Frequently Asked Questions
SAP ERP

UPGRADING TO SAP® ERP

FREQUENTLY ASKED QUESTIONS FOR CUSTOMERS OF SAP® SOFTWARE

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PREFACE

This document provides SAP customers with the most frequently asked questions and answers about upgrading to the latest release of the enterprise resource planning (ERP) application from SAP.

Just an upgrade to the SAP® ERP 6.0 application adds value to your business by providing you with more than 300 functional enhancements, not to mention SAP enhancement packages that deliver a wealth of new and enhanced functionality for SAP ERP 6.0. When you upgrade, you will be benefiting from new functions, greater productivity with role-based user interfaces, and integrated analytical insights into business processes. Furthermore, SAP ERP 6.0 provides industry-specific function sets that are all available in a single solution. The application is powered by the SAP NetWeaver® technology platform, the foundation for a service-oriented architecture (SOA) – thus giving your organization the flexibility to design its own business processes more quickly to meet changing customer requirements.

In addition, SAP has significantly simplified the process of upgrading your systems – making SAP ERP 6.0 the "go-to release" for SAP software customers. This document will help you assess how upgrading your current SAP software to the latest release provides clear value and explains how SAP can expedite your upgrade project with proven tools and services. It is an excellent opportunity for your organization to create a real competitive advantage now and stay a best-run business over the long term.

Several questions indicate that additional information is available at the SAP Service Marketplace extranet. Please note that to log on you must have a user name and password. New users can register at www.service.sap.com/request-user.

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OVERVIEW

What is SAP® Business Suite software?

SAP® Business Suite software is an integrated suite of business applications. It supports industry-specific business requirements for finance, human resources, procurement, product development, marketing, sales, service, supply chain management, and asset management.

SAP Business Suite 7 includes the latest releases of five core applications, the most recent versions of the industry and supplementary applications available since 2009, and the components of the SAP NetWeaver® technology platform that support them. These core applications are SAP ERP 6.0 with the SAP enhancement package 4 for SAP ERP, and the 7.0 releases of the SAP Customer Relationship Management (SAP CRM), SAP Supplier Relationship Management (SAP SRM), SAP Supply Chain Management (SAP SCM), and SAP Product Lifecycle Management (SAP PLM) applications.

SAP plans to deliver enhancement packages for all core applications of SAP Business Suite to eliminate the necessity for large-scale upgrades. The releases of these core applications are carefully synchronized through the scheduling and release strategy followed by SAP.

Further information on SAP Business Suite software can be found at www.sap.com/solutions/business-suite. You can read more about the SAP software release strategy and schedule for large enterprises at www.service.sap.com/releasestrategy.

What is SAP ERP?

The SAP ERP application is the follow-up product to SAP R/3® software. SAP ERP 6.0 is the target release for customers considering upgrades of their current SAP ERP software. The latest ERP solution from SAP delivers significant product enhancements for financial management, human capital management, procurement and logistics, product development and manufacturing, sales and service, and other corporate services.

In addition, SAP ERP is powered by the SAP NetWeaver technology platform, a composition platform that allows organizations to build new business solutions rapidly while realizing more business value from existing IT investments. SAP NetWeaver supports new cross-functional business processes, helping to lower your total cost of ownership by reducing the need for custom integration and offering complete lifecycle management for your applications. As the foundation for a service-oriented architecture (SOA), it helps align people, information, and business processes across organizational and technological boundaries.

For further information on SAP ERP, please visit www.sap.com/solutions/business-suite/erp. To download the SAP ERP overview brochure, please go to www.sap.com/solutions/business-suite/erp/brochures.

What types of organizations is SAP ERP designed for?

SAP ERP is available for large, midsize, and small enterprises who are either new or existing customers, and it is packaged appropriately for each.

How does SAP ERP relate to SAP Business Suite, SAP Business All-in-One solutions, and the SAP Business One application?

SAP ERP is one of the core applications within SAP Business Suite, which includes the SAP Supply Chain Management, SAP Customer Relationship Management, SAP Product Lifecycle Management, and SAP Supplier Relationship Management applications, among other applications.

SAP ERP is an application designed for midsize to large companies. It is also available in packaged solutions that include services tailored for midsize organizations and support for industry best practices.

SAP Business All-in-One solutions are based on SAP Business Suite and the SAP Best Practices packages. These solutions reflect many years of SAP and partner experience working with midsize companies in a range of industries and include preconfigured software for rapid deployment of best practices. Based on their unique knowledge and expertise, partners build upon the foundation of SAP Best Practices to provide additional support for highly specialized industry best practices. SAP Business All-in-One solutions are straightforward to implement and maintain, and they comprise the full set of industry functions.

Nevertheless, all SAP Business All-in-One solutions can be extended to meet specific requirements not covered by the standard scope. Since all SAP Business All-in-One solutions are based on SAP applications, the full range of functions within the SAP software portfolio can be brought into play. All qualified SAP Business All-in-One partner solutions are released and maintained by SAP partners, who also define the corresponding release and maintenance strategy.

SAP Business One is a single solution to manage the entire business. Affordable and straightforward to implement, SAP Business One integrates the entire business across financials, sales, customers, and operations. With SAP Business One, small businesses can streamline their operations, get instant and complete information, and accelerate profitable growth.

For more information, please visit www.sap.com/solutions/sme.

What does SAP ERP include?

SAP ERP includes the following key components:

- The SAP ERP Central Component component for financials, human capital management, procurement and logistics, product development and manufacturing, sales and service, and other corporate services
- Self-service procurement functionality available in the SAP Supplier Relationship Management application
- SAP Strategic Enterprise Management application
- SAP E-Recruiting application
- SAP Learning Solution
- SAP Financial Supply Chain Management set of applications (including treasury and bank communication solutions)
- The employee portal
- The manager portal
- Collaboration Projects (cProjects) application
- SAP E-Commerce application (the Web application component)
- SAP Real Estate Management application
- SAP Travel Management application
- Support for industry-specific applications
- Support for the SAP NetWeaver technology platform, which includes:
  - Components such as SAP NetWeaver Application Server, SAP NetWeaver Business Warehouse, SAP NetWeaver Portal, and SAP NetWeaver Business Process Management
  - Technology such as SAP NetWeaver Process Integration technology
  - Tools such as the SAP NetWeaver Adaptive Computing Controller tool, the SAP NetWeaver Composition Environment offering, and the SAP Solution Manager application management solution
  - Applications such as the SAP NetWeaver Enterprise Search application and the SAP Central Process Scheduling application by Redwood

For further details, please see the solution map for SAP ERP at www.service.sap.com/bmet. Additional information is available at www.sap.com/solutions/business-suite/erp and the SAP Service Marketplace extranet at www.service.sap.com/erp. For licensing information, please refer to www.sap.com/solutions/licensingmodel or contact your sales representative.

How does SAP ERP relate to industry solutions?

SAP understands that the only industry that matters to you is your industry. That's why there's no such thing as a generic industry business solution from SAP. Our industry solution sets are based on an in-depth knowledge of the processes that drive your business. You can make better, more informed strategic decisions in the areas most important to you – whether you want to gain greater visibility across your enterprise, get closer to your customers, or reduce inefficiencies. Since SAP has been working with businesses like yours for more than 35 years, we understand the demands of your industry.

SAP's industry solution portfolio comprises more than 25 industries. These support key business scenarios and enable you to implement industry-specific business processes using software tailored to job functions within your organization.

With SAP ERP, almost all industry solutions are included within the standard release. SAP ERP provides the mechanism to activate industry-specific and generic functionality in the software. This technology offers an industry-ready solution to innovate, extend, and adapt to changing industry requirements with greater speed and at lower cost. In addition, the deployment of these prepackaged industry-specific versions enables you to reduce total cost of ownership by consolidating software systems, thereby simplifying the management of your enterprise application landscape.

What benefits does SAP ERP provide to my organization?

SAP ERP is a world-class, integrated ERP application that addresses the core business software requirements of the most demanding midsize and large organizations in all industries and sectors.

With SAP ERP, you also have the opportunity to reduce total cost of ownership by simplifying your IT landscape through systems consolidation and maximizing SAP standard functionalities by replacing custom modifications and homegrown interfaces to legacy applications. Starting with SAP ERP 6.0, new or enhanced functionality is delivered via enhancement packages that enable you to select and activate only those new features and functionalities your business needs – on your own timetable and without the need of a release upgrade.

What's new in the latest release of SAP ERP and the latest enhancement packages, and where can I find information?

Detailed information on SAP ERP can be found by visiting www.sap.com/solutions/business-suite/erp and SAP Service Marketplace at www.service.sap.com/erp. You can find the latest information on SAP enhancement packages for SAP ERP 6.0 on SAP Service Marketplace at www.service.sap.com/erp-ehp.

The current version of SAP ERP provides significant innovations compared to previous releases, as illustrated in the following table.

Business Challenges	Enhancements to SAP® ERP 6.0	Features and Functions
Improve workforce productivity	▪ New application interfaces ▪ Updated role-based access ▪ Greater use of Adobe interactive forms	▪ Employee self-service ▪ Manager self-service ▪ Employee interaction center
Advance financial operations	▪ Better planning and forecasting tools ▪ Greater ability to account for investments ▪ Improved product costing	▪ Express planning ▪ Business consolidation ▪ Product design cost estimate
Achieve accounting and financial reporting compliance	▪ Automated allocations and balancing using multiple dimensions ▪ Automatic reporting of segregation-of-duties testing ▪ Enhanced contract accounting and collections	▪ New general ledger ▪ Management of internal controls ▪ Contract accounting ▪ Financial supply chain management
Advance talent attraction and retention	▪ Improved support for recruiters ▪ Improved online learning resources and support for knowledge management ▪ Enhanced performance management and objective-setting functions	▪ Recruiting ▪ E-learning ▪ Workforce performance management ▪ Succession management
Drive efficient HR operations	Improved ability to operate an HR shared-service center	▪ HR administration ▪ Time management
Optimize processes in procurement	▪ Improved purchasing self-services functions ▪ Enhanced services procurement ▪ Streamlined invoice management	▪ E-procurement ▪ Project self-service
Improve efficiency in sales and order management	▪ Improved order-entry process ▪ Improved support for Internet sales ▪ Enhanced pricing and configuration	▪ Order and quotation management ▪ Selling via eBay Inc. ▪ Internet pricing "configurator"
Facilitate travel and expense management	▪ Improved expense entry process resulting in faster expense reporting ▪ Better travel planning and booking	▪ Travel agency integration ▪ Automatic mileage calculation for fraud prevention ▪ Hotel reservation software in travel planning
Effectively manage corporate property and rentals	Real estate management	▪ Management of complex use and renting conditions ▪ Contract management ▪ Linkage with financial accounting and controlling
Achieve environmental, health, and safety compliance	▪ Improved ability to import rules and regulations from third-party providers ▪ Support for occupational health documentation ▪ Enhanced ability to monitor dangerous goods and material	▪ Occupational health management ▪ Waste management ▪ Industrial hygiene management ▪ Dangerous goods management

For additional information on these and other new functions in SAP ERP, please refer to *Value of ERP Upgrades* available on SAP Service Marketplace at www.service.sap.com/upgrade-erp.

You can identify functional enhancements and business benefits in a more detailed way with the solution browser tool for SAP ERP. This tool helps you discover new functionality delivered with the latest SAP ERP release and SAP enhancement packages for SAP ERP. You can use the tool to assess the value of upgrading by comparing functional enhancements between your existing SAP R/3 software release and SAP ERP 6.0 and the respective enhancement packages. The solution browser tool can be accessed via SAP Service Marketplace at www.service.sap.com/erp-upgrade.

What exactly are SAP enhancement packages for SAP ERP?

SAP enhancement packages for SAP ERP provide software innovations for SAP ERP 6.0 that are optional. SAP uses enhancement packages as a quick and straightforward way to deliver functional enhancements, business and industry-specific functionality, end-to-end process improvements, and simplifications – for example, to the user interface – as well as enterprise services for the composition of SOA. This rapid, nonintrusive deployment of selected improvements allows all customers to innovate the way they want to, according to their own timetable. With enhancement packages, you can incorporate ongoing SAP innovations at a lower cost than a full upgrade would mean.

For more detailed information about SAP enhancement packages, please visit www.sap.com/solutions/business-suite/erp/enhancement_packages.epx or www.service.sap.com/erp-ehp.

Are there industry-specific SAP enhancement packages?

Since SAP ERP includes most industry solutions, some functionality delivered within the enhancement packages is industry specific. For more detailed information about SAP enhancement packages, please visit www.service.sap.com/erp-ehp.

Does SAP deliver enterprise services with SAP enhancement packages?

Yes. With each enhancement package for SAP ERP 6.0, SAP delivers enterprise services bundles and related documentation. The documentation is meant to help organizations understand how to use the services to extend and reconfigure business processes or specific groups of related processes. With the sets of enterprise services, you can build new applications and composite applications on top of existing SAP software. This enables you to enhance processes and business scenarios, enrich existing processes to safeguard higher process efficiency, and increase process openness, flexibility, and efficiency. For more information on enterprise services, you can visit www.sdn.sap.com/irj/sdn/explore-es. (Please note that an SDN login is required.)

Do customers need to implement SAP enhancement packages or are they optional?

Enhancement packages for SAP ERP 6.0 are optional. Customers may implement them depending on their business needs.

Are SAP enhancement packages cumulative and are there dependencies between them?

The functionality delivered in enhancement packages is cumulative. Each enhancement package includes the entire functionality and technology enhancements of all previous packages while delivering the new enhancements for which the package was created. Implementing support for business scenarios that run across multiple software solutions may require you to apply enhancement packages for more than one of those solutions. For details please refer to the scenario and process component list (www.service.sap.com/scl), the guides focusing on enhancement packages (www.service.sap.com/erp-ehp-inst), and the online documentation for enhancement packages (help.sap.com/content/documentation/erp/docu_sbs_erpehp.htm).

Certain technical dependencies between enhancement packages must be considered. These dependencies are usually covered by the appropriate tools, but you may find it helpful to know about the dependencies in advance.

- Dependencies between support package levels, enhancement package levels, and the underlying SAP NetWeaver components are determined by the maintenance optimizer tool available in SAP Solution Manager. (Note that enhancement packages are installed together with all required support packages in a single step.)
- Dependencies between software supporting individual business functions may exist and will be displayed in the switch framework when activating the relevant business functions.
- No technical incompatibilities should ever occur. Exceptional cross-solution dependencies between releases and enhancement package levels of different solutions within a software landscape can be checked using the upgrade dependency analyzer tool (www.service.sap.com/uda).

More detailed information about technical and functional dependencies can be found using the above-mentioned tools or in the enhancement package guide available at www.service.sap.com/erp-ehp-inst and the online documentation for enhancement packages at help.sap.com/content/documentation/erp/docu_sbs_erpehp.htm.

MAINTENANCE OF SAP ERP AND ITS PREDECESSORS

What is the maintenance strategy followed by SAP?

For the core application releases of SAP Business Suite 7 shipped in late 2008, the maintenance strategy for SAP applications is based on the following rules.

Maintenance phases of the core applications (SAP ERP 6.0, SAP Customer Relationship Management 7.0, SAP Product Lifecycle Management 7.0, SAP Supply Chain Management 7.0, and SAP Supplier Relationship Management 7.0) have the following durations:

- Seven (7) years of mainstream maintenance
- Two (2) years of extended maintenance at an additional fee
- Thereafter, customer-specific maintenance

Maintenance dates for releases of the SAP NetWeaver technology platform and its components are aligned with the maintenance dates of the releases of the core applications.

Maintenance dates for enhancement packages are aligned with the releases of the software they were delivered to enhance.

Special rules may apply to software component versions.

To summarize, SAP provides maximum flexibility over long time frames to leverage SAP software releases. This allows you to skip several release upgrades and plan an upgrade based on business needs. SAP normally supports an upgrade path for all SAP software releases in the mainstream maintenance and extended maintenance phases.

For more information on the maintenance strategy, refer to SAP Service Marketplace at www.service.sap.com/maintenance. Or you can read *SAP's Release Strategy for Large Enterprises* available at www.service.sap.com/releasestrategy.

For an overview of the maintenance duration for individual core application releases, refer to:

- *Maintenance Strategy for SAP Core Applications* at www.service.sap.com/maintenance
- The product availability matrix at www.service.sap.com/pam

For information about the two support models SAP offers, SAP Enterprise Support services and SAP Standard Support services, as well as related deliverables, please visit SAP Service Marketplace at www.service.sap.com/enterprisesupport and www.service.sap.com/standardsupport respectively. Please note that different maintenance strategy rules can apply to older releases.

What is the maintenance strategy for SAP ERP and its predecessors?

For SAP R/3 4.6C Customers

Mainstream maintenance for SAP R/3 4.6C ended in December 2006, with extended maintenance offered until the end of March 2013.

- For SAP Enterprise Support customers, extended maintenance for SAP R/3 4.6C is included in SAP Enterprise Support.
- For customers on other support models, an additional fee applies (an additional 4% in 2010, and an additional 6% per year from January 2011 to March 2013).

Beginning in April 2013, SAP will provide customer-specific maintenance for SAP R/3 4.6C. For details about conditions and restrictions of customer-specific maintenance, refer to SAP Note 52505.

For SAP R/3 Enterprise Customers

Mainstream maintenance for SAP R/3 Enterprise software ended in March 2009, with extended maintenance offered until the end of March 2013.

- For SAP Enterprise Support customers, extended maintenance for SAP R/3 Enterprise is included in SAP Enterprise Support.
- For customers on other support models, an additional fee applies (an additional 2% from April 2009 to March 2010, and an additional 4% per year from April 2010 to March 2013).

Beginning in April 2013, SAP will provide customer-specific maintenance for SAP R/3 Enterprise. For details about conditions and restrictions of customer-specific maintenance, refer to SAP Note 52505.

For mySAP™ ERP 2004 Customers

Mainstream maintenance for mySAP™ ERP 2004 ended March 2010, with extended maintenance offered until the end of March 2013.

- For customers subscribing to SAP Enterprise Support services, extended maintenance for mySAP ERP 2004 is included in SAP Enterprise Support.
- For customers subscribing to other support models, an additional fee applies (an additional 2% per year from April 2010 to March 2011, and an additional 4% per year from April 2011 to March 2013).

Figure 1 shows the details specific to each release.

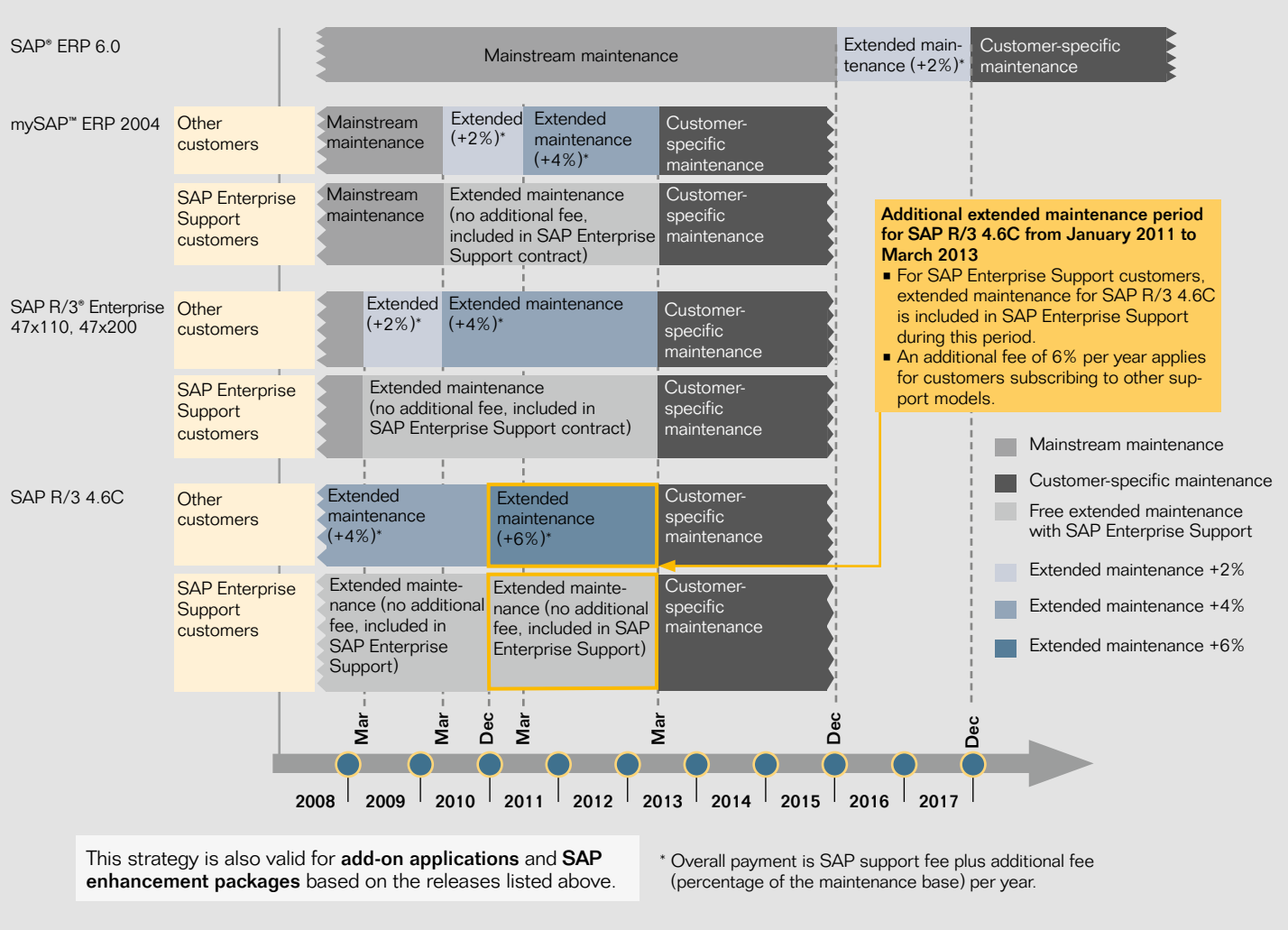

Figure 1: Release and Maintenance Strategy for SAP® ERP and Its Predecessors

For Customers with Older SAP R/3 Releases

SAP R/3 3.1I–4.6B: SAP offered extended maintenance for these releases through the end of 2006. Since then, these releases have been in customer-specific maintenance. For details about the conditions and restrictions of customer-specific maintenance, refer to SAP Note 52505.

Whether you are evaluating the opportunity to upgrade to SAP ERP 6.0 this year or have decided to continue running your current software release for a time, it is important that you start planning your upgrade now. SAP encourages you to move to the latest available release of SAP ERP. Upgrading is simple, provides clear value, and represents an excellent opportunity for your organization.

With the current release of SAP ERP, SAP provides continuity to your business with ongoing innovation and mainstream maintenance through December 2015 and delivery of the core component that inherits all the functionality of previous SAP R/3 versions. In addition, SAP provides an up-to-date application that enables ongoing legal compliance and system security through the continuous delivery of support packages, patches, and hot fixes.

For more detailed information about SAP's maintenance strategy, please visit www.service.sap.com/maintenance.

UPGRADING TO SAP ERP

What is the earliest SAP R/3 release that will support a direct upgrade to SAP ERP?

As long as no technical restrictions apply, SAP R/3 3.1I is the earliest release from which customers can directly upgrade to SAP ERP 6.0. However, for upgrades that also include the installation of SAP enhancement packages, the following minimum requirements apply for a one-step upgrade:

- Current situation: Customers running releases between SAP R/3 4.0B software and the mySAP ERP 2004 application can directly upgrade to SAP ERP 6.0 and include enhancement package 4 in the upgrade process.
- In the future: Customers running releases between SAP R/3 4.6C software and the mySAP ERP 2004 application can directly upgrade to SAP ERP 6.0 and include SAP enhancement package 5 for SAP ERP 6.0 in the upgrade process upon availability. Availability (release to customer) of SAP enhancement package 5 for SAP ERP 6.0 is planned for December 2010. (This reflects the current planning status. All planned availability dates are subject to change).

Why upgrade to SAP ERP now?

SAP ERP software addresses your business needs based on more than three decades of SAP experience and lets you take advantage of the following strengths:

- Built on the SAP NetWeaver technology platform – Reduces IT complexity while supporting scalability and growth through a comprehensive integration and application platform
- Tightly integrated to optimize cross-functional business processes – Enables comprehensive collaboration within and beyond your organization
- Enhanced by industry-specific features and support for best practices – Enables you to reduce total cost of ownership, achieve a faster return on investment, and benefit from a more flexible IT infrastructure that helps drive innovation
- Designed to support international operations – Promotes efficient and successful global operations and competition

In addition, the switch upgrade technology is a proven and stable procedure that provides significant improvements, one of which is the shortening of technical downtime by up to 50%.

An upgrade to SAP ERP 6.0 provides stable and proven core functionality while supporting new business requirements, offering customers new functionality delivered by SAP enhancement packages for SAP ERP, and supporting the flexibility of an SOA. Some of the most compelling advantages are:

- Protecting your investment – Upgrading to SAP ERP 6.0 allows you to build on and leverage your existing investment, including the SAP skills, knowledge of best practices, and expertise developed over the years.
- Creating a foundation with SAP ERP 6.0 – It is the go-to release and natural starting point for leveraging all the advantages of SAP Business Suite 7 software.

- Improving your operational excellence and efficiency with new improved functionalities – Innovation is delivered with an upgrade to SAP ERP 6.0 in the form of over 300 functional enhancements. In addition to what SAP ERP 6.0 delivers, the latest available enhancement package provides a wealth of additional new and enhanced functionality, interfaces, and enterprise service bundles.
- Benefiting from continuous innovation with minimized disruption – You can be confident you are keeping pace with advancing technology through the delivery of SAP enhancement packages, available for the first time with SAP ERP 6.0.

Proven services, tools, and content provide support especially during the planning and realization phases of your upgrade projects. For further information, please visit SAP Service Marketplace at www.service.sap.com/upgrade.

What is the transition path from SAP R/3 to SAP ERP?

Thanks to proven standard tools, the technical upgrade procedure was significantly improved some years ago. Based on customer and partner experience, upgrading from SAP R/3 to SAP ERP 6.0 is simpler in comparison to earlier SAP R/3 release upgrades. (Compared to past migrations of SAP R/2® software to SAP R/3, for example, the transition to SAP ERP is a simple technical upgrade project.)

For the transition from SAP R/3 to SAP ERP, you may want to consider the following major aspects.

Conversion of License Contract

All customers who signed SAP R/3 contracts in the past must convert their contracts in order to use SAP ERP and the supporting SAP components. Of course, if you have already converted your SAP R/3 contract to a contract for SAP ERP or SAP Business Suite applications (formerly called a "mySAP.com" contract), contract conversion is not required.

To best evaluate your situation, we invite you to contact your SAP representative, who will be pleased to provide you with all relevant information on your contract. (For more specific details on licensing, you may also refer to "Licensing Guidance" in this document.)

Scope and Procedure of an Upgrade Project

Successfully executing an upgrade to SAP ERP 6.0 requires a well-defined upgrade strategy encompassing an approach and project scope based on the circumstances and aims of your organization. The project strategy has a great effect not only on project duration and effort but also on the immediate return of investment of the upgrade. The upgrade strategy usually consists of several stages that progressively expand functionality, increase business value, and prepare the organization for the transition to SOA while minimizing risk. This process typically lasts three to five years and consists of three distinct phases: the technical upgrade, functional enhancements, and strategic enhancements.

Step 1: Technical Upgrade
This initial phase involves a purely technological upgrade whose major goal is the implementation of the new software release as the foundation for all subsequent improvements. The impact of this phase on your business and business processes is very limited:

- Previously used business functions are retained.
- Modifications and custom developments may be reduced (which also reduces cost of operations and system complexity).
- Unicode conversion may take place depending on current situation and requirements.

The technical upgrade simply creates the basis for functional and strategic improvements. SAP recommends including the latest available enhancement package in your technical upgrade. This enables you to use the latest technological and functional enhancements in your SAP ERP software later on.

Step 2: Functional Enhancements
Directed toward business benefits, this phase focuses on increasing business value by implementing the most valuable functions of the new software and laying the foundation for future business innovation and improved process automation. During this phase, SAP software modifications and custom developments are replaced with (new) standard SAP software functions. Operational excellence is improved by picking and implementing "low-hanging fruit" – functions that offer the greatest business benefit with the least effort. Even though this phase can be combined in a single project with the technical upgrade, statistics show that more than 80% of SAP customers approach this second phase as a separate project, to be conducted after a technical upgrade has been completed and overall stability has been reached.

This phase can be used to activate new business functions provided by SAP enhancement packages. The separation of individual business functions makes it easy to pick the ones that offer the most business value first and initiate separate small and fast implementation projects. If you are interested in finding out which business functions suit the current usage of your software best, you can take advantage of the new business function prediction offering from SAP. For further information and to request an individual report, visit SAP Service Marketplace at www.service.sap.com/bfp.

Step 3: Strategic Enhancements
Phase three involves implementing new and optimized business processes that fully exploit new SAP ERP functions and enable SOA. In addition to new functions, SAP ERP offers your organization greater productivity due to role-based user interfaces, integrated analytical insights into business processes, and the flexibility to design new business processes to meet your changing requirements. It also embeds industry-specific functions, all available in a single solution.

Realizing strategic enhancements may involve implementing other software or components and is very much dependent on the business needs of your organization. SOA enables you to shorten application innovation lifecycles and implement strategic business enhancements at your own speed.

Scope of Subsequent Projects

As explained above, most of the new opportunities provided with SAP ERP are usually implemented in subsequent projects after the completion of the technical upgrade. SAP ERP allows you to deploy new functionality incrementally as your business requires. A few examples follow:

- Many customers have already implemented analytics functionality and have experienced its value in enabling their information workers to gain credible, clear, and comprehensive business insight.
- Another good example is the self-services functionality delivered by SAP ERP, which general customer experience has found can be quickly implemented and offers great value.
- Yet other customers use SAP ERP as the foundation for SAP industry solutions, which can be activated with the supporting technology.

To find all relevant information on upgrading, please visit the upgrade portal on SAP Service Marketplace at www.service.sap.com/upgrade. More specific information is available at www.service.sap.com/upgradeservices, www.service.sap.com/upgrade-erp, www.service.sap.com/erp-ehp, and www.service.sap.com/erp-inst.

How do SAP and its partners support existing customers in upgrading?

Even though every upgrade is a unique situation, reliable and proven tools exist to help ensure a smooth transition. However, you may encounter special opportunities and challenges with your technical upgrade. Through dedicated market analysis and customer surveys, SAP has identified the typical challenges and constantly evolves its portfolio of upgrade services, tools, and content to address them. A dedicated range of SAP tools and services can assist you with the upgrade project throughout its lifecycle – from discovery and evaluation to implementation. You can find more information about the upgrade tools SAP offers at www.service.sap.com/upgradetools. For more information about the upgrade services portfolio, see SAP Service Marketplace at www.service.sap.com/upgradeservices.

Your organization can tailor these offerings to your specific needs according to your experience, current landscape, and the scope of the upgrade project. The appropriate engagement level provides for the effective planning and cost-effective execution of your project. SAP and selected partners align dedicated offerings and upgrade packages for customers who need assistance during upgrades.

To find all relevant upgrade information, please visit SAP Service Marketplace at www.service.sap.com/upgrade, where you will also find *SAP Business Suite: Getting Started with an Upgrade*. This document can help you learn how to begin the process of upgrading. It explains how to evaluate, justify, plan, and execute your upgrade and includes an extensive list of online resources to help you get started.

Why is SAP Solution Manager a key upgrade solution?

The SAP Solution Manager application management solution provides the tools, integrated content, and gateway to SAP service and support teams that you need to implement, support, operate, monitor, and upgrade your SAP applications. SAP Solution Manager runs in your SAP software landscape. It facilitates the technical support of your distributed systems in all key aspects of software implementations, operations, and continuous improvements to minimize risk and reduce total cost of ownership. SAP Solution Manager at your site can be connected to a large set of back-end applications at SAP and therefore also provides the basis for collaboration with SAP service and support teams.

For further information, visit SAP Service Marketplace at www.service.sap.com/solutionmanager.

How should we manage modifications of the previous software during the upgrade?

The first step is to check the modifications in your SAP R/3 software and compare them with the new functionality offered by SAP ERP. As explained in "What is the transition path from SAP R/3 to SAP ERP?" in this document, the upgrade project can also be an opportunity to reduce total cost of ownership by retrofitting, or returning modifications back to standard within the higher release. However, if you still need certain modifications, you will have to adjust them to the new release based on the recommendations provided by the transactions SPDD and SPAU during the technical upgrade.

For further information, please visit SAP Service Marketplace at www.service.sap.com/upgrade.

Does an upgrade to the current release of SAP ERP require additional training for end users?

The training requirement is mainly dependent on the functional scope of the project and the source release.

In the case of a technical upgrade from SAP R/3 4.6C, SAP R/3 Enterprise, or mySAP ERP 2004 preserving a constant functional perimeter (no additional functionality and minor user-interface changes), only minimum training should be required. But if you consider a major redesign with functional enrichments during the upgrade, then more training will probably be required for the new functions implemented.

Note: All new functionality that is delivered by SAP enhancement packages only becomes active after a specific activation step. Unless and until you activate new functionality explicitly, the inclusion of enhancement packages in the upgrade will not have an impact on the training requirements. SAP recommends you always include the latest enhancement package in the upgrade.

If your source release is lower than SAP R/3 4.6C, more training might be required depending on the scope of the upgrade.

SAP offers e-learning tools to help users improve and reinforce their skills by letting them build online course work into their schedules. Your people have the flexibility to determine what, where, and when to learn. They can repeat learning units as often as required and control the duration of the sessions. And your organization can realize significant benefits in reduced travel – and the resulting time and cost savings.

Please note that quite a bit of the new functionality, such as work centers, employee self-service, manager self-service, and Duet® software, have gone through extensive design work and have been developed to facilitate user adoption with minimal end-user training. In all cases, you should consider consulting with the SAP Education organization to evaluate the training effort.

To find further information on training offers, please visit

Do customers need to convert to a Unicode-compliant environment?

If your company employs truly global business processes or manages global master data, or if you open your system to the Internet by allowing your customers to enter contact data directly, you will likely need to support multiple local language characters. Various code pages enable the display of national characters, but collaboration on the Web has led to a huge number of language-specific, platform-dependent code pages that must interact with each other. And this compliance is only possible through Unicode – an international standard that supports virtually all languages and scripts used around the world, ensuring that they work no matter what the language or platform.

Unicode conversion depends on the customer situation. SAP has encoded the Unicode standard in the latest release so that multiple languages within the ERP software, which required different code pages in the past, can now run on one application.

The need to implement Unicode depends on your use of one or more languages in the current SAP software:

- If your organization runs a single code page system prior to the upgrade to SAP ERP and you do not plan to make use of Java or applications related to an SOA, then the use of Unicode is not mandatory in all cases. For example, German, English, Spanish, Italian, and French all run on code page 1100 and thus can all live in the same system without Unicode. However, if the system is deployed globally, using Unicode is highly recommended in order to facilitate interfaces and connections. Please refer to SAP Note 1322715 (points 5 and 6) for more information.
- If your organization uses multidisplay, multiprocessing (MDMP) or other older technology such as blended code pages, which is quite common, then the use of Unicode is mandatory for the SAP ERP upgrade. These projects always include two steps: the upgrade to the target release and then the Unicode conversion of the ERP software. Existing installations of SAP R/3 Enterprise or mySAP ERP 2004 can be converted to Unicode prior to the upgrade to the current version of SAP ERP, resulting in two separate procedures. Customers running SAP R/3 4.6 (or below) have to execute these steps in one project.

SAP supports the conversion to Unicode by offering country-specific services. To find further information on Unicode conversions and the support SAP provides, please visit SAP Service Marketplace at www.service.sap.com/globalization.

What impact does an upgrade to SAP ERP have on the hardware?

In general, the impact on existing IT infrastructure depends on the following criteria:

- Length of the transition path (the difference between the current and target release)
- Scope of functional enhancements in the target release
- Extent of utilization of existing IT infrastructure (such as number of users)

With the help of SAP standard application benchmarks (results at www.sap.com/benchmark), you can get a good estimate of CPU and memory consumption of individual SAP ERP components. In any case, you should plan to conduct a hardware requirements analysis. You should also contact your hardware vendor to verify if your current hardware will support the upgrade.

To validate the sizing adjustment, SAP also offers the continuous quality check for upgrades that prepares your system to operate with optimum efficiency in the upgraded environment. This service usually consists of two phases:

- In the early phase of the upgrade, the service estimates the need for IT infrastructure adjustments and provides a service plan with recommendations.
- After the upgrade, the service supports you in achieving optimal use of your system resources.

The continuous quality check for upgrade service is offered in the context of SAP Enterprise Support, which includes additional services to review your IT situation and support your upgrade. The SAP Safeguarding for Upgrades portfolio of services includes additional services to provide tailored support for risk mitigation and possible optimization.

For more information, please visit SAP Service Marketplace at www.service.sap.com/cqc, www.service.sap.com/goinglive-fu, and www.service.sap.com/safeguardingupgrade, and please read the SAP Note 901070 on SAP Service Marketplace at www.service.sap.com.

What downtime of our productive system should we expect during the technical upgrade?

Business downtime is the period during the technical upgrade when the production system is out of service. It includes the technical downtime and temporary cessation of customer-specific activities. The technical downtime period depends on various factors, primarily on hardware power, and therefore differs in each individual situation. Upgrade technology from SAP provides you with two strategy options: a strategy that minimizes downtime and a strategy that minimizes required resources.

Characteristics of the strategy **minimizing downtime** include:

- Shorter business downtime
- Parallel operation of production system and shadow system, which enables the execution of as many upgrade tasks as possible during the uptime of the production system
- Higher demand on system resources

Characteristics of the strategy **minimizing resources required** include:

- No parallel operation of production system and shadow system
- Lower demand on system resources
- Increased business downtime

SAP recommends that you perform the upgrade using the strategy that minimizes downtime if a short business downtime is required.

You can find statistical customer experience data about this and other questions in the upgrade experience database at www.service.sap.com/upgradedb. SAP also offers services to help you reduce the production downtime as much as possible. One of them is a near-zero-downtime method for customers with special requirements regarding system availability. To find further information, please visit SAP Service Marketplace at www.service.sap.com/upgradeservices.

How does SAP Enterprise Support help me to upgrade?

SAP Enterprise Support is a key offering for our customers. It assists them not only during implementation but during continuous operations as well, which can include upgrading to a later version and implementing enhancement packages along with an upgrade. SAP Enterprise Support provides services during the entire project cycle of an upgrade, including planning, blueprinting, realization, final preparation, and going live with the software.

- **During planning** – Continuous quality checks from SAP can provide important information when you are planning an upgrade. Specifically, these checks inform you of the readiness of your infrastructure, what application adjustments may be required, the effort involved in software change management, business continuity risks, data conversion requirements, and what business downtime to expect.
- **During blueprinting** – A custom-code maintainability check evaluates what impact an upgrade will have on your custom code. The check is made to help avoid any delays or additional effort while upgrading software or importing enhancement packages. A modification justification check provides expert advice on how to avoid SAP source code modifications whenever possible by using SAP standard functionality (available in new releases) or taking advantage of the enhancement framework from SAP.
- **During realization** – SAP Solution Manager, enterprise edition, provides a road map and test templates to speed up the testing process and help you track issues while testing. The software's custom development management cockpit tool is available only to SAP Enterprise Support customers. The tool helps you identify the potential impact an upgrade might have on your individually developed custom code.
- **During final preparation** – If a customer has downtime challenges, the SAP Downtime Assessment service can identify and prioritize the hurdles and obstacles that cause high downtime and give recommendations about how to reduce it.
- **When you are going live** – SAP offers the SAP GoingLive™ Functional Upgrade Check service. This service prepares your system for efficient operation in the upgraded environment. The service verifies the hardware sizing, and it checks that the values of system parameters are appropriate for the new release.

For information about SAP Enterprise Support, please refer to the SAP Service Marketplace extranet at www.service.sap.com/enterprisesupport.

What should we consider when upgrading the new general ledger in SAP ERP?

Customers wishing to migrate to the new general ledger will be required to purchase a license for a service package, which includes migration tools. This service sees to it that historical data remains intact.

For details on the prerequisites and necessary migration activities, please read the document containing frequently asked questions in SAP Note 107029 on SAP Service Marketplace at www.service.sap.com. For more information, please read SAP Note 812919 on SAP Service Marketplace.

What is the impact of an upgrade on an existing SAP software landscape?

Typically, a number of SAP software solutions – for example, the SAP ERP, SAP CRM, and SAP SCM applications – are part of an SAP software landscape. These applications are usually interconnected, with business processes running across and through them. When planning an upgrade of an application in your landscape, you might want to consider whether the upgrade will require changes to other applications in the landscape. The upgrade dependency analyzer was designed to help you check for this kind of upgrade dependency. The check produces a dependency statement that informs you of any known upgrade dependencies between the solutions.

You can access the upgrade dependency analyzer on SAP Service Marketplace at www.service.sap.com/uda.

LICENSING GUIDANCE

How can SAP R/3 customers convert licenses to upgrade to SAP ERP?

When upgrading from SAP R/3 to SAP ERP, your existing SAP R/3 contract and possibly contracts for other specific components will be converted in their entirety to a new contract. Please note that a customer with an "SAP ERP" or "SAP Business Suite" contract (formerly called a "mySAP.com" contract) does not need an additional contract conversion. To evaluate your situation, we invite you to contact your SAP representative, who will be pleased to provide you with all the information relevant to your contract.

Which conversion credit applies when SAP R/3 customers upgrade?

When customers convert from SAP R/3 to the new contract, a percentage of their SAP R/3 licenses may be credited to the new contract. The calculation of the percentage rate depends on the number of licenses and the way in which SAP R/3 is deployed, and it is thus calculated individually for each customer. To evaluate your company's situation, we invite you to contact your SAP representative, who will be pleased to provide you with all the information relevant to your contract.

How is SAP ERP being licensed?

Standard SAP software licensing requires that all users accessing SAP applications must be licensed at the appropriate named-user level. Core SAP ERP functionality is offered primarily via named-user licensing. SAP offers other software functionality via extensions and industry portfolios, which are licensed in addition to named-user licenses via business metrics. Specifically for SAP ERP, we offer extended functionality for corporate management and compliance, financial management, human capital management, and operations in the form of enterprise extensions. For details about the SAP software pricing concept, please check www.sap.com/solutions/licensingmodel.

Is there a fee for SAP enhancement packages?

With regard to licensing, enhancement packages are treated the same as release upgrades; they simply represent a different delivery methodology. The SAP software pricing concept described above applies to functionality provided in SAP ERP 6.0 as well as to enhancements and new functionality delivered through enhancement packages.

SERVICE-ORIENTED ARCHITECTURE AND BUSINESS PROCESS PLATFORMS

How does SAP ERP relate to the concept of SOA?

SOA is a blueprint for an adaptable, flexible, open IT architecture designed for developing modular business solutions based on services. SAP facilitates the adoption of SOA, enabling companies in diverse industries to use it to differentiate their businesses and optimize processes in their business networks. What's more, SAP provides ways for businesses to adopt SOA at their own pace as part of their SAP solutions.

The open-standards approach to SOA that SAP follows increases IT productivity and business value at the same time. At the heart of this approach lie enterprise services – highly integrated Web services combined with business logic and harmonized semantics that can be accessed and used to enable end-to-end business processes.

Using enterprise services, you can leverage SAP solutions in conjunction with partner solutions and homegrown solution landscapes to build new, flexible, and innovative solutions based on a consistent integration concept.

SAP and its partners help your IT organization adopt SOA in a low-risk manner by delivering SOA-based technology, service-enabled applications, and prepackaged enterprise services grouped as business scenarios. SAP delivers SOA via the service-enabled SAP Business Suite software and the SOA-based, open technology platform of SAP NetWeaver. SAP consultants deliver services that complement SAP applications and accelerate SOA adoption.

SAP offers a comprehensive methodology for designing, developing, and providing operational SOA governance for enterprise services. This helps keep service reuse high, execution reliable, IT operations efficient – and costs down. Modeling and implementation guidelines for service developers increase development efficiency. Moreover, enterprise services delivered from SAP follow the enhancement package concept: you can add new functionality continuously without extended upgrade cycles.

For more information on SOA, please refer to www.sap.com/platform/soa/standards.epx, www.sap.com/services/bysubject/soa and www.sap.com/industries.

What is a business process platform?

A business process platform is the unified environment that companies implement to perform their core business processes efficiently. They also use it to reorganize, extend, and create new business processes at a predictable cost across their IT landscape. A business process platform is the prerequisite for the controlled and cost-effective deployment of an SOA, providing an extensible repository of enterprise services definitions and the application logic that implements those services in a robust and reusable fashion. The business process platform provides a technology platform for integrating, composing, and deploying enterprise services for flexible business processes.

SAP helps organizations establish their unique business process platform by delivering ready-to-execute software for business processes, reusable enterprise services, and the technology to compose and deploy software that enables flexible business processes.

The SAP NetWeaver technology platform helps companies align their IT with their business requirements. As the technical foundation for SOA, SAP NetWeaver helps organizations evolve their current IT landscapes into strategic environments that drive business change. With SAP NetWeaver, organizations can compose applications using enterprise services, orchestrate business processes and events, manage enterprise information, and deliver applications and content to users quickly and cost-effectively. As a result, it enables companies to compose new business solutions rapidly while obtaining more business value from existing investments.

For more information on SOA, please refer to www.sdn.sap.com/irj/sdn/soa.

What are enterprise services and how can I find out more about them?

An enterprise service encapsulates business functionality and exposes it as a reusable service. Enterprise services are building blocks for composing larger units of software, such as composite applications, and can be quickly assembled to enable new business processes. This allows IT departments to respond more quickly to changing business requirements while taking advantage of existing functionality in their landscape, thus reducing the cost of development.

All enterprise services that support SAP Business Suite functionality are published on the Enterprise Services Workplace (ES Workplace) site, including the latest versions of all enterprise services available for SAP Business Suite 7. In this hosted environment, partners, developers, and customers have straightforward access to complete information about all enterprise services currently provided by SAP from a business and technical perspective. The enterprise services are grouped by business scenario in enterprise services bundles. Currently, SAP delivers more than 2,800 enterprise services.

For more information on ES Workplace, visit esworkplace.sap.com.

What is Enterprise Services Repository?

Enterprise Services Repository (ES Repository) is the central repository where enterprise services, business objects, and their metadata are stored. From this central repository, IT professionals can define, access, and manage these SOA assets. ES Repository consists of two key components: a repository and a registry. The services repository stores the definitions and metadata of enterprise services and business processes and provides a central modeling and design environment for enterprise services. The services registry is used to publish, classify, and discover enterprise services across the IT environment. Compliant with the universal description, discovery, and integration (UDDI) specification, the registry also supports the management and governance of enterprise services. Using an integrated set of tools, solution designers and developers can access SOA assets in ES Repository to build composite applications and enable adaptable business processes. ES Repository is delivered as part of the SAP NetWeaver Composition Environment (SAP NetWeaver CE) offering and SAP NetWeaver Process Integration (SAP NetWeaver PI) offering.

How are end-to-end business processes realized across the SAP portfolio?

End-to-end business processes are comprehensive sets of interconnected business processes that directly support a company's business strategy and involve multiple departments of lines of business. Core applications delivered by SAP support proven standard business practices. SAP has led the software industry by identifying the end-to-end processes that are most essential to companies in today's economy. In addition, SAP has developed road maps and tested and validated them to ensure that organizations can successfully set up their most valuable processes in a step-by-step manner using SAP software.

What's more, using SAP software helps businesses satisfy today's stiff demands for high integration, integrity, and legal compliance of its mission-critical business processes. They are designed to form an integral part of a successful business process platform (see Figure 2).

System-centric integration processes include application-to-application and business-to-business interactions as well as legacy system and third-party system integration. On this level, SAP NetWeaver PI gives you the ability to efficiently mediate services and events and integrate heterogeneous landscapes in one open standard–based solution. You can connect applications using XML and Web services messaging and leverage adapters and integration content packages from SAP and SAP partners.

People-centric composite processes focus on human interactions and process collaboration. These processes are supported by the SAP NetWeaver Business Process Management component that comes with SAP NetWeaver CE. All business processes of this type interact through services and events.

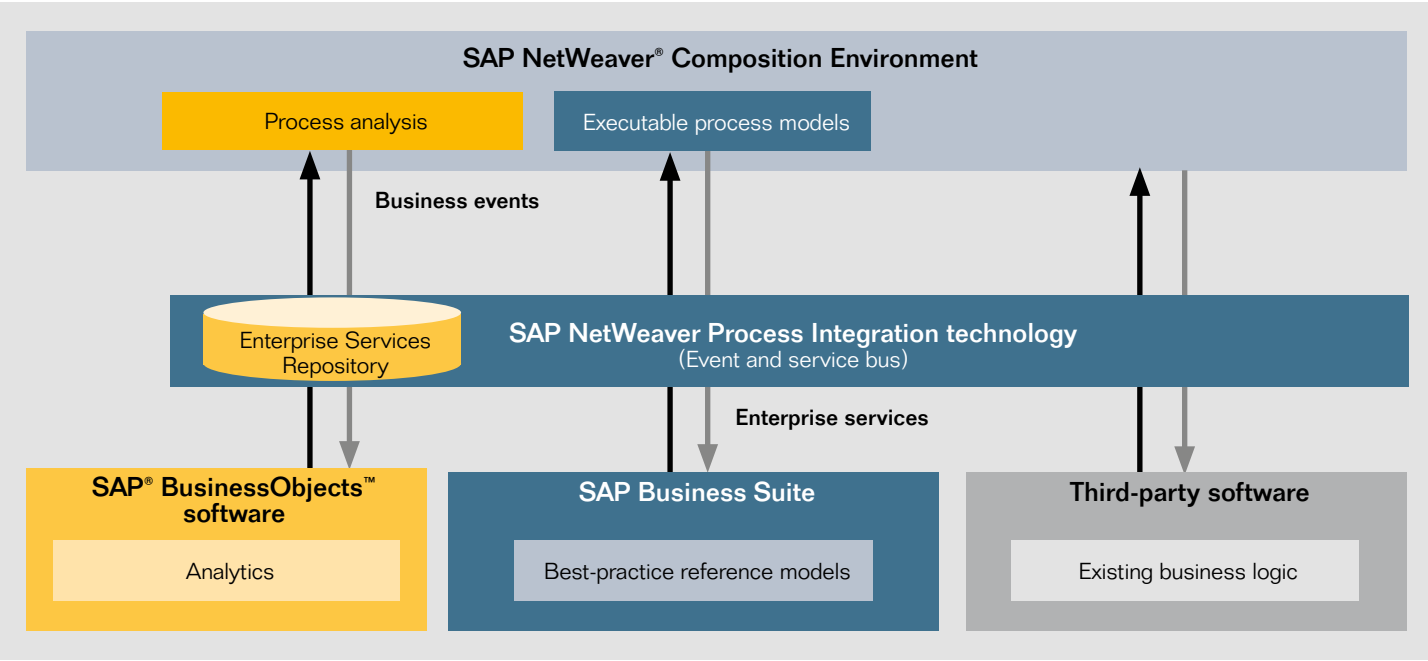

Figure 2: Standardizing and Innovating on One Platform

More information on system-centric integration processes and SAP NetWeaver PI can be found at www.sdn.sap.com/irj/sdn/nw-soa. For more information on human-centric composite processes and SAP NetWeaver CE, visit www.sdn.sap.com/irj/sdn/bpm (SDN login required).

FUTURE ROAD MAP AND RELEASE STRATEGY

What is the future road map and release strategy of SAP ERP?

SAP delivers innovations for the core applications of SAP Business Suite through enhancement packages. Customers no longer have to plan for major releases. You can now choose to implement from SAP enhancement packages those business functions that add the value that matters most to your business.

For more information on SAP's release strategy and future road maps please visit www.service.sap.com/releasestrategy and www.service.sap.com/roadmap.

Will there be support packages specifically for SAP enhancement packages?

Yes. Ongoing corrections or legal adjustments for a particular enhancement package are delivered through ongoing support packages. There are equivalence levels between the support packages for the different enhancement packages and SAP ERP 6.0 without enhancement packages. For more details, see SAP Service Marketplace at www.service.sap.com/sp-stacks.

How does the long-term strategy for SAP ERP affect other SAP Business Suite applications?

Currently, SAP enhancement packages are available for SAP ERP. Enhancement packages for the other core applications of SAP Business Suite are pending. SAP intends to continue to support a high level of integration and backward compatibility with the other SAP Business Suite applications.

CUSTOMER EXPERIENCES

Do you have any customer analysis on upgrade projects?

Yes. SAP customers planning an upgrade project or planning to install enhancement packages for SAP ERP often request information about the experiences other customers who have already performed the work have had. SAP collects relevant benchmarking data and project statistics and stores it in a database that includes information about:

- Project duration
- Business downtime
- Reasons for upgrade
- Satisfaction with the upgrade

Please note the information is anonymous; customer names are not divulged.

To learn about the experiences of other customers, browse the upgrade experience database at www.service.sap.com/upgradedb and the enhancement package experience database at www.service.sap.com/erp-ehp.

Various SAP user groups, for example, Americas' SAP Users' Group (ASUG), have conducted best-practices surveys. To learn more about best-practices surveys, please visit the ASUG Web site at www.asug.com/benchmarking/asugbenchmarkingbestpractices.aspx.

FURTHER INFORMATION

Useful Links

SAP ERP:
www.sap.com/solutions/business-suite/erp

SAP ERP community:
www.sap.com/community/index.epx and www.sdn.sap.com

SOA:
www.sap.com/platform
www.sap.com/platform/soa/standards.epx
www.sap.com/industries
www.sap.com/services/bysubject/soa

SAP ERP: www.service.sap.com/erp
SAP enhancement packages for SAP ERP: www.service.sap.com/erp-ehp
SAP upgrade info center: www.service.sap.com/upgrade
SAP upgrade services: www.service.sap.com/upgradeservices
SAP upgrade tools: www.service.sap.com/upgradetools
SAP ERP upgrade: www.service.sap.com/upgrade-erp
Maintenance strategy and support offerings from SAP:
www.service.sap.com/maintenance
SAP Safeguarding services: www.service.sap.com/safeguarding
Unicode: www.service.sap.com/globalization
SAP Solution Manager: www.service.sap.com/solutionmanager
Business function prediction: www.service.sap.com/bfp
SAP ERP solution browser tool: www.service.sap.com/upgrade-erp
SAP release strategy and release notes: www.service.sap.com/releasestrategy
and www.service.sap.com/releasenotes

ASUG benchmarking surveys:
www.asug.com/benchmarking/asugbenchmarkingbestpractices.aspx

Contact

The upgrade competency centers in each region can assist in giving you a quick start for an SAP ERP 6.0 upgrade and provide information on any topic involving SAP Business Suite or SAP enhancement packages.

They can:

- Assist with developing upgrade plans – from planning to building to going live
- Act as your single point of contact to identify resources (SAP and SAP partners) and help streamline the sales cycle
- Provide best practices and strategies on upgrades as well as access to key upgrade assets, collateral, and Webinars

For more details now, contact the upgrade competency center closest to you:

- Asia Pacific Japan: upgradeccapj@sap.com
- Europe, Middle East, and Africa: upgradecc@sap.com
- Latin America: upgradeccla@sap.com
- North America: upgradeccna@sap.com

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