

SAP Business Suite

**ADOPTING SAP® BUSINESS
SUITE 7 SOFTWARE AND
ENHANCEMENT PACKAGES**

INNOVATION THROUGH INSIGHT,
EFFICIENCY, AND FLEXIBILITY



THE BEST-RUN BUSINESSES RUN SAP™



SAP® BUSINESS SUITE 7 SOFTWARE

OPTIMIZE AND EXECUTE BUSINESS AND IT STRATEGIES

As the business world changes, SAP responds by developing new releases of its software to accommodate your organization's evolving business needs and help you remain competitive. In line with this strategy, SAP has introduced SAP® Business Suite 7 software.

SAP Business Suite enables enterprises to execute and optimize their business and IT strategies. It gives organizations the unique ability to perform essential industry-specific and business support processes with modular software that is designed to work with other SAP and non-SAP software.

Organizations and departments in all industries can deploy SAP Business Suite in a stepwise manner to address specific business challenges on their own timelines and without costly upgrades. The software provides better insight and visibility across organizations, improves operational efficiency and effectiveness, and increases the flexibility to address business change.

SAP Business Suite 7 software is a set of SAP applications supporting the industry and business support processes of large enterprises with a stable core and the infrastructure for continuous, minimally disruptive innovation. Innovations consist of support for new and improved business processes, new and improved enterprise services, and harmonized user interfaces.

As shown in Figure 1, SAP Business Suite 7 software consists of the go-to releases of five core applications, the most recent versions of the industry and supplementary applications available since November 21, 2008, and the components of the SAP NetWeaver® technology platform that support the above applications.

“The software helps us to achieve cost savings through easier release management and to further broaden the functional support in areas like treasury, talent management, and supply chain control.”

Jennifer Allerton, CIO, F. Hoffmann-La Roche Ltd.

The core applications are SAP ERP 6.0 with SAP enhancement package 4 and the 7.0 releases of SAP Customer Relationship Management (SAP CRM), SAP Supplier

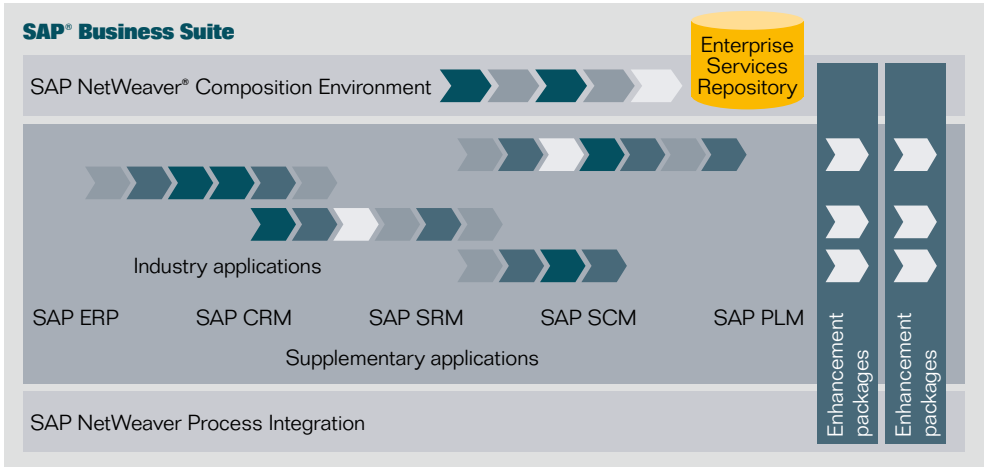


Figure 1: SAP Business Suite 7 Software

Relationship Management (SAP SRM), SAP Supply Chain Management (SAP SCM), and SAP Product Lifecycle Management (SAP PLM). They support processes for finance, human resources, manufacturing, procurement, product development, marketing, sales, service, supply chain management, asset management, and IT management.

The industry applications enable industry processes not addressed by the core applications. Two examples are the SAP Dealer Business Management and SAP Reinsurance Management applications. The supplementary applications drive specialized business processes that are common to a large number of industries. The SAP Portfolio and Project

Management and SAP Extended Warehouse Management applications are examples of supplementary applications.

SAP Business Suite 7 software delivers a synchronized release schedule for all applications and components across the entire suite. The release strategy and schedule are documented in *SAP's Release Strategy for Large Enterprises* (www.service.sap.com/releasestrategy). Note that all URLs that begin with www.service.sap.com take you to the SAP Service Marketplace extranet and access requires registration.

SAP continues to deliver minimally disruptive innovation with enhancement packages

– introduced with SAP ERP 6.0 – for all the core applications of SAP Business Suite 7 software. The start of the ramp-up (release to customer) for SAP enhancement package 5 for SAP ERP 6.0 and SAP enhancement package 1 for each of the other core applications is planned for the second quarter of 2010. In addition, SAP will continue to deliver new and improved functionality and support for business processes through new releases of the industry as well as supplementary applications and through new enterprise services.

Main Business Benefits of SAP Business Suite 7 Software

With SAP Business Suite, your company can gain the following benefits:

- **Informed decision making and control** through embedded analytics
- **Process flexibility and business agility** through continued enablement of a service-oriented architecture (SOA) and innovation
- **Faster, focused solution evolution and easier innovation** through SAP enhancement packages
- **Increased business and IT efficiency** through support for preintegrated industry-specific processes
- **Improved performance in core industry processes** through continuous innovation for lines of business in your industry
- **Increased end-user productivity** through more harmonized user interfaces across applications and processes

Maintenance Strategy

As shown in Figure 2, SAP's new 7-2 maintenance strategy applies to the go-to releases of the core applications of SAP Business Suite 7 software and the respective enhancement packages. In particular, for the 7.0 releases of SAP CRM, SAP SCM, SAP SRM, and SAP PLM, SAP will offer mainstream maintenance to December 2015 and extended maintenance for two additional years, to December 2017.

In parallel, maintenance for SAP ERP 6.0 and SAP NetWeaver 7.0 has been adapted to this new strategy, meaning that mainstream maintenance for these releases is extended from March 2013 to December 2015; extended maintenance will be offered to December 2017.

For the industry and supplementary applications, the maintenance dates are aligned with the maintenance dates for the core applications and SAP NetWeaver releases they are based on. Details on the 7-2 maintenance strategy for SAP Business Suite 7 software, including the unchanged maintenance strategy for SAP R/3® and SAP R/3 Enterprise software, as well as for the mySAP™ ERP application, can be found at www.service.sap.com/maintenance and in the brochure *SAP's Release Strategy for Large Enterprises* (www.service.sap.com/releasestrategy).

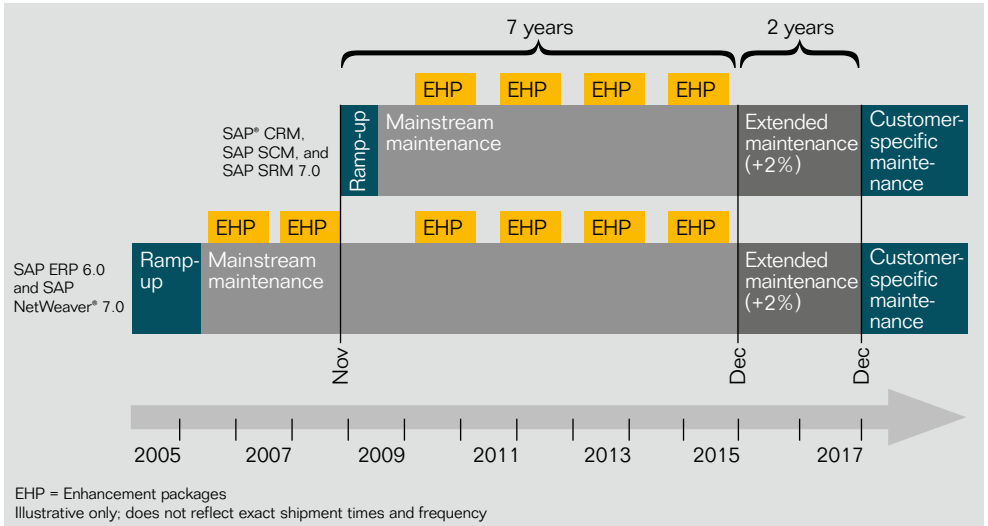


Figure 2: 7-2 Maintenance Strategy for Core Applications of SAP Business Suite 7 Software

Licensing Model

The introduction of SAP Business Suite 7 software does not influence the license model or pricing. Customers will continue to license SAP application users and purchase package licenses. Existing customers will access relevant SAP Business Suite 7 software innovations according to the extended maintenance agreement. For further details, please contact your local SAP representative.

System Considerations

Typically, the go-to releases of the core applications of SAP Business Suite 7 software require SAP enhancement package 1 for SAP NetWeaver 7.0. To minimize technical dependencies between SAP NetWeaver and the components of SAP Business Suite (from previous versions and the latest version), SAP recommends installing SAP enhancement package 4 for SAP ERP. In addition, you should upgrade to the go-to releases of the core applications in SAP Business Suite 7 software.

THE PATH TO SAP BUSINESS SUITE 7 SOFTWARE

EASIER INNOVATION, STRONGER INSIGHTS, AND PROCESS EXCELLENCE

The new SAP Business Suite software is designed to ease upgrades with enhancement packages and help enterprises gain stronger insights with embedded analytics and support end-to-end process excellence through the modular deployment of industry best practices and SOA.

SAP ERP 6.0 (with SAP enhancement package 4) is part of SAP Business Suite 7 software. An upgrade to SAP ERP 6.0 is the natural first step to create the foundation for leveraging the benefits of SAP Business Suite. In particular, your business can benefit from the concept of enhancement packages, the support for end-to-end business processes, and SOA enablement with enterprise services.

Business Benefits of Upgrading to SAP ERP 6.0

An upgrade to SAP ERP 6.0 provides stable and proven core functionality while it supports new business requirements, offering customers new and enhanced functionality and the flexibility of a service-oriented architecture.

When you upgrade to SAP ERP 6.0, you benefit from continuous innovation with minimal disruption delivered through SAP enhancement packages. Upgrading also allows you to build on and leverage your existing investment, including the SAP skills, best practices, and ex-

perience developed over the years. For more information on SAP ERP 6.0 enhancements, go to www.sap.com/usa/solutions/business-suite/erp/erp2005.epx.

Upgrade Paths to the Core Applications and Upgrade Options

As shown in Figure 3, customers already running SAP ERP 6.0 can directly install available SAP enhancement packages for SAP ERP. This enables you to update specific processes instead of doing traditional upgrades and to continue to increase your footprint in SAP Business Suite 7 software.

When planning the upgrade to SAP ERP 6.0, you should include the latest available SAP enhancement package for SAP ERP in the upgrade project to minimize effort and maximize benefits.

Customers running SAP R/3 4.0B and SAP PLM 4.0 and above can upgrade directly to SAP ERP 6.0. SAP PLM 7.0 is an integrated part of SAP ERP 6.0 with SAP enhancement package 4 for SAP ERP.

For SAP CRM 4.0, SAP SRM 3.0, SAP SCM 4.1, and releases above, there is a direct upgrade path to the go-to releases of the core applications in SAP Business Suite (the 7.0 releases of SAP CRM, SAP SRM, and SAP SCM).

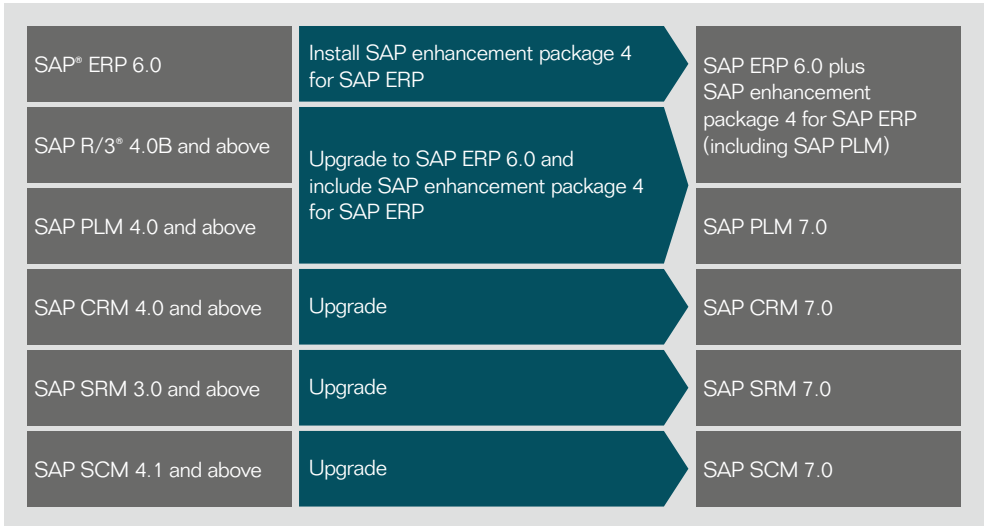


Figure 3: Direct Upgrade Paths to Core Applications of SAP Business Suite 7 Software

Note that the upgrade from the SAP® Customer Relationship Management (SAP CRM) 4.0 or 5.0 application to SAP CRM 7.0 needs special attention with respect to customer-specific user

interfaces (including the underlying related coding). The solution migration service for SAP CRM can support you here. Further details can be found at www.service.sap.com/upgradeservices.

For the industry-specific and cross-industry supplementary applications delivered with SAP Business Suite 7 software, the usual upgrade procedures apply. For an overview of the currently available and planned industry and supplementary applications, please refer to *SAP's Release Strategy for Large Enterprises* (www.service.sap.com/releasestrategy).

Identify Functional Enhancements and Business Benefits

The solution browser tool for SAP ERP can help you discover new functionality across different SAP ERP releases and SAP enhancement packages for SAP ERP. You can also use the tool to assess the value of upgrading by comparing functional enhancements between your existing SAP R/3 release and SAP ERP 6.0.

Access the solution browser tool at www.service.sap.com/erp-upgrade or alternatively at <http://erp.fmpmedia.com>.

For other components in SAP Business Suite, you need to compare older versions with the respective latest version using delta information that can be found in the release notes (www.service.sap.com/releasenotes).

“Upgrading to SAP ERP 6.0 was quick and painless, and the functional enhancements have provided significant business value.”

LaBaugh Stansbury, Director IT, Pittsburgh Water & Sewer Authority



SAP ENHANCEMENT PACKAGES

BUSINESS-DRIVEN ENHANCEMENTS BY CHOICE

SAP enhancement packages are optional packages that deliver new or improved business functions that you can deploy selectively, helping you take advantage of continuous, minimally disruptive innovations while performing regular maintenance with support packages.

You can install an SAP enhancement package as part of your maintenance and then activate only the features and functionality that your business needs. The software behavior will change only where a business function has been activated. This targeted update and activation process is central to the delivery methodology of SAP enhancement packages.

With SAP enhancement packages, you can accelerate the adoption of innovations while the core applications remain stable. The first four generations of SAP enhancement packages for SAP ERP 6.0 have been delivered and successfully adopted in the market.

In the future, SAP enhancement packages will be available for all core applications of SAP Business Suite 7 software. SAP enhancement packages for SAP NetWeaver follow the same strategy as SAP enhancement packages for the core applications in SAP Business Suite 7 software. The release-to-customer date for SAP enhancement package 2 for SAP NetWeaver 7.0 is planned for the second quarter of 2010.

For details on the different shipment phases (restricted and unrestricted), please refer to *SAP's Release Strategy for Large Enterprises* (www.service.sap.com/releasestrategy).

“Instead of going with an inferior technology or waiting for a full upgrade, SAP's enhancement package strategy provided us with timely access to functionality and technology that helped us meet a key business requirement.”

Thomas Graubmann, Senior Consultant, Human Resources, Tchibo GmbH

Business Benefits

With SAP enhancement packages, your company can realize the following benefits:

- **Innovation** – Picking and choosing new or improved business functions based on business demand is a simpler way to manage and deploy new business processes.
- **Stable user interfaces and processes after installation** – The existing applications' user interfaces and processes will remain stable after the installation.

- **Flexibility** – The switch framework provides the flexibility to activate only the functionality needed.
- **Cost reduction** – Less effort is required to install functional enhancements (ideally as part of system maintenance), and standard test-case templates facilitate testing.
- **No separate upgrade projects needed** – After having adopted the go-to releases of the core applications in SAP Business Suite 7 software, you can benefit from innovation delivered with SAP enhancement packages.

Compatibility

As a rule, existing processes will work with new SAP enhancement packages and application releases. If you want to use new processes, you may need to implement the latest application releases or SAP enhancement packages and activate new functionality. For details on integration rules, please refer to *SAP's Release Strategy for Large Enterprises* (www.service.sap.com/releasestrategy).

Cumulative Functionality

SAP enhancement packages are cumulative. This means when you implement an enhancement package, you get all the innovations delivered with the previous enhancement packages. For example, if you implement SAP enhancement package 4 for SAP ERP 6.0, you will also get and can activate all the innovations that were delivered with SAP enhancement packages 1 through 3 for SAP ERP.

“SAP enhancement packages deliver product flexibility and technology advancement at the same time. Customers no longer have to wait 24 or 36 months for critical functionality.”

Albert Pang, Research Director of Enterprise Applications, IDC

Recommendations

When upgrading to the go-to releases of the core applications in SAP Business Suite 7 software, you should always integrate the latest available SAP enhancement package into your upgrade project.

You should install SAP enhancement packages when applying a regular support package. This combined approach reduces the downtime and manual effort for the whole installation procedure and for the testing efforts. Note that support packages usually contain corrections and legal changes only.

CONTACT INFORMATION AND RESOURCES

UPGRADE COMPETENCY CENTERS AND SAP SERVICE MARKETPLACE

The upgrade competency centers in each region can assist in a quick start on an SAP ERP 6.0 upgrade and on any SAP Business Suite and SAP enhancement package topic. They can:

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

Contact the upgrade competency center closest to you:

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

For further information on the topics covered in this document, please refer to *Getting Started with an Upgrade* on the SAP Service Marketplace (go to www.service.sap.com/upgrade and then select *Media Library*) and to the following resources:

- SAP Business Suite: www.service.sap.com/businesssuite
- Upgrade information: www.service.sap.com/upgrade
- SAP enhancement packages for SAP ERP: www.service.sap.com/erp-ehp
- SAP release strategy (SAP's release strategy brochures): www.service.sap.com/releasestrategy
- SAP maintenance strategy: www.service.sap.com/maintenance
- Solution browser tool: <http://erp.fmpmedia.com>
- SAP Services portfolio: www.sap.com/services

For information on licensing SAP products, please contact your SAP representative.

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