

ERP - Support and Maintenance

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PUBLIC

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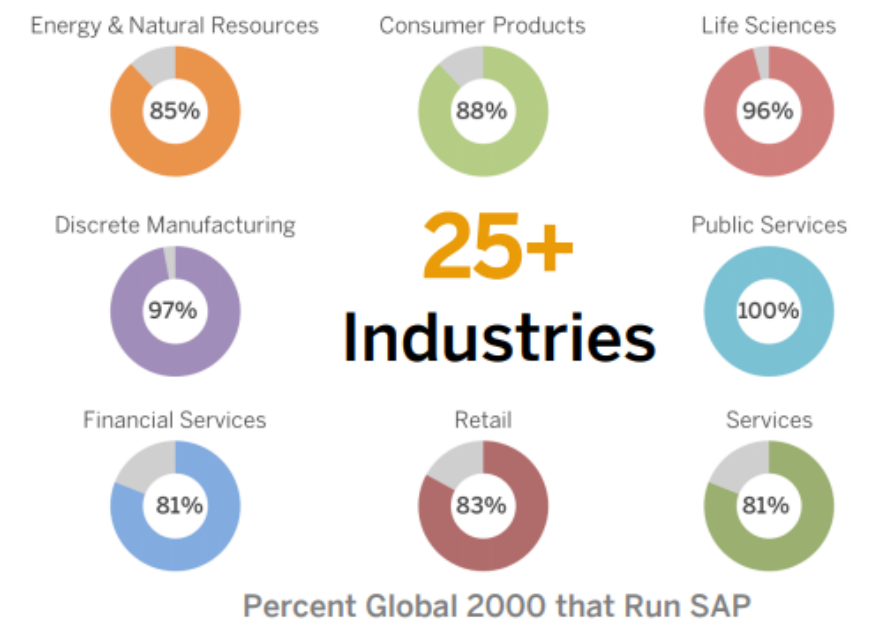
SAP



A compelling customer base



Unmatched vertical expertise



Info : [SAP History](#) [SAP on Wikipedia](#) [SAP](#)

SAP - **S**ysteme, **A**nwendungen und **P**rodukte in der Datenverarbeitung
Systems, **A**pplications and **P**roducts in data processing

Business software & online processing

SAP R/1:

Enabled customers to get a complete view of their business with real-time processing of data across integrated modules for materials, procurement, and accounting.

1972

Globalization & mainframe computing

SAP R/2:

Helped customers successfully manage large global enterprises on a mainframe architecture, while retaining the integration and real-time processing capabilities of SAP R/1.

1982

Internet & client-server technologies

SAP R/3 and SAP ECC:

Enabled customers to take advantage of client-server and internet technologies. Created a unified graphical user interface and new functional components.

1992

In-memory & cloud computing

SAP S/4HANA:

Helps customers thrive in the New Digital Economy. We are now focused on eradicating complexity and running live with our in-memory database technology SAP HANA and cloud computing.

2015

Agenda

- **Introduction & Basic Terms**
 - What is maintenance and what is support?
 - Support and Maintenance – Business Model
 - ERP cloud versus ERP on-premise system

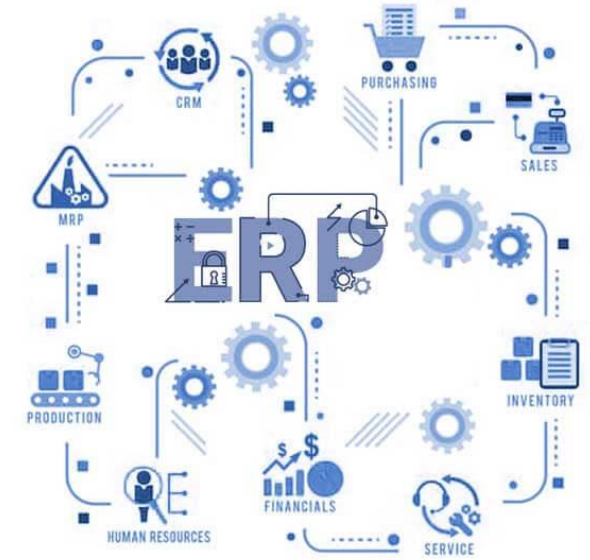
- **Shipment and Maintenance Phases**
- **Patch / Improvement Delivery**
- **Incident Management**
 - Service Level Agreement
 - Priority
 - Components

- **Support Model**
 - Primary Support
 - Development Support
 - Delivery of corrections on premise/cloud

- **Customer Connection**
- **Escalation Management**

Introduction and Basic Terms

ERP - Enterprise Resource Planning

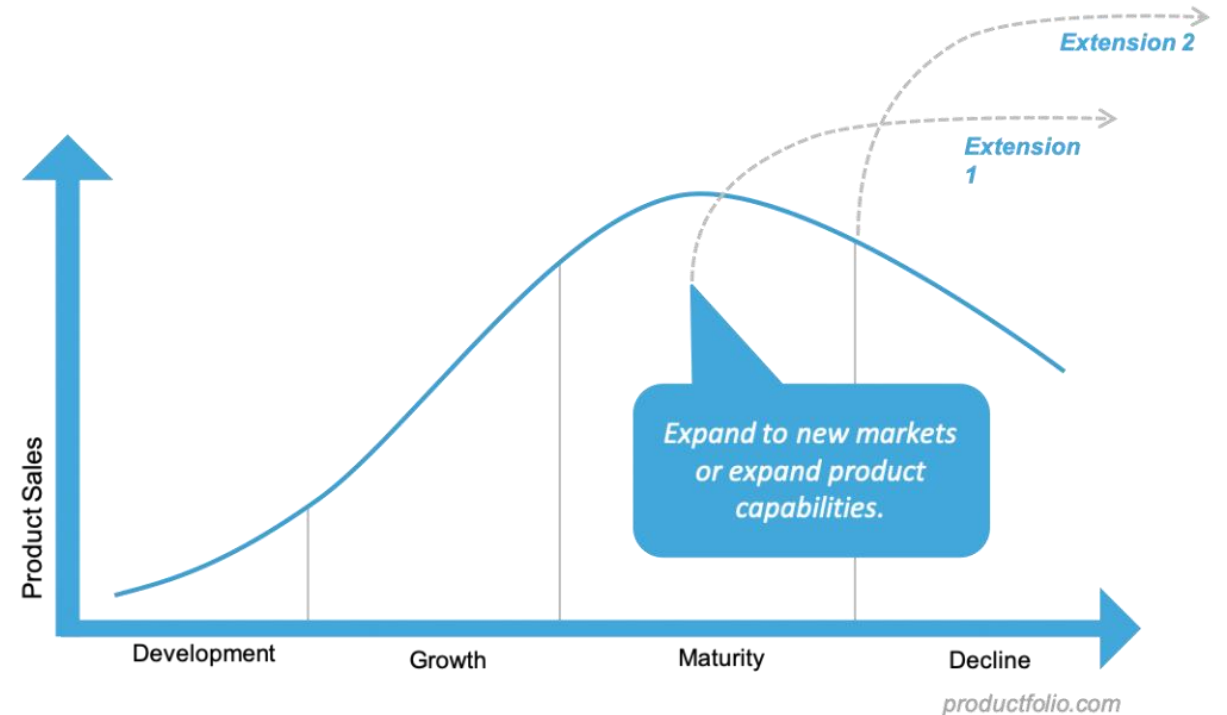


ERP stands for "**Enterprise Resource Planning**" and refers to a type of software or system used by a business to plan and manage daily activities such as supply chain, manufacturing, services, financials and other processes.

Product Lifecycle

Product Life Cycle

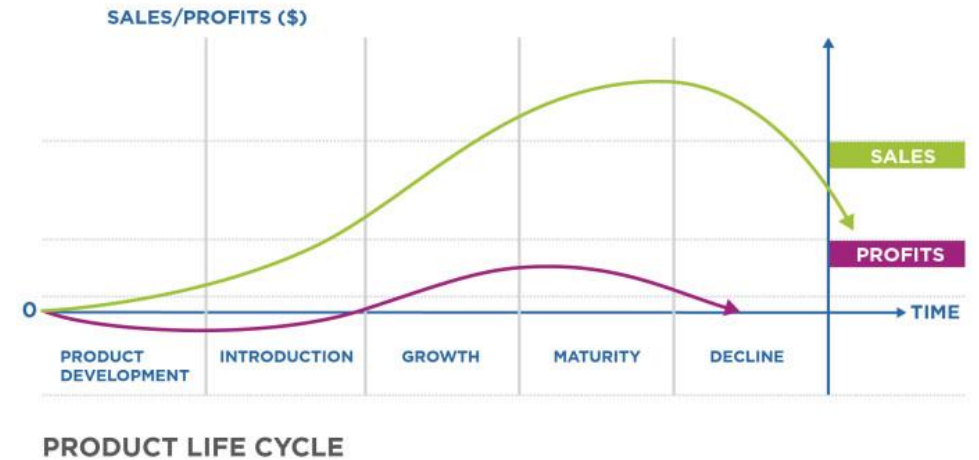
shows the stages that products go through from development to withdrawal from the market.



Product Lifecycle

Each product may have a different life cycle

- PLC determines revenue earned
- Contributes to strategic marketing planning
- May help the firm to identify when a product needs support, redesign, reinvigorating, withdrawal, etc.
- May help in new product development planning
- May help in forecasting and managing cash flow



Maintenance & Support.



While software **SUPPORT** (podpora) is defined as **fixing broken software** (or “bugs”) with reactive development,

software **MAINTENANCE** (údržba) is defined as **proactive development** in adding additional features or triaging low priority “bugs” that don't deteriorate the software design and user experience.

The Boston Matrix

Market Growth

High



Question Marks Problem Children	Stars
Dogs	Cash Cows

Low



Market Share

High

Breakout Sessions

- Split into Groups
- Topic Introduction
- Research by Students - 6 mins
- Review - 2-3 mins per group

1 Breakout - BCG Matrix – Business Model

- Boston Consulting Group matrix model: which zones are the most relevant/important for maintenance and support? Please distinguish importance of maintenance and support.
- Why you mean so?
- Describe maintenance and support activities in relation to BCG positions/zones

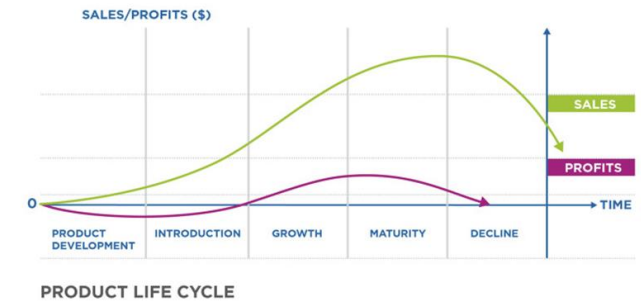
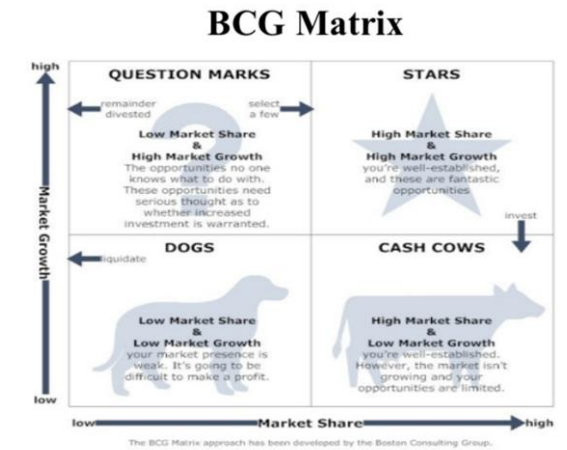
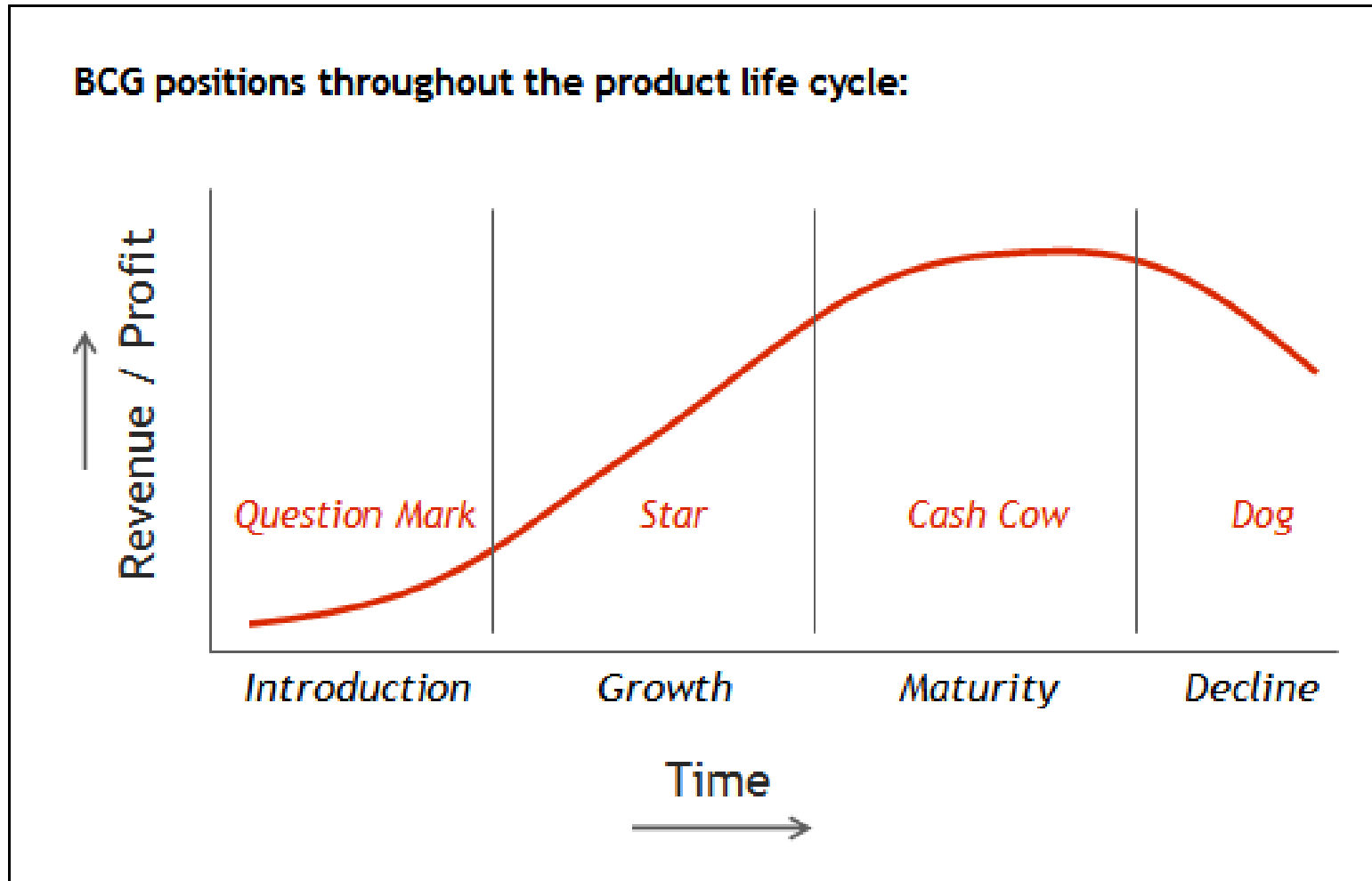
Support and Maintenance – Business Model

BCG Matrix



The BCG Matrix approach has been developed by the Boston Consulting Group.

Support and Maintenance – Business Model



Support and Maintenance – Business Model

The **maintenance fee** is the sacred cash cow for enterprise software vendors.

A vendor's **maintenance** and support **fee** on each software license, usually 20 percent to 25 percent of the net license price per year, delivers bountiful margins that annually replenish the coffers of vendors like **SAP** and Oracle.

2 - Breakout - Cloud and On-Premise – Three Questions

There are three main questions which typically get asked:

- What is the difference between ERP on-premise and cloud editions?
- How to choose between them?
- How will this choice affect my enterprise?

Imagine for example you are “big or small”, starting or well-established company.

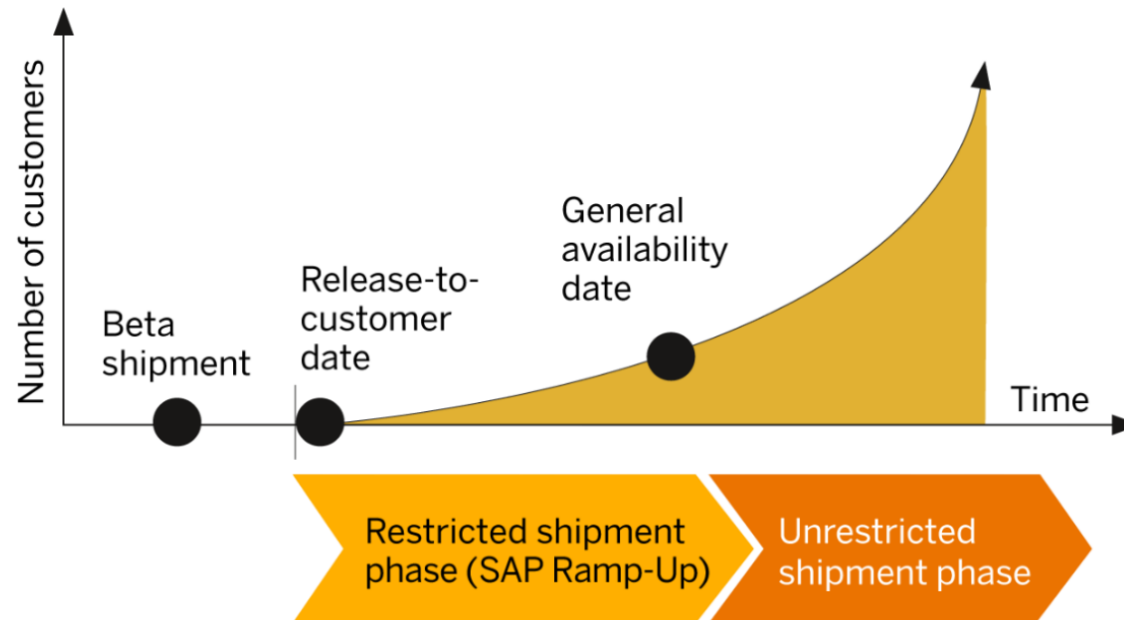
Shipment and Maintenance Phases

SAP Maintenance Strategy – Shipment Phases

Shipment phases

SAP software releases (except content releases) and corresponding enhancement packages are generally introduced into the market in two shipment phases: **restricted** and **unrestricted**

[more information](#)



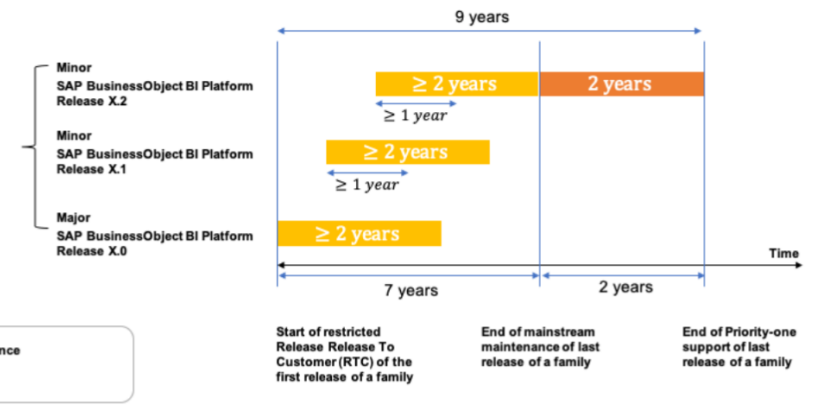
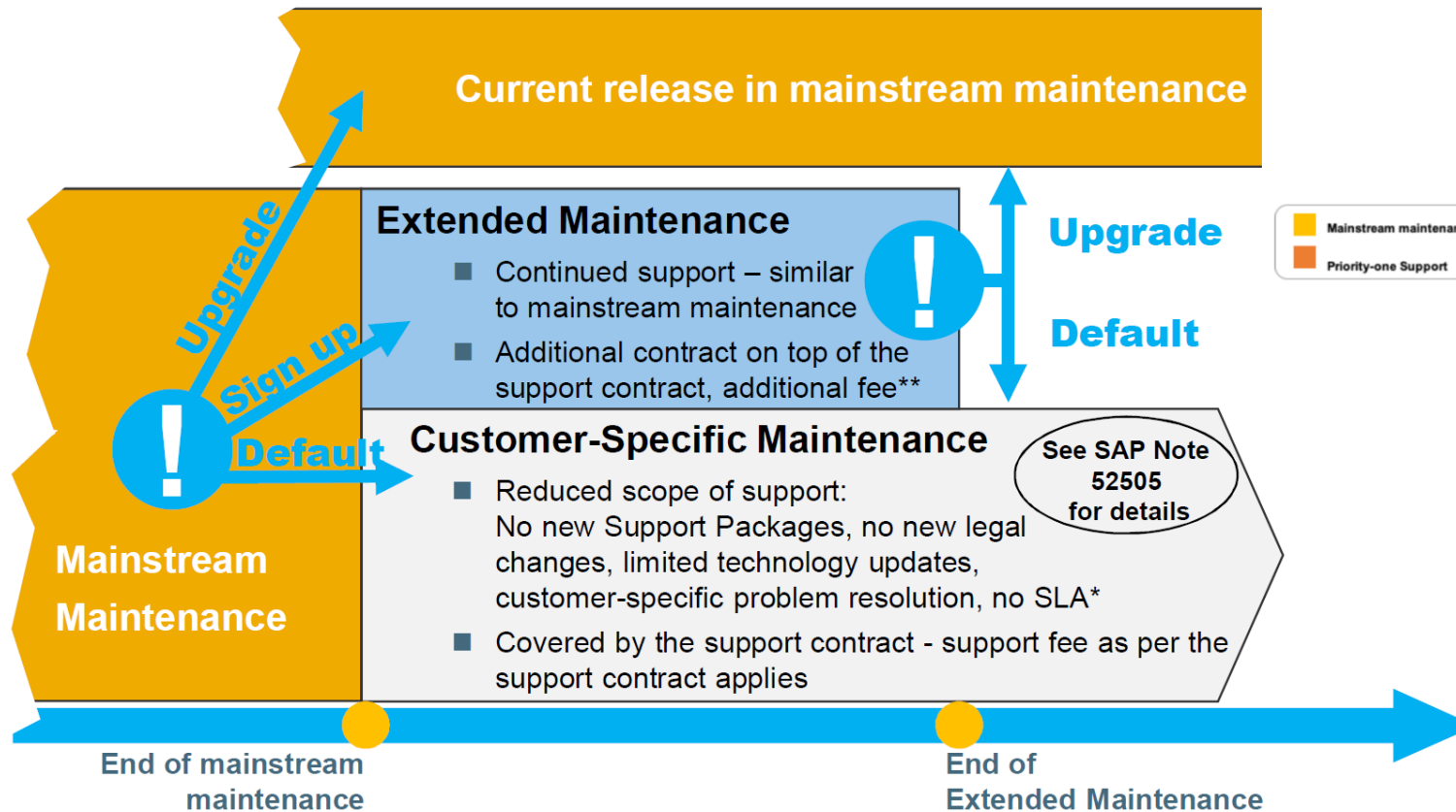
[Link Product Shipment](#)

SAP Maintenance Strategy – Deliveries

- **Patches** are code-corrections for a specific version of an SAP product
- **Support packages** are a collection of one or more patches
- **Support package stacks** are a collection of support packages

[Schedules for Maintenance Deliveries](#)

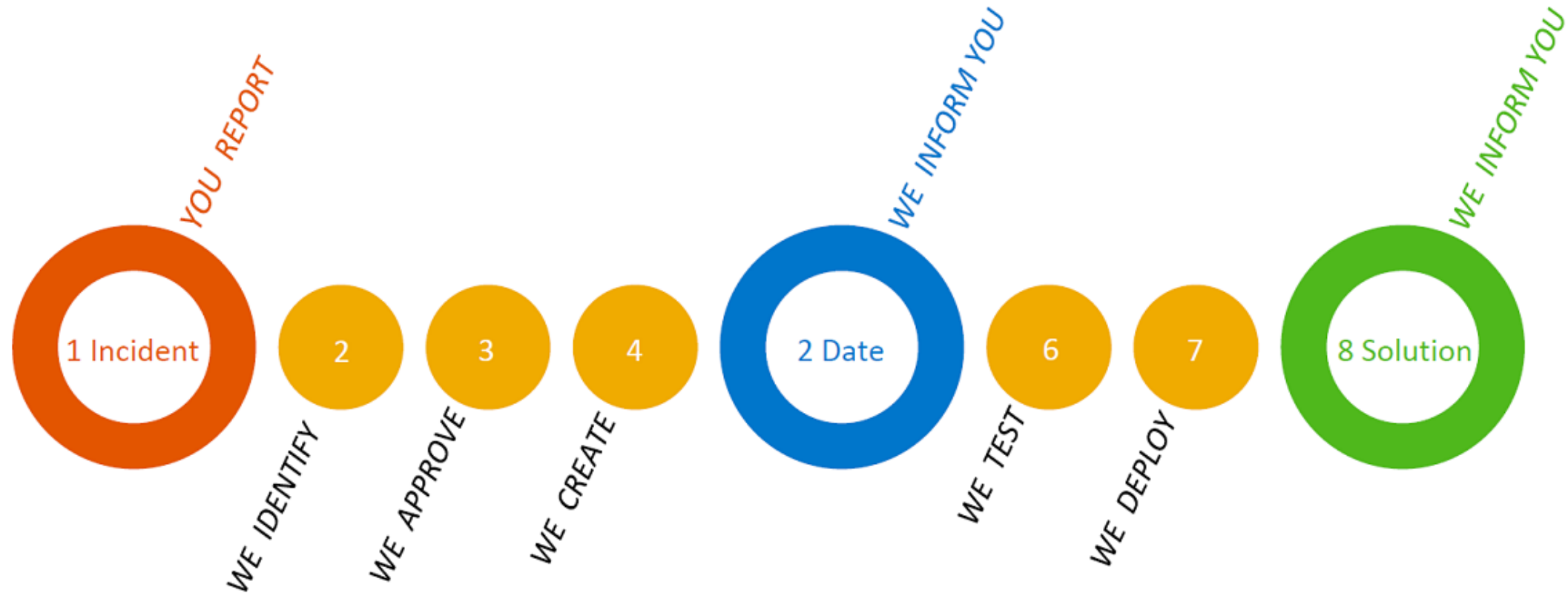
SAP Maintenance Strategy – Phases



<https://support.sap.com/en/release-upgrade-maintenance/maintenance-information/maintenance-strategy/maintenance-phases.html>

Incident Management

Incident Management



[Incident Management](#)

<https://blogs.sap.com/2016/02/17/how-does-the-software-correction-hotfix-process-work/>

Service Level Agreement

Service Level Agreement

A service-level agreement (SLA) is a commitment between a service provider and a client. Particular aspects of the service – quality, availability, responsibilities – are agreed between the service provider and the service user.

[Wikipedia.](#)

[SAP Service Level Agreement Info](#)

[S/4HANA Cloud SLA Example](#)



4 Breakout - Service Level Agreement

Examples of SLA for:

- System stability
- Incident resolving
- Service desk (call center)

Patch Delivery.

Correction Note & Hotfix

SAP notes are the update information in SAP, frequently released by SAP. It is SAP's method of Online Support System.

OSS notes are online documents published by SAP in their web site [Support Portal](#),

aimed to take care of the following:

- Product errors.
- Product modifications.

<https://community.sap.com/topics/s4hana-cloud>

Support Model

Support Model

Product Support

Customer Involvement

Customer Involvement Programs

[SAP Customer Involvement](#)

Handling of Escalations

Escalation Management

[SAP Escalation Management](#)

Breakout - Feedback

This lesson:

- What did you like?
- What you dislike?
- Where you see space for improvement?

Thank you.

Useful Links.

<https://dynamics.folio3.com/blog/on-premise-vs-cloud-erp-software-difference/>