**Clogration Smart Virtual Assistant Chat-Bot - FAQs and Answers**

Concise answers that can be integrated into the Clogration Chat-Bot to provide customers with quick and accurate responses to a wide variety of SAP and AI-related queries.

## About Clogration Virtual Assistant Chat-Bot

### 1.1 What is the purpose of the Virtual Assistant Chat-Bot?

The Clogration Virtual Assistant Chat-Bot is designed to assist users with SAP-related Technical and Functional queries, automate routine tasks, and provide quick access to solutions, helping businesses improve operational efficiency.

### 1,2 How can the Chat-Bot help with SAP system queries?

The Clogration Chat-Bot can guide users through common SAP functions, answer FAQs, and provide step-by-step assistance with troubleshooting and system optimization. It also integrates AI capabilities to offer personalized solutions.

### 1.3 What are the supported platforms for the Virtual Assistant Chat-Bot?

The Clogration Virtual Assistant Chat-Bot is available on the company website, as a standalone app, and can be integrated with platforms like Microsoft Teams, Slack, and WhatsApp for seamless cross-channel support.

### 1.4 Can the Chat-Bot handle complex SAP queries?

Yes, the Clogration Chat-Bot is powered by AI and machine learning algorithms that enable it to handle complex queries by providing detailed solutions or escalating them to expert-assisted support when necessary.

### 1.5 What types of support does the Chat-Bot provide?

The Clogration Chat-Bot offers three levels of support: self-service, AI-assisted, and expert-assisted. It also supports multiple engagement models such as free, pay-per-use, and subscription-based services.

## General SAP Solutions

### 2.1 SAP Overview

1. What is SAP and how does it benefit my business?

SAP is an enterprise resource planning (ERP) software that helps businesses manage various operations, including finance, supply chain, and human resources. By centralizing data and processes, SAP enables companies to make informed decisions, reduce inefficiencies, and optimize operations across different departments.

1. What are the key modules available in SAP?

SAP offers a wide range of modules, including Financial Accounting (FI), Sales and Distribution (SD), Materials Management (MM), Human Capital Management (HCM), and more. Each module focuses on a specific business process, providing comprehensive functionalities to handle different operational needs.

### 2.2 SAP S/4HANA Migration

1. What are the benefits of migrating to SAP S/4HANA?

Migrating to SAP S/4HANA provides real-time data processing, simplified architecture, and enhanced performance. It enables businesses to operate more efficiently, make better decisions with real-time insights, and leverage innovative technologies like AI and machine learning for advanced analytics.

## 3. Cloud & Infrastructure Services

### 3.1 SAP on Cloud

1. What are the benefits of moving SAP to the cloud?

Moving SAP to the cloud offers scalability, cost-efficiency, and flexibility. Cloud deployment reduces the need for on-premise infrastructure and allows businesses to quickly scale resources as needed, improving system availability and security while lowering total costs.

1. What cloud platforms are compatible with SAP?

SAP is compatible with major cloud platforms such as Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform (GCP). These platforms offer high-performance infrastructure and services to run SAP applications seamlessly.

### 3.2 Cloud Migrations

1. How do I migrate my SAP systems to the cloud?

SAP cloud migration involves assessing current systems, selecting the right cloud platform, and developing a migration strategy (lift and shift, re-platforming, etc.). The process requires planning, testing, and execution to ensure minimal downtime and data integrity during the move.

## 4. AI and Machine Learning Solutions for SAP

### 4.1 SAP AI Integration

1. What is SAP AI Joule, and how can it integrate with Microsoft Copilot?

SAP AI Joule integrates AI-powered capabilities into business processes, providing intelligent suggestions and automating repetitive tasks. When integrated with Microsoft Copilot, it enhances collaboration by generating code and data models for SAP environments, improving efficiency.

1. How can AI improve business processes in SAP systems?

AI can analyze large datasets, detect patterns, and make real-time predictions, optimizing various business processes such as demand forecasting, inventory management, and customer support. By automating routine tasks, AI reduces manual workloads and enhances decision-making.

## 5. SAP Security, Compliance, and Governance

### 5.1 Security & GRC

1. How does SAP ensure data security and compliance?

SAP ensures data security through robust encryption, access control mechanisms, and regular updates. SAP GRC (Governance, Risk, and Compliance) solutions help businesses meet regulatory standards and manage risks by monitoring user activity and automating compliance processes.

### 5.2 Identity & Access Management (IAM)

1. What is IAM and why is it important for SAP systems?

IAM (Identity and Access Management) helps businesses control who can access SAP systems and what they can do. It ensures that only authorized users have access to specific data and functionalities, safeguarding critical business information from unauthorized access or breaches.

## 6. SAP Process Optimization & Digital Transformation

### 6.1 SAP Business Process Optimization

1. How can I optimize my existing SAP systems?

Optimizing SAP systems involves reviewing current workflows, eliminating redundancies, and automating manual tasks. SAP tools like Signavio can help businesses analyze their processes, identify inefficiencies, and streamline operations to improve overall performance.

## 7. Analytics, Data Management & Reporting

### 7.1 SAP Analytics

1. What are the key SAP analytics tools (HANA, SAC, DS)?

SAP HANA is a high-performance in-memory database that allows real-time data processing. SAP Analytics Cloud (SAC) offers advanced analytics, reporting, and visualization tools, while SAP Data Services (DS) helps businesses integrate and transform large datasets from multiple sources.

## 8. SAP Development & Custom Solutions

### 8.1 SAP Build & Development

1. What is SAP Build, and how does it enable low-code/no-code development?

SAP Build is a suite of low-code/no-code tools that enable businesses to develop custom applications without extensive coding expertise. It includes tools like SAP Build Apps and SAP Build Process Automation, allowing users to create, customize, and automate business workflows easily.

### 8.2 Custom Application Development

1. How do I develop a custom application for my SAP system?

Custom application development in SAP involves using development environments like SAP Business Application Studio (BAS) and frameworks like SAP Cloud Application Programming (CAP). These tools enable developers to create tailored solutions to address specific business requirements.

## 9. Industry-Specific SAP Solutions

### 9.1 SAP BRIM (Billing and Revenue Innovation Management)

1. What is SAP BRIM, and how can it optimize billing processes?

SAP BRIM helps businesses automate and manage complex billing processes, such as subscription billing, usage-based pricing, and revenue recognition. It streamlines the billing cycle, ensuring accuracy, compliance, and faster processing for industries with diverse pricing models.

## 10. Support and Subscription Models

### 10.1 Support Engagement Levels

1. What self-service support options are available?

Self-service is Clogration’s Level-1 support which provides anyone access to a knowledge base and FAQs where users can find answers to common issues and resolve minor queries independently without contacting support teams.

1. How does AI-assisted support work?

AI-assisted support is Clogration’s Level-2 support which requires users to register. It uses intelligent algorithms to analyze customer queries and offer solutions based on past interactions and existing knowledge. streamlines support operations and provides faster, more accurate responses to customer inquiries.

1. What is Expert support?

Expert support is Clogration’s Level-3 subscription based support where user queries that have been addressed by the Level-2 system and needs further answers for resolution are attended by an experienced experts in the area.

11. RSE with sap

1) What is RISE with SAP?

RISE with SAP is an offering with which SAP wants to make the move to the cloud as easy as possible for its customers and provide them with individual support throughout the transformation to the "intelligent" enterprise.  
RISE with SAP is a subscription package based on a service level agreement (SLA). Accordingly, SAP bundles various components into a single package at a uniform price. SAP is responsible for operating the solution and managing problems.  
  
For this reason, SAP also refers to it as "Business Transformation as a Service" (or, in events, as "all-round carefree concierge service").  
  
SAP introduced RISE with SAP at the beginning of 2021. The offering initially comprised five core elements: the SAP S/4HANA Cloud, Business Process Intelligence (BPI), the SAP Business Technology Platform (SAP BTP), access to the SAP Business Network and various integrated tools and services.  
  
However, SAP has continued to expand the offering since the launch. Today, SAP divides the functions of RISE into three areas:  
  
Cloud solutions,  
cloud infrastructure and security, and  
migration and implementation services.  
Companies can use RISE with SAP regardless of their starting point, size, industry and speed of transformation.  
  
The individual components are bundled in a single package with just one contract ("ONE offer, ONE contract").  
  
According to SAP, RISE with SAP can reduce the total cost of ownership by up to 20 percent compared to an on-premise implementation of SAP S/4HANA, including one-off migration costs.  
  
The infrastructure can be hosted by SAP or hyperscalers such as Google Cloud, Amazon Web Services or Microsoft Azure. Implementation and consulting services from SAP or partner companies to support RISE with SAP must be ordered separately by companies.

1. What are the advantages of RISE with SAP?

RISE with SAP has several benefits that can be divided into three areas:  
  
the business benefits for companies,  
the continuous and accompanied transformation, and  
the reduction of complexity with regard to contracts, operations and business processes.  
The business benefit for companies is primarily that the individual transformation can be completed more quickly.  
  
In addition to the core element SAP S/4HANA Cloud (as a private or public edition), the SAP Business Technology Platform, Signavio's solution portfolio and integration into a supplier network are available for this purpose. In this way, business processes can be analyzed and understood with the help of analyses and simulations and subsequently improved or renewed.  
  
Another advantage is the continuous support of companies, because transformation with RISE with SAP is not understood as a project, but as a continuous process.  
  
SAP promises ongoing and individual support - regardless of a company's starting point and the speed of the transformation.  
  
Last but not least, RISE with SAP is about greater simplicity. The streamlined commercial approach therefore comprises only one contract.  
  
This contract governs collaboration with SAP and thus with just one partner for software and support, infrastructure operation, and technical services.  
  
The offer applies to companies of all types, sectors and sizes. The companies themselves choose the starting point, the speed and the operating model that suits them best (Private Edition or Public Edition).

1. What is included in RISE with SAP?

The offering currently comprises three core elements.  
  
The first core area is cloud solutions.  
  
First and foremost, this includes SAP S/4HANA Cloud, a modular cloud ERP solution.  
  
Customers can choose between a private cloud solution and a public cloud solution from SAP, each of which can be part of RISE with SAP (for example, RISE with SAP S/4HANA Cloud, Private Edition).  
  
In addition to cloud ERP, the functions in the area of cloud solutions include business process optimization, expansion, integration and automation, modern financial management, integration into a supplier network and sustainability management.  
  
The second core area is Cloud Infrastructure and Services.  
  
This area comprises the infrastructure and applications managed by SAP (including technology management by SAP with service level agreements at application level), a global hyperscaler infrastructure and security, risk management and compliance.  
  
The third core area comprises services for migration and implementation.  
  
This includes tools and methods that enable companies to analyze their business and processes faster and more accurately in order to migrate to SAP S/4HANA more quickly. SAP also provides best practices that accelerate the implementation.  
  
Cloud Application Services can be used to improve application operations and the introduction of innovations. Companies can also manage their business operations with SAP Cloud Application Services. SAP's partner network is available for collaboration.

1. What does RISE with SAP have to do with the SAP S/4HANA Cloud?

RISE with SAP is inextricably linked to SAP's strategy shift to the cloud group - and thus also to the SAP S/4HANA Cloud.  
  
In particular, the offering is designed to help companies move to the cloud with a whole range of innovations and solutions. The SAP S/4HANA Cloud (as public cloud or private cloud) is therefore one of the core elements of RISE with SAP.  
  
The SAP S/4HANA Cloud (as a private or public cloud) is therefore one of the core elements of RISE with SAP.  
  
However, RISE with SAP is not mandatory in order to use SAP's cloud solutions. Solutions such as SAP S/4HANA Cloud, Public Edition and SAP S/4HANA Cloud, Private Edition are also available to companies "without RISE".  
  
The GROW with SAP commercial package has also been available since the beginning of 2023 for the introduction of the public cloud.  
  
While the RISE offering is primarily aimed at existing customers, GROW is primarily intended for new customers from the midmarket.

1. How do RISE with SAP and SAP S/4HANA Cloud differ?

With RISE with SAP, SAP supports companies in their transformation to the intelligent enterprise and on their way to the cloud.  
  
RISE with SAP's offering is therefore inconceivable without the cloud, but goes far beyond it: with innovative solutions such as SAP Signavio solutions for process optimization and automation, the use of the SAP Business Technology Platform or various technical tools and services.  
  
In short, the SAP S/4HANA Cloud, as an ERP system, is a core element of the RISE with SAP offering. Those who use RISE with SAP also opt for the SAP S/4HANA Cloud.

1. The best way into the SAP Cloud - with or without RISE with SAP?

It is still possible to access the SAP S/4HANA Cloud without RISE with SAP. This applies to both the SAP/4HANA Cloud, Public Edition and the SAP S/4HANA Cloud, Private Edition.  
  
Which route is best suited to a company and whether RISE with SAP is always worthwhile must be examined on a case-by-case basis.  
  
However, as RISE with SAP accelerates and simplifies the transition to the cloud and SAP is continuing to expand the package and increasingly aligning its overall offering with it, this is likely to be the first choice for many customers today.

1. Is RISE with SAP just a new version of the HANA Enterprise Cloud?

The HANA Enterprise Cloud (HEC) (also: SAP S/4HANA On-Premise managed by SAP) came onto the market in 2013. It is no longer relevant today.  
  
The HEC was an infrastructure-as-a-service solution or private cloud solution.  
  
RISE with SAP cannot be compared with HEC because the offering goes far beyond the provision of a pure cloud infrastructure.  
  
The HANA Enterprise Cloud was the entry point into the world of the cloud for some companies. RISE with SAP is now the consistent alignment of all business models and business processes to the cloud.  
  
With RISE with SAP, companies can also decide which hyperscaler they choose to operate their infrastructure. They can choose from Google Cloud, Microsoft Azure, Amazon Web Services and SAP (Alibaba Cloud only in Asia).

1. Can any existing SAP customer also use RISE with SAP?

RISE with SAP can be used by new customers, but also by existing customers - regardless of the size of the company, the industry or the starting point of their own transformation. The offer is available  
  
for companies using SAP ECC (with or without a maintenance contract),  
for companies using SAP S/4HANA on-premise or cloud, and  
for new customers who are not yet using SAP.

1. How to migrate from SAP ERP to RISE with SAP S/4HANA Cloud?

Any company facing and planning a roadmap and implementation of SAP S/4HANA should by no means think only about technical issues and the technology, but also about its strategy, costs or risks.  
  
The technical conversion of an existing system to SAP S/4HANA - if the system is not already running on SAP HANA - in any case requires a migration to the SAP HANA in-memory database, the installation of new and simplified codes, and other adjustments.  
  
The change from an SAP ECC system (SAP ERP 6.0) to RISE with SAP S/4HANA Cloud consists of three steps. The basis for the redesign is SAP Best Practices - and thus the decades of experience of a large number of companies that have gone into the development of SAP solutions.  
  
The first step involves analyzing and redesigning companies' business processes. SAP provides tools to be able to achieve optimization and streamlining of processes.  
The second step is technical migration. Among other things, SAP provides automated services to make it easier for companies to switch to modular and standardized architectures in the cloud.  
The third step describes the establishment of the intelligent enterprise. The basis for this is a cloud infrastructure (SAP host or hyperscaler approach) and the SAP S/4HANA Cloud - including AI solutions, RPA (Robotic Process Automation) and state-of-the-art analytics.  
Another key component of Step 3 is the integrated Business Technology Platform.  
  
The Business Technology Platform enables rapid innovation and is based on a uniform data model. Solutions from SAP, partners or third-party providers can be easily connected. On-premise or non-SAP applications can be integrated via APIs.  
  
In addition, RISE with SAP also provides access to the SAP Business Network. This network enables companies to have an end-to-end data management system and collaboration. It integrates data from internal and external sources.  
  
The SAP Readiness Check for SAP S/4HANA is the tool of choice at this point and part of RISE with SAP. It provides companies with an overview of the most important aspects of switching from an SAP ERP system to SAP S/4HANA - starting with the compatibility of add-ons and business functions through to interface analysis.

1. Is RISE with SAP automatically part of the SAP cloud solutions?

RISE with SAP and GROW with SAP are commercial bundles from SAP.  
  
Both packages are used to introduce SAP's cloud solutions and are designed to facilitate the digital transformation of companies.  
  
RISE with SAP is primarily designed for the introduction of SAP's private cloud. The offer is therefore primarily aimed at existing customers. However, it is also possible to introduce the public cloud.  
GROW with SAP is only available for the SAP S/4HANA Cloud, Public Edition and is primarily intended for new customers from the midmarket. The offer includes the cloud ERP solution, services and methods to accelerate implementation and access to the SAP community and training courses.

12. Grow with SAP

1. What is GROW with SAP?

GROW with SAP (sometimes also called SAP GROW) is a commercial bundle that was created specifically for medium-sized businesses. It helps this target group to benefit from the advantages of a cloud ERP system in a short time. First and foremost, these are speed, flexibility, predictable costs, the continuous provision of technical innovations and scalability.  
  
GROW with SAP gives SMEs access to the extensive know-how that SAP has built up in projects with companies from a wide range of industries over the past 50 years. The software manufacturer has transferred this knowledge into preconfigured best practices that SMEs can adopt immediately thanks to GROW with SAP. At the same time, they gain access to innovative technologies such as artificial intelligence (AI) and automation functions to quickly achieve measurable results.  
  
GROW with SAP enables companies to achieve the following goals:  
  
Accelerate growth of the company  
Realize better adaptability to continuous economic, regulatory and industry change  
Achieve enterprise-wide cost reduction  
Replace legacy systems that prevent achievement of current business objectives

1. Who is the GROW with SAP offer aimed at?

GROW with SAP is aimed primarily at (growing) midmarket companies that do not yet use an ERP system from SAP or are planning to introduce ERP for a subsidiary. It is important to note that only a public cloud ERP is offered as part of SAP GROW (details in the next section). Solutions of this type cannot be customized to the same extent as, for example, on-premise or private cloud editions. GROW with SAP is therefore particularly suitable for companies whose processes are not overly complex and specific.  
  
SAP has also created the "GROW with SAP for scaleups" version specifically for fast-growing companies that want to scale quickly to IPO or expand internationally. Here, the focus is on scalability and speed. The first core processes can be implemented within four weeks. New customers, products and markets can then be added step by step without increasing complexity.

1. What does the GROW with SAP bundle include?

The GROW with SAP bundle essentially consists of three modules:  
Technological solutions (cloud ERP and other tools)  
Services for rapid cloud ERP implementation ("adoption services")  
Knowledge and trainings  
Technological solutions  
Technologically, GROW with SAP is based on the following solutions:  
  
SAP S/4HANA Cloud, Public Edition  
SAP Business Technology Platform  
The core system behind SAP GROW is SAP S/4HANA Cloud, Public Edition - i.e. the public cloud variant of the latest SAP product generation S/4HANA. It is a largely standardized, preconfigured solution that is ready for immediate use, brings the latest best practices for numerous industries and offers continuous innovations. With its feature set, SAP S/4HANA Cloud, Public Edition covers all essential processes in finance, sales, purchasing, manufacturing, supply chain, service, asset management, R&D and engineering. In terms of core, companies can choose between the two RISE with SAP packages "Base Option" and "Premium Option".  
  
In addition to the cloud ERP, customers also receive the SAP Business Technology Platform (SAP BTP) as part of SAP GROW. This is an innovation platform that allows users to define their own processes and functions cloud-natively, beyond the S/4HANA cloud standard. Likewise, individual enterprise applications can be created, business pages designed, (AI-based) analyses built and processes automated. The special feature: Certain programming skills are not required for this, as the SAP Business Technology Platform is based on the low-code or no-code approach.  
  
Licensing for SAP GROW is based on full user equivalents (FUE). Here, the FUE correspond to the actual number of users who are allowed to access specific solutions within the S/4HANA cloud. Furthermore, two different editions are provided: Basic and Premium. The license rental always includes both the applications and the underlying, managed IT infrastructure.  
  
Services for rapid cloud ERP implementation  
In addition to the aforementioned technologies, SAP also provides a number of services in the GROW package that are intended to ensure particularly rapid implementation of the cloud ERP:  
  
Proven tools and methods  
Activation services as a package  
Expert support through SAP partner network  
Companies receive ongoing support from experts (SAP partners) during implementation to help them realize the maximum potential of their new cloud solution and ensure a smooth rollout. The GROW bundle also includes some activation services. SAP partners use these to implement preconfigured processes, achieve project goals and generate added value within the shortest possible time.  
  
Knowledge and trainings  
This third pillar of the GROW with SAP package offers companies access to the SAP community and to learning content that fits their individual needs. In the community, experts, SAP partners, and SAP customers work together to find new solutions, clarify questions, and share knowledge. GROW customers also have access to the "SAP Learning" platform. This platform offers continuing education and training courses for various target groups. Individual content on the subject of cloud ERP is taught in flexible digital learning formats.  
  
What makes GROW with SAP attractive for application companies?  
GROW with SAP is particularly attractive for new SAP customers with little need for customization who want to quickly introduce a high-quality cloud ERP system. This target group in particular benefits from the numerous predefined best-practice processes that SAP GROW provides for different industries. Furthermore, the included cloud ERP scores with practically unlimited scalability. Companies can thus grow without restrictions, but without significantly increasing the complexity of their business processes and management. Thanks to the integrated innovation platform (SAP BTP), organizations also remain agile at all times, as changing requirements can be mapped quickly and flexibly by developers.  
  
Another advantage is the proven implementation methodology, which enables very fast and cost-effective implementation without unscheduled incidents. During subsequent operation, companies also benefit from the advantages of the SaaS model - including predictable and transparent costs, high security, uninterrupted operation, the guarantee of business continuity, and the relief of internal IT resources.

1. What are the disadvantages of the program?

One disadvantage is that SAP GROW only provides the public cloud version of S/4HANA. This is highly standardized and therefore hardly suitable for companies that either operate in niche areas, have very specific processes or are subject to extraordinary legal regulations. Furthermore, it is currently still unclear whether and how a subsequent switch from GROW to a private or sovereign cloud can be realized.

1. What are the differences to the RISE with SAP bundle?

GROW with SAP and RISE with SAP are both commercial technology and service packages designed to help companies move to the S/4HANA cloud. However, GROW focuses more on new customers, while RISE targets existing customers. Accordingly, RISE offers a range of additional services related to the migration and transformation of existing SAP systems. GROW services, on the other hand, are designed for the greenfield approach. Another difference: With RISE, the path can also lead to a private cloud, while GROW inevitably ends up in the public cloud.

**RISE WITH SAP**

1. **What are SAP’s Cloud Product and Service Portfolio Offerings - RISE with SAP and GROW with SAP? How are they different from each other?**

RISE with SAP is specifically designed to assist larger enterprises in migrating their existing ERP data, processes, and functionalities to the cloud. This offering enables organizations to transition from SAP ECC or other legacy SAP ERP systems to SAP S/4HANA Cloud, private edition.

GROW with SAP caters to the needs of small and midsize businesses, providing them with scalable cloud ERP capabilities that can accommodate their evolving requirements at every stage of growth. Through this offering, organizations can adopt SAP S/4HANA Cloud, public edition, where the infrastructure and software capabilities of SAP S/4HANA Cloud are shared with other SAP customers.

1. **Can Cognizant support both RISE with SAP and GROW with SAP for interested and prospective Customers?**

Yes, Cognizant can help support both RISE with SAP and GROW with SAP offering for probable Customers. However, predominantly Cognizant is focused on supporting Large Scale Enterprises which utilizes RISE with SAP. Small sized and Midsized Engagements are yet to be explored.

1. **3. How are the Cloud strategies licensed and how is it different from On-Prem Licensing Option?**

On-Premise Deployments utilize Perpetual Licensing, Private Cloud Deployments utilizes Subscription based software usage rights (along with Perpetual License as applicable), and Public Cloud Deployments utilizes only Subscription based software usage rights.

Also, Cloud Deployments can include Consumption based Licenses like SAP BTP, SAP Fieldglass Solutions, etc.

1. **Can Partners can sell RISE with SAP? If so, who provides the SLA and the Services?**

Partners can re-sell RISE with SAP if they own the related sell authorization. Independently of the sell channel (direct or indirect) SAP would provide the SLA directly to the customer.

Typically, the Partner would prime the services in an indirect contract, however in some circumstances the Partner or Customer may require SAP services to complete certain tasks.

1. **Will SAP Implementation services costs be included in the subscription fee for RISE with SAP and GROW with SAP?**

For both Private and Public Cloud Offerings, SAP will include the provisioning cost as part of the subscription cost. The overall program management, testing, configuration, and migration costs are however not included.

1. **Is there an option for Customers to migrate from SAP S/4HANA Cloud Private Edition to SAP S/4HANA Cloud Public Edition?**

No, there is no such migration option from SAP S/4HANA Cloud Private Edition to SAP S/4HANA Cloud Public Edition, as they are different technical products. Moving to SAP S/4HANA Cloud Public Edition is always a new implementation project.

Both products target individual customer cases and target markets; hence they will differ even more in future as the products are being developed and optimized for their respective target markets.

1. **What’s the structure of RISE with SAP? What does it include in the bundle for the Customer?**

RISE with SAP bundles existing SAP applications in a private cloud model to provide customers with “Business Transformation as a Service”. With this offering, SAP is focused on having organizations engage with them using a service-based model and is trying to drive greater adoption of their flagship S/4HANA ERP platform.

The structure of RISE with SAP includes the below:

* **SAP Business Process Intelligence (BPI)** to analyze how processes perform, get tailored recommendations, and benchmark against industry standards - Digital Discovery Reports, SAP Signavio, etc.
* **SAP Business Technology Platform (BTP)** to Complement, extend and integrate with SAP, partner, or third-party solutions using the same data model and business services as SAP applications - Supported by CPEA/BTPEA Credits as applicable.
* **SAP Business Network Starter Package (ISBN)** to digitize collaboration with the trading partners - Ariba, Asset Intelligence Network, Logistics Business Network, etc. as applicable
* **Tools and Services** to prepare Customer’s Digital Transformation - Custom Code Analyzer, Readiness Check, Learning Hub, etc.
* **SAP S/4 HANA Private Cloud** Deployment Model.
* **Infrastructure Provider of Choice** - Azure/GCP/AWS

1. **Does Cognizant support all Infrastructures of Choice for the Customers like Azure, GCP, AWS for the Customer in RISE with SAP environment?**

When it comes to RISE with SAP model, the Infrastructure stack is usually owned by SAP (may not be applicable for Premium Supplier Partners). However, Cognizant will support all the aforementioned Hypersaclers to an extent defined in the Roles & Responsibility matrix for RISE Private Cloud Edition based on the type of contract aligned with Customer/SAP.

1. **Do we have different types of contracts for RISE with SAP? If so, what are the options available for Customer/Partner with SAP?**

Yes, there are different types of contracts provided by SAP for RISE, and they are defined by a set of Roles & Responsibilities that vary depending on the type of contract that’s engaged between SAP, Customer and the Partner

1. Partner Assisted/Partner Led (Direct or Indirect Sales)
2. Partner Manager Cloud (aka PMC)
3. Premium Supplier (Exclusive)

Note: Though Cognizant can support all 3 options, at present we’re focused on Direct Sales for RISE with SAP. However, Indirect Sales, Partner Managed Cloud options are also available for our contract consumption.

\*Premium Supplier option is an exclusive offering provided at SAP’s discretion\*

**10. Do we have an easier understanding of Partner Modernization for RISE with SAP?**

Yes, The easier way to understand Partner Modernization for RISE with SAP is using the representation below

A diagram of a company's cloud

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**Key Highlights:**

* One SAP Contract and a One stop shop for the SAP stack.
* Partner Leads the Business Transformation (on partner paper) that includes industry knowledge, domain expertise, advisory and implementation services, application managed services plus solution extensions and qualified packaged Add-ons.
* SAP + The Partner Ecosystem Accelerates transformation to the intelligent enterprise.

1. **Is there a difference in the Commerical Construct for RISE with SAP compared to a Traditional SAP ERP Environment?**

Yes, please refer to the below representation to gain more clarity on the respective Commercial Constructs.

**A green and blue arrow

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Compared to the Traditional ERP, RISE with SAP simplifies the commercial construct wherein Infrastructure Management, Techincal Managed Services, Software Support, Cloud Governance and Security is provided by SAP in one complete package (Not applicable for PMC/Premium Supplier Option)

1. **What are the S/4HANA Cloud Licensing options available? How are they bundled for RISE with SAP? And what does a “FUE” equivalent mapping look like?**

Please refer to the below representation for a complete understanding on simplified packaging with flexible user assignments for the core.

A screenshot of a software diagram

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1. **How canCognizant help Customers choose the correct transition path towards their journey to Cloud?**

A customer considering the deployment of SAP S/4HANA within the RISE with SAP framework could fall into two categories: an existing SAP ERP customer or a new SAP ERP customer.

In the case of a new customer, they have the option to host SAP S/4HANA using either the Private Cloud Edition (included in RISE with SAP) or the Public Cloud Edition (included in GROW with SAP). This approach is usually called Greenfield Implementation.

The SAP S/4HANA Public Cloud Edition operates on a multi-tenant Software-as-a-Service (SaaS) model, while the SAP S/4HANA Private Cloud Edition is provided as a dedicated single-tenant solution for the customer.

For existing SAP ERP customers, there are several migration options available under the RISE with SAP solution. They can choose to migrate their ECC systems to hyperscale cloud providers using the RISE ECC (Private Cloud Edition) solution while simultaneously exploring the SAP S/4HANA roadmap. Alternatively, they can opt for a System conversion (Brownfield) to transition their systems to SAP S/4HANA as part of the RISE migration. Another option is to utilize Landscape Transformation (Selective Data Transition - SDT) for a phased adoption and transition to SAP S/4HANA.

Please check the following representation for ease of understanding the above mentioned concept.

A diagram of a software company

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1. **What are the benefits of RISE with SAP in general?**

RISE with SAP offers several benefits to organizations embarking on their digital transformation journey. Some of the key benefits include:

* A single contract for all solutions, services, and infrastructure – including SAP S/4HANA Cloud, SAP BTP and Signavio subscriptions.
* RISE with SAP contract encompasses migration, implementation, and ongoing

support as part of transition to the cloud.

* A unified service-level agreement (SLA) for the entire solution stack.
* Ongoing support and maintenance for the entire solution stack, including infrastructure, platform, and application layers.
* Ability to incorporate with advanced technologies such as artificial intelligence (AI), machine learning (ML) and analytics.
* The ability to scale up or down as needed with flexible pricing based on usage and consumption.
* Faster time to value with options and preconfigured solutions that help businesses get up and running quickly.
* Integration with SAP Business Technology Platform, which provides advanced analytics, AI, and machine learning capabilities to help businesses make data-driven decisions and improve operational efficiency.
* Enhanced security and compliance features with built-in controls and monitoring to help protect data and meet regulatory requirements.
* Partners and developers that provide a wide range of complementary solutions and services that enhance the RISE with SAP offering.

1. **What are the understandable and relatable Pros and Cons of RISE with SAP based on Cognizant’s experience in RISE with SAP Engagements?**

RISE with SAP has a considerable set of Pros and few challenges as well that needs to be taken into consideration during an evaluation of a Customer’s journey towards RISE with SAP. Here is a list provided based on Cognizant’s experience.

|  |  |
| --- | --- |
| RISE with SAP Pros | RISE with SAP Cons |
| **Simplified Adoption:** RISE with SAP offers a simplified and integrated approach to cloud adoption. It provides a comprehensive package that includes infrastructure, software licenses, and managed services, reducing the complexity of implementation and ongoing management. | **Limited Customization:** As RISE with SAP customers are recommended to adopt Clean Core program, they may have future limitations in terms of customization that may potentially impact SLAs, compared to hosting SAP S/4HANA directly on hyperscale cloud. Organizations may have less flexibility to tailor the solution to their specific needs. |
| **Scalability and Flexibility:** Selected infrastructure resources are scalable and flexible depending on business needs and availability of systems. Enables seamless integration with other cloud services and applications (like BTP) providing an agile possibility of future business growth. | **Integration Challenges:** Customers having complex mix of SAP and Non-SAP Solutions and mixed vendor support can expect a significant delay in their digital transformation journey due to ambiguities around integration touch points with a RISE with SAP landscape. |
| **Automation and Innovation:** Advanced technologies like AI, ML and Data Analytics on Cloud provide enhanced agility for automation and innovation empowering business to make data-driven decisions and drive digital transformation. | **Automation and Innovation:** Advanced technologies like AI, ML and Data Analytics on Cloud provide enhanced agility for automation and innovation empowering business to make data-driven decisions and drive digital transformation. |
| **Lower TCO:** Subscription based services and pricing model helps eliminate additional infrastructure costs and predictable operational expenses. Costs and manual effort associated with System Maintenance Activities like Upgrades, Updates, etc. are reduced resulting in lower TCO over time. | **Ecosystem Challenges:** As access to infrastructure cloud subscriptions are restricted to customers in RISE with SAP, there may be limitations in interoperability between the SAP S/4HANA systems and services offered by hyperscale cloud platform providers. |

1. **What are the Partner Tools and Accelerators that can be utilized for RISE with SAP Engagements?**

Depending on the phase of SAP’s Activate Methodology, Partners are allowed to utilize a recommended set of tools and accelerators that can enable a smoother transition to RISE with SAP for Customers. The key tools and accelerators have been listed below for immediate reference.

* SAP S/4HANA Trial Accelerator
* SAP Digital Discovery Assessment (DDA)
* SAP Business Network Discovery
* SAP Technical Assessment/Readiness Check for SAP S/4HANA
* SAP Integration Assessment
* RISE with SAP Adoption Framework Accelerator
* Fit-to-Standard Analysis Workshops
* SAP ABAP Test cockpit or SAP Code Inspector
* Data extraction, Data cleansing, Migration cockpit
* SAP BTP & SAP Integration Suite
* SAP Signavio Process Navigator
* SAP Business Network Release Value Analytics
* HANA Quick Sizer
* SAP Cloud ALM
* SAP Cloud Integration Automation Service (CIAS)
* Operational Readiness -XM Transformation Procedures Accelerator

1. **What are the Lifecycle Management Tools that can be utilized for Customers who are part of the RISE with SAP Program? Can Cognizant operate all such Lifecycle Management Tools?**

Tools like SAP Cloud Application Lifecycle Management (CALM), SAP Landscape Management (LaMa), SAP Focused Run, Software Update Manager with Near Zero Downtime capabilities, etc. focusses on improving operational efficiency with advanced automation capabilities and can be utilized as part of the RISE with SAP program.

However, not all lifecycle management tools and tasks are covered in Cognizant’s scope of work. A thorough evaluation of tools and it’s respective licenses and hosting solution will help decide the R&R for Lifecycle Management of Customer systems between SAP/Partner/Customer.

1. **Do we have additional scenarios to be considered in Customer’s journey towards RISE from Cognizant’s perspective? If yes, can you list these options as well?**

Yes, below are the additional set of options complementing the scenarios listed in the flow-chart earlier.

**a) Customer is currently running SAP S/4HANA on-premise.**

Customer should talk to their partner (Cognizant) about moving to RISE with SAP S/4HANA Cloud

(Private or Public edition). The customer is already in a prime position to make this

move as they have migrated to our latest ERP solution. If they move to RISE with SAP,

they can continue to leverage their previous investments in their ERP system and

benefit from all the additional entitlements and tools that they will have access to as

part of their RISE with SAP contract.

**b) Customer is currently running on SAP ERP (SAP ECC).**

We recommend that the customers migrate to the newest ERP solution SAP S/4HANA

and look at either SAP S/4HANA Cloud Public Edition or SAP S/4HANA Cloud Private

Edition. Rather than investing in new hardware for SAP S/4HANA or renegotiating

the infrastructure contract, we suggest to consider a one-step conversion directly to RISE with

SAP.

**c) Customer is currently running on SAP ERP, private edition (SAP ECC,**

**private edition).**

While the customer is already using a solution in the cloud, we recommend that they

migrate to RISE with SAP S/4HANA Cloud Private Edition. With this step they can

take advantage of SAP S/4HANA Cloud, the next generation intelligent ERP system.

**d) Customer is already running on RISE with SAP.**

The Customer is all set to consume future innovations. If the Customer is interested in consuming generative AI, sustainability, and the other entitlements included in the new premium plus offering, they can contact the S

1. **Do we have a list of Customers who are already on RISE with SAP and is supported by Cognizant on the different kind of engagements mentioned, like Greenfield, Brownfield, SDT ? Do we have any other scenarios apart from these three?**

Though we are not actively part of any SDT engagement on RISE yet, it’s possible that we come across an SDT opportunity in the future. Also, **RISE AMS** is another important category of support in which Cognizant can help Customers maintain their RISE Landscape during the “RUN” phase.

Please refer to the following information which lists our RISE with SAP Customers based on the categories covered (subject to increase in Q2/Q3 2024 and going forward)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Customers** | **Hyperscaler** | **Type** | **Industry** | **Project State** |
| Accuray | AZURE | Greenfield | Life Science | Run & Optimize |
| Aker Solutions | AZURE | Brownfield | MLEU | Run & Optimize |
| Brightspeed | AZURE | Greenfield | Communications Media | Run & Optimize |
| Cengage Learning | AZURE | Greenfield | Communications Media | Run & Optimize |
| Etex | AZURE | Brownfield (S/4 Conversion) | MLEU | Execute |
| Exyte | AZURE | Greenfield | MLEU | Run & Optimize |
| Fanuc | AZURE | Greenfield | MLEU | Execute |
| PG&E | AWS | Greenfield | MLEU | Run & Optimize |
| Purdue | AZURE | Brownfield (SoH Migration) | MLEU | Run & Optimize |
| Smart | AZURE | Greenfield | MLEU | Run & Optimize |
| Sonos | AWS | Brownfield | Retail & Consumer Goods | Run & Optimize |
| Summit Energy | AZURE | Brownfield (S/4 Upgrade) | MLEU | Run & Optimize |
| Tate & Lyle | AZURE | Brownfield | Retail & Consumer Goods | Run & Optimize |
| Vistra | AZURE | Brownfield (SoH Migration) | MLEU | Run & Optimize |
| Stater Bros | AZURE | Greenfield | Retail & Consumer Goods | Design |
| Metropolitan Utilities District | AZURE | Brownfield (S/4 Conversion) | MLEU | Design |
| Endo Pharmaceuticals |  | Brownfield | Life Science | Design |
| Otuska (EX) | AWS | Greenfield | Life Science | Run & Optimize |
| Smith & Nephew | AZURE | Greenfield | Life Science | Run & Optimize |
| Oxform University Press | AZURE | Greenfield | Communications Media | Deploy |

1. **How does Cognizant’s LEAP Framework support RISE with SAP?**

Please refer to the snapshot below

A screenshot of a computer

Description automatically generated

**21. How exactly does Cognizant realize more value in RISE with SAP and LEAP with Cognizant?**

Modern enterprises are continuing to adopt digital technologies to build businesses that are future ready. Cognizant’s Learn-Enable-Accelerate-Perform framework, powered by Cognizant® Intelligent Enterprise Platform, helps you adopt a value-driven approach for technology modernization, reimagine business processes and transform customer experiences.

As a launch partner of RISE with SAP, we help companies become future-ready with four key capabilities that drive transformation and innovation:

* Future-ready ERP powered by cloud.
* Business process intelligence that drives process transformation.
* Business technology platforms that extend solutions and deliver advanced analytics.
* Business networks that extend capabilities beyond the core.

Our proven capabilities simplify the cloud modernization journey using tools, accelerators, and an agile approach to set up cost-effective a modern digital foundation platform.

Our Intelligent Enterprise Platform enables tangible business outcomes at every stage of your transformation journey, brings faster time to market and delivers superior business value.

Our award-winning BTP solutions and business network accelerators provide a 360° view of business processes and seamlessly integrate with your IT core and other SaaS applications.

Our expertise in digital engineering, partnerships with leading technology vendors and niche acquisitions drive continuous business process innovation in short cycle times.

**Learn about Possibilities:**

Discover and enhance existing processes and user productivity using our Business Process Intelligence offerings with SAP Signavio, Cognizant Value Extraction Framework, and Industry Consulting.

**Enable Transformation:**

Enable business transformation through Intelligent Core with S/4HANA on cloud and an agile business network to deliver end-to-end customer experiences. With Cognizant® Intelligent Enterprise Platform, Industry Solutions and SAP BTP solutions, we use industry best practices supported by AI/ML and process automation.

Our solutions accelerate the move to RISE with SAP by up to 30% with industry best practices and preconfigured accelerators for S/4HANA. Our solutions cover all key industries like life sciences, discrete manufacturing, utilities, chemical manufacturing, consumer-packaged goods, medical devices manufacturing, travel among others.

**Accelerate the Journey:**

Accelerate your core modernization and transformation journey to cloud with predefined, automated paths and industrial delivery models. We deliver first-time right quality using our unique solutions: SAP Qualified Cognizant® SmartMove integrated with SNP Crystal bridge, Cloud Migration Factory and Integrated Quality assurance with Trecentist.

**Perform and transform:**

Transform and improve your business processes using intelligent technologies and BPI with Signavio. We help companies realize value and continuous innovation through our ROI Value Realization Framework, SAP Certified Cognizant® Automation Center and Application Value Management (AVM) Factory models that can potentially reduce operational costs by 20%.

**22. As per SAP’s latest updates on RISE with SAP strategy, what are the latest know-hows for Cognizant as a Trusted Advisor and Partner?**

**RISE Migration and Modernization Program** – Regardless of whether businesses run on SAP ECC or SAP S/4HANA, self-guided digital experience (SAP.com) and assisted services offer a path through the four phases from getting ready to go-live: discover and prepare, explore and plan, move and deploy, and run and innovate.

**RISE with SAP Methodology** - To drive predictable timelines for projects, all implementations – through SAP and Partner Ecosystems will follow a RISE with SAP Methodology, which applies a fit-to-standard approach. It will provide project progress transparency, with key milestone checks. It is powered by SAP services and specialists who confirm the methodology is applied from discovery through go-live to get customers innovation ready. SAP is training and validating partners to use the RISE with SAP Methodology and will collaborate closely with the partners to provide consistency and quality.

**SAP S/4HANA Cloud Safekeeper** - A program for RISE with SAP Customers that enters customer specific maintenance for older SAP S/4HANA releases.

It gets Customer's systems ready for an Upgrade to the latest version of SAP S/4HANA.

It includes upgraded services and infrastructure optimization while providing business continuity for the customer's current system via updates and patches along the way for two more years.

**Clean Core Principle** – “Clean core” is a concept to describe a system that is as close to standard as possible, while leveraging cloud architecture and tools for customer-specific enhancements.

Clean core results in minimal customization in the core stack and standard process usage, resulting in businesses operating more efficiently.

A Partner's advocacy and customer's adherence to these principles are critical, and customers will stand to benefit with a clean core.

Customers having a cloud ERP as a Service with a clean core shall be able to lean on cloud architectures and tools – as opposed to on-premise methodology – to take advantage of future innovations from SAP.

In addition to SAP’s cloud ERP as a service, SAP Signavio and SAP BTP offerings also support clean core principles:

* SAP Signavio analyzes and standardizes customer’s business processes.
* SAP BTP reduces customization and modularizes the architecture by moving key capabilities to a cloud-compliant model.

**Benefit from Strategic Cloud Innovations like Gen-AI and Green Ledger:**

Only customers on SAP S/4HANA Cloud Private Edition and on SAP S/4HANA Cloud Public Edition will have access to gen AI and green ledger. Partners along with their SAP account teams that want to pursue sales cycles for gen AI and green ledger must confirm that the customers are already running SAP S/4HANA as a service via the Private Cloud edition or the Public Cloud.

**23. What are the RISE Bundle Services Options available for Customers?**

Since the BASE category bundle only has a limited set of services with S/4HANA Digital Core ERP as the prime inclusion, SAP has proposed to involve Customers with the below packages that come with additional benefits.

**Premium Edition:**

This will help Customer Augment SAP S/4HANA Cloud, private edition with features for business process management, process automation, and low-code application development.

**Premium Plus Edition:**

This will help Customer extend their Cloud ERP with the premium edition and additional capabilities for generative AI, sustainability, advanced CFO suite, and supplier networks.

**24. Do we have to consider SAP BASIS resources for RISE deals? What is the scope of work for SAP BASIS as SAP takes ownership of Infrastructure and Database Operations?**

Factoring SAP BASIS on “RISE with SAP” Engagements is mandatory for all options like “Greenfield”, Brownfield and “Hybrid SDT” deployments, and for RISE AMS as well. AMS on RISE is one of the key activity areas in helping Customers leverage RISE with SAP efficiently for which SAP BASIS plays a pivotal role in engaging and executing Application Management Services for the Customers.

Though Infrastructure and Database Operations are pre-dominantly owned by SAP, there are a considerable list of tasks that needs to be owned, assisted and executed by a Partner across layers based on the access provided by SAP. Some of the tasks are listed below for reference which spans the complete stack of S/4HANA on RISE.

* Data Volume Optimization
* Data Lifecycle Management
* Performance Optimization/ Database Performance Management/Core Performance Management
* Application Operations
* Secure Users & Authorizations
* Data Integration
* Database Performance Management
* Functional Application Management
* Customer Application Monitoring
* Audit Readiness
* Application Security Updates
* Secure Users & Authorizations
* Security Risk Checks
* Interface Secirty & Application Security Monitoring
* Release Version Upgrade Planning and Co-ordination
* Performance Testing, Performance Optimization and Core Performance Management
* Customer Application Monitoring
* Application Operations for Customer Deployment Planning and Execution
* Application Operations for Solution Manager - ChaRM
* Cloud Optimization
* Customer Deployment Strategy
* Business Improvement Foundation
* Regression Testing
* SAP S/4HANA Interface Testing
* SAP Integration Suite Testing
* Segregation of Duties Check
* Application Operations or Data Lifecycle Management
* Data Quality Management/Optimization
* Application Operations or SAP BTP Core Operations
* Cloud Integration Testing
* Enterprise Threat Detection
* Advanced Job Management
* Application Operations or Core Operations for SAP Cloud ALM

**Note:** There are also a considerable set of Excluded Tasks which are highlighted as Customer’s responsibility where Cognizant can help perform the same as a trusted RISE Partner Advisor.Also, Additional Services are expected to involve Partners to Strategize alongside Customer & SAP.

**HEC TO RISE MIGRATION**

HEC to RISE Migration is a comprehensive solution offered by SAP Services. The responsibilities marked with an R are exclusively managed by SAP and cannot be delegated. This project typically spans about 5 months and includes Fiori integration. Should Cognizant wish to participate in this service, they would be limited to handling the C tasks, acting as a representative for the customer. The RACI provided is the exact framework SAP would present to the customer.

|  | SAP | Customer |
| --- | --- | --- |
| Project Kick-Off |  |  |
| Communicate the delivery approach: project objectives, structure, roles and responsibilities, schedule, communication standards, change request process and decision-making process. | R | C |
| Communicate the platform access and other protocols to be followed to communicate with the team | R | I |
| Confirm the planned project schedule by project phases | R | C |
| Project Planning |  |  |
| Preparing project plan for technical activities relevant to SAP scope of Services, providing status update to the Customer | R | C |
| Preparing Master project schedule based on the SAP migration project schedule to cover all the project activities including infrastructure provisioning, availability of resources for other activities like testing etc. maintaining and updating the master project schedule | C | R |
| Project planning, execution, and control | R | C |
| Coordinate with functional and technical teams | C | R |
| Lead technical delivery and coordination between SAP and the Customer | R | C |
| Compile list of Customer specific prerequisites for the Technical System Migration of the systems in SAP's scope | R | C |
| Complete the required prerequisites and confirm the same | C | R |
| Identify Customer project resources, assemble project team members, and onboard the project team | I | R |
| Identify SAP project resources, assemble project team members and onboard the project team | R | I |
| Cut-Over planning |  |  |
| Schedule cut-over planning session and identify activities to be performed during uptime and downtime | R | C |
| Preparation |  |  |
| Network Connectivity and configuration between current datacenter and SAP PCE | R | R |
| System Builds, System Copies/Refresh, Backups/Restore required for the project (Dry run) – HEC | C | R |
| Infrastructure Readiness (Hardware/Network/Sizing/Backup/File System) – SAP PCE | R | C |
| Infrastructure Readiness (Hardware/Network/Sizing/Backup/File System) – HEC | C | R |
| Any High Availability (HA) related activities, operating system upgrades if required | C | R |
| Any HA activities, database/operating system upgrades if required – SAP PCE | R | C |
| Check connectivity and access/authorizations to respective systems | R | C |
| Infrastructure and system-level security in SAP PCE landscape, including security configuration of SAP components | R | C |
| Software Media Download in HEC. The list of software media will be shared during the project prep and well in advance before the start of the migration | C | R |
| Go-Live Date Determination | C | R |
| Finalization of the overall project plan | R | C |
| Validation of existing technical landscapes | R | C |
| Configuration and generation of XML from SAP Solution Manager system by Customer Basis team – HEC | C | R |
| Confirm, in writing, completion of prerequisites. SAP will share the prerequisites during the project preparation phase | C | R |
| Perform a pre-requisite check to confirm the prerequisites for the start of the project have been met. | R | C |
| Organizational change management activities, training, and knowledge transition activities. Organizational change management includes but is not limited to the following: communication plan, organizational transition plan, business readiness for go-live, and project communication to the company. | C | R |
| Perform and manage system administration tasks in source systems | C | R |
| Maintain and update relevant project management documents, e.g., project plans, risk and issue logs and status reports | R | C |
| Execution |  |  |
| Execute Migration of the non-production systems in SAP's scope | R | C |
| Dual code maintenance | C | R |
| Configuration of Web Dispatcher | R | C |
| Triggering backups of HEC systems and copying to SAP PCE data center | C | R |
| Document process steps and create cookbook describing migration steps | R | C |
| System validation | C | R |
| Provide knowledge transfer of the migration process using the documentation created during the project | R | C |
| Test Solution |  |  |
| Finalize the UAT approach and test plan including (SAP Scope) | C | R |
| Third party interface testing | I | R |
| Develop test scenarios and test scripts for testing. | C | R |
| Execute test, manage test execution and produce test report; document and prioritize all testing issues/defects encountered. | C | R |
| Address material defects arising out of the migration activities performed by SAP | R | C |
| Maintain Authorizations in the target systems | I | R |
| Resolve defects which are either not directly related to the migration activities performed by SAP or related to the activities performed by the Customer | I | R |
| Deploy Phase |  |  |
| Perform dress rehearsal run to finalize cutover plan | R | C |
| Create cutover plan and finalize/secure go/no-go | R | C |
| Execute Migration of the production systems in SAP's scope | R | C |
| Business validation during downtime | C | R |
| Release migrated production system to end users | C | R |
| Provide go-live and post go-live support | R | C |
| Hand over the Project Tasks to the Customer project manager and secure sign offs. | R | C |

**SAP HANA SCALE UP**

1. What are the cloud solutions supporting SAP HANA Scale up?

SAP HANA Scale up can be deployed in Azure, AWS, GCP clouds**.**

1. What is the physical memory limitation of scale up?

As of now scale up can only be possible till 32 TB of RAM (Azure) & 24 TB (AWS,GCP).

1. Do SAP certified the 32 TB servers provided by various cloud platforms?

Yes, SAP have certified 32 TB server of Azure cloud in Sep 2024.

1. What are the main hardware limitations when scaling up SAP HANA?

The primary hardware limitations include the maximum capacity of CPU and RAM that a single server can support. Once these limits are reached, further scaling up is not possible.

1. How can organizations address the single point of failure issue in a scale-up scenario?

Implementing high availability (HA) configurations and regular backups can help mitigate the risk of a single point of failure. This ensures that there is a backup system ready to take over in case of a failure.

1. What are the best practices for monitoring performance during a scale-up?

Continuous performance monitoring using tools like SAP HANA Cockpit can help identify when scaling up is necessary. Regularly reviewing system performance metrics ensures optimal operation.

1. What are the key considerations for capacity planning in a scale-up scenario?

Key considerations include understanding current and future workload requirements, using tools like SAP’s Quick Sizer for accurate resource estimation, and planning for potential growth to avoid frequent scaling.

1. How the HA solution can be automated?

HA solution can be automated using SUSE pacemaker cluste for Linux servers.

1. How the cluster monitor the HANA system?

SUSE cluster utilises the HANA SR hooks available to monitor the systme and take the decisions based on the hooks return signals.

1. What are the HANA hooks available for Scale up?

SAPHanaSR & susChkSrv are the major required hooks for scale up systems.

**SAP HANA SCALE OUT**

1. What are the cloud solutions supporting SAP HANA Scale out?

SAP HANA Scale out can be deployed in Azure, AWS, GCP clouds.

1. What is the physical memory limitation of scale out?

As of now scale out can only be possible until 4 nodes with 24 TB per node. (96 TB max)

1. How many stand by nodes can be added to scale out?

We can add 1 or more stand by nodes depending on the HA solution preferred by customer.

1. When should you choose Scale-Out over Scale-Up?

When your data requirments exceeds the capacity of a single server.

1. What are the benefits of Scaling Out?

Increased Capacity which will handle larger data volumes & Improved Performance with distributing workloads across the worker nodes.

1. How do you manage data distribution in a Scale-Out environment?

Data distribution is managed by partitioning tables and distributing them across different servers. SAP HANA automatically handles data placement and movement to optimize performance.

1. What are the key considerations for high availability in a Scale-Out setup?

Host Auto-Failover: Ensures that standby nodes can take over in case of a failure.  
System Replication: Provides data redundancy and quick recovery.  
Regular Backups: Ensures data integrity and availability.

1. What tools are available for monitoring and managing a Scale-Out system?

Tools like SAP HANA Cockpit and SAP HANA Studio provide comprehensive monitoring and management capabilities. They help in tracking performance, managing resources, and ensuring system health.

1. What are the limitations of Scaling Out?

Complexity: Managing multiple servers can be complex.  
Cost: Higher costs due to additional hardware and maintenance.  
Network Latency: Potential for increased network latency between servers.

1. What are the required network configuration for scale out?

SAP HANA Scale out need 4 network configurations.  
Internode communication: Communication within the HANA nodes (int).  
External communication: Communication for the external connections like applicatioN connectivity.  
HSR: Communication for HANA system replication between the sites.  
Storage: Communication between the storage sites across the nodes.

1. How the HA solution can be automated?

HA solution can be automated using SUSE pacemaker cluste for Linux servers.

1. How the cluster monitor the HANA system?

SUSE cluster utilises the HANA SR hooks available to monitor the systme and take the decisions based on the hooks return signals.

1. What are the HANA hooks available for Scale out?

SAPHanaSrMultiTarget & susChkSrv are the major required hooks for scale out systems.

1. What is the Majority Maker and why its required?

The majority maker is a virtual machine (VM) or an additional cluster node used to achieve an odd number of nodes in a cluster. This helps in avoiding split-brain scenarios, where two parts of a cluster believe they are the primary part. It ensures that there is always a clear majority in the cluster, which is crucial for maintaining data consistency and avoiding conflicts. This is especially important in high availability and disaster recovery setups.

**General (Scale up & Scale out) for HLI (SAP HANA Large Instances)**

1. How the server validated with SAP recommended configurations?

HCMT tool will be used to validate all the configurations to be in line with SAP.

1. What are the known issues in HCMT execution?

For Scale out servers, internode latency issue is the most common which can be fixed by pinning the numa set to diferent networks (int, HSR, storage).

1. Are there any changes required for HCMT execution plan?

Yes, we need to increase the parallel io requests from 64 (default) to 128 for HLI servers.

1. What are the disks used for data, shared and log volumes?

ANF will be used for data and shared. Managed disks are used for log.

1. Which backup / recovery solution can be implemented for HLI for quicker RTO?

Snapshot based backup solutions like AzAcSnap or Rubrik snapshot solutions can be implemneted for faster RTO.

1. How the system restart time can be minimised?

By using HANA Fast Restart Option (FRO), system restart time can be reduced by 70-80%.

1. What will be OS requirements for HLI?

ANF will be used for data and shared. Managed disks are used for log.

1. What HANA version is recommended for HLI?

SAP HANA 2.00.077+

1. Are there any recommendations for HSR?

It is recommended to use log retention which will be helpful in shipping only the delta log instead of full replica in case of any re-connects to HA.

1. How the performance of OLTP can be optimised?

The performance will be majorly depending on the Active threads usage by various application jobs, this can be managed using Workload classed assiged to different application sources / users. We can also reduce the global concurrency value to reduce the high CPU usage.

**BRIM FAQ’s**

**1. What is SAP BRIM?**

SAP BRIM is a comprehensive solution for managing billing and revenue for high-volume businesses. It helps in streamlining processes from product configuration, order capture, and fulfillment to invoicing, billing, and revenue recognition.

**2. Can you explain the components of SAP BRIM?**

The main components include SAP Convergent Charging (CC), SAP Convergent Invoicing (CI), SAP Customer Financial Management (CFM), SAP Revenue Accounting and Reporting (RAR), and Subscription Order Management (SOM).

**3. What is the role of SAP Convergent Charging in BRIM?**

It is responsible for calculating charges for services and usage in real-time, allowing businesses to create flexible pricing models and bundles.

**4. How does SAP Convergent Invoicing contribute to BRIM?**

SAP CI consolidates billing data from various sources into a single invoice, handling both prepaid and postpaid billing models.

**5. What is the purpose of SAP Customer Financial Management?**

CFM manages customer financial transactions, including payments, collections, and disputes, ensuring efficient accounts receivable processes.

**6. How does SAP Revenue Accounting and Reporting work within BRIM?**

RAR helps in recognizing revenue accurately and in compliance with accounting standards like IFRS 15, managing the revenue recognition process.

**7. What is Subscription Order Management in SAP BRIM?**

SOM manages subscription-based orders, from order creation through fulfillment, supporting complex order management scenarios.

**8. Can you explain the end-to-end process flow in SAP BRIM?**

The flow starts with product configuration, followed by order management, service and consumption charging, invoicing, and finally, financial customer management.

**9. How do you handle real-time charging and rating in SAP BRIM?**

Real-time charging and rating are handled through SAP Convergent Charging, which processes usage data against pricing models to calculate charges instantly.

**10. What are the challenges in implementing SAP BRIM?**

Challenges include integrating multiple components, managing high volumes of data, ensuring billing accuracy, and complying with financial standards.

**11. How can SAP BRIM handle complex billing scenarios?**

By utilizing flexible pricing and bundling options in Convergent Charging and leveraging Convergent Invoicing for composite billing requirements.

**12. What is the significance of SAP Hybris in BRIM?**

SAP Hybris (now part of SAP Customer Experience) enhances BRIM by providing front-end customer engagement and commerce solutions.

**13. How does SAP BRIM support digital transformation?**

It enables businesses to adapt to digital business models, supporting flexible, usage-based pricing and automated billing processes.

**14. Can SAP BRIM be integrated with other SAP solutions?**

Yes, it seamlessly integrates with SAP S/4HANA, SAP CRM, and other SAP solutions for comprehensive business process management.

**15. What is the best practice for data migration in SAP BRIM?**

Utilize SAP Data Services for efficient data migration, ensuring data quality and consistency throughout the process.

**16. How do you ensure billing accuracy in SAP BRIM?**

By implementing thorough testing of pricing models in Convergent Charging and validating billing data through Convergent Invoicing.

**17. What role does analytics play in SAP BRIM?**

Analytics provide insights into billing and revenue data, helping businesses make informed decisions and improve financial performance.

**18. How can SAP BRIM be customized for specific industry needs?**

Through its modular architecture and flexible configuration options, allowing businesses to tailor the solution to their unique requirements.

**19. What is the future scope of SAP BRIM?**

The scope includes further integration with cloud services, enhancements in AI for predictive analytics, and more robust digital payment solutions.

**20. Can you explain how dispute management is handled in SAP BRIM?**

Dispute management is facilitated by the Customer Financial Management component of SAP BRIM. It provides tools for tracking, managing, and resolving billing disputes, ensuring timely resolution and maintaining customer satisfaction.

**1. What are the key components of the SAP BRIM solution, and how do they integrate with each other?**

SAP BRIM consists of several key components:

* SAP Convergent Charging (SAP CC) for rate management and pricing.
* SAP Convergent Invoicing (SAP CI) for invoicing and billing.
* SAP Contract Accounts Receivable and Payable (SAP FI-CA) for financial accounting.
* SAP Customer Financial Management (SAP FICA) for credit and collections management.

These components integrate seamlessly to handle complex billing and revenue management processes. SAP CC handles pricing and rate determination, SAP CI manages billing and invoicing, while SAP FI-CA manages account receivables and payables. Together, they provide a comprehensive solution for end-to-end revenue management.

**2. How does SAP BRIM handle complex billing scenarios, such as subscription-based services?**

SAP BRIM is designed to handle complex billing scenarios through its flexible pricing and billing engines. Subscription-based services are managed using SAP Convergent Charging (SAP CC) to define and apply complex pricing models, including usage-based pricing, tiered pricing, and recurring charges. SAP Convergent Invoicing (SAP CI) then consolidates these charges into a single invoice, ensuring accurate billing for all services provided. This modular approach allows businesses to customize billing processes to match their specific needs.

**3. Explain the process of setting up a charge plan in SAP Convergent Charging.**

Setting up a charge plan in SAP Convergent Charging involves several steps:

* Define chargeable items (CIs) which represent the billable events.
* Create a charge plan by specifying the pricing logic, including rate steps, discounts, and allowances.
* Associate the charge plan with the relevant chargeable items.
* Configure the charge plan to handle different billing cycles and customer categories.
* Test the charge plan to ensure it meets the desired billing requirements.
* Deploy the charge plan for use in production, where it will be applied to billable events as they occur.

**4. What are the best practices for implementing SAP BRIM in a multi-national corporation?**

Best practices for implementing SAP BRIM in a multi-national corporation include:

* Conducting a thorough requirements analysis to understand the diverse needs of different regions.
* Ensuring compliance with local regulations and tax laws by configuring the system accordingly.
* Implementing a scalable and flexible architecture to accommodate future growth and changes.
* Utilizing SAP BRIM’s multi-currency and multi-language capabilities to support global operations.
* Engaging in comprehensive testing and training to ensure smooth deployment and user adoption.
* Establishing a robust change management process to handle ongoing updates and enhancements.

**5. How can SAP BRIM improve revenue recognition processes?**

SAP BRIM improves revenue recognition processes by automating and standardizing the entire billing and revenue management lifecycle. It ensures that revenue is recognized accurately and in compliance with accounting standards such as IFRS 15. The system provides real-time visibility into revenue streams, allowing for better financial reporting and decision-making. SAP BRIM’s integration with financial systems ensures that revenue data is seamlessly transferred and recorded, reducing manual errors and improving efficiency.

**6. Describe the role of SAP FI-CA in the SAP BRIM solution.**

SAP FI-CA (Contract Accounts Receivable and Payable) plays a crucial role in the SAP BRIM solution by managing all financial transactions related to customer contracts. It handles billing, invoicing, collections, and payment processing. SAP FI-CA ensures accurate tracking of receivables and payables, provides detailed financial reporting, and supports dunning processes for overdue accounts. It integrates with other SAP BRIM components to provide a comprehensive view of customer financial data, enabling efficient management of cash flow and financial operations.

**7. What are the common challenges faced during SAP BRIM implementation, and how can they be mitigated?**

Common challenges during SAP BRIM implementation include:

* Complex integration with existing systems: Mitigated by thorough planning and using standard SAP integration tools.
* Customization needs: Addressed by leveraging SAP BRIM’s flexible configuration options and involving experienced consultants.
* Data migration issues: Managed by conducting detailed data mapping, cleansing, and validation processes.
* User adoption: Ensured through comprehensive training programs and ongoing support.
* Regulatory compliance: Maintained by staying updated with local regulations and configuring the system to adhere to compliance requirements.

**8. How does SAP BRIM support real-time billing and invoicing?**

SAP BRIM supports real-time billing and invoicing through its integration with SAP Convergent Charging (SAP CC) and SAP Convergent Invoicing (SAP CI). SAP CC processes real-time usage data and applies the appropriate pricing models, while SAP CI consolidates these charges and generates invoices on demand. This real-time capability ensures that customers are billed accurately for their usage, providing up-to-date financial information and enhancing customer satisfaction.

**9. What is the significance of SAP Convergent Charging in managing complex pricing models?**

SAP Convergent Charging (SAP CC) is significant in managing complex pricing models because it allows for the definition and application of intricate pricing rules and structures. It supports various pricing schemes, such as usage-based pricing, tiered pricing, discounts, and promotional offers. SAP CC’s flexibility and scalability enable businesses to create customized pricing models that meet the specific needs of their products and services, ensuring accurate and fair billing for customers.

**10. How can businesses leverage SAP BRIM to enhance customer experience?**

Businesses can leverage [**SAP BRIM**](https://www.multisoftsystems.com/erp/sap-billing-and-revenue-innovation-management-brim-training)to enhance customer experience by providing accurate, transparent, and timely billing. SAP BRIM’s comprehensive billing capabilities ensure that customers receive detailed invoices that clearly outline the services and charges. The system’s flexibility allows businesses to offer personalized pricing and billing options, such as bundled services and subscription plans. Additionally, real-time billing and proactive customer account management help address issues promptly, improving overall customer satisfaction.

### 11. What are the key components of SAP BRIM, and how do they integrate to support end-to-end billing and revenue management processes?

The key components of SAP BRIM are Subscription Order Management (SOM), SAP Convergent Charging (SAP CC), SAP Convergent Invoicing (SAP CI), and SAP Revenue Accounting and Reporting (RAR). These components integrate seamlessly to manage the entire billing and revenue lifecycle. SOM handles the creation and management of subscription orders. SAP CC provides real-time charging and rating capabilities. SAP CI manages the invoicing processes and accounts receivables. SAP RAR ensures compliance with revenue recognition standards.

### 12. How does SAP Convergent Charging (SAP CC) handle real-time rating and charging of services?

SAP Convergent Charging (SAP CC) handles real-time rating and charging by using a highly scalable architecture that can process large volumes of transactions in real-time. It uses pricing logic to determine the cost of services based on usage data and predefined pricing rules. This allows for flexible pricing models such as tiered pricing, volume discounts, and time-based charging.

### 13. Explain the concept of "charging plans" in SAP BRIM.

Charging plans in SAP BRIM define the pricing logic and conditions for charging services. They outline the rules for how charges are calculated based on usage data, including conditions such as time of usage, volume of usage, and customer-specific pricing agreements. Charging plans are essential for implementing flexible and dynamic pricing strategies.

### 14. What role does SAP Convergent Invoicing (SAP CI) play in the billing process?

SAP Convergent Invoicing (SAP CI) consolidates charges from various sources, including SAP Convergent Charging, and generates invoices. It manages billing processes such as invoicing, accounts receivable, and collections. SAP CI ensures accurate and timely billing, reduces billing errors, and provides transparency in customer billing statements.

### 15. How does SAP BRIM support revenue recognition compliance with standards like IFRS 15?

SAP BRIM supports revenue recognition compliance through its SAP Revenue Accounting and Reporting (RAR) module. SAP RAR automates the revenue recognition process by capturing data from billing and invoicing systems and applying revenue recognition rules that comply with IFRS 15. It ensures that revenue is recognized accurately and consistently based on the delivery of services.

### 16. Describe the process of integrating SAP BRIM with external systems for data exchange.

Integrating SAP BRIM with external systems involves using APIs, web services, and middleware to facilitate data exchange. SAP BRIM supports integration with customer relationship management (CRM) systems, enterprise resource planning (ERP) systems, and other third-party applications. The integration ensures seamless data flow between systems, enabling accurate billing, invoicing, and reporting.

### 17. What are the benefits of using the accelerator in SAP BRIM implementations?

The accelerator provides a fast, reliable, and scalable platform for SAP subscription management. It enhances customer experiences, streamlines billing processes, and increases revenue streams by offering pre-configured templates, best practices, and automation tools. The accelerator reduces implementation time and costs while ensuring a robust and flexible SAP BRIM solution.

### 18. How does SAP BRIM handle complex billing scenarios such as bundled services and multi-tiered pricing?

SAP BRIM handles complex billing scenarios through its flexible configuration options and powerful pricing engine. It allows for the creation of bundled services with combined pricing and discounts. Multi-tiered pricing can be configured to apply different rates based on usage thresholds or customer segments. These capabilities enable telecom companies to offer diverse and competitive pricing models.

### 19. Explain the importance of real-time analytics in SAP BRIM.

Real-time analytics in SAP BRIM are crucial for providing immediate insights into customer behavior, usage patterns, and revenue trends. These analytics help telecom companies make informed decisions, optimize pricing strategies, and improve customer satisfaction. Real-time data processing enables proactive management of billing issues, fraud detection, and performance monitoring.

### 20.  What are the challenges in implementing SAP BRIM, and how can they be addressed?

Challenges in implementing SAP BRIM include data migration from legacy systems, integration with existing IT infrastructure, and customization to meet specific business requirements. These challenges can be addressed by thorough planning, leveraging experienced consultants, and conducting comprehensive testing. Ensuring stakeholder involvement and providing adequate training to users also contribute to successful implementation.