



SAP Enterprise Support is the foundational success experience from SAP and is included within your SAP cloud subscription. SAP Enterprise Support provides you with access to self-paced expert guidance, training, best practices and continuous quality check (CQC) remote services.

The objectives of these CQC remote services are adjusted based on the topic covered. CQC services have a pre-defined scope with pre-defined checks that align to SAP best practices.

Deployment Readiness for SAP Customer Experience (CX)

The CQC for deployment readiness for SAP Customer Experience (CX) analyzes your SAP CX tenant in detail to identify potential risks and ensure a smooth start of production.

Key Features	<p>The CQC for deployment readiness for SAP CX delivers an analysis of your current SAP CX tenant and provides recommendations in line with SAP best practices.</p> <p>Following SAP CX solutions are covered within this CQC service:</p> <ul style="list-style-type: none">• SAP Sales and Service Cloud• SAP Commerce Cloud• SAP Marketing Cloud• SAP Customer Data Cloud (<i>currently only covering B2C setup</i>)
Benefits	<ul style="list-style-type: none">• Analyze system configuration.• Verify SAP interfaces to ensure stability, performance and throughput.• Review security configuration.• Minimize potential risks.• Provide recommendations in alignment with SAP best practices. <p>Additional benefits per solution:</p> <ul style="list-style-type: none">• <i>SAP Sales and Service Cloud</i>: Identification and analysis of integration issues.• <i>SAP Commerce Cloud</i>: Data maintenance.• <i>SAP Customer Data Cloud</i>: Site settings validation, user interface analysis.
When to Use	<ul style="list-style-type: none">• Before the go-live of a new implementation.• Implementation of additional SAP CX functionality or additional go-live phases.• As a “health check” for productive SAP CX systems.
When Not to Use	<ul style="list-style-type: none">• If you have specific issues with functional gaps.• If you are experiencing business process or project related issues.• If the only change is regular release updates.

Continuous Quality Check Deployment Readiness for SAP Customer Experience (CX)



How to Request

- Remote Services can be requested via the new [Get Support](#) application in SAP for Me ([SAP Note 1296527](#)). When submitting your request, please select:
 1. Product: "Continuous Quality Check & Improvement Services"
 2. Product function: "Service request for a Cloud Solution"
- If you need assistance in submitting your case, you may contact your local [Customer Interaction Center](#) (CIC).
- SAP recommends service booking of six (6) weeks prior to go-live date, to allow for the delivery four (4) weeks before your go-live date and provide adequate time to review and implement any SAP recommendations (attempts will be made to accommodate requests made outside this timeframe, but are not guaranteed).
- SAP will evaluate if this service is suitable for your business needs.
- SAP recommends the service to be performed on the productive tenant, if not available it can be performed on the test tenant.

Preparation

- Once scheduled, SAP might contact you to gather specific information about your solution.
- Access to your cloud tenant is required. SAP will be in contact to arrange this in advance of delivery.
- A system administrator should be available via email during the delivery timeframe, in case any issues arise affecting the service delivery.

Delivery

- The service is delivered remotely and has no impact on system operation or availability.
- Should your go-live date change or if you need to change the service delivery date, please inform SAP.

Service Outcome

- Approximately one (1) week after the session takes place, you will receive the service results including a prioritized action plan.
- Each area analyzed is identified, context explained and recommendations are provided (if needed).

Version

v6.0 - March 2024
Document Classification: PUBLIC
