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SERVICE OFFERING

SAP Go-live support

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Integration with Applications on SAP HANA®

As an SAP implementation project moves closer to the “go-live” stage, the entire project team is focused on one key target: the go-live date. Master data has been uploaded, but the quality has not been checked properly. User training has been run, but some users didn't attend. Control reports are a low priority and are not yet in place. Then, at last the moment arrives: the go-live.

Soon afterwards, it becomes evident that not all users are fully aware of all scenarios and processes. Master data will lack quality and content. No one will know what is going wrong and how to correct it because the control reports haven't been built. Gradually, control of the business will deteriorate and the newly implemented SAP system will build up incorrect master and transactional data. As the backlog grows and the first month-end approaches, panic will take over. No one will have an overview anymore and users will have no visibility in their own processes: the famous post go-live dip. Every Angle software can prevent this situation from happening. It can also be used to gain deep insight into the data and processes of an organization, so that swift corrective actions can be taken to restore control.

Objective of the Go live / Roll out service package

Throughout the SAP go-live/ roll-out, Every Angle software can be used to support activities involved in the preparation, execution and monitoring phases.

Area of support

During SAP roll-out / go-live there are several areas where this service package can focus on, such as:

Mitigating the risks of functional reporting gaps exposed during roll out by:

- ✓ Quickly building crucial reports
- ✓ Preventing explosions of customer requests and loss of confidence
- ✓ Avoiding the need for (investment in) customized ABAP reports.

Ensuring pre and post cutover data quality, including:

- ✓ Master data for (purchased) materials, BOMs, suppliers, customers and pricing conditions. To ensure that incorrectly set up master data is identified and corrected quickly, in order to prevent disruption
- ✓ Clear checks to ensure that purchase orders, production orders and sales orders are properly closed and/or sent out
- ✓ Cleanup of pollution (i.e. old open orders).

Providing users with insight and visibility across their processes, especially just after migrating to a new system, which will:

- ✓ Reduce the depth and duration of the post live dip
- ✓ Reduce the backlog and frustration of insufficient daily operational reports
- ✓ Provide for rapid ad-hoc operational reports
- ✓ Improve internal communication and control.

Benefits for the business, IT department and management

The benefits of this service package are:

- ✓ A go-live and roll-out with less risk of disruptions to business operations and business performance
- ✓ A higher probability of meeting the go-live / roll-out objectives
- ✓ More satisfied users
- ✓ More positive perceptions of IT performance.

Activities and planning

Phase 1: during preparation of the go-live / roll-out:

- ✓ Define the project team with participants from both Every Angle and the customer to review the scope options
- ✓ Create a project plan, defining the focus areas during the go-live/roll-out
- ✓ Define the reports / Angles needed
- ✓ Create a monitor to show KPIs and trends to track the progress of the go-live.

Phase 2: during execution of the go-live / roll-out:

- ✓ Store the critical reports in a validated reports location so that users can easily access and run them (with the option of automatically routing them to specific individuals)
- ✓ Determine actions to be taken based on the output of the critical reports
- ✓ Use a standard Every Angle facility to link from reported errors directly into the SAP transaction to make the required corrections
- ✓ Embed the reports into the daily operations schedule, so that they are acted upon, and to ensure they are updated when changes are made to operational processes.

Phase 3: Monitoring

- ✓ Implement standard reporting for data quality maintenance
- ✓ Implement processes for continuous improvement
- ✓ Implement processes for any subsequent roll out (covering all go-lives that are part of the roll-out).



Every Angle Cross-process Self-service Analytics for SAP®

Every Angle's self-service, cross-process analytical capability empowers organizations with new levels of actionable insight - enabling them to **'know more and act faster'**. Every Angle provides real **understanding** of what is actually going on across the business (and why), enabling people to act early enough to **control** performance and drive significant financial **improvements**.