



RISE with SAP

What are you still responsible for?

Tyler Constable, Global Head Solutions Engineering, Avantra

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SAPinsider

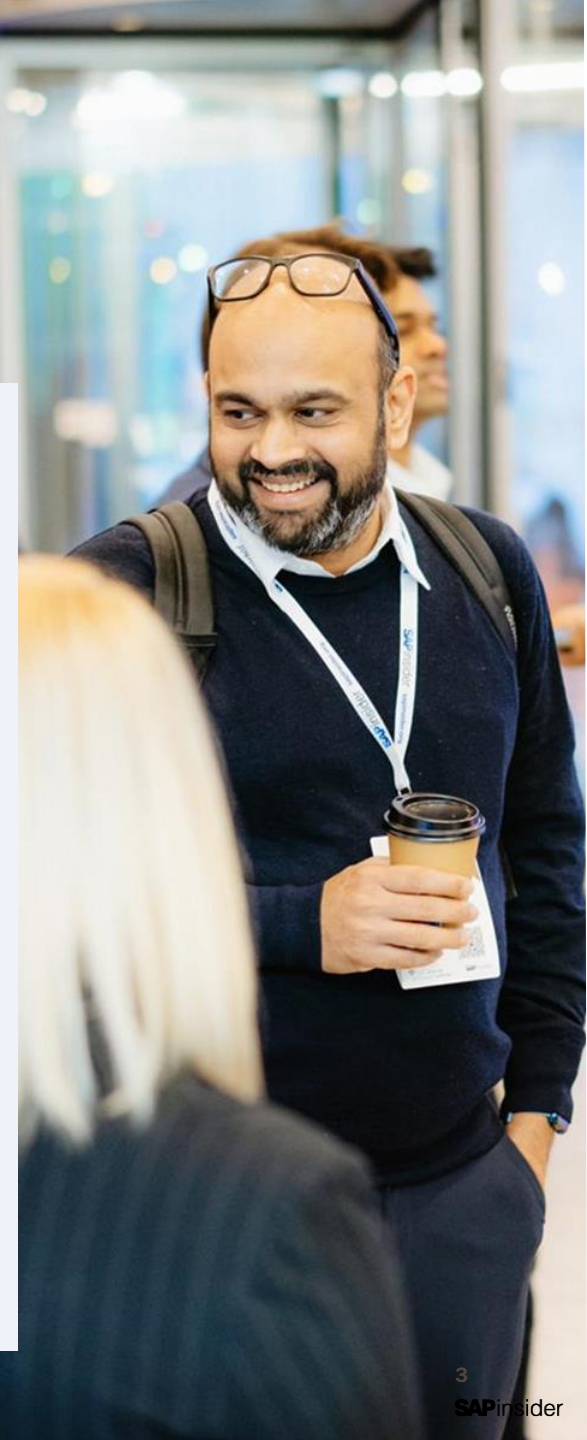


In This Session

We'll break down the scope of what is included in RISE with SAP in very simple terms and then dive into how the Avantra AIOps platform can help your organization run optimally and smoothly in RISE with SAP.

What We'll Cover

- What is RISE with SAP?
- What are you still responsible for?
- What additional packages are available?
- How can Avantra help?



Topic 1

What is RISE with SAP?



What is RISE with SAP?

In SAPs terms:

“The managed cloud offering enables a smooth, secure migration of on premise ERP – including SAP ERP and SAP S/4HANA – to the cloud. With embedded intelligence, real-time insights, and advanced technologies, you can improve compliance and build business resilience.”

“The Cloud”

Private Cloud

Various Private
Cloud Providers &
Managed Service
Providers

IaaS

Infrastructure as a Service
Hyperscalers







PaaS

Platform as a Service

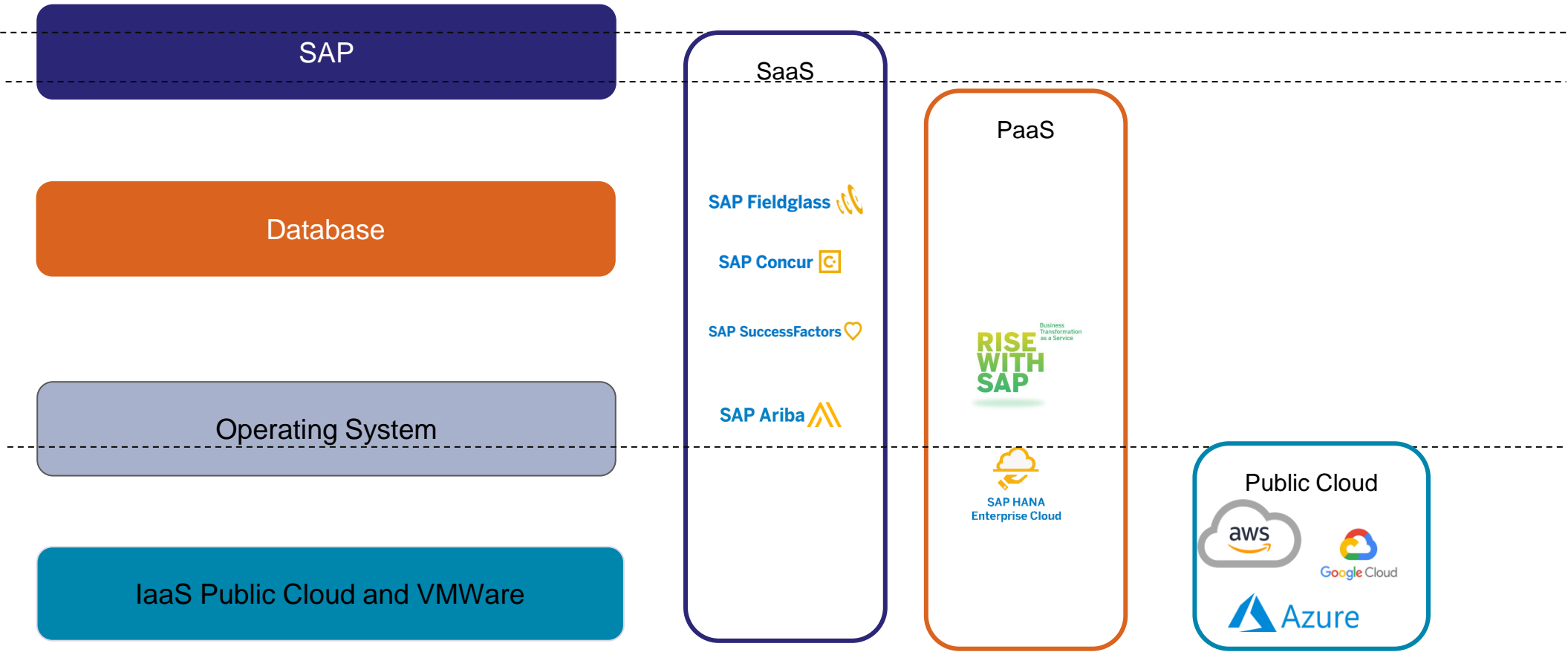


SaaS

Software as a Service



What is RISE with SAP?



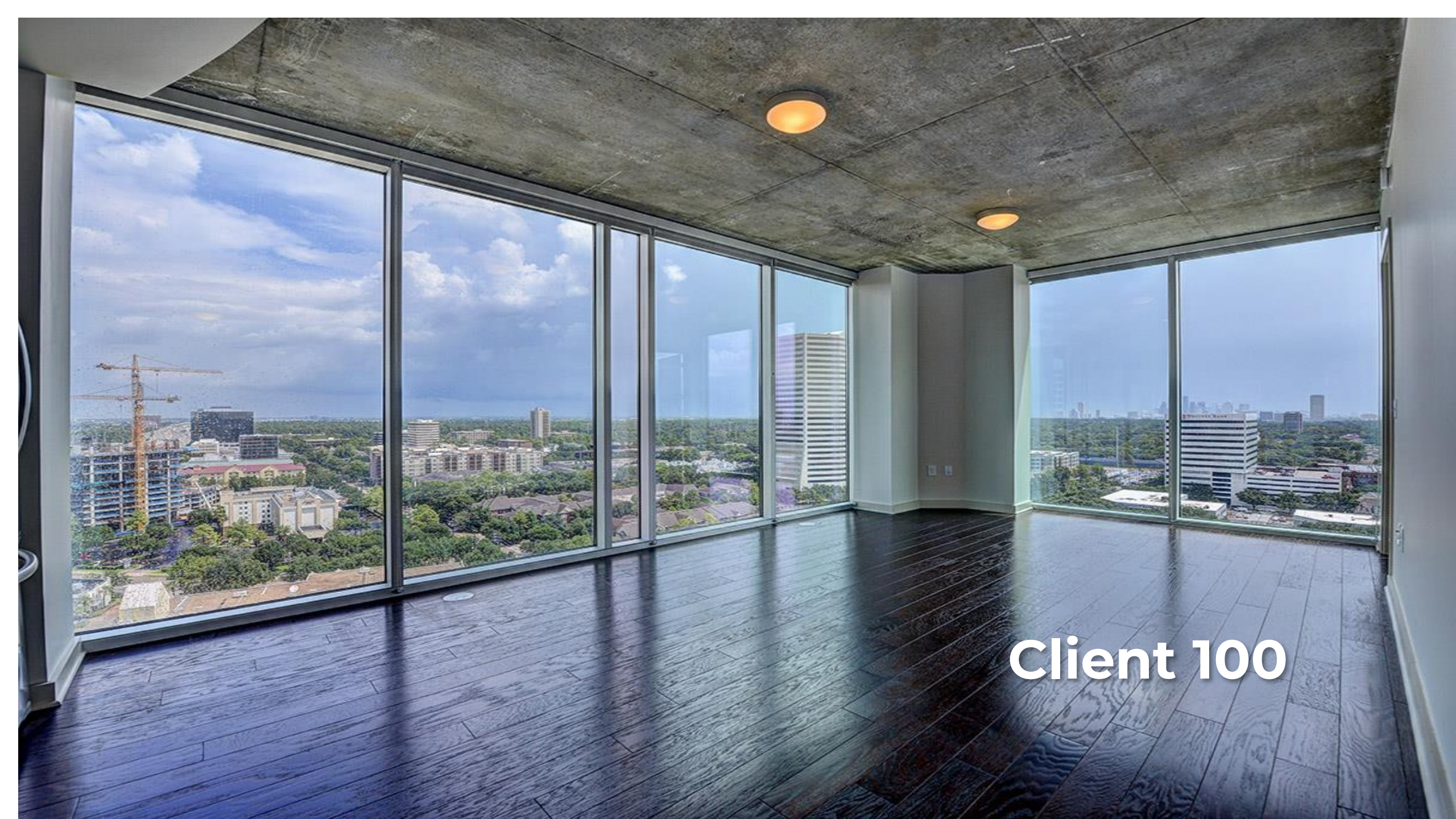
Topic 2

What are you responsible for?





Consider an
apartment building



Client 100



What does this actually mean?

- RISE with SAP Roles and Responsibilities (RACI)
 - Standard Services
 - “CAS” Packages
 - Services the customer can perform OR...
 - May elect to have SAP deliver, subject to add fees
 - Optional Services
 - Not covered in standard services or CAS packages
 - Elected by customer and subject to add. fees
 - Can only be performed by SAP
 - Additional Services
 - One off tasks/services not in standard or CAS
 - Can only be performed by SAP
 - Excluded Tasks
 - Must be performed by customer

Standard Services	All tasks/services that are included as part of the standard Services, covered by the Service Fee and performed by SAP ² , as applicable to customer.
Optional Services	Optional Services: these tasks/services are not covered in the standard Services, and are not and cannot be covered by the Cloud Application Services ¹ ("CAS"). These tasks/services: <ul style="list-style-type: none">• may be elected by customer,• are subject to additional service fees,• must be specifically contracted for and itemized in the customer's contract (original contract or via a change request), and• can only be performed by SAP².
Additional Service	Additional Service: Include one-off tasks/services which are not covered by Standard, Optional and/or Cloud Application Services. These tasks/services: <ul style="list-style-type: none">• may be elected by customer,• are subject to additional service fees and• can only be performed by SAP².
Cloud Application Services ¹ ("CAS"). Can be performed by customer.	Cloud Application Services ¹ ("CAS"). Can be performed by customer: Include tasks/services that a customer can perform, but the customer may elect to have SAP ² to deliver. CAS is subject to additional service fees as agreed in a customer's contract.
Excluded Tasks	Excluded Tasks are those tasks/services that can only be performed by the customer and are excluded from Standard Services, Optional Services, Additional Services and/or Cloud Application Services.

Examples

Perform standard file system and database backups.....

Standard Services

Perform exceptional ad-hoc backup upon request.....

Additional Services

Perform data restore and recover as required after system failures.....

Standard Services

Validate logical integrity and consistency of restored information....

Excluded Tasks

Enable System Monitoring....

Standard Services

Monitor critical business transactions....

CAS Package

Monitor validity period of certificates....

CAS Package

Third party software or 3rd party ABAP add-ons

Excluded Tasks

Topic 3

What additional packages are available?



CAS Packages

- Application Operations
- Advanced Job Management
- Audit Readiness
- Custom Scope
- Data Environment Health Checks
- Data Integration
- Data Lifecycle Management
- Data Quality Management
- Data Quality Optimization
- Data Volume Optimization
- Cloud Integration Testing
- Application Monitoring
- Customer Application Monitoring
- Performance Testing
- Performance Optimization
- Proactive Performance Management
- Application Security Updates
- Secure Users and Authorizations
- Segregation of Duties Check
- Regression Testing
- Release Planning & Execution
- Release Version Upgrade
- Solution Manager - ChaRM
- SAP Application Operations for SAP Teamcenter by Siemens

Topic 4

How can Avantra help?

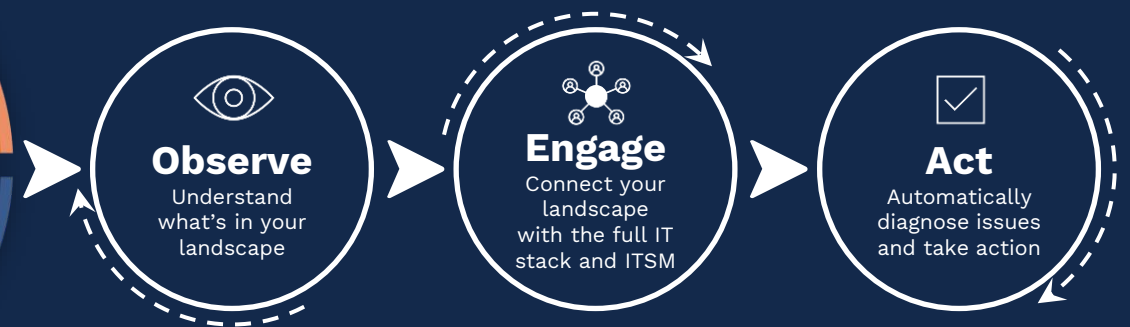


What is Avantra?



#1 SAP AUTOMATION PLATFORM AI ENABLED

- Full operational transparency
- AI controlled intelligent monitoring
- Managing and automating your SAP world
- Complete ITSM integration
- Actionable insights & control
- Zero touch automation capability



**Turning complex SAP landscapes into
intelligent operations**

An **AI Ops** platform
for automating SAP operations

Avantra for RISE with SAP



Certificate SAP INTEGRATION CERTIFICATION

SAP SE hereby confirms that the interface software **Avantra 23.0** for the product **Avantra 23.0** of the company **Syslink Software AG dba Avantra** has been certified for integration with / deployment on SAP S/4 Hana 2020 via the SAP integration scenario **S/4-BC-XAL 1.0**.

This certificate confirms the technical compliance of **Avantra 23.0** with SAP certification procedures.

The certification test is documented in report no. **20704** and expires on **Aug 12, 2025**

SAP Test System: SAP S/4 Hana 2020
Used Integration Tools: SAP Java Connector 3.0

Certified Functions:

BC-XAL Functions

Works with RISE With SAP

Dan Tauro
Toronto, Aug 12, 2022

Avantra Capabilities (standard & negotiated)

- Batch job monitoring
- IDOCS
- Inbound/Outbound queues
- Locktables
- MII checks
- PI Messages and comm channels
- RFCs
- SAP License
- Shortdumps
- Spools
- TMS issues
- Update queues
- Web dispatcher
- User authorizations
- Client settings
- system settings and change options
- Applicable HotNews
- Interface monitoring (remotely)
- 3rd party interface monitoring (remotely)
- SSL certificates
- Embedded SaaS health visualizations
- End user maintenance
- Batch Job release
- BDLS
- Many Others...

Demonstration

Avanta Observability above client 000



Wrap Up

Moving to RISE with SAP does not mean everything is included for you. Be sure to comb through the responsibilities list and make smart, informed decisions on what your organization needs.



Where to Find More Information

<https://www.avantra.com/blog/considering-sap-rise-consider-this>

- What to consider when looking at RISE with SAP

<https://assets.cdn.sap.com/agreements/product-policy/hec/roles-responsibilities/rise-with-sap-s4-hana-cloud-private-edition-and-sap-erp-pce-roles-and-responsibilities-english-v3-2022.pdf>

- Roles and responsibilities breakdown for RISE with SAP

<https://www.avantra.com/product/avantra-cloud-edition-for-rise-with-sap>

- Avantra for RISE with SAP

https://www.youtube.com/watch?v=_3Ti5t4n9BI&t=299s

- Short video explaining RISE with SAP and what is included/not included

Key Points to Take Home

- SAP in the cloud means something different to all of us
- What does 'above client 000' mean (apartment building)
- Differences between standard, optional, additional and excluded tasks
- What are CAS" Packages?
- Avantra insights provide the missing link between RISE with SAP and your team

Thank you! Any Questions?

Tyler Constable

[Twitter.com/erpconstable](https://twitter.com/erpconstable)

[Linkedin.com/in/tyler-constable/](https://linkedin.com/in/tyler-constable/)

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complete your session
evaluation.

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