

INFOGRAPHIC: SAP REMOTE APPLICATION MANAGEMENT SERVICES SAVE TIME & MONEY VS. IN HOUSE SAP MANAGEMENT

USE CASE: SAP ENHANCEMENT PACK UPGRADE

Application management and monitoring is a resource strain on any enterprise. One common event that can provide additional strain is an ERP upgrade. An upgrade is an investment of weeks to months before full functionality is available for end users, requiring added support drain from IT staff. In this Infographic, we use an SAP Enhancement Pack Upgrade as our use case - walk with us through this process as traditionally performed in house vs. using remote third party application services.

IN 2017, YOUR SAP WILL BE:

100% SUPPORTED | **0% DISRUPTED**

**BETTER SAP APPLICATION SUPPORT:
NO CLOUD MIGRATION REQUIRED**

VELOCITY ZOOM™ LETS VELOCITY DELIVER ENHANCED APPLICATION SUPPORT

Walk through the day-to-day of an Enhancement Pack Upgrade project with your typical SAP owner with their application on premise. Then, walk through the day-to-day of an Enhancement Pack Upgrade project with Velocity's remote application management that proactively optimizes every step of the enterprise business process, using Velocity Zoom™ application analytics — to see how they compare by time and resources.

SCENARIO 1

SAP UPGRADE ON PREMISE WITHOUT THIRD PARTY SUPPORT

DAY 1

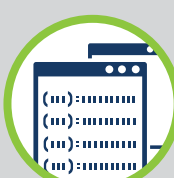
SAP Manager plans to upgrade to current SAP Enhancement Pack.
Begins to put together a project plan.



Any upgrade requires a thorough project plan, which can be an arduous and manual task requiring application expertise and business support from leaders and SAP users within the organization. For first-timers attempting this sort of implementation, an upgrade can be especially challenging.

DAY 15

Build a supplemental test plan outlining testing needs.



Identifying the key application functionality most used by the organization is a vital component to the test plan requiring support and participation from internal SAP users.

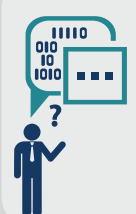
DAY 30

Perform technical upgrade in development environments.



DAY 33

Begin and complete testing according to plan.



Proper testing can prove to be a challenge, as application expertise and business support is required to understand which programs and transaction codes (TCodes) will be impacted.

DAY 65

Analyze results of testing.



DAY 70

Perform QA upgrade.

DAY 76

QA Testing - Begin and complete testing according to plan.



DAY 106

QA & analyze results of testing.



DAY 110

Prep for production environment and go-live.

DAY 113

Additional testing and bug fixing.



DAY 114

Application goes live for all users.



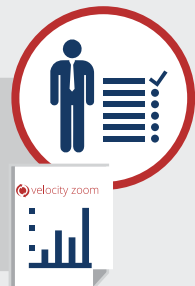
Proper testing and analysis is a requirement for a smooth go-live, as any failures identified post go-live may result in disruption to end users and business functionality.

SCENARIO 2

SAP UPGRADE ON PREMISE WITH VELOCITY

DAY 1

SAP Manager plans to upgrade to current SAP Enhancement Pack.
Requests a project plan from Velocity.



Velocity builds a supplemental test plan, using Velocity Zoom Analytics to identify which TCodes and programs need to be tested for a comprehensive plan.

DAY 3

Perform technical upgrade in development environment.

DAY 10

Begin and complete testing according to plan.



Testing timeline is reduced using reports generated within Velocity Zoom's Transaction Heat Map to identify TCodes with highest user usage as well as verify what was tested and to what degree, filtered by either TCode or individual user. Furthermore, Velocity Zoom's User Analysis can dive deep into the process flow.

DAY 25

Analyze results of testing.



DAY 30

Perform upgrade in Quality Assurance System (QAS).

DAYS 33-48

Begin and complete testing according to plan.



DAY 48

Analyze results of testing.



DAY 50

Prep for production environment and go-live.

DAY 57

Application live for all users.



Proper testing and analysis is a requirement for a smooth go-live, as any failures identified post go-live may result in disruption to end users and business functionality.

VELOCITY REMOTE APPLICATION MANAGEMENT SHAVES OFF

11 WEEKS → **50% OF THE TIME**

OF A TRADITIONAL SAP ENHANCEMENT PACK UPGRADE TIMELINE

VALUE ADDED BENEFITS WITH VELOCITY

- VALUE ADD #1:**
Implement upgrade project plan templates
- VALUE ADD #2:**
Ongoing functional application support
- VALUE ADD #3:**
Speeds up time-to-value of full application functionality
- VALUE ADD #4:**
Velocity Zoom analytics for deep insight into the application, workforce, processes and entire system for diagnostic drill down to identify bottlenecks, transform inefficient processes, increase productivity and ensure compliance

Schedule a Velocity Zoom for SAP Demo

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