SAP Enhancement Packages
Why having an SAP enhancement package roadmap put IT in the driver’s seat
Applicable for SAP ERP 6.0, SAP CRM 7.0, SAP SCM 7.0, SAP SRM 7.0
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Agenda

1. SAP Enhancement Package Concept
   
   *The Challenge* • *Improved Software Lifecycle* • *Maintenance*

2. Customer Experience - Day & Zimmermann
Enhancement Packages = Innovation + Stability
Reduce conflict between stability and innovation

INNOVATION
• Fast and easy introduction of business innovation at any time when needed

ENHANCEMENT PACKAGES = INNOVATION + STABILITY
• Enable IT to continuously provide new functionality: Installation of enhancement packages as part of routine maintenance
• Selective, non-disruptive activation of innovation at any time - driven by business needs

STABILITY
• Stable and robust business processes for maximum efficiency and low TCO
• Routine deployment of support packages to sustain compliance
What are SAP Enhancement Packages?
- Optionally installed and activated software innovations
- Software innovations include UI simplifications, functional enhancements and Enterprise services
- SAP enhancement packages are built on top of each other
- Enhancement packages are not support packages: Support Packages contain corrections and legal changes

Quick Facts
Shipped as a delta shipment to SAP ERP 6.0, SAP CRM 7.0, SAP SCM 7.0 and SAP SRM 7.0

1. Selective Installation:
   - Each enhancement package contains new versions of existing software components
   - You only update software components, which are related to the functionality you want to use.
   - After installation:
     - No UI or process change until a Business Function is activated (ABAP)
     - One common regression test for both, SP and enhancement package

2. Selective Activation
   - New functionality must be explicitly switched on to become active in the system (EHP5: ~600 Business Functions).
   - If activated:
     - Changes are predictable, only well described changes in the activated areas.
     - Testing is simplified with templates, provided for every Business Function
1. Always install SAP enhancement packages combined with Support Pack Stack as a maintenance activity with minor additional effort and facilitated by the new EHP Installer tool.

2. Select and activate the functionality needed by your business using the Switch Framework. Functionality your business does not need will remain dormant.
Innovation via Enhancement Packages

Innovations 2011 ramp-up* program in process since November 2011!
For participation and more information please contact suzann.watson@sap.com for North America
For a contact in your region please visit http://service.sap.com/rampup

*schedule subject to change
Installing SAP Enhancement Packages
Things you should know before

<table>
<thead>
<tr>
<th>EHP Facts</th>
<th>Technical Delivery</th>
<th>Project Perspective</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Only one EHP Level per system</strong>&lt;br&gt;One application system can only consist of one EHP level (e.g. EHP4 or EHP5). Hence installed EHP components have to be updated with every future EHP implementation.</td>
<td><strong>EHPs are “cumulative”</strong>&lt;br&gt;When installing the latest EHP you will automatically get all functionality delivered with previous Enhancement Packs.&lt;br&gt;&lt;br&gt;Technically the EHP installation delivers only changed objects to your system (delta Shipment):&lt;br&gt;– In case you have installed EHP4 you will only install the new objects of EHP 5.&lt;br&gt;– In case you have installed EHP 3 you will install EHP 4 and EHP 5 objects in one step</td>
<td><strong>Modification Adjustment</strong>&lt;br&gt;After installing Enhancement Packages modifications must be adjusted – even if no business function has been activated.</td>
</tr>
<tr>
<td><strong>Industry Solutions</strong>&lt;br&gt;Customers who have activated an industry business function set have to include the corresponding EHP industry software component during installation.</td>
<td></td>
<td><strong>Regression Test required</strong>&lt;br&gt;The installation of an SAP Enhancement Package requires a full regression test – even if no business function has been activated.</td>
</tr>
<tr>
<td><strong>EHP Installation and functional activation is partially non-reversible</strong></td>
<td></td>
<td><strong>Effort Estimation</strong>&lt;br&gt;Most customers say that the installation effort is a bit higher with EHP’s (without activating business functions) compared to pure Support Package updates.</td>
</tr>
</tbody>
</table>
SAP Enhancement Packages
Implementation procedure

Discover & Evaluate:
- EHP Info Center
- Business Function Prediction Service

Preparation & Blueprint
- Landscape Verification 1.0
- Identify technical usages
- Maintenance Optimizer

Realization (Install, Activate, & Test):
- Enhancement Package Installer
- Switch Framework
- Configuration + Customizing
- Predefined test content

Go-Live and Support

Application Lifecycle Management (ALM)

Requirements

Optimize

Design

Build & Test

Deploy

Operate
Central access to EHP related information:

- EHP strategy
- Concepts and methodology of EHPs
- Discover, evaluate and install new functionality

Access here:

- [http://service.sap.com/erp-ehp](http://service.sap.com/erp-ehp)
- [http://service.sap.com/crm-ehp](http://service.sap.com/crm-ehp)
- [http://service.sap.com/srm-ehp](http://service.sap.com/srm-ehp)
- [http://service.sap.com/scm-ehp](http://service.sap.com/scm-ehp)
Solution Browser
http://service.sap.com/solutionbrowser

Features

- **Discover new functionality** across different SAP application releases and respective SAP enhancement packages
- **Assess the value** of updating/upgrading by comparing functional enhancements and business benefits between your existing release and any subsequent release up to SAP Business Suite 7 and the latest enhancement packages.
Business Function Prediction for SAP ERP
Unlock the value of your SAP ERP System

- Tailored recommendation of relevant enhancement package functionality adding value to your existing system
- Dedicated to all SAP ERP releases
- Free of Charge
- 5,000+ reports delivered to customers globally
- Very positive customer feedback
- Easy access to all relevant information:
  - Documentation and business benefits
  - Test case catalog and technical usage
  - Multiple language support

Order your free report at http://service.sap.com/bfp today!
EHP implementation procedure
Reading sequence of documentation – Example SAP ERP*

1. EHP 5 Master Guide
2. How to install SAP Enhancement Package 5
3. Installation Guide(s)

The documentation can be found via:
http://service.sap.com/erp-ehp-inst

* Same reading sequence applies to SAP CRM, SAP SRM, SAP SCM (accessible through http://service.sap.com/ehp-inst)
To manifest the long-term predictability of the Business Suite and in support of the Innovation Strategy and Roadmap the standard maintenance will be extended.

SAP extends mainstream maintenance for the Business Suite core applications\(^1\) to December 2020.

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\(^1\)The SAP Business Suite 7 includes the core applications (SAP ERP 6.0, SAP PLM 7.0, SAP CRM 7.0, SAP SCM 7.0, SAP SRM 7.0), supplementary applications and industry applications.

\(^2\)Mainstream Maintenance for SAP NetWeaver 7.0 ABAP will be extended through December 2020 and for NetWeaver 7.0 Java (also incl Dual Stacks) until December 2017.

\(^3\)If JAVA based ERP Components are used an Update to at least ERP EHP4 has to be performed until December 2017.
Conclusion

• SAP offers evolutionary and break-through innovation for the SAP Business Suite
• Innovations will be delivered continuously and non-disruptively
• The Long Term Predictability with the SAP Business Suite in unmatched in the industry
• SAP Business Suite remains the future-proof choice for best-run businesses

Best run future with SAP Business Suite
Agenda

1. SAP Enhancement Package Concept
   *The Challenge* • *Improved Software Lifecycle* • *Maintenance*

2. **Customer Experience – Day & Zimmermann**
Day & Zimmermann Inc.

Annual revenue: $2.7 billion
Privately held conglomerate
Founded in 1901
25,000 employees in 150 locations globally
Headquartered in Philadelphia

Core Services:
Engineering, Construction & Maintenance
Government Services
Munitions
Workforce Solutions
<table>
<thead>
<tr>
<th>Industry Leadership</th>
</tr>
</thead>
</table>
| **#186 Largest Private Companies**  
Forbes, 2011 |
| **#1 Top Power Operations & Maintenance Contractors**  
Engineering News-Record, 2011 |
| **#2 Top Recruitment Process Outsourcing and On-Demand**  
HRO Today, 2011 |
| **#5 Top Power Contractors**  
Engineering News-Record, 2011 |
| **#5 Top Design Firms in Chemical Plants**  
Engineering News-Record, 2011 |
| **#12 Top Design Firms in Industrial Process**  
Engineering News-Record, 2011 |
| **#20 Top Design Firms in Government**  
Engineering News-Record, 2011 |
| **#29 Largest U.S. Staffing Firms**  
Staffing Industry Analysts, 2011 |
| **#35 Top Contractors**  
Engineering News-Record, 2011 |
| **#70 Top Green Design Firms**  
Engineering News-Record, 2011 |
| **#93 Top Global Defense Contractors**  
Defense News, 2011 |
Core Services

- Engineering, Construction & Maintenance
- Government Services
- Munitions
- Workforce Solutions
**SAP @ DZ**

NetWeaver 7.0+

**Enterprise Portal**
(XSS, Recruiting, Performance Management, Procurement, CRM, SRM, Reports, Custom Apps etc.)

- **ERP 6.0**
  - 4
  - 9

- **CRM 7.0**
  - 8

- **SRM 5.0**
  - 11

- **ERec.**
  - 4

- **BW 7.3**
  - 2

- **BO/BI 4.0**
  - 2

**Solution Manager 7.0**
- 1

**Oracle 11g**
- 26

**MySQL 5**

*SRM runs on NW 7.0 & BW runs on 7.03*
SAP @ DZ - Roadmap

Core Functions of ERP

Demand for New functions & Compliance
Enhancement Packs

• **Collection of New Business Functions**
  – Industry Specific Enhancements/Functions
  – Standardization of User Interface

• **Non-Disruptive Install**
  – Inactive State

• **Switch Framework**
  – Activate only the relevant functions
IT & Business Drivers

• **New Business Functions**
  – Improved productivity
  – Differentiating factor

• **Leverage Latest Technology**

• **Improve Usability of Solutions**

• **Reduction of Custom Applications**
  – Simplified UI & Configuration

• **Compliance**
Drivers for EHP4 Install

• **Enhanced HCM Functions**
  – Employee Self Service
  – Managing & Aligning Employee Performance
  – Talent Profile, Review, Development
  – Succession Planning
  – Compensation Management
  – Standardization of HR Processes
  – Recruiter Role in eRecruiting

• **Financial/Accounting Enhancements**
  – Travel/Expense Management
  – New G/L

• **Technology Changes**
  – Most applications now use Webdynpro (from BSP)
  – Simplified & Unified User Interfaces
  – ABAP List Viewer & PDF Conversions
Enhancement Packs @ DZ

Installation
1. Evaluation Install
2. Regression Test
3. Production Install

Activation
Activate Functions

Implementation
• **Complete Pre-requisites**
  – Solution Manager upgrade was required

• **Enhancement Packs allows you**
  – Install new functions without activating it
  – Does not affect existing functions/programs

• **Plan & Prepare for Regression Testing**
Installation

• Review the *Enhancements* available @ [service.sap.com/erp-ehp](http://service.sap.com/erp-ehp)
• Review & Prepare Systems
• Engage SAP Enterprise Support
• EHP4 Installation
  – Sandbox (copy of production) Installation
  – Regression Testing
  – Production Install
• **Solution Manager to SM 7.0 EHP1**
  - Pre-requisite for downloading and installing EHP4

• **Used Solution Manager to determine appropriate component levels**
  - Support Packages, Business Packages, etc.

• **Installed EHP4**
  - ECC & eRecruiting

• **Regression Testing**
  - Using scenarios from previous upgrades and HRSP initiatives
Activation

- Activation Takes only minutes!
- Perform Backup prior to activation
- Activate Business function(s)
- Perform Regression testing
# Business Functions Activated

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
<th>ECC</th>
<th>eRecruiting</th>
</tr>
</thead>
<tbody>
<tr>
<td>CA_HAP_CI_1</td>
<td>CA, Appraisals, Evaluations and Survey 01</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>HCM_OSA_CI_1</td>
<td>Performance Management 01</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>HCM_ERC_CI_1</td>
<td>SAP E-Recruiting 1</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>HCM_ERC_CI_2</td>
<td>SAP E-Recruiting 2</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>HCM_ERC_SES_1</td>
<td>SAP E-Recruiting, Search 1</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>HCM_MSS_ERC_CI_1</td>
<td>MSS for SAP E-Recruiting</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>HCM_ASR_CI_1</td>
<td>Administrative Services 01</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>HCM_ASR_CI_2</td>
<td>Administrative Services 012</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>HCM_ESS_CI_1</td>
<td>ESS for Personal Information</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>FIN_TRAVEL_2</td>
<td>Travel Management</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>EA-TRV-ACH</td>
<td>Travel Management (EA-TRV)</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>HCM_TMC_CI_1</td>
<td>HCM, Core Processes in Talent Management</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>ERP_ENTERPRISESEARCH</td>
<td>Embedded search in SAP ERP</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
Implementation

• Each Major function as a project
  – ESS/MSS, eRecruiting, Performance Management etc.

• Configure new functions...

• Perform Integration Testing

• Perform User Acceptance Testing

• Facilitate Training as required
Duration

Installation
3 Weeks

Activation
n/a

Implementation
10 - 12 Weeks
Timeline (Install, Activate and Implement)

1. Evaluation Preparation
   Sandbox Install
2. Regression Testing
3. Production Install
   Review, Requirements Build & IT Testing
   Integration Testing
   New functions Live
   *ESS, MSS, eRecruiting
EHP4 enabled us to...

• Enhance Self Service offering
  – Employee Talent Profile
  – Integration of ECC and eRecruiting
  – Recruiter Role in eRecruiting
• Enhance Travel Management
  – New Self-service Travel Management
  – Fast and efficient, quick adoption
• Implement Performance Management
  – New and easy to use User Interface
  – Goals & Talent Review
Future Enhancements Planned...

• Benefit Self Service
• ESS/MSS
  – ABAP WebDynpro
• Compensation Management
• Talent Development
• Succession Planning
• Learning Solution
Future Roadmap
Activation of functions takes only a few minutes! But…

- Research, research, research – Need to understand potential impacts
- Monitor system performance (experienced issues with billing that required an OSS note to correct)
- Plan for more hardware resources (memory and better I/O)
- Don’t solely rely on Solution Manager; Check OSS prior to commencing Install/Activation
- Only reversible business functions can be deactivated; Read documentation before activating
- Migration to Java
  - requires an enhancement in your internal skill set
- To reduce future regression testing, activate components you may use in the future
Thank You!

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