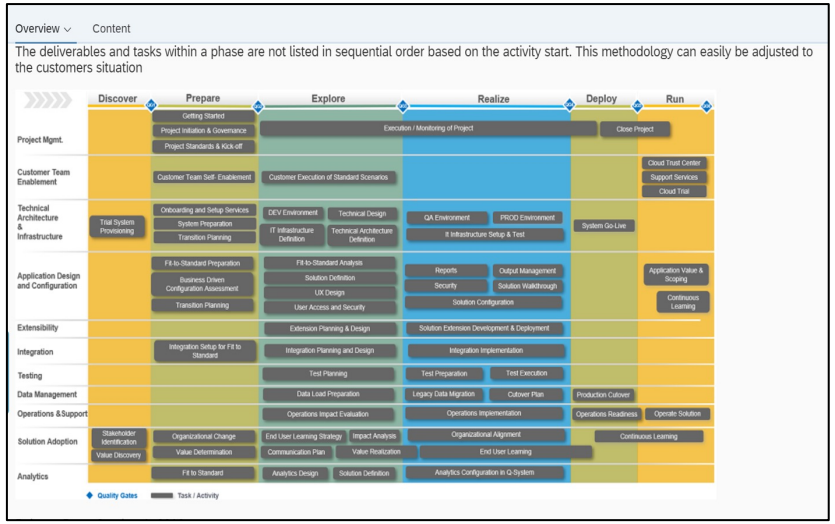
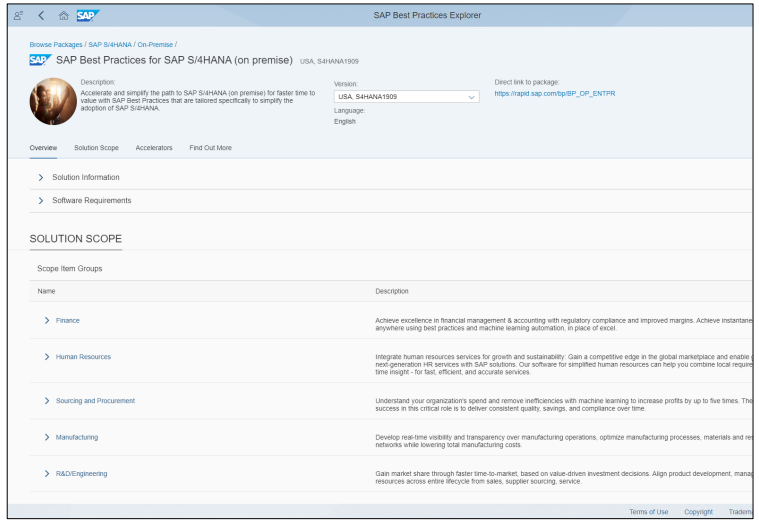
Enablers for Your Digital Transformation

SAP Activate Tools and Community







SAP Activate Community

- Engage SAP Activate experts
- Ask questions and collaborate
- Stay up to date
- Follow the community at https://community.sap.com/topics/activate

SAP Roadmap Viewer

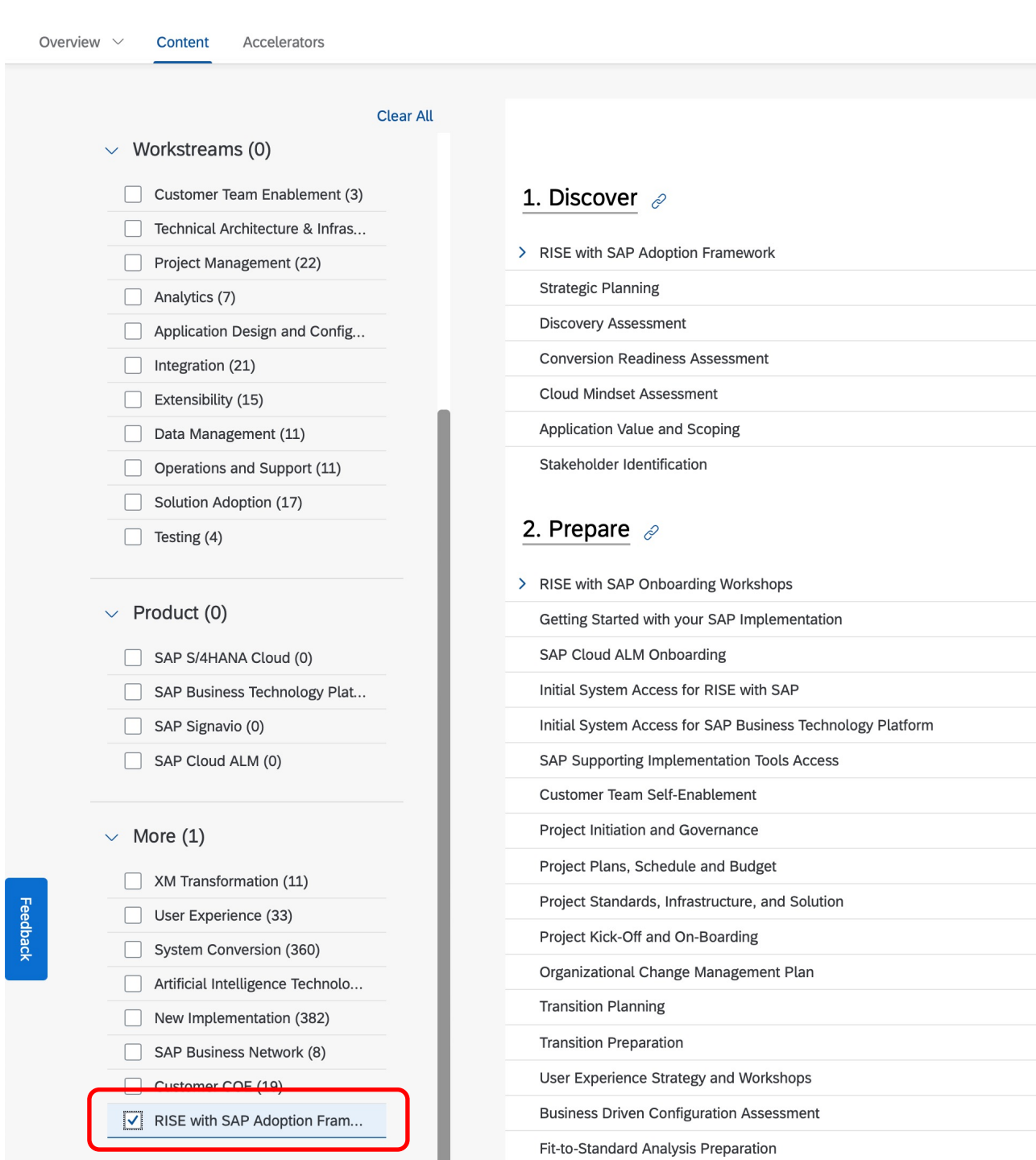
- Access implementation guidance for your digital transformation
- View and download SAP Activate methodology assets and accelerators
- Provide feedback to the Activate team
- https://go.support.sap.com/roadmapviewer/#

SAP Best Practices Explorer

- Access and download SAP Best Practices content
- Power your project with ready-to-run processes
- https://rapid.sap.com/bp/

RISE with SAP Adoption Framework view in SAP Activate

- Quickly identify RISE with SAP Adoption Framework activities inside SAP Activate methodology
- Connect your Activity Map to tasks your team will be performing during the implementation project
- Reduced view to the Adoption Framework related deliverables.
  Note that you can always drill down to detailed tasks for guided procedures and accelerators.



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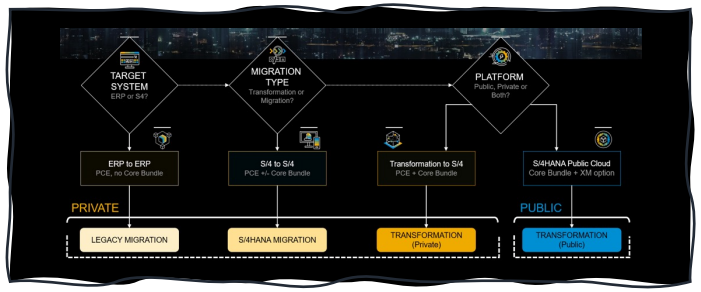
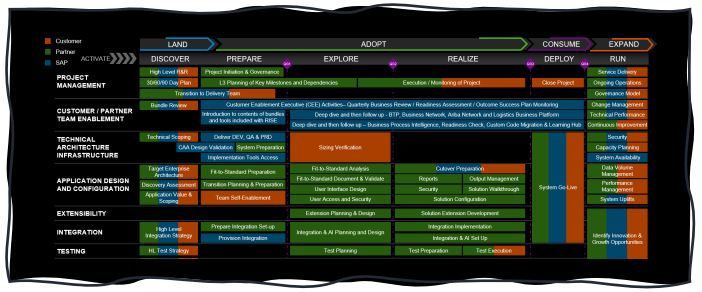
WHY A RISE ADOPTION FRAMEWORK

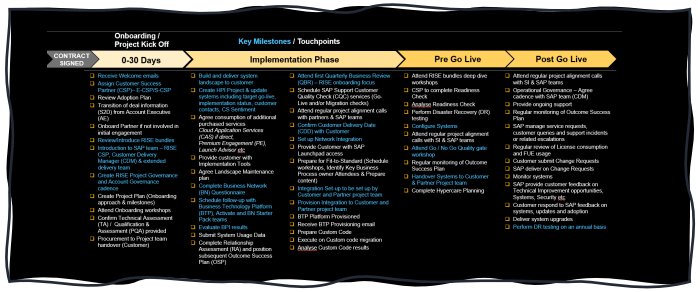
- An orchestrated framework to get you started on your cloud journey
- Supports proactive deployment management
- Clearly defines post-sales Roles & Responsibilities across SAP, the Customer, and their Partner(s)
- Describes ‘what happens next’ after contract signature

WHAT // THREE MAJOR COMPONENTS TO ENABLE ADOPTION

ENSURING ALIGNMENT BETWEEN STAKEHOLDERS ON WHAT HAPPENS POST CONTRACT SIGNATURE







JOURNEY

- **Identify, validate and plan for the RISE with SAP journey** that each customer will take, ensuring clarity during the sales process
- **Align all internal SAP stakeholders** in the VAT team according to the defined customer journey
- **Ensure early engagement and alignment with the Partner** where involved, and start documenting the Customer

ACTIVITY MAP

- A **minimum viable set of activities**, baseline template of the minimum set of activities required for a successful journey
- Clearly **define the tailored distribution and ownership of activities** between the Customer, Partner and SAP
- **Outline the SAP activities** delivered as part of the baseline subscription and additional recommended and premium service options

ADOPTION CHECKLIST

- **Define and agree the adoption checklist** between the Customer, Partner and SAP and build it into the RACI and Governance model
- **Highlight key touchpoints for the customer and validate the adoption start point** (project plan, usage of bundle elements, governance cadence) and adoption metrics (project start, consumption etc.)
- **Proactively follow up** with Customers at milestones throughout the Adoption Plan

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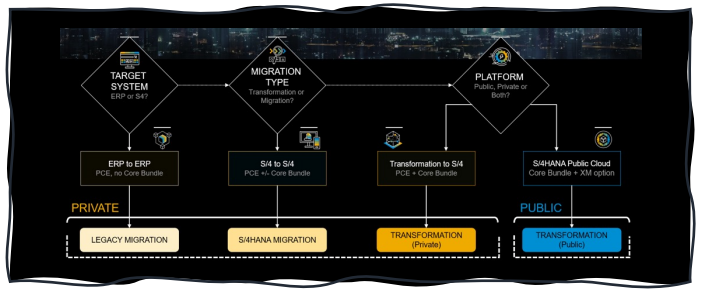

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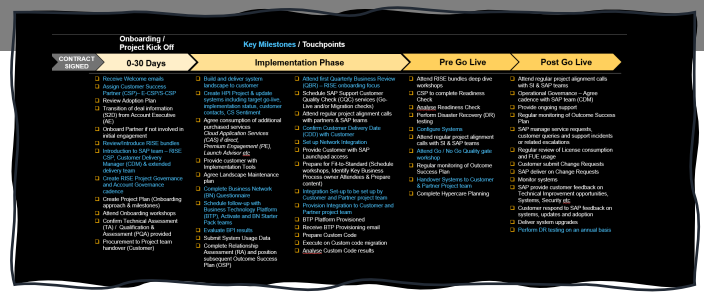

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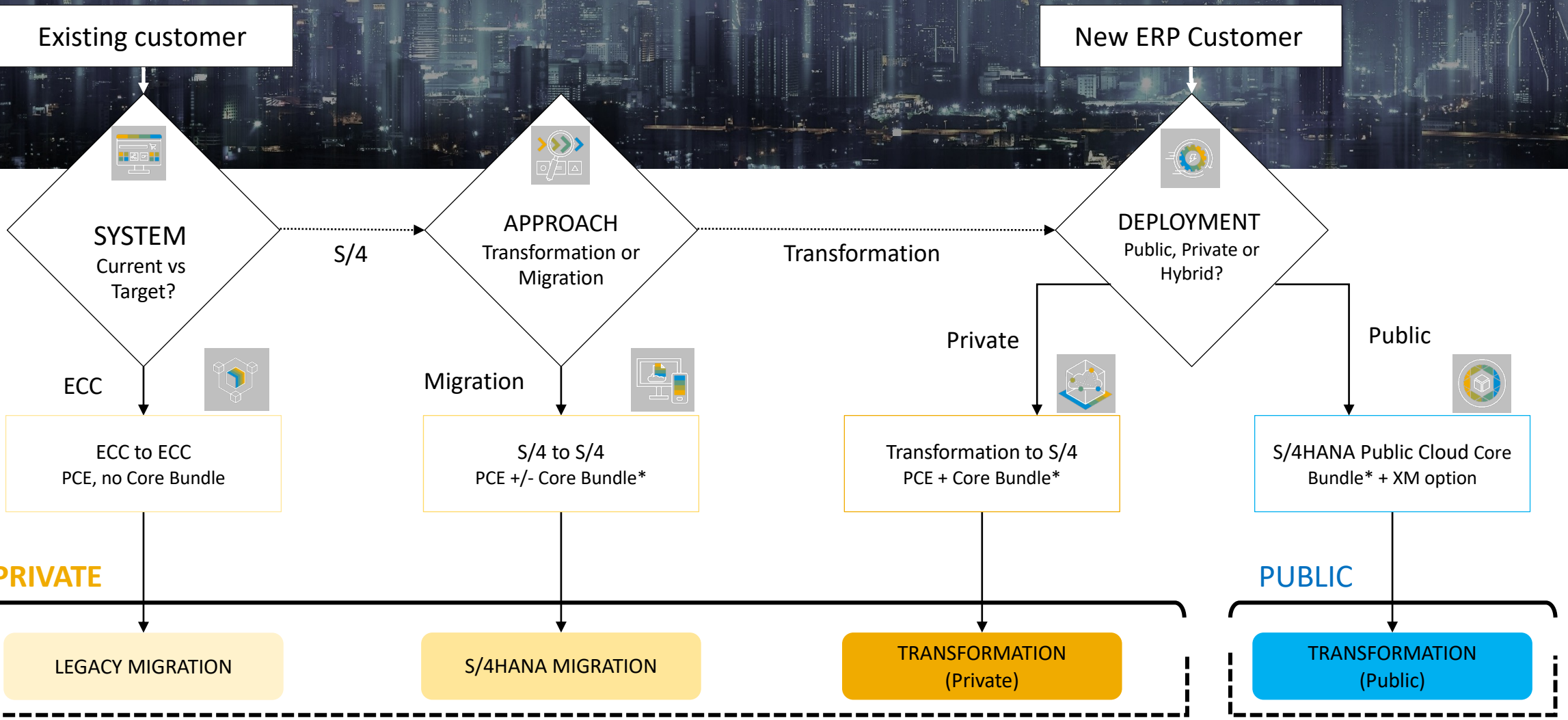
YOUR JOURNEY // AN INDIVIDUALIZED PATH TO SUCCESS

UNDERSTANDING EXACTLY WHERE YOUR ARE STARTING FROM AND GOING TO

RISE WITH SAP



** Core Bundle: BTP, BPI, Business Networks*

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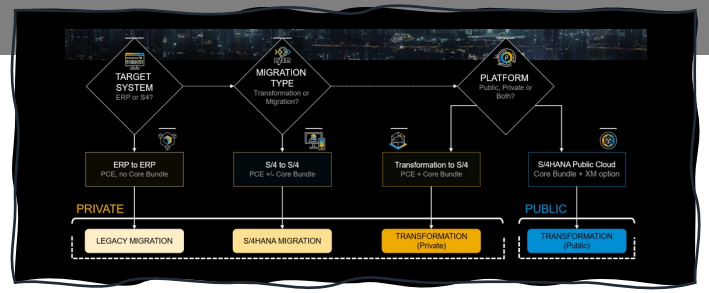
RISE WITH SAP



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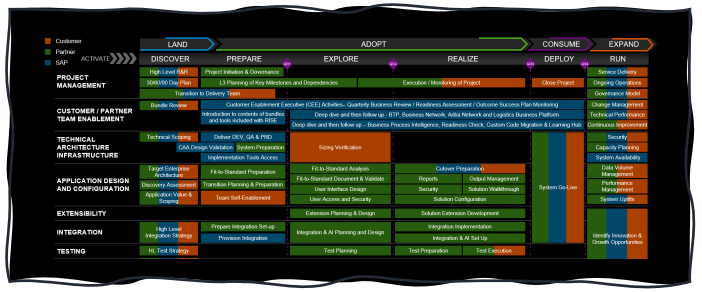

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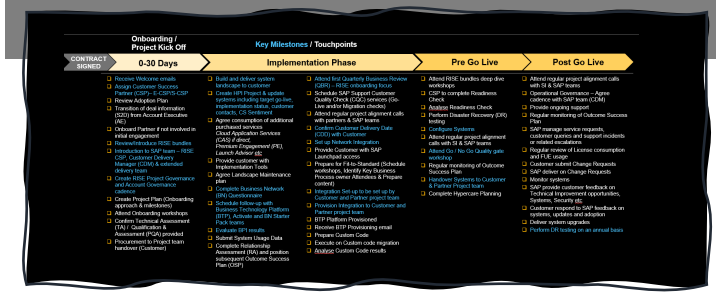

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YOUR ACTIVITIES // THE MINIMUM VIABLE SET OF ACTIVITIES

WITH AGREEMENT UPFRONT ON THE ROLES & RESPONSIBILITIES OF ALL STAKEHOLDERS

RISE WITH SAP

	DISCOVER	PREPARE	EXPLORE	REALIZE	DEPLOY	RUN
PROJECT MANAGEMENT						
CUSTOMER / PARTNER TEAM ENABLEMENT						
TECHNICAL ARCHITECTURE INFRASTRUCTURE						
APPLICATION DESIGN AND CONFIGURATION						
EXTENSIBILITY						
INTEGRATION						
TESTING						
DATA MANAGEMENT						
OPERATIONS/SUPPORT						
SOLUTION ADOPTION						
ANALYTICS						

- Activities are clustered into workstreams mapped across the full customer lifecycle
- Underpinned by the SAP Activate Methodology
- Fostering engagement between Customers, Partners and SAP

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EXAMPLE // ACTIVITY MAP FOR A DIRECT PCE JOURNEY

TAILORED TO YOUR RISE WITH SAP JOURNEY TO ENABLE YOUR SUCCESS

RISE WITH SAP

	DISCOVER	PREPARE	EXPLORE	REALIZE	DEPLOY	RUN
PROJECT MANAGEMENT	Activity Map	Project Initiation & Governance			Hypercare Planning	Service Delivery
		L3 Planning of Key Milestones and Dependencies		Execution / Monitoring of Project		Ongoing Operations
	Adoption Checklist				Phase Closure & Sign-off	Governance Model
CUSTOMER / PARTNER TEAM ENABLEMENT	Adoption Framework	Customer Success Partner (CSP) Activities– Quarterly Business Review / Readiness Assessment / Outcome Success Plan Monitoring				Change Management
	Bundle Review	Introduction to contents of bundles and tools included with RISE	Deep dive and activation of the RISE bundle - BTP, Business Process Intelligence, Business Network, Ariba Network, Logistics Business Platform & Custom Code Migration			Technical Performance
		Onboarding Journey				Continuous Improvement
TECHNICAL ARCHITECTURE INFRASTRUCTURE	Technical Scoping	Deliver DEV, QA & PRD		Sizing Verification		Security
	CAA Design Validation	System Preparation				Capacity Planning
	Initial Sizing	Tools Access				System Availability
APPLICATION DESIGN AND CONFIGURATION	Target Enterprise Architecture	Fit-to-Standard Preparation	Fit-to-Standard Analysis	Cutover Preparation		Data Volume Management
	Discovery Assessment	UX Strategy	Fit-to-Standard Documentation Validation	Output Management		Hypercare
	Application Value & Scoping	Transition Planning & Preparation	User Interface Design	Security	System Go-Live	
	Readiness Check	Team Self-Enablement	User Access and Security	Solution Configuration		System Uplifts
EXTENSIBILITY		Prepare Custom Code	Extension Planning & Design	Solution Extension Development		Identify Innovation & Growth Opportunities
INTEGRATION	High Level Integration Strategy	Prepare Integration Set-up	Integration & AI Planning and Design	Integration Implementation		
		Provision Integration		Integration & AI Set Up		
TESTING	HL Test Strategy		Test Planning	Test Preparation	Test Execution	
DATA MANAGEMENT	Data Migration Scoping / HL Planning	Data Migration Planning	Data Load Preparation	Legacy Data Migration	Cutover Plan	Production Cutover
OPERATIONS / SUPPORT	Operations Workshops	Operations Planning	Operations Impact Evaluation	Operations Implementation	Cutover Preparation	Ops Readiness
						Incident/Problem Management
SOLUTION ADOPTION	Stakeholder Identification	Deploy Tools	Enable Strategy	Stakeholder Analysis	OCM Alignment	Value Realization
		Value Map	OCM Roadmap	OCM Impact Analysis	Value Realization	End User Learning
						UX Deployment
						Continuous Learning
						Benefits Realisation
ANALYTICS		Fit-to-Standard Preparation	Analytics Design and Documentation	Configure DEV, QA & PRD		

A Minimum Viable Set of Activities

...the baseline set of activities along your journey

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EXAMPLE // ACTIVITY MAP

INTRODUCE & EXPLAIN THE BASELINE SAP SUBSCRIPTION SERVICES IN THE CONTRACT

RISE WITH SAP

Milestone: Contract Signature

Milestone: Systems provisioned

SAP Subscription Services

	DISCOVER	PREPARE	EXPLORE	REALIZE	DEPLOY	RUN
PROJECT MANAGEMENT	Activity Map Adoption Checklist	Project Initiation & Governance L3 Planning of Key Milestones and Dependencies		Execution / Monitoring of Project	Hypercare Planning Phased closure & sign-off	Service Delivery Ongoing Operations Governance Model
CUSTOMER / PARTNER TEAM ENABLEMENT	Adoption Framework Bundle Review	Customer Success Partner (CSP) Activities– Quarterly Business Review / Relationship Assessment / Outcome Success Plan Monitoring Introduction to contents of bundles and tools included with RISE Onboarding Journey	Deep dive and activation of the RISE bundle - BTP, Business Process Intelligence, Business Network, Ariba Network, Logistics Business Platform & Custom Code Migration			Change Management Technical Performance Continuous Improvement
TECHNICAL ARCHITECTURE INFRASTRUCTURE	Technical Scoping Initial Sizing	Deliver DEV, QA & PRD CAA Design Validation System Preparation Tools Access		Sizing Verification	System Go-Live	Security Capacity Planning System Availability
APPLICATION DESIGN AND CONFIGURATION	Target Enterprise Architecture Discovery Assessment Application Value & Scoping Readiness Check	Fit-to-Standard Preparation UX Strategy Transition Planning & Preparation Team Self-Enablement	Fit-to-Standard Analysis Fit-to-Standard Document & Validate User Interface Design User Access and Security	Cutover Preparation Output Management Security Solution Walkthrough Solution Configuration		Data Volume Management Hypercare System Uplifts
EXTENSIBILITY		Prepare Custom Code	Extension Planning & Design	Solution Extension Development		Identify Innovation & Growth Opportunities
INTEGRATION	High Level Integration Strategy	Prepare Integration Set-up Provision Integration	Integration & AI Planning and Design	Integration Implementation Integration & AI Set Up		
TESTING	HL Test Strategy		Test Planning	Test Preparation Test Execution		
DATA MANAGEMENT	Data Migration Scoping / HL Planning	Data Migration Planning	Data Load Preparation	Data Migration Cutover Plan	Production Cutover	
OPERATIONS / SUPPORT	Operations Workshops	Operations Planning	Operations Impact Evaluation	Operations Implementation Cutover Preparation	Ops Readiness	Incident/Problem management
SOLUTION ADOPTION	Stakeholder Identification	Enable Strategy OCM Roadmap	Stakeholder Analysis OCM Impact Analysis Value Realization	OCM Alignment Value Realization End User Learning	Continuous Learning UX Deployment	Benefits Realisation
ANALYTICS		Fit-to-Standard Preparation	Analytics Design and Documentation	Configure DEV, QA & PRD		

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EXAMPLE // ACTIVITY MAP

INTRODUCE & OVERLAY THE ACTIVITIES THAT THE CUSTOMER WILL BE RESPONSIBLE FOR

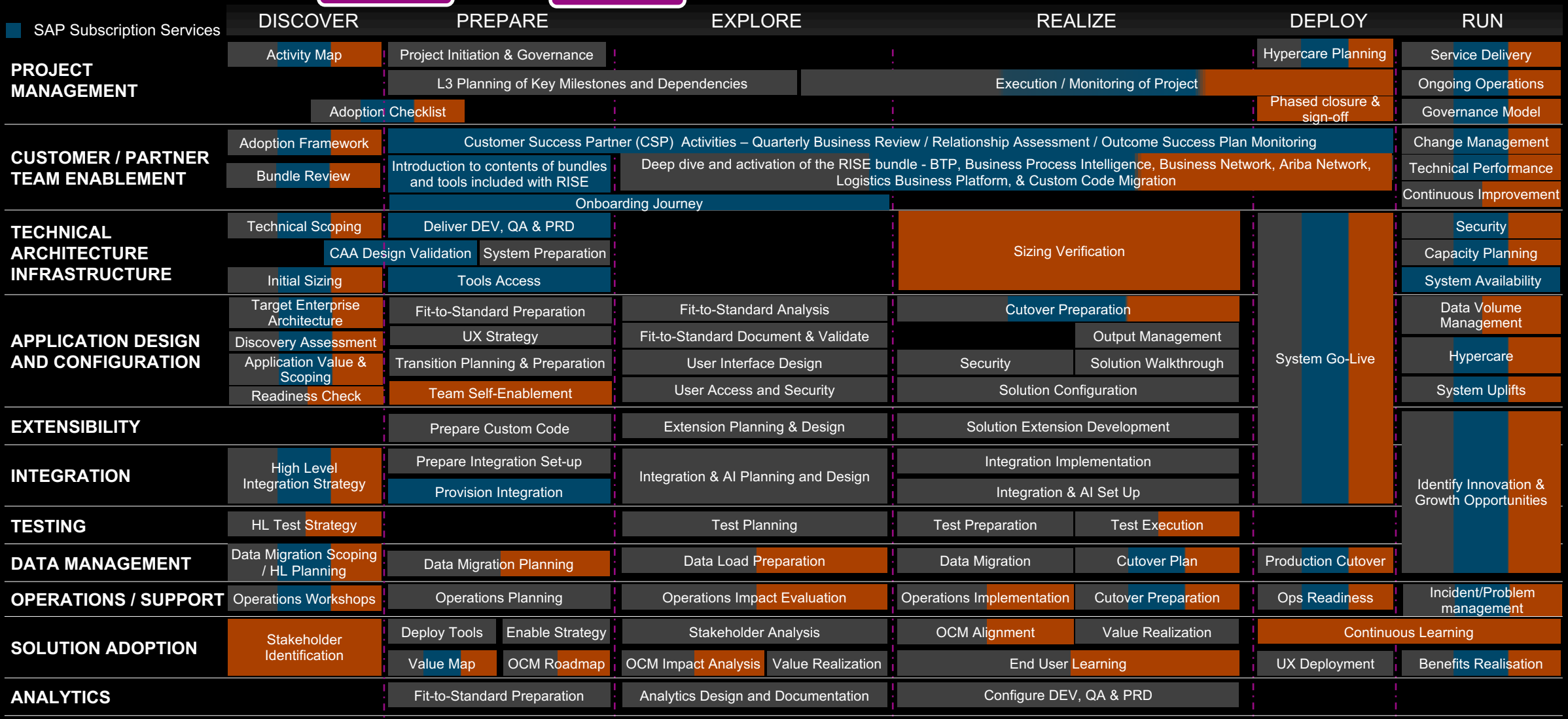
RISE WITH SAP

Customer

SAP Subscription Services

Milestone: Contract Signature

Milestone: Systems provisioned



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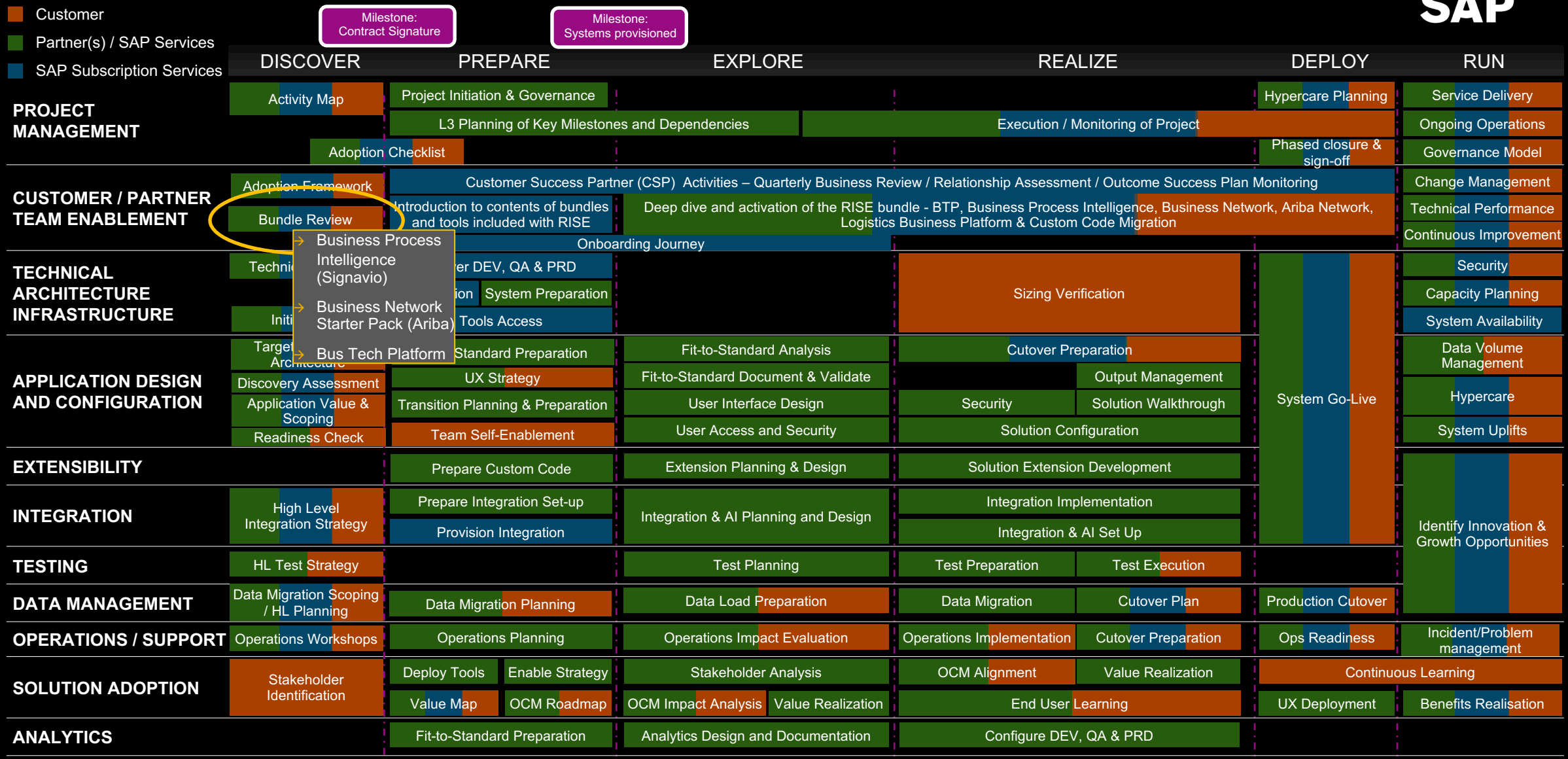
EXAMPLE // ACTIVITY MAP

INTRODUCE & OVERLAY THE ACTIVITIES THAT THE PARTNER/SAP SERVICES WILL BE RESPONSIBLE FOR

RISE WITH SAP



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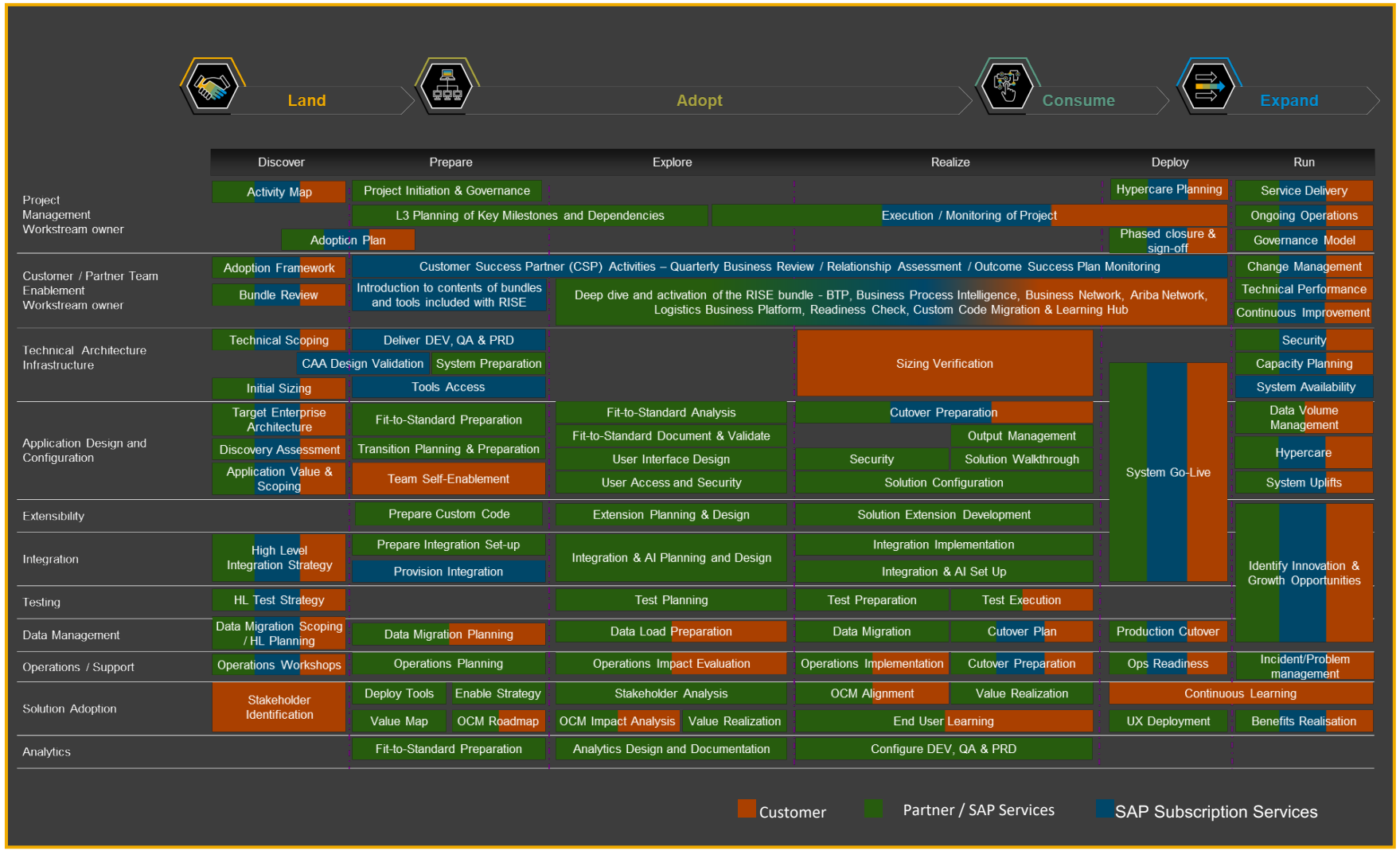
YOUR TAKEAWAY ON THE ACTIVITY MAP



- Articulates who does what – SAP, Customer, Partner(s)
- Helps with smoother handovers and managing expectations for post-sales
- Underpinned by the SAP Activate Methodology
- Four starting templates for RISE journeys (private and public cloud)
- Piloted in 2021, with positive feedback from Customers, Partners and SAP Account Teams

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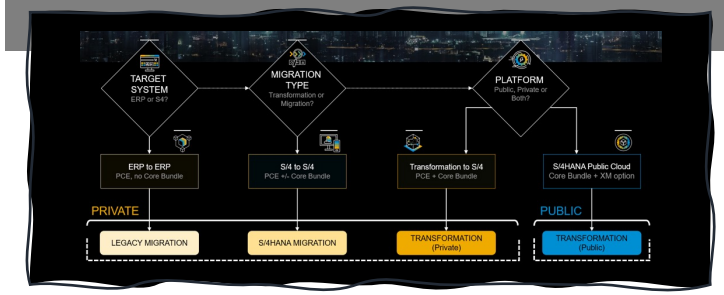
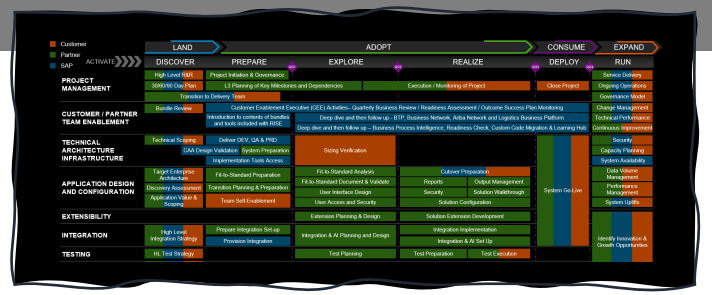
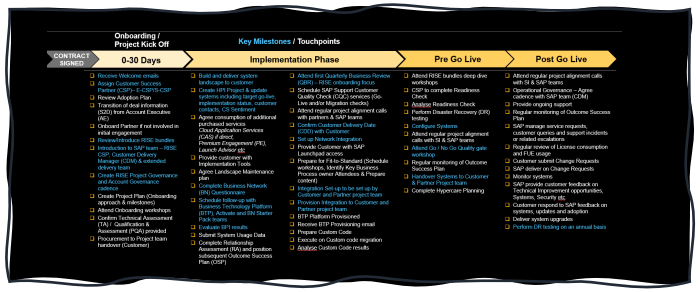
ENSURING ALIGNMENT BETWEEN STAKEHOLDERS ON WHAT HAPPENS POST CONTRACT SIGNATURE

RISE WITH SAP







JOURNEY

- **Identify, validate and plan for the RISE with SAP journey** that each customer will take, ensuring clarity during the sales process
- **Align all internal SAP stakeholders** in the VAT team according to the defined customer journey
- **Ensure early engagement and alignment with the Partner** where involved, and start documenting the Customer

ACTIVITY MAP

- A **minimum viable set of activities**, baseline template of the minimum set of activities required for a successful journey
- Clearly **define the tailored distribution and ownership of activities** between the Customer, Partner and SAP
- **Outline the SAP activities** delivered as part of the baseline subscription and additional recommended and premium service options

ADOPTION CHECKLIST

- **Define and agree the adoption checklist** between the Customer, Partner and SAP and build it into the RACI and Governance model
- **Highlight key touchpoints for the customer and validate the adoption start point** (project plan, usage of bundle elements, governance cadence) and adoption metrics (project start, consumption etc.)
- **Proactively follow up** with Customers at milestones throughout the Adoption Plan

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EXAMPLE // CUSTOMER CHECKLIST

UNDERSTANDING THE MILESTONES, PRIORITY TASKS AND TOUCHPOINTS POST CONTRACT SIGNATURE

RISE WITH SAP

CONTRACT SIGNED

Onboarding/ Project Kick Off

- ❑ **Receive Welcome emails**
- ❑ **Review Activity Map & Adoption Checklist**
- ❑ **Introduction to SAP team – E-CSP, Customer Delivery Manager (CDM) & extended delivery team**
- ❑ **Create RISE Project Governance and Account Governance cadence**
- ❑ **Review/Introduce RISE bundles**
- ❑ Confirm Landscape Information Questionnaire/ Qualification & Assessment (PQA) provided
- ❑ Transition of deal information (S2D) from Account Executive (AE)
- ❑ Onboard Partner if not involved in initial engagement
- ❑ Review the onboarding journey
- ❑ Deliver & Review Onboarding Plan
- ❑ Create Project Plan (Onboarding approach & milestones)
- ❑ Attend Onboarding workshops
- ❑ Procurement to Project team handover (Customer)

Implementation

- ❑ **Build and deliver system landscape to customer**
- ❑ **Create HPI Project & update systems including target go-live, implementation status, customer contacts, CS Sentiment**
- ❑ **Complete Business Network (BN) Kick-off Questionnaire**
- ❑ **Schedule follow-up with Business Technology Platform (BTP), Activate and BN Starter Pack teams**
- ❑ **Evaluate BPI results**
- ❑ **Complete BN Release Request form**
- ❑ Agree consumption of additional purchased services
  Cloud Application Services (CAS) if direct,
  Premium Engagement (PE),
  Launch Advisor etc
- ❑ Provide customer with Implementation Tools
- ❑ Agree Landscape Maintenance plan
- ❑ Submit System Usage Data
- ❑ Complete Relationship Assessment (RA) and position subsequent Outcome Success Plan (OSP)

- ❑ **Attend first Quarterly Business Review (QBR) – RISE onboarding focus**
- ❑ **Confirm Customer Delivery Date (CDD) with Customer**
- ❑ **Integ**
- ❑ **Custo**
- ❑ **Provis**
- ❑ **Partne**
- ❑ Perfor
  Pack D
- ❑ Sched
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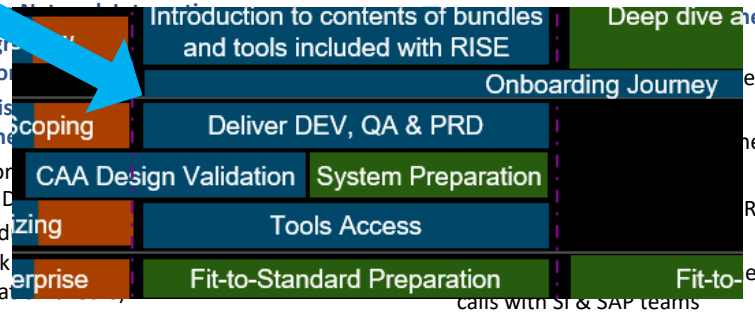
- ❑ Attend regular project alignment calls with partners & SAP teams
- ❑ Provide Customer with SAP Launchpad access
- ❑ Prepare for Fit-to-Standard (Schedule workshops, Identify Key Business Process owner Attendees & Prepare content)
- ❑ BTP Platform Provisioned
- ❑ Receive BTP Provisioning email
- ❑ Prepare Custom Code
- ❑ Execute on Custom code migration
- ❑ Analyse Custom Code results



Pre Go Live (Cutover)

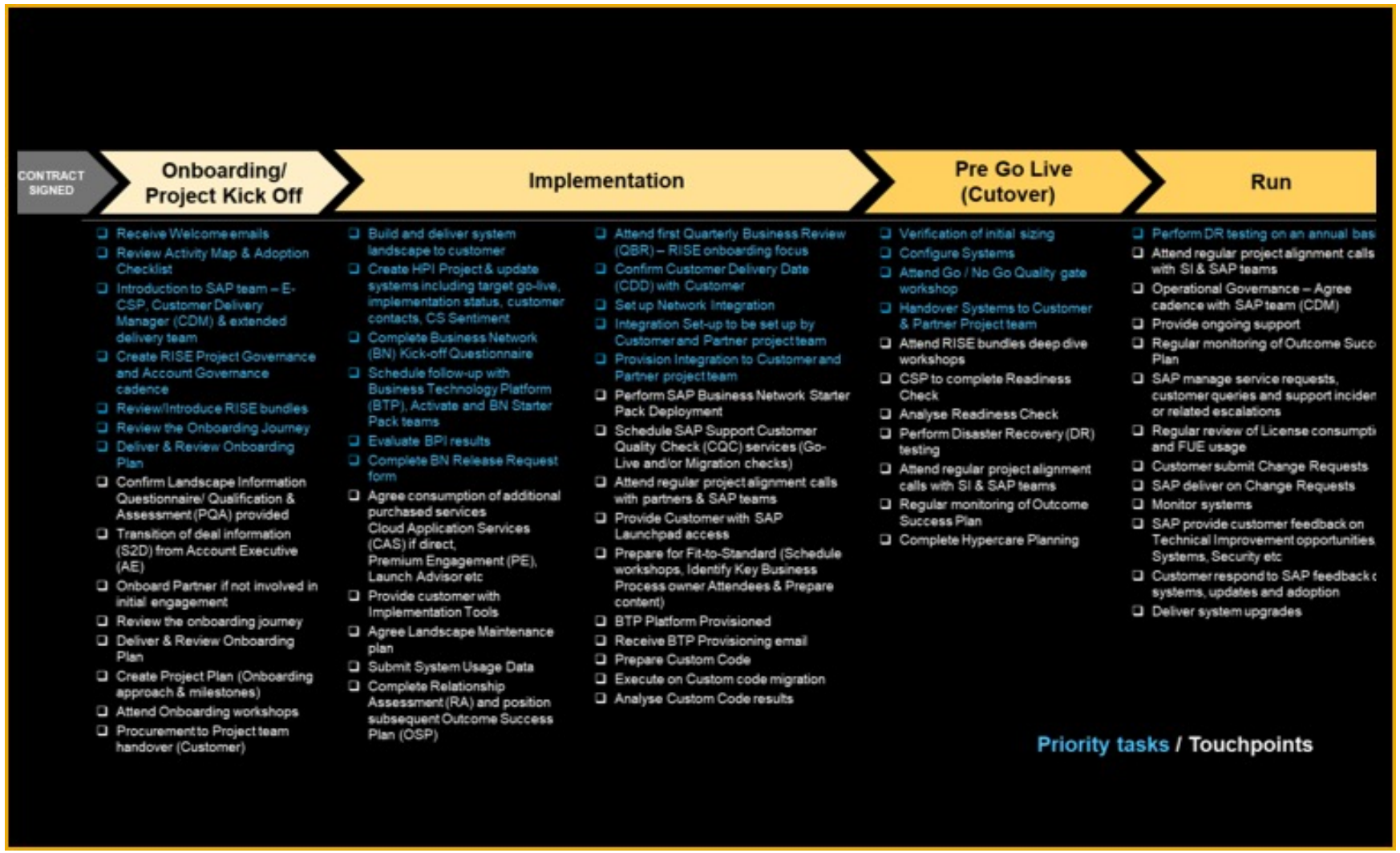
- ❑ **Verification of initial sizing**
- ❑ **Configure Systems**
- ❑ **Attend Go / No Go Quality gate workshop**
- ❑ Regular monitoring of Outcome Success Plan
- ❑ Complete Hypercare Planning

Run

- ❑ **Perform DR testing on an annual basis**
- ❑ Attend regular project alignment calls with SI & SAP teams
- ❑ Operational Governance – Agree cadence with SAP team (CDM)
- ❑ Provide ongoing support
- ❑ Regular monitoring of Outcome Success Plan
- ❑ SAP manage service requests, customer queries and support incidents or related escalations
- ❑ Regular review of License consumption and FUE usage
- ❑ Customer submit Change Requests
- ❑ SAP deliver on Change Requests
- ❑ Monitor systems
- ❑ SAP provide customer feedback on Technical Improvement opportunities, Systems, Security etc
- ❑ Customer respond to SAP feedback on systems, updates and adoption
- ❑ Deliver system upgrades

Priority tasks / Touchpoints

YOUR TAKEAWAY ON THE ADOPTION CHECKLIST



- Calls out key SAP tasks/touchpoints along the adoption journey
- Brings together the key activities and tasks across different SAP Teams and Roles (CDM, CSP, etc.) from the baseline subscription
- Tailored to the customers BoM to include also key activities and tasks from other LoBs or SAP Services / CAS Packages purchased

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Agenda

- **Welcome**
- **How SAP Activate Accelerates Business Transformation**
- **Providing Clarity with the SAP Adoption Framework**
- **Wrap-up and Next Steps**

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