



PUBLIC

Customer Center of Expertise from SAP

Processes and Tools

Overview and Insights Document for Customer Centers of Expertise

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General

Processes and Tools is the capability of supporting a software system over its whole product lifecycle. This implies addressing necessary needs or requirements, but also the provision of equipment, support infrastructure, additional software, facilities, manpower, or any other resource required to maintain the software operational and capable of satisfying its function, the function it has been bought, implemented or developed for.

Clearly structured processes and responsibilities (starting with the support helpdesk and ending with proactive monitoring) and the knowledge of this will benefit you in many ways. For example, you know the available SAP tools and interaction channels with SAP Support when an incident occurs. This leads to timely problem analysis and solution finding, preserves business continuity and sustainably reduces your operating costs.

Transparency about processes and responsibilities is a central aspect of the Customer COE concept. The idea is to manage all information relevant to the operation of an SAP solution landscape at a central point. This does not mean that all tasks are performed or for which the Customer COE is responsible. Rather, it is about establishing an **information hub** in the customer organization. At the same time, this strengthens **interdisciplinary collaboration**, as information on business processes is available across departments. The Customer COE can use this knowledge and its "neutrality" to support and also moderate cross-divisional collaboration. This includes collaboration with SAP. A Customer COE thus also acts as a node in the collaboration, as a "**collaboration hub**".

Processes and Tools is one of the Customer COE Dimensions. It aims to support the operation of your cloud and hybrid SAP system landscape throughout the entire product lifecycle. It includes tasks related to contractual and supplementary support services, infrastructure, and service & support applications. With increasing cloud applications in your SAP system landscape, topics related to the SAP Business Technology Platform are also gaining importance.

The document gives you an overview of the most important topics. It can serve you as a starting point in building your Customer COE, as well as a starting point for its continuous development, the "Customer COE's lifetime journey for continuous success".

SAP Support contracts

SAP provides different support offerings in the [SAP Support Portal](#). It outlines SAP's Service and Support offerings by those services included in support contracts and at additional costs.

Your goals and challenges are unique, and so are our service engagements. When you choose services and support offerings from SAP, you can tap into personalized resources and on-demand experts ready to help you realize success at any scale and speed.

First, let's take a look at the services included in your support contract.

SAP Enterprise Support (ES)



[SAP Enterprise Support](#) provides you with explicit service-level agreements for highly critical cases/ incidents, such as those assigned a priority of "very high" or "high." The service-level agreement commits SAP to a timely initial reaction, and delivery of a resolution within a fixed period. To understand the scope of SAP Enterprise Support offering, you can have a look [here](#).

By [collaborating](#) with SAP you can connect with SAP experts and customers. When it comes to consuming learning material, you can visit the [SAP Enterprise Support Academy](#). Also, we offer different [tools](#) and services to get the most out of your current investments and take advantage of new innovations.

When you want to minimize business interruptions, face less unforeseen downtime and resolve problems faster, see how [Mission Critical Support](#) supports you.

SAP Enterprise Support is part of the so-called "[Foundational Support](#)" offerings that provides you a comprehensive, digital experience across all deployment scenarios and included with every SAP cloud solution. Another component of Foundational Support are the so-called "[Embedded Launch Activities](#)". With this offering you can ready your team for solution deployment using guided learning, road maps, and enablement that empowers workers to make the most of your solution investments.

To help ensure successful implementation, SAP provides a guided onboarding journey. [„Customer onboarding resource centers“](#) provide you guidance, enablement, and services focused on developing your teams, delivering successful implementations, and achieving key business goals.

SAP Product Support for Large Enterprises (PSLE)

For larger customers, SAP offers an engagement reflecting the situation & different requirements of large and SAP experienced customers. To really grasp the scope of this kind of support, review our [scope description](#). SAP PSLE delivers the knowledge, tools, and functions you need to implement, manage, and enhance your SAP solutions. SAP PSLE customers have access to the entire service content. Remote services are available as [self-services](#).



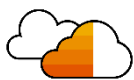
Would you like to analyse and document the status of your SAP solution, support services and achievements? Here, the [SAP Enterprise Support Reporting Cockpit](#) is available for SAP

PSLE customers as well. It is an interactive dashboard showing all relevant information about your system landscape and your maintenance situation.

For large and complex SAP system landscapes, the SAP [Premium Engagement](#) offerings are also of interest. You can also find more information under "SAP Support Services" later in this document.

SAP Enterprise Support Cloud Edition

SAP Enterprise Support Cloud Edition is the support you receive with your cloud subscription. For instance, the cloud-based Application Lifecycle Management is included in your cloud support contract. [SAP Cloud ALM](#) optimizes the way cloud or hybrid environments operate across your business. If you want to learn more about the SAP ES Cloud Edition, click [here](#).



But what are the concrete deliverables we provide you in a cloud context? The contractual fundament for the cloud subscription are the cloud support terms, which are summarized in the [Support Policy for SAP Cloud Services](#).

If you are looking for more, then you can go for additional services – based on the same principle as in the on-Premise contracts. [SAP Preferred Success](#) has advantages the Cloud Editions offers too, but provides additional features designed to help you maximize the value of the SAP Cloud solution.

SAP Standard Support

SAP Standard Support includes application maintenance, i.e., continuous improvement such as new software releases and support packages, as well as baseline support services to enable continuous and effective operations of SAP solutions. This level of support provides you with services and tools to minimize the cost and risks associated with keeping your systems up and running. To get an overview of the concrete deliverables check out this [page](#).

SAP Support Services



Here you will find many different services available for you within your support contract. Since offerings change, get replaced or additional ones added, it is important to stay knowledgeable about them. To gain an overview of all the Support Services, please review them [here](#).

Additionally, for those companies, which demand a high level of security regulations and data privacy requirements due to the environment they are working in, SAP serves them with [Advanced Secure Support](#).

In addition to the above mentioned SAP Support Services we offer you [Premium Engagements](#) like [SAP MaxAttention](#) and [SAP ActiveAttention](#). In more detail they help you turn your digital concepts into value-based predictable outcomes with precise and dedicated business and technical guidance on SAP solutions – from innovation to run.

With "[Success Plans and Services](#)" you get further support offerings throughout the entire lifecycle of your SAP solutions. See how [SAP Preferred Success](#) provides insight-driven, prescriptive, and personalized recommendations for consuming and optimizing the value of your cloud solutions and technologies.

You can run the day-to-day operation and optimization of key SAP solutions with [SAP Cloud Application Services](#).

With “[Managed business services](#)” offerings you can outsource specific, repeatable business functions to free up resources for your core business and innovations.

Build your company’s digital skills through expert-guided, hands-on, managed learning to get the most out of your SAP solutions with [SAP Learning Hub](#).

Case/ Incident Management

Following the Information Technology Infrastructure Library (ITIL) standard, SAP has changed the terminology from "Incident" to "Case". Further information please see SAP Knowledge Base Article [3067028](#).

Where to get help



If you experience an issue with SAP Products and technical assistance is needed, SAP Product Support processes your cases/ incidents according to your maintenance contract. You can check out our [SAP Support Portal](#) for further details e.g., how to [contact SAP](#) for technical and non-technical assistance or how to differentiate between consulting and support for your [On Premise](#) and for your [Cloud Solutions](#) in this [Flipbook](#) on the first pages.

SAP Real-Time Support (an evolution of SAP Next-Generation Support)

SAP Real-Time Support is an approach which uses innovative tools and services to help you get assistance at anytime, anywhere from any device. With SAP Real-Time Support we help you work more effectively with our software by simplifying solutions, providing knowledge tools like our knowledge base, machine learning services like Case/ Incident Solution Matching and real-time interaction with SAP experts, e.g., via “[Expert Chat](#)” or the 30-minute call “[Schedule an Expert](#)”.



Additionally, check out our Customer COE [Flipbook](#) “Case/ Incident Management Process End to End” which provides you details and tips on how to benefit from the various support channels and SAP’s troubleshooting tools and case/ incident process step by step. Or read the [online help](#).

Keep in mind it is essential that you are familiar with our [Support Portal](#) and the [Real-Time Support offerings](#) for self-service & case/ incident prevention and real-time interaction to help your business return to work as soon as possible after an issue occurred – thus not only to successfully pass the Customer COE Primary Certification.

Case/ Incident Quality

In addition, the Case/ Incident Quality is a value which determines how fast a response can be given based on the quality of the problem description provided by your side. The more precise you specify your case/ incident parameters the faster you get help and the easier this process is for us. It’s a Win-Win Situation!



Case/incident quality is measured by a fulfillment rate of predefined criteria. You can check the result via the "[Customer COE Case / Incident Quality Dashboard](#)". Among other things, you can view your quality results in comparison to all SAP customers via the "Peer Benchmark" view.

For more information on the quality criteria and their evaluation as well as on the structure of the dashboard, click [here](#). For more information on the Peer Benchmark, click [here](#).

The Perfect Case/ Incident



By offering the perfect case/ incident you can save time. Why? Because your whole case/ incident process will be sped up, since it's easier for us to understand your issue and provide the help you need. Figure out how to create the perfect case/ incident in our [Case/ Incident Management Flipbook](#).

In addition, we have many self-services. For instance, while you're creating your case/ incident, different solutions are being offered to your specific issue based on the information you have provided so far. Check out our [Case/ Incident Solution Matching](#) for how this self-service works!

Service & Support Collaboration and Information

In this section you will get insights into how our – and therefore your – support structure is organized. Additionally, some further offerings for your application lifecycle management will be presented shortly. Hence, we will talk about some tools and services in closer detail which are a good starting point in our opinion.

SAP Support User Management

SAP Support User



Your SAP support user ("S-user") ID gives you access to support applications, portals and many more service and information offerings. For example the S-User is needed to join discussions in the [SAP Community](#), book a [SAP training course](#), purchase products or services from the [SAP Store](#), or download product documentation from the [SAP Help Portal](#). In addition to the S-user ID, you also

need the appropriate authorization assigned.

For new customers, SAP creates the first S-user ID and assigns it the highest level of authorization, which makes it a so-called "super administrator" or, in case of a SAP cloud customer, a "cloud administrator". After this initial stage, for security reasons SAP is not entitled to create or administer additional S-users for customers. It is the initial S-user who manages additional IDs and authorizations. Based on an [SAP administrator concept](#), administrators are authorized to add and manage users and permissions. Further information on the S-user ID and authorization can be found [here](#).

A structured support user management is therefore of central importance. In practice, therefore, the responsibility for support user management often lies directly with the Customer COE, at least the governance of the activities, even if the administration as such is carried out decentral by service teams.

You can use the “[User Management](#)” and “[My Authorizations and Functions](#)” applications in the SAP ONE Support Launchpad/ SAP for Me to get an overview of the S-users in your company and carry out user management activities. For further information check SAP’s [Online Help: User Management](#).

Besides of this keep up to date on current and future changes to support applications, in particular the user management applications via [Release Information for Launchpad and the SAP for Me Portal](#).

SAP Universal ID

SAP Universal ID provides a unified account across SAP sites. It links all your existing company associations (S-user IDs), so that you only manage one single user account. The link makes it possible for you to switch between the existing accounts or users as required without having to log out and log in. You can find out how to create a Universal ID [here](#).

As SAP sites begin to support enhanced SAP Universal ID integration. All new S-users must be linked to an SAP Universal ID, as the S-user provides the authorization entitlement under the control of SAP Universal ID. The migration is scheduled to be completed in 2023. After that, there will be no stand-alone users. Please refer to the [SAP Identity and User Management Policy](#) for further details.

SAP Support Portal



The Heart of our Support Infrastructure consists of the [SAP Support Portal](#). This Portal is your primary resource on all topics related to Service & Support. In addition to important information and updates, it provides you the access to all of SAP’s support channels.

Also, you can use the search bar to quickly find what you’re looking for or visit our communities and ask an expert a question. In addition, you can visit [SAP for Me](#) – your digital companion – for further sources of knowledge.

SAP for Me @Service & Support



[SAP for Me](#) will become a central digital touchpoint for you to get support, adopting many of the functions you have been using in the SAP ONE Support Launchpad. It will expand over time with more support features and functionalities being added and is already on its transformation. For more information, please visit the [SAP for Me introduction page](#).

SAP for Me is also becoming your central point of entry for operational and support-related topics. With a few exceptions, the SAP for Me customer portal offers very similar references ("cards") or equivalent applications. This [overview page](#) outlines where to find them in the content structure.

You can keep up to date with the most important news (release notes) directly in SAP for Me. To do so, go to "What's new in SAP for Me?" in the User Profile menu.

For more information on the SAP ONE Support Launchpad transition and updates to the SAP for Me feature set, you can click [here](#) as well.

SAP Application Lifecycle Management



[SAP Application Lifecycle Management tools](#) make implementations faster and operations smoother throughout the entire lifecycle. SAP provides digital support experience with solutions for autonomous Application Lifecycle Management (ALM) and service & support delivery for all customers and landscapes.

There are different approaches to ALM. Some customers prefer to run their applications using a standardized low-cost approach, while others have individual ALM requirements. Some customers use just a few SAP components, while others have landscapes with more than 100 SAP components. Then there are SAP customers that do not have SAP components at all, but only use cloud applications from SAP.

To satisfy the different customer expectations, SAP provides multiple ALM offerings:

SAP Solution Manager

The [SAP Solution Manager](#) is an on-premise solution to support on-premise applications as well as hybrid landscapes. The rich functional portfolio supports all aspects of ALM. Customers can select the functions they require and configure them individually to their specific needs.

SAP Focused Run

[SAP Focused Run](#) is a powerful solution for Service Providers who want to host all their customers in a central, scalable, safe, and automated environment. It also addresses customers with advanced needs regarding system management, user monitoring, integration monitoring, configuration, and security analytics.

SAP Cloud ALM

[SAP Cloud ALM](#) is our ALM offering for cloud-centric customers. It is a cloud solution included in your cloud subscription with SAP Enterprise Support Cloud Edition. SAP Cloud ALM gives you the power and insight to be an active participant in their SAP cloud implementation project. It enables you to better understand the best practices for implementing Cloud Solutions. In addition, SAP Cloud ALM ensures smooth business operations without disruptions.

Tricentis Test Automation

All SAP customers who have an SAP Enterprise Support agreement can make use of the [Tricentis Test Automation](#). The integration of the existing ALM platforms – SAP Solution Manager and SAP Cloud ALM – with Tricentis Test Automation for SAP is / will be done via their open interfaces.

The ALM platforms come with Test Management capabilities like test planning & preparation, test orchestration & test reporting etc., in which you can integrate Tricentis Test Automation for SAP. That way the tools complement each other perfectly by focusing on their individual strengths: SAP's ALM platforms for test management and Tricentis for the execution of automated tests.

We recommend our Customer COEs to keep up to date with SAP ALM tools and their interaction (see recommendations below). This will allow you to draw conclusions about your own SAP ALM transition roadmap, aligned with the roadmap of your SAP solution landscape.

SAP ALM Community Calls



Are you interested in the latest updates about SAP's ALM offerings? Do you want your specific questions answered by SAP experts? Join SAP's [monthly free ALM webinars](#) and expert community calls. In addition, SAP offers [SAP Cloud ALM specific community calls](#), where you can learn more about concepts, strategy, the latest features, customer stories and more. Participation is free of charge for both community calls.

Find helpful information on designing your own SAP ALM Transition Roadmap in SAP Support Portal/ ALM, especially on the page [„Transition from SAP Solution Manager to SAP Cloud ALM“](#)

You can get further customer-specific recommendations via the [SAP Readiness Check for SAP Cloud ALM](#). The tool provides an overview of the current use of Application Lifecycle Management in your SAP Solution Manager. The tool assesses the scope and availability of the functionalities used in SAP Cloud ALM or other SAP solutions outside of SAP Solution Manager. For more information, see [SAP Note 3236443](#).

SAP EarlyWatch Alert Workspace



[SAP EarlyWatch Alert](#) (EWA) is an automatic service analyzing the essential administrative areas of an SAP system. Alerts indicate critical situations and give solutions to improve performance and stability. SAP EWA is most effective when activated for all SAP components in your solution. It is covered by your maintenance agreement with SAP with no extra charge, and it is a technical prerequisite to perform other remote delivery services, like SAP EarlyWatch Check or SAP GoingLive Check. Further it gives an overview on performance/availability KPIs and alerts on a weekly basis.

For a convenient access to the EWA information, use the [SAP EarlyWatch Alert Workspace](#) in SAP for Me. Navigate to Services & Support and select the Diagnostics, Reporting & Analytics tab. The EWA Workspace is the central landing page which gives a comprehensive overview of your system landscape regarding stability, configuration, hardware utilization and performance. Drilldowns into KPI time series for a long-time range are provided, e.g., database growth, CPU consumption, memory utilization, and response times. A global search over all service alerts and recommendations offers a more efficient way to get a task list to improve the landscapes' health.

To stay on top of these important reports, SAP has introduced several options to receive these updates automatically. For more information regarding the email notification check the following page for [SAP EarlyWatch Alert - Notification and Email Distribution](#).

Support Reporting in SAP for Me



[Support Reporting](#) in SAP for Me is an interactive dashboard offering you transparency for your system landscape (OnPrem, Cloud / Hybrid). It gives you the possibility to tailor your reports by different filters – all individually customizable. Thus, you can turn data into business value.

Here you can explore the status of your SAP solutions and make faster decisions based on the data you really need. The support reporting dashboard offers an easy and fully customizable navigation experience. Print your report for further usage and leverage your collaboration with SAP support by accessing the same information in the same manner. Enter the support reporting dashboard in SAP for Me [here](#).

System Overview

This tool allows you to search for a customer number and get an overview of all systems and installations regarding this specific customer. Hence the System overview is helpful for identifying inactive systems and empty installations. To get started, visit the [application](#) in the SAP for Me.

Compliance & Security

SAP Trust Center

Here you can find the right information you need in terms of cloud performance, security, privacy, and compliance. To learn more about the availability of our cloud services worldwide, our security and data protection measures, regular compliance checks, and get more information on the topics mentioned specific to your role, check out the [SAP Trust Center](#).

My Trust Center

For more information, access to documents and evidence, [My Trust Center](#) is available for SAP customers and SAP partners as an extension of the SAP Trust Center. Also, it comes with the ability to get notified via email to always stay up to date in terms of changes and updates – thus offering you information specifically relevant to you.

SAP EWA Workspace -Security Card



When it comes to security, it's important that you know about the security card, which can be seen within the [Early Watch Alert Workspace](#). The card is showing you a consolidated security status report, especially the vulnerable systems based on weak password policies, outdated software, which is no longer supported, and so on.

Using the Workspace, you can navigate to the [Solution Finder](#) to inspect the security related EarlyWatch Alerts in detail.

Required Authorization

Our recommendation is to make sure you have a security contact, who is responsible for keeping track of the security card within the EWA workspace.

What's the reason for this? If you want to fully make use of the EWA workspace as a collaboration platform, you need the permission to do so. Hence the search for security alerts is therefore protected by additional authorization called "Display Security Alerts in SAP

EarlyWatch Alert Workspace”. User administrators can assign this authorization to the named persons. If you want to figure out more in detail, have a read on this [blog](#).

Security Notes and News



The security maintenance of installed SAP software is key to continuously protect against attacks or newly identified potential weaknesses. SAP has launched a regular SAP Security Patch Day, scheduled for the second Tuesday of every month. To get more information, click [here](#).

To get an overview of all the security notes, you can access the [Security Notes Application](#) or you can search for notes having document type “SAP Security Notes” using the [knowledge base](#) provided in SAP for Me.

SAP offers a comprehensive portfolio of security products and services that provide you with the tools you need to protect your data - and your business. For more information, see the [SAP Community](#).

System Recommendations

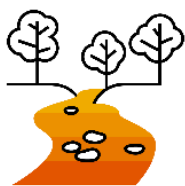
Based on the current status of your system – including the SAP Notes you have already implemented – our [System Recommendations](#) application provides you with SAP Notes which should be implemented next. It identifies SAP notes and relevant patches for your whole system landscape.

Besides of the System Recommendations functionality in SAP Solution Manager you can calculate and display SAP Notes that are recommended for your ABAP and JAVA systems for your SAP system landscape via “View Recommended Notes” section of Maintenance Planner

Find further information in the [Maintenance Planner - User Guide](#)

Innovation & Value Realization Tools and Services

SAP Roadmap Explorer



Here you can get direct access to various Road Maps, which you can search for by product, process, or industries. But what exactly are Road Maps?

They support and give you guidance on your own journey towards SAP’s future product portfolio and your transformation towards an Intelligent Enterprise. Visit the [SAP Road Map Explorer](#) for some more information. To get some practical insights, watch this [video](#).

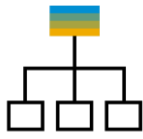
Discover which SAP services and tools can support you on your digital transformation journey, have a look at our Customer COE standard document [Continuous Success](#), an evolution of the Customer COE core function “Innovation & Influence SAP Development”.

Product Availability Matrix

If you want to keep your business up to date regarding software releases and its types, upgrade paths, and maintenance durations you can simply make use of the [Product](#)

[Availability Matrix](#). Additionally, you will be offered information about the availability of platforms. Have a look at our [maintenance page](#) for further information.

Maintenance Planner



[Maintenance planner](#) is a solution hosted by SAP that helps you plan and maintain systems in your landscape. You can plan complex activities like installing a new system or updating existing systems. All changes can be scheduled to be deployed at a convenient time, to minimize downtime. Maintenance planner is the successor of Maintenance Optimizer, Landscape Planner and Product System Editor. It simplifies the maintenance process by consolidating critical tasks such as definition of product maintenance dependencies, implementing changes by generating stack configuration, downloading archives, and so on, in one tool.

For more information, check the [Maintenance Planner - User Guide](#).

Custom Code Management

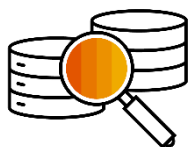


It can be something very difficult and hard to carry around while being on the transformation journey. It can even result in negative business consequences, since Custom Code of bad quality implies more case/ incidents being created. Due to this you should check your Custom Code usage and quality within your enterprise. To get started with Custom Code Analytics, click [here](#)

If Custom Code is being handled in a right way and you have transparency on it, you can save time and effort. In addition, future management of Custom Code will work out more efficiently.

Within our Customer COE Standard Document [Architecture & Innovation \(former Continuous Success\)](#) we describe how you can handle your Custom Code in an efficient and effective way.

Data Volume Management



Data Volume Management is a framework that helps the solution operation team of an SAP centric solution to balance the need of Business' access to a wealth of data and IT efforts to maintain storage, database and applications. For example, if data volumes are rising on the live database and additionally some of the data stored has never really been used, this might result into problems. You might face higher IT costs or less effective system performance.

But how does that work? Our service portfolio helps you with setting up a Data Volume Management strategy. One that defines how to manage and reduce future data growth and reduce existing DB size by following a holistic approach that considers and integrates the following options: data avoidance, data summarization, data deletion, data archiving and data reduction.

The [Data Volume Management Dashboard](#) gives insights into the data reduction methods and enabling you to run your database as lean as possible – only keeping the most relevant data for your processes.



The [DVM Dashboard](#) gives you an overview of your system landscape regarding data memory and disk space usage. Here different reduction objects are listed and can be filtered by the different options we have mentioned earlier. Additionally, your custom table footprint of the analyzed system can be seen via the application as well as the achievement you have done so far by using the data managing methods and system growth statistics etc. By reducing the Total Cost of Ownership, you can gain additional resources for new innovations!

DevOps with Business Technology Platform

Let's first see how [DevOps](#) – which is Developers and Operators – working together is the key for successful continuous delivery. Software development is strongly influenced by a combination of specially coordinated tools, infrastructure, and organizational processes. The DevOps approach is based on the idea that the better the teams, tools and infrastructure involved are coordinated, the faster and higher quality updates and new functionalities can be made available.

While the development focuses on updates or new functionalities, IT operations must ensure operational stability and prevent potential technical defects from changes. Devops should help unite these two goals. Finally, the different roles are integrated in the DevOps processes – therefore the IT business experts, for instance, also gets detailed insights into the development process and vice versa. This reduces the time required to create and deliver software as well as the complexity of maintaining the application.

The “BizDevOps” concept complements this approach by also considering the ideas and feedback from the business areas. If you have any questions or require further information, please contact us, your [Customer COE Program](#), we will be happy to connect you with SAP Business Transformation Consulting.

Witness [DevOps in Action](#) with the [SAP Business Technology Platform](#). But first, let's look at what the SAP Business Technology Platform is.



The [SAP Business Technology Platform](#) (SAP BTP) offers a rich set of DevOps related services supporting the development and operations of cloud solutions. But first, what is the SAP BTP?

SAP BTP brings together applications with database and data management, analytics, integration, and extension capabilities into one platform for both cloud and hybrid environments, including hundreds of pre-built integrations for SAP and third-party application.

[This article](#) will be a helpful insight for anyone planning to do a product development in SAP BTP and follow the DevOps approach. For this purpose, the SAP BTP offers tools and instructions for efficient development and operation - integrated in one platform.

Process Discovery



[Process Discovery](#) is a free analysis tool to get started with [Business Process Transformation](#) and SAP S/4HANA. It is an evolution of the formerly known “SAP Business Scenario Recommendations on Spotlight”. The Process Discovery solution gives you access to your information in a cloud-based application. It provides a deep dive into process performance and efficiency along end-to-end processes and includes custom and

partner code in identifying standardization opportunities. Process Discovery also helps to identify areas with improvement and automation potential. Figure out how to get Process Discovery for yourself and your organization with the help of this [blog](#)! For even more information simply have a look [here](#).

For the optimization of your business processes, the [SAP Innovation and Optimization Pathfinder](#) gives you interesting insights. It provides you with recommendations regarding areas which are relevant for SAP innovations and those which come with optimization potentials.

[SAP Signavio Process Insights, Discovery Edition](#) is an evolution of Process Discovery, SAP Innovation and Optimization Pathfinder on Spotlight mentioned above. The service is currently in Beta Version and will be available end of 2023.

Learn More: [SAP Signavio Process Insights, Discovery Edition](#)

SAP Process Insights

With [SAP Process Insights](#) you understand, innovate, and transform your business with rapid process insights, root cause analysis, and direct improvement recommendations. Reach new levels of performance with targeted recommendations for mission-critical processes that are at the heart of your company.

Additional Information & Guidance

In the [Customer COE Portal](#), under the heading "Customer COE and CIO Guides", we provide you an information overview on the core topics of a Customer COE, which are briefly outlined below.

Governance and Organizations

[This section](#) provides you with knowledge and information on organizational requirements and aspects, helping you shape your organization's structures towards a digital future. You can discover how to identify and establish the right set-up for your enterprise to implement a new digital core or find out how SAP outlined its guidelines with regards to new technologies such as Artificial Intelligence.

Let's take a closer look at an exemplary whitepaper: If you feel ready to make the move to SAP S/4HANA, we are ready to assist – taking your perspective of the business into account. With [Customer Organizational Readiness for SAP S/4HANA Cloud](#) you will learn what's essential when starting your journey to ensure a successful digital transformation.

For more information, you can have a look at our Customer COE Standard Document [Strategy, Governance and Organization](#).

Hybrid System Landscapes



Facing problems in your hybrid landscape? With the move towards a Hybrid System Landscape, we offer different guides to help you and your organization with challenges regarding maintenance and operations. Figure out different topics, such as Interface and Landscape Management, Data Integration and many more, [here](#).

Hybrid and Cloud Operations

With digital transformation many aspects of business has changed. Besides new technology and new opportunities stepping on the stage, running operations is a core topic for Customer COEs. With these resources we want to provide additional information for [operating your solutions in cloud or hybrid system landscapes](#).

Architecture and Technology Whitepaper

If you are looking for the latest information on topics of interest for CIOs, have a look at our [Architecture and Technology Whitepapers](#). You can get insights into Road Maps of SAP or recommendations in terms of various IT-related topics like the usage and of maintenance & support tools.

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