

# Maximizing Value by Embracing RISE with SAP



**Mike Curl**

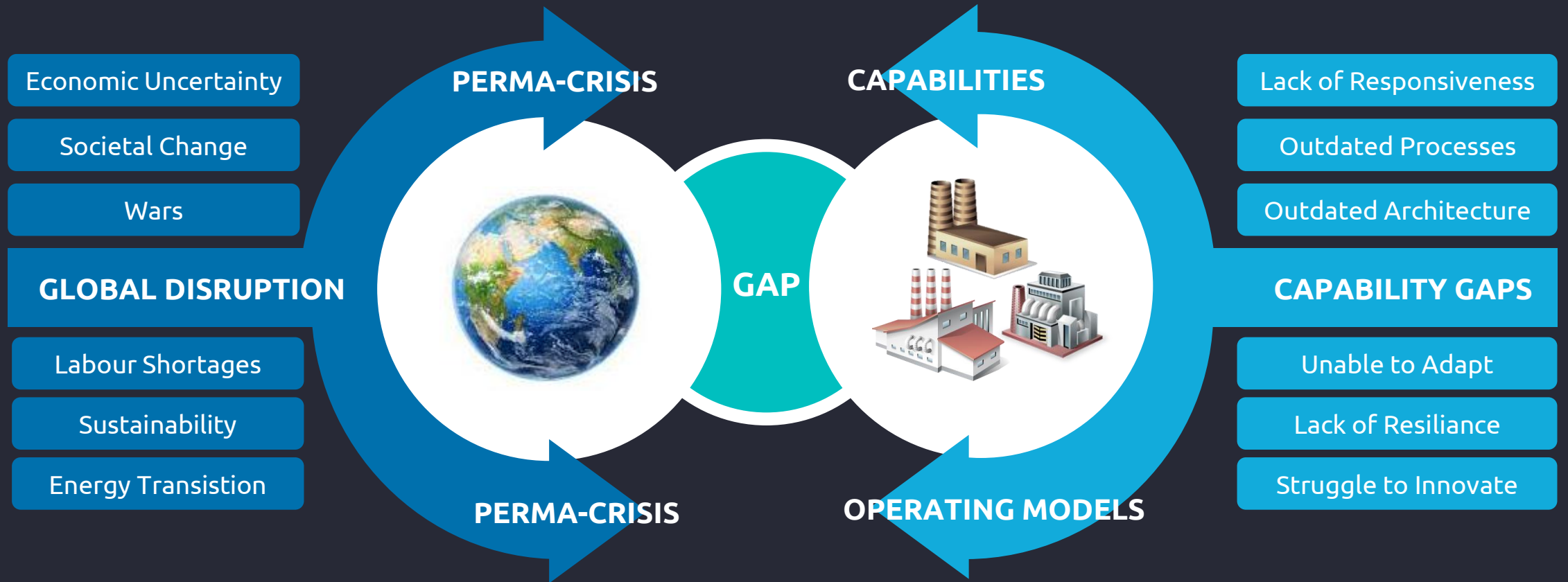
SAP Advisory  
Capgemini Global SAP CoE



**Jonathan Ebsworth**

Program Director  
Capgemini Global SAP CoE

# Succeeding in a challenging world



## TODAY'S ERP CHALLENGES

Businesses must adapt quickly to in order to remain relevant and thrive

New capabilities, GenAI, servitization, process automation & optimization – seeking agility 'by design'

Key applications must meet changing market demands with flexible infrastructure, adaptable business models and support for innovation

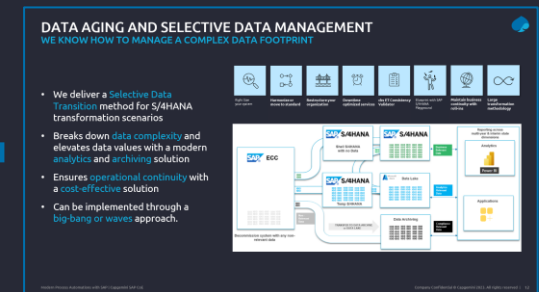
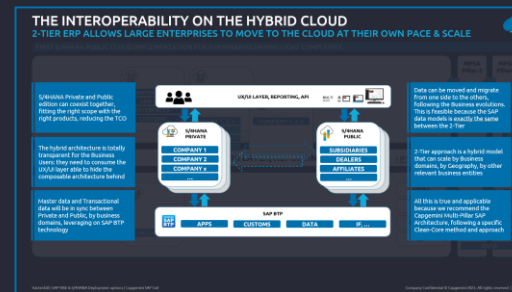
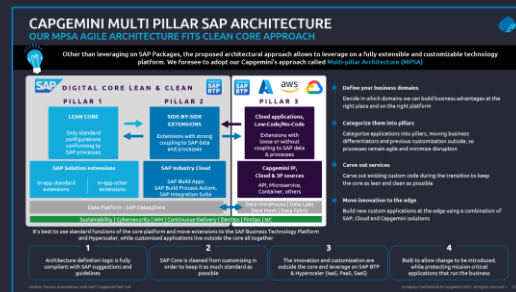
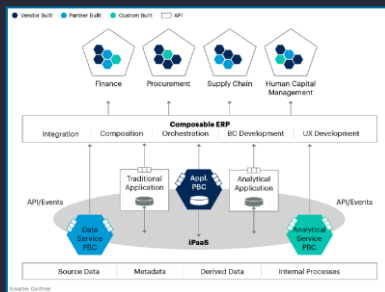
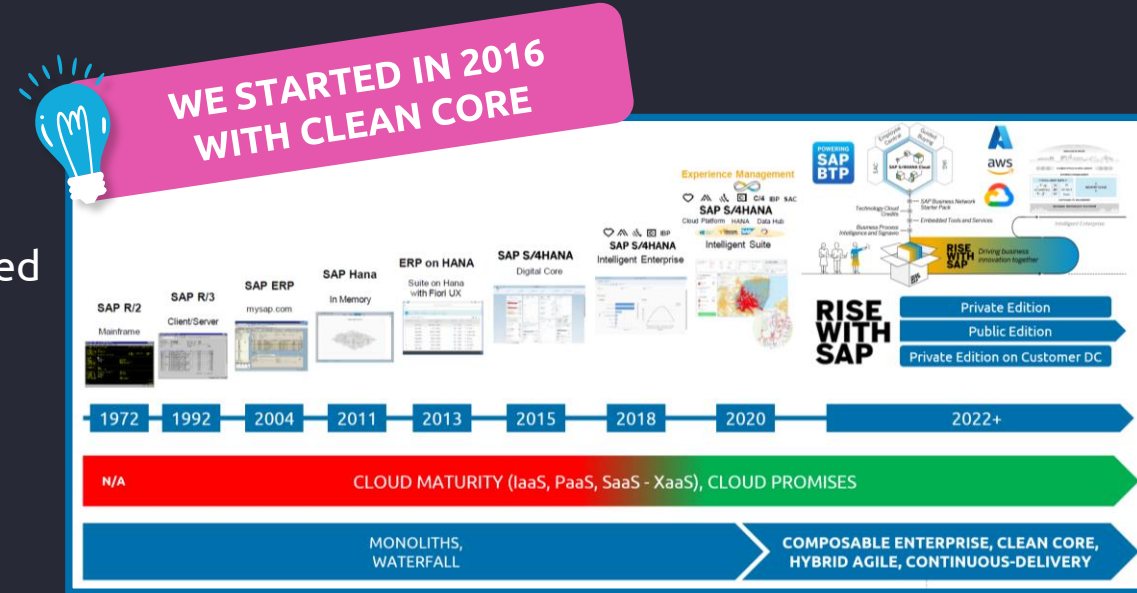
# Moving to a composable cloud ERP

and from the waterfall to the hybrid agile

Today we approach what is called “**Composable ERP**”: moving away from complex on-premise solutions to the Composable Cloud, via building-blocks.

Offering RISE and GROW, SAP is offering a strong, stable cloud-based core where Industry & LoB components are integrated into a SaaS-landscape supporting innovation and accelerated change without compromising the core solution.

Cloud Platforms provide a technical backbone where business solutions, processes, data, customizations are orchestrated and executed, consuming APIs, microservices and so on, allowing the 360° **Clean Core** method.



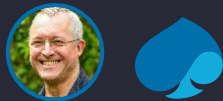
GARTNER - COMPOSABLE ARCHITECTURE

CAPGEMINI MULTI PILLAR ARCHITECTURE

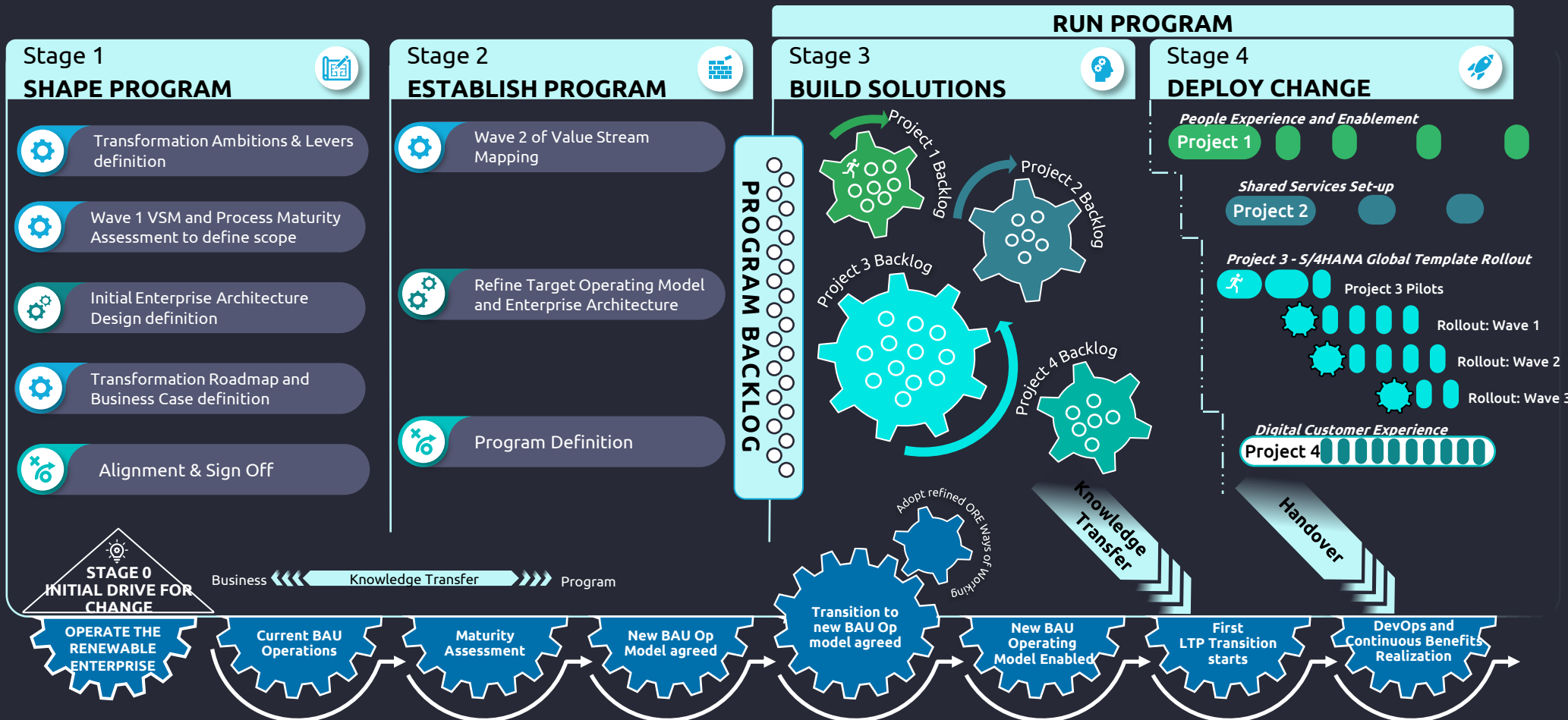
CAPGEMINI TWO-TIER HYBRID ERP APPROACH

CAPGEMINI DATA AGING AND SDT

# Capgemini's Large Transformation Program (LTP) method enabled by our fully integrated digital platform (DAN)



LARGE TRANSFORMATION PROGRAM



FROM STRATEGY NAVIGATOR

TO VALUE NAVIGATOR

SOLUTION NAVIGATOR

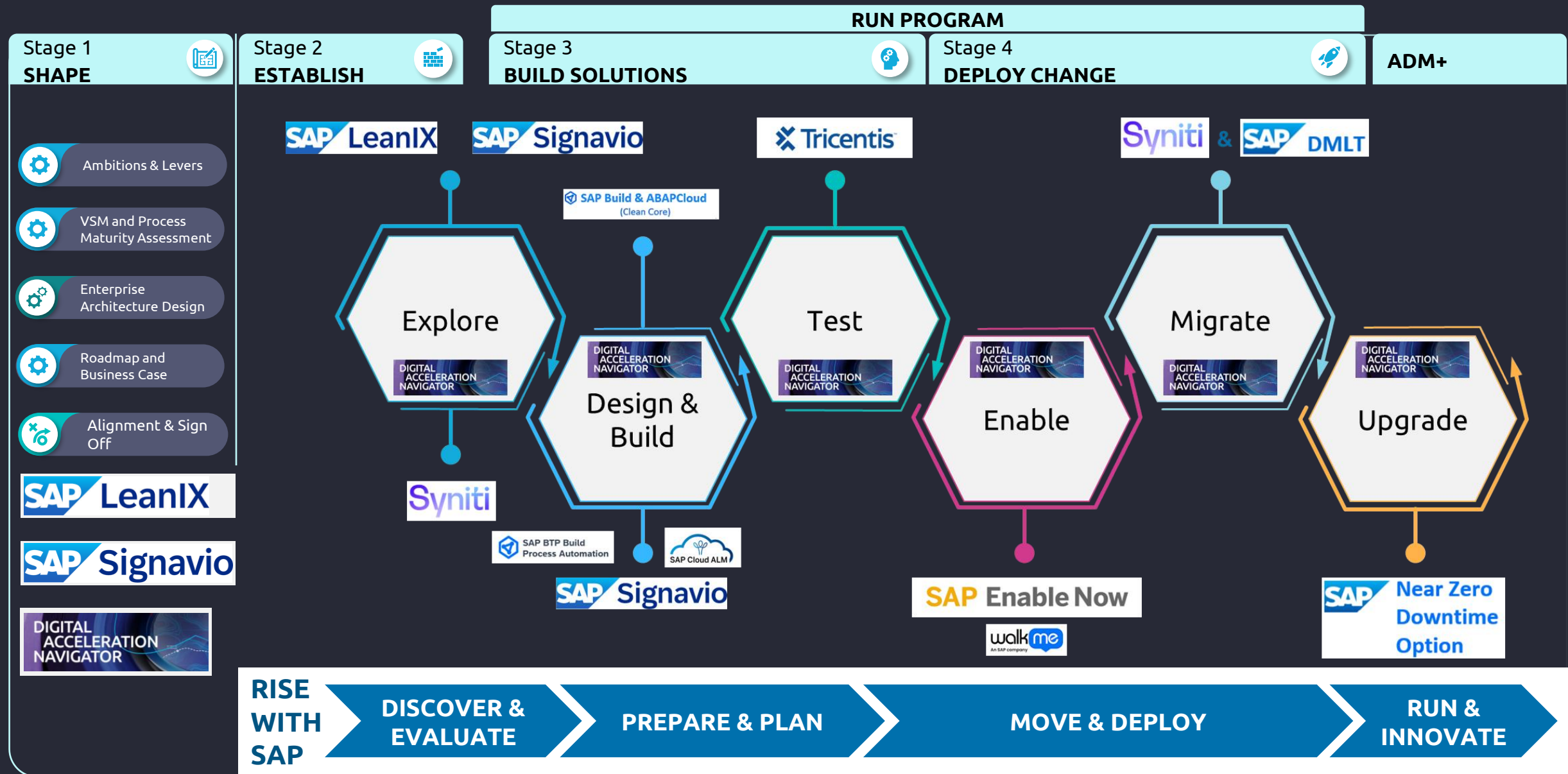
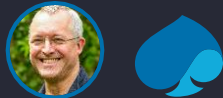
SOLUTION NAVIGATOR

CHANGE ADOPTION

PROGRAM NAVIGATOR



# Method and Tools - Digital Toolchain

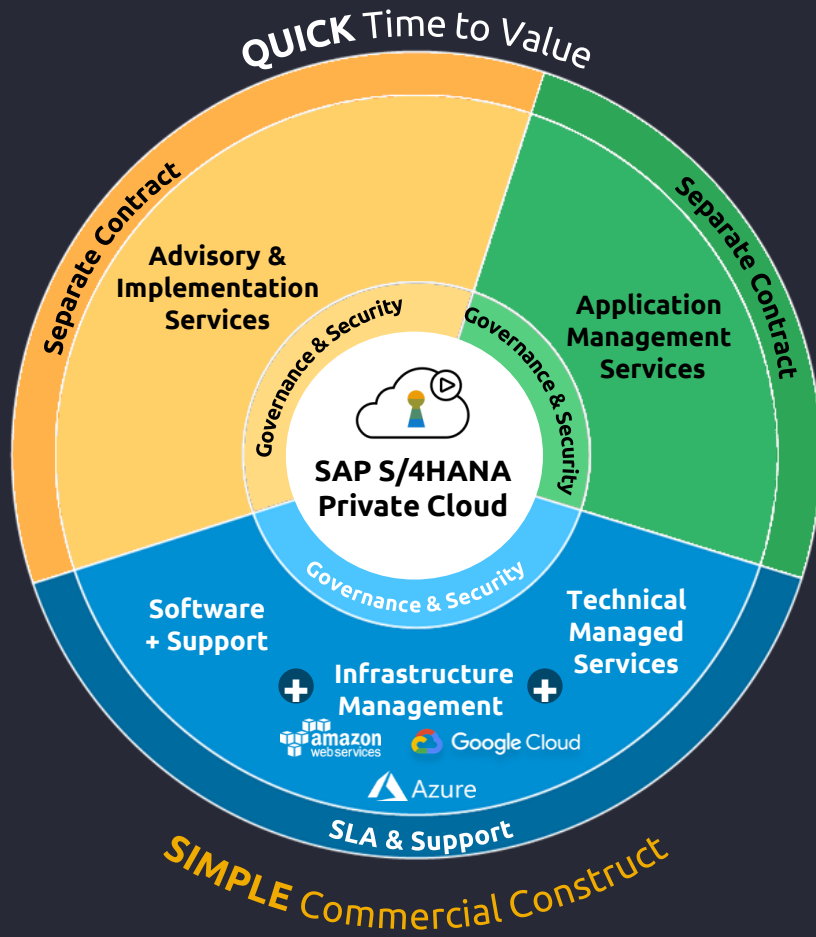


# Capgemini Assessment Service Catalogue for shaping and establishing your S/4HANA journey



Vision	Roadmap	ERP Strategy	Program Launch
Business Efficiency Assessment (KPI, benchmark...)	Business Engagement Strategy	Clean Core Strategy	Program Governance
Transformation Ambitions & Levers	Transformation Roadmap	Move to RISE Strategy	Data Quality Assessment
Process Maturity Assessment	Business Case	Rollout Strategy	Data Migration Strategy
Capability Model Evolution	Data & Analytics Strategy	Testing & Release Strategy	Value Realization Plan
Business Operating Model Evolution	Business AI Strategy	S/4HANA Migration Approach	To Be IT Ops Model
No “one size fits all” approach applies when shaping and establishing an S4 journey. However, in our experience, an 8 to 16 weeks effort across some of the above Framing Services is in line with the industry benchmark.		Program Assessment	DevOps Model Adoption Plan
			Factory Model Establishment

# (Quick) RISE with SAP Overview



SCOPE	DESCRIPTION
<b>Advisory &amp; Implement. Services</b>	<ul style="list-style-type: none"><li>Business Process Analysis/Assessment</li><li>Consulting and Advisory Services</li><li>Transformative Services (Re-platform, Rehost, Re-Arch.)</li><li>Extended Security Services (e.g. Compliance with regulations, 3<sup>rd</sup> party products)</li></ul>
<b>Application Mgmt. Services</b>	<ul style="list-style-type: none"><li>Managed Application services (Patch, Change, Release mgmt.)</li><li>Application Development Services</li></ul>
<b>SW Support Infra Mgmt. TMS</b>	<ul style="list-style-type: none"><li>Software and Support Licensing for in-use Modules</li><li>Hyperscaler Subscription, Hardware Provisioning</li><li><b>Technical System Operations: Event, Incident, Problem Management</b></li><li><b>24*7 service delivery : OS, DB, Application Server &amp; Storage Management (On-Prem &amp; Cloud)</b></li><li>Basic Security Management, Job Scheduling</li></ul>

# Capgemini Point of View on RISE with SAP



**Decision Time**



**Hyperscalers**



**Familiar Challenges**



**But it works**



**Hybrid**



**Timing**



**Incentives**



**People**



**Clean Core**



**Data**



# What are some of the expected benefits?

**ACCELERATED DIGITAL  
TRANSFORMATION**



**COST EFFICIENCY AND  
PREDICTABILITY**



**ENHANCED BUSINESS  
INNOVATION & AGILITY**



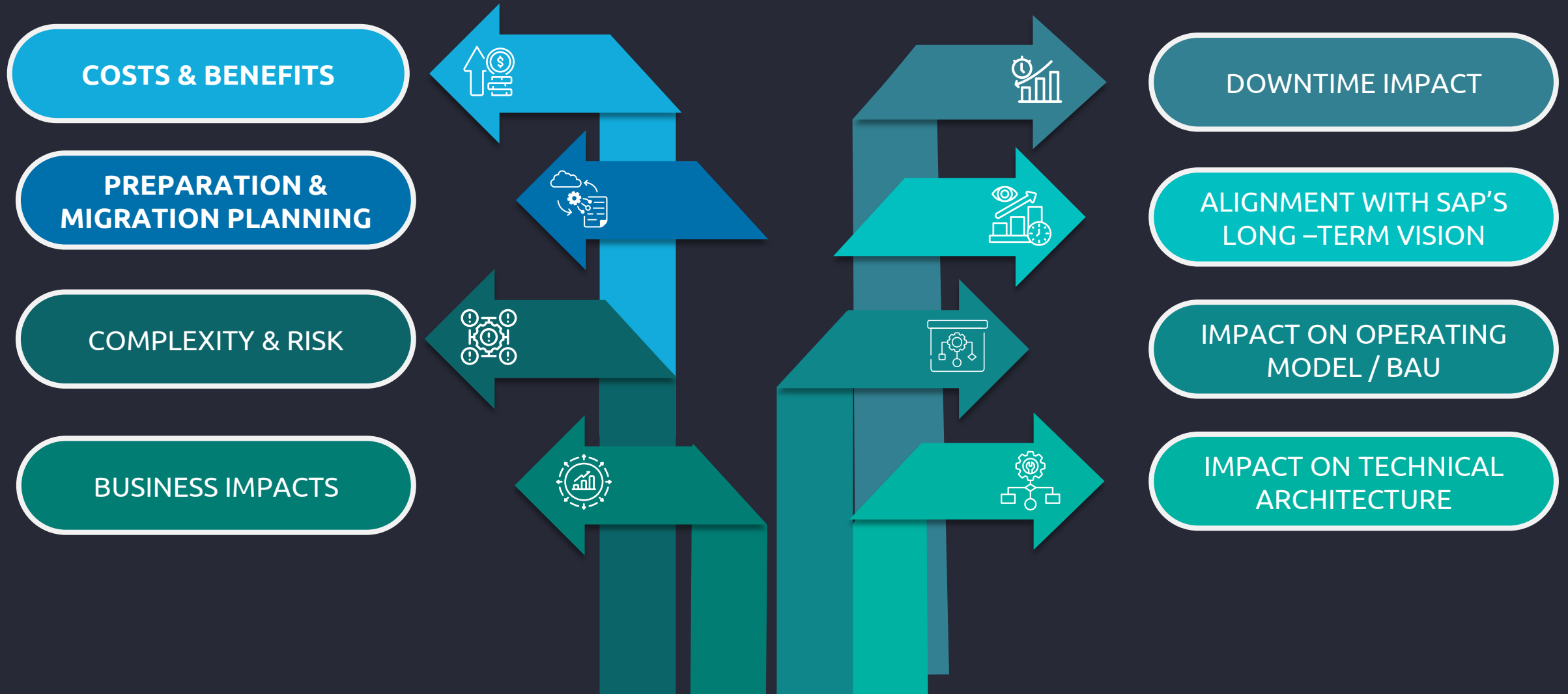
**IMPROVED OPERATIONAL  
RESILIENCE**



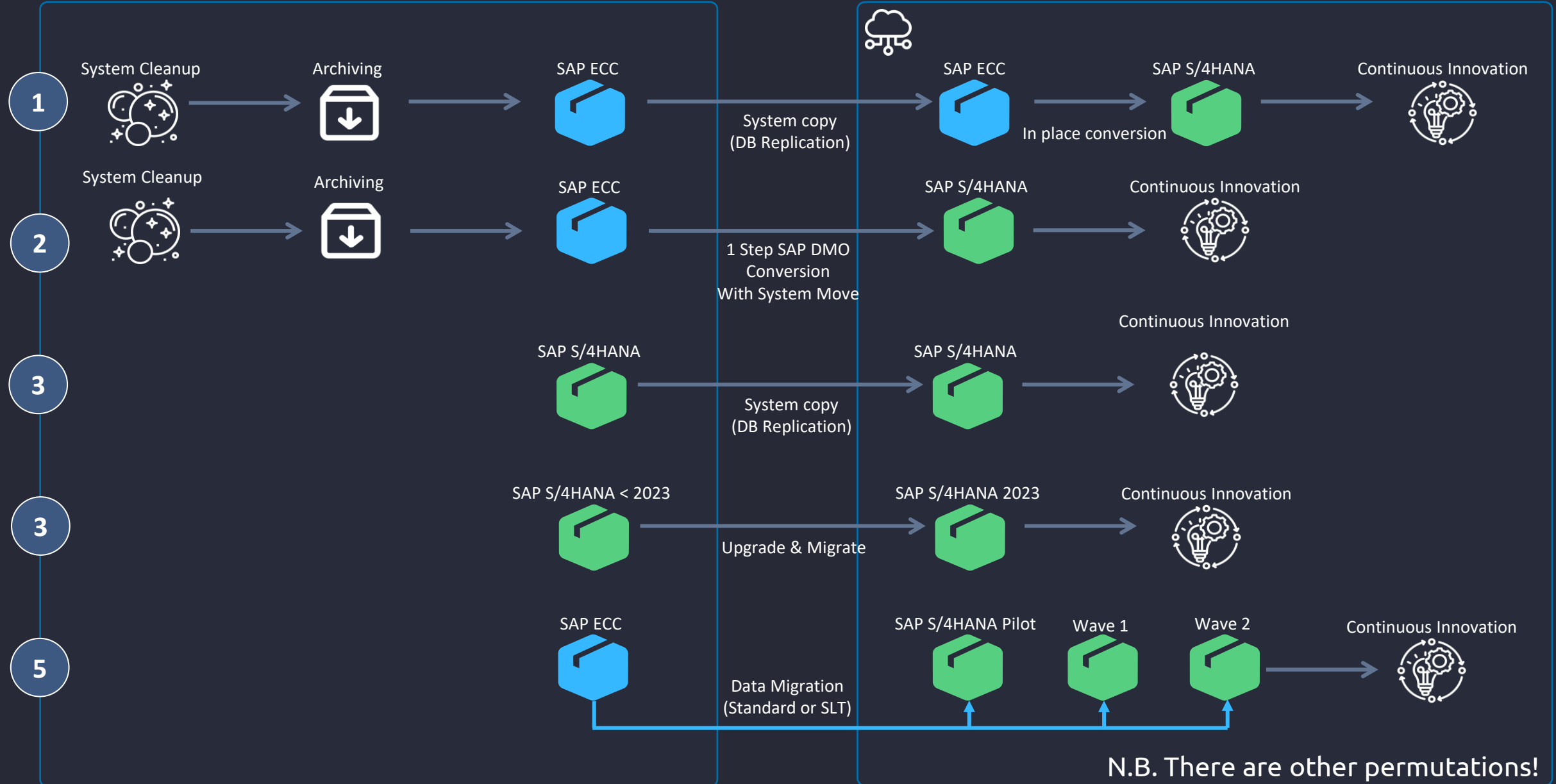
**GLOBAL COMPLIANCE  
AND SECURITY**



# How to make a decision on if / when to go with RISE?

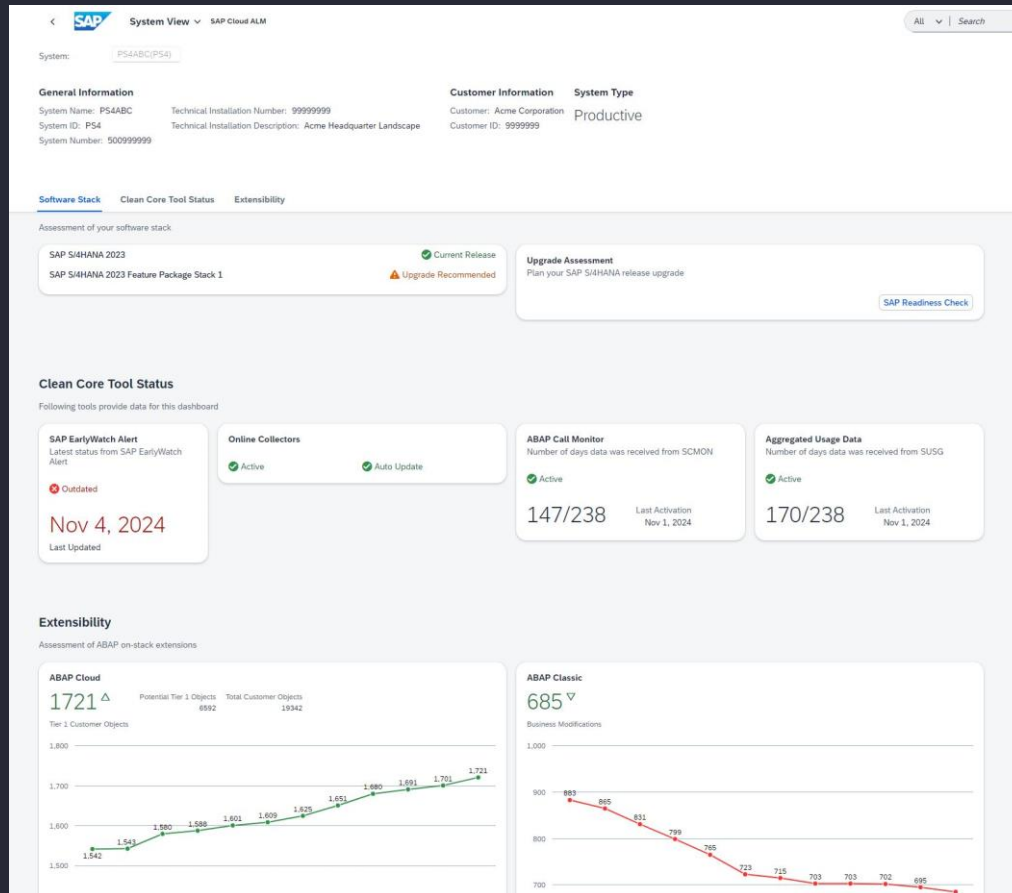


# Potential Routes to “RISE with SAP” and S/4HANA





# Clean Core Dashboard & Quality Gates



## Quality Gates

You can monitor your Clean Core compliance with increasing levels of automation with Cloud ALM.

The quality gates involve sets of questionnaires that examine key aspects of Program Architecture, Governance and Design across key areas including:

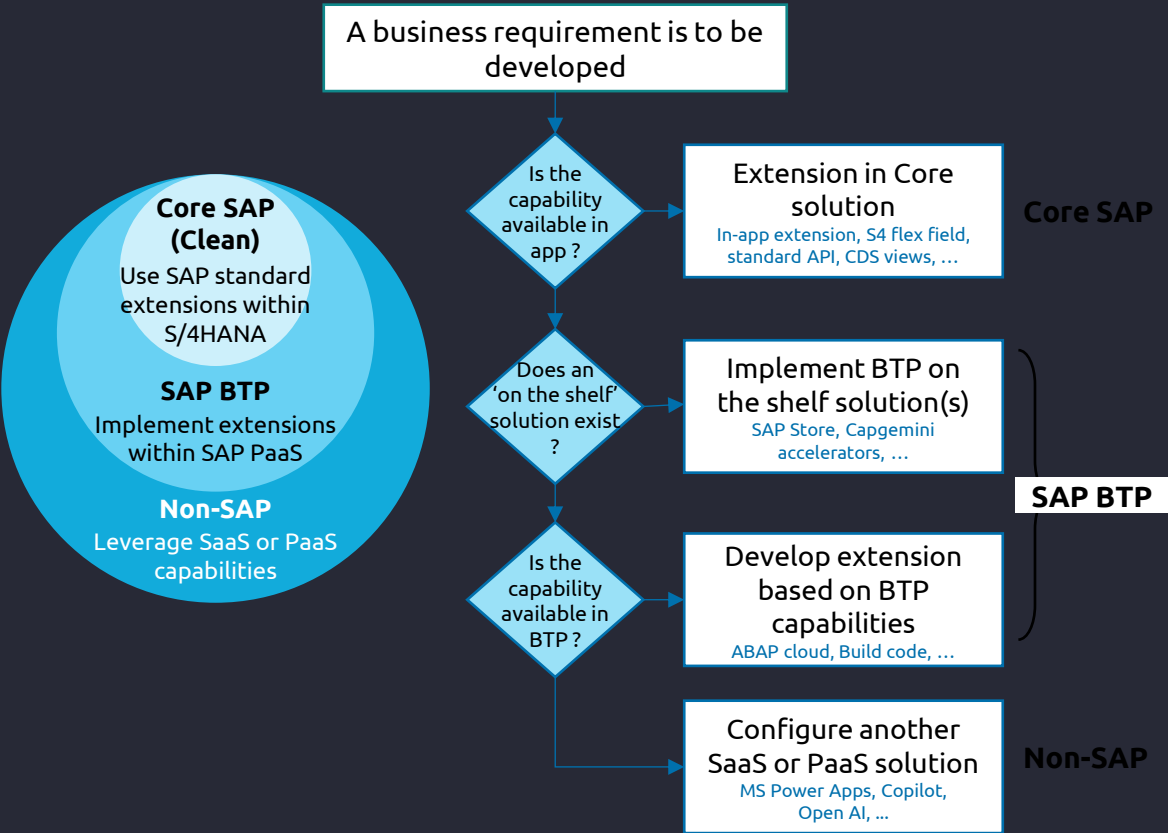
- Extensibility
- Integrations
- Data
- Business Processes and
- Operations

At appropriate levels for each stage. Passing these quality gate are a critical part of the RISE with SAP Journey.

# How to keep the core clean?



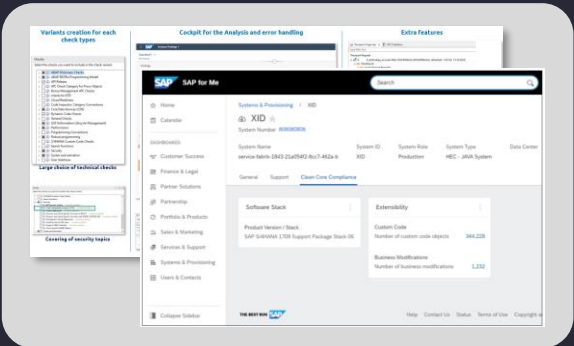
## How to keep The Core Clean ?



Adapted to a composable architecture

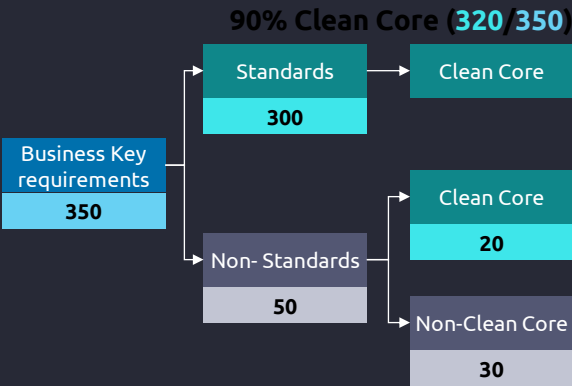


## How to monitor the “Clean Core” and Standard targets ?



Continuous Quality code inspection using Capgemini & SAP standard tools (ATC, Clean Core Compliance cockpit).

“Standardization ratio” :  
Monitoring the development of business key requirements into standard, nonstandard clean core, and non clean core towards a target ratio



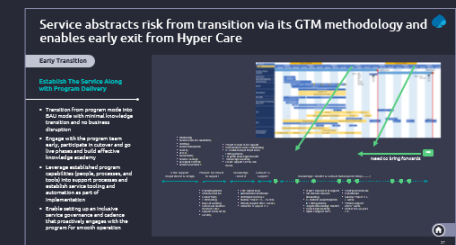
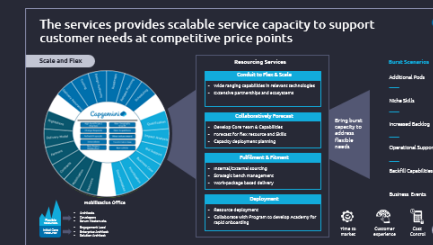
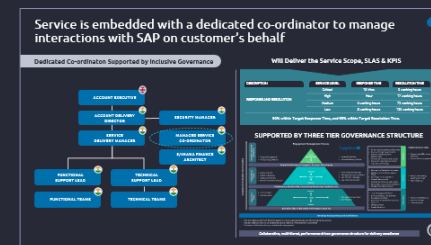
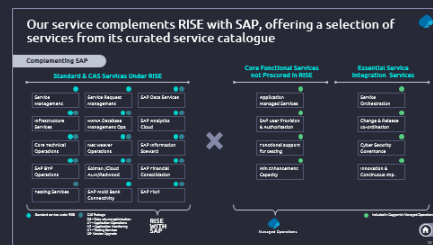
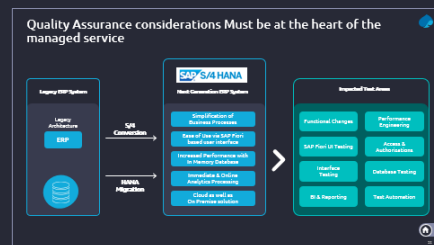
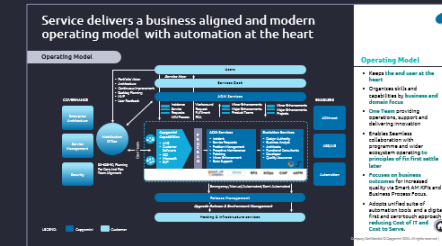
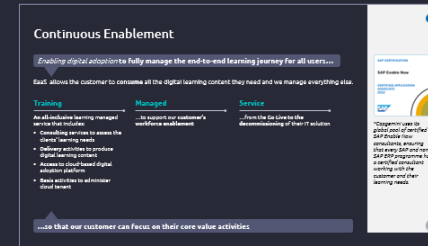
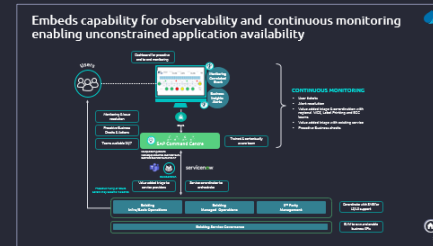
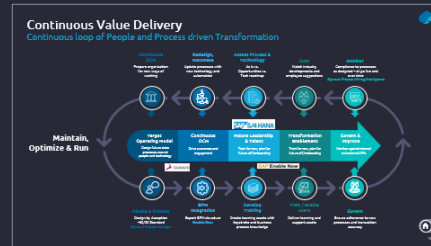
LEADING TO FOLLOWING BUILDPRINT DELIVERABLES:



Configuration dossiers



Functional & technical specifications





# Conclusion

## #01

▶ Business needs platforms that are scalable, adaptable and 'innovation ready'

## #02

▶ RISE with SAP is one such platform which offers significant benefits for existing SAP customers

## #03

▶ Finding the correct approach and starting point for such a journey can be daunting.

## #04

▶ Capgemini has the range of capabilities, and approach that can:

- Help you find the right 'target destination' for your business platform
- Map a practical journey to get your business safely to that destination
- Support you with a combination of the SAP-supplied tools augmented with Capgemini-developed ones to manage the whole journey
- Work with you to embrace new ways of working with composable cloud solutions



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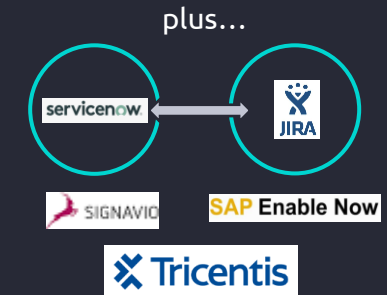
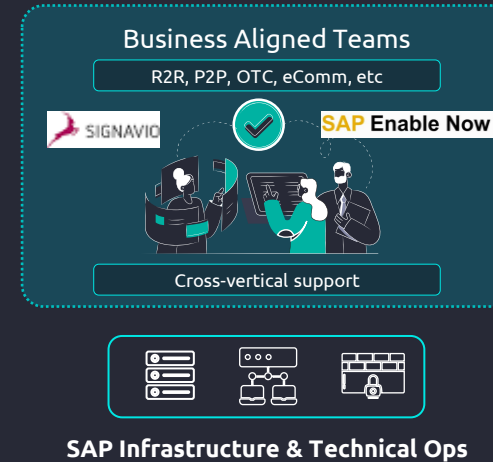
# Source Materials

and Zoom Slides

Capgemini 



# Core Operating Model components



## End Users

The end users have a broad range of functional and technical requirements. The key requirements is to ensure a high user satisfaction rating via transaction availability & performance and responsive incident & problem management.

## Business & Functions

The Business and Functions requires processes consisting of transactions that have integrity end-to-end and are easy to execute by end users. They also require that reporting and insights are provided in a timely manner and include accurate data.

## SAP Team or Centre of Excellence

The SAP Team, sometimes designated Centre of Excellence, ensure the stability of the existing estate whilst also evolving, changing and extending it. The team needs to be able to drive innovation, deliver with speed and maintain the stability & integrity of the solution.

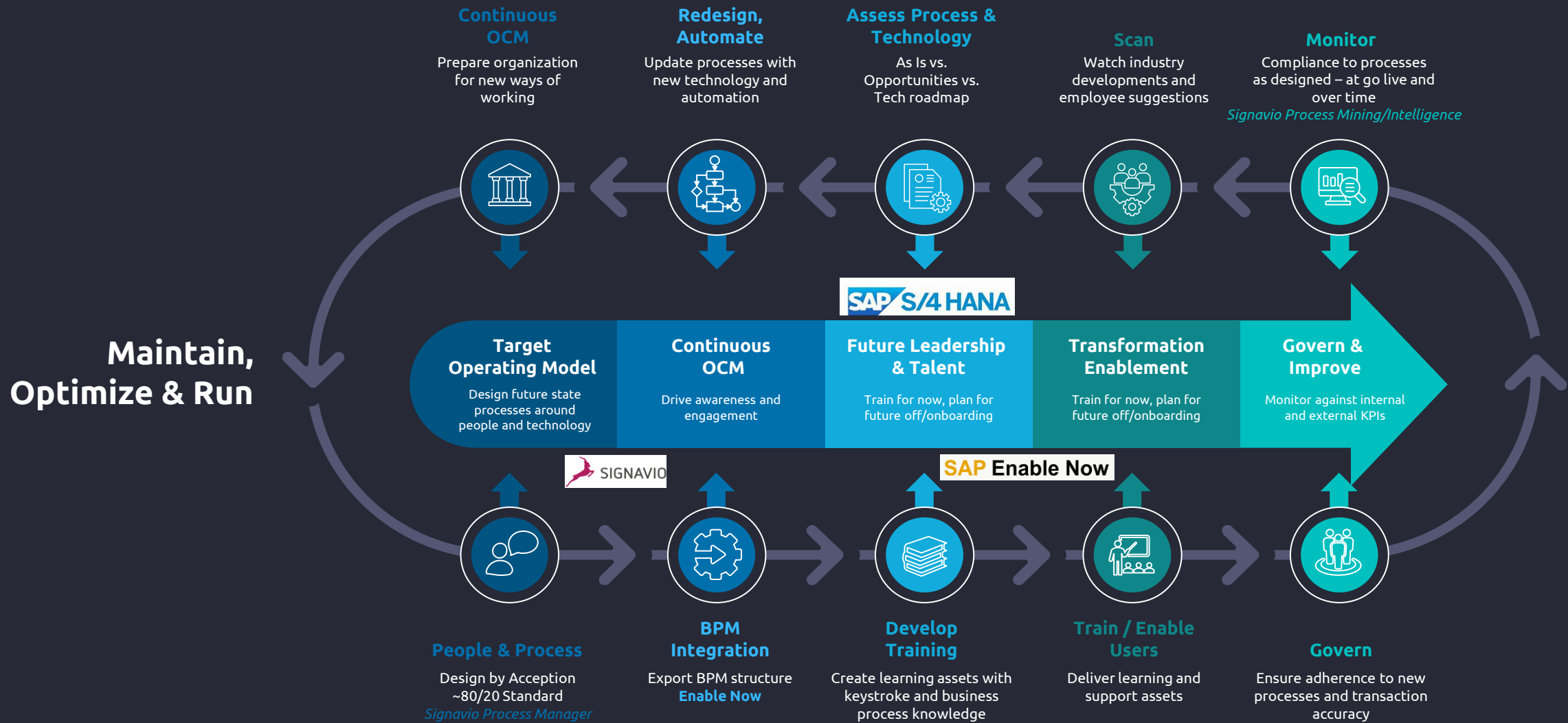
## Tooling

In order to deliver a high quality of service to end users and the business and support the SAP team in their activities different tools are required including:

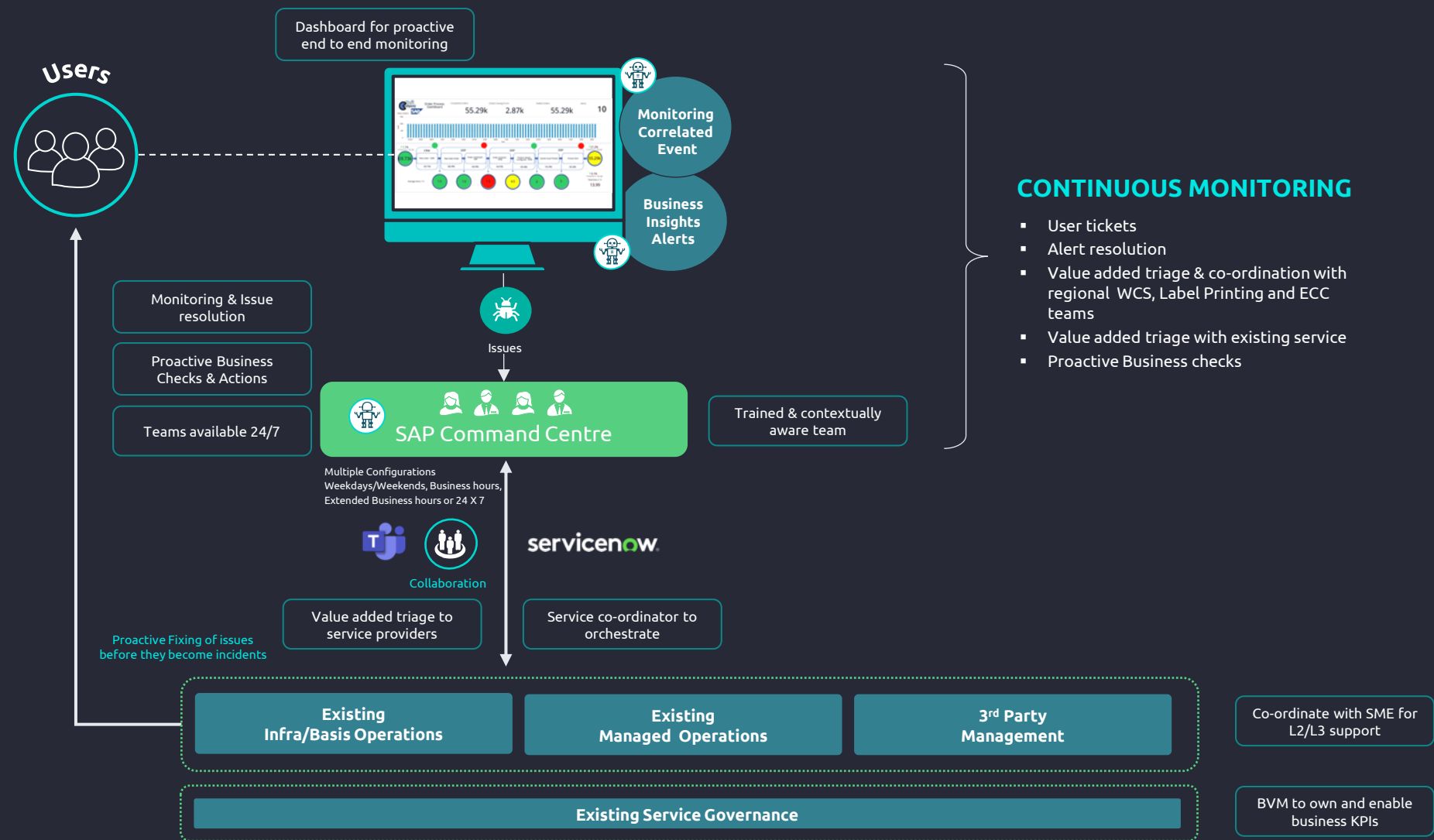
- IT Service Management
- Development Platforms
- Monitoring
- Business Process Mining
- Training & Knowledge Transfer,
- Continuous Testing

# Continuous Value Delivery

Continuous loop of People and Process driven Transformation



# Embeds capability for observability and continuous monitoring enabling unconstrained application availability







# Continuous Enablement

*Enabling digital adoption to fully manage the end-to-end learning journey for all users...*

EaaS allows the customer to **consume** all the digital learning content they need and we manage everything else.

## Training

An **all-inclusive** learning managed service that includes:

- **Consulting** services to assess the clients' learning needs
- **Delivery** activities to produce digital learning content
- **Access** to cloud-based digital adoption platform
- **Basis** activities to administer cloud tenant

## Managed

...to support our **customer's workforce enablement**

## Service

...from the **Go Live to the decommissioning** of their IT solution

**...so that our customer can focus on their core value activities**

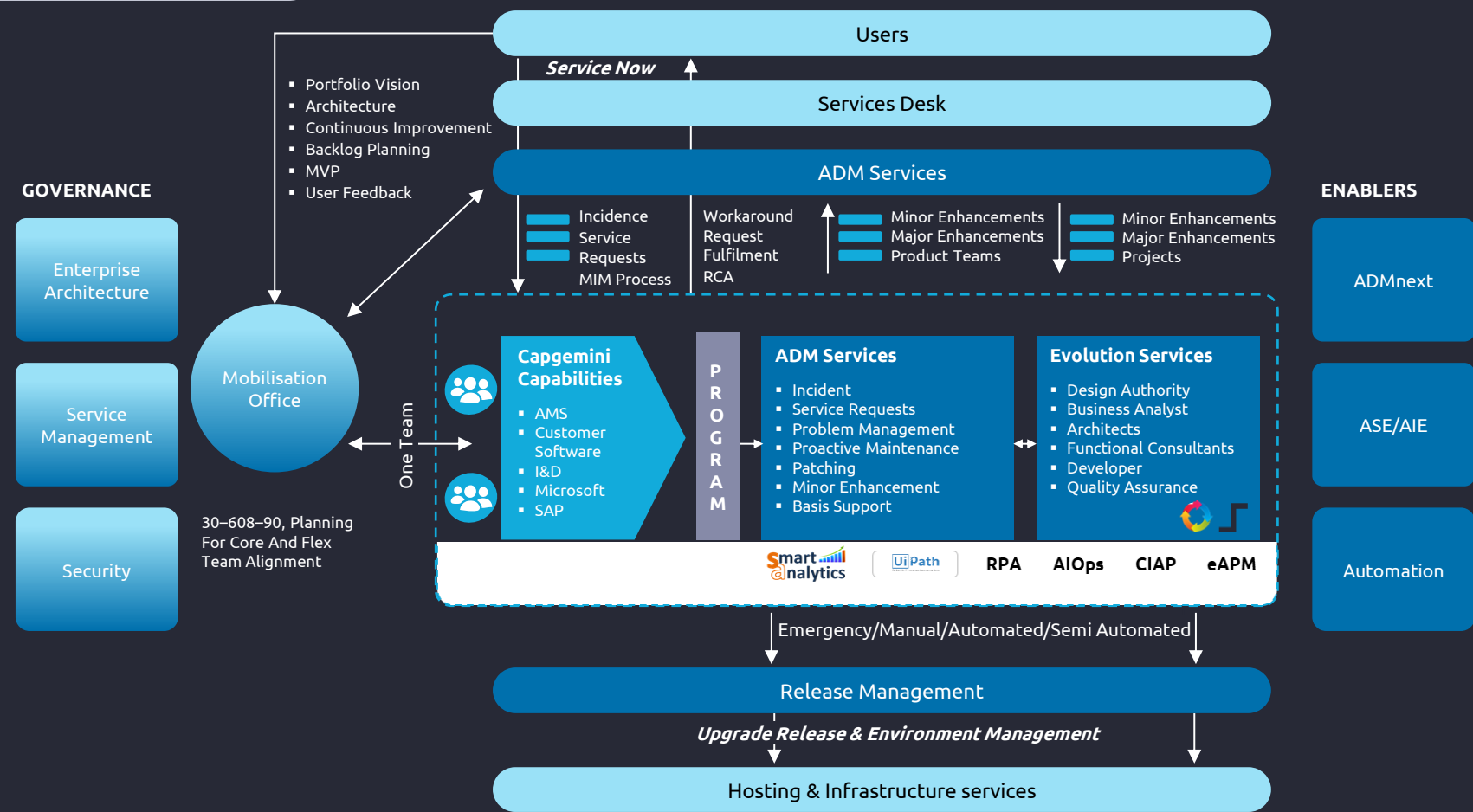


*\*Capgemini uses its global pool of certified SAP Enable Now consultants, ensuring that every SAP and non SAP ERP programme has a certified consultant working with the customer and their learning needs.*



# Service delivers a business aligned and modern operating model with automation at the heart

## Operating Model

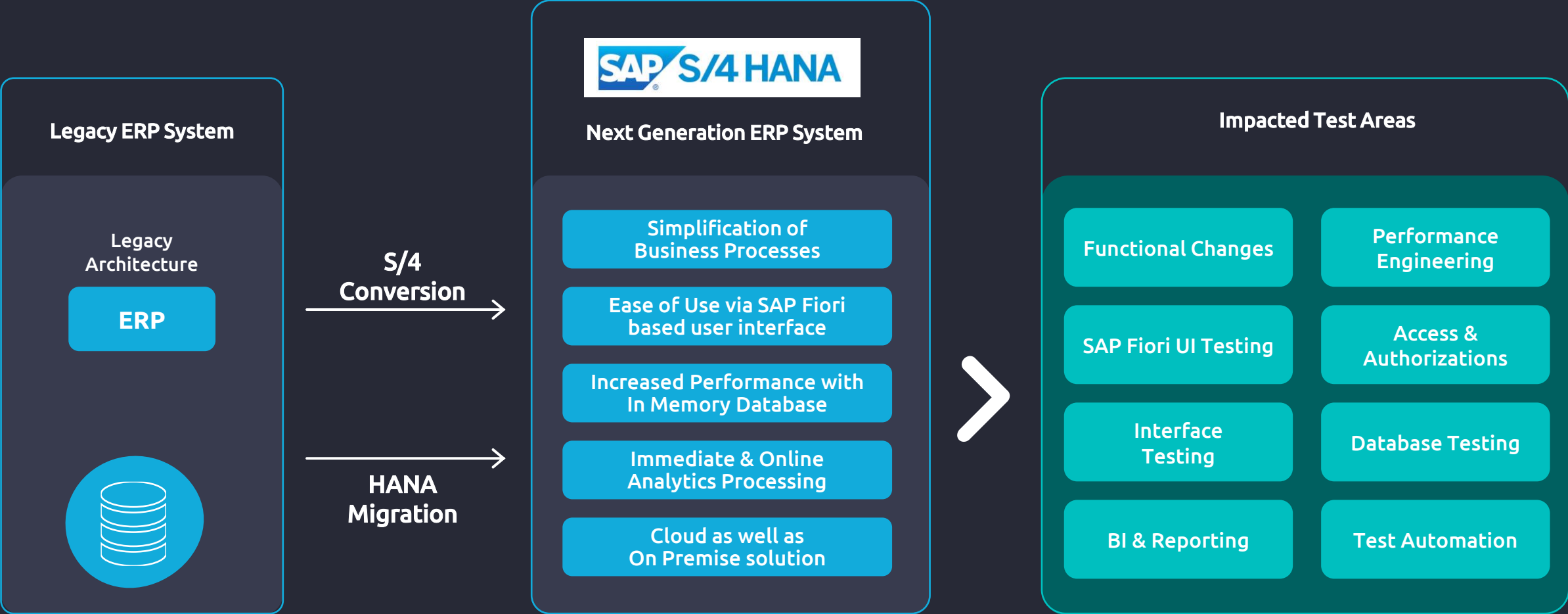


LEGEND: Capgemini Customer

## Operating Model

- Keeps **the end user at the heart**
- Organizes skills and capabilities by **business and domain focus**
- One Team** providing operations, support and delivering innovation
- Enables Seamless collaboration with programme and wider ecosystem operating **to principles of fix first settle later**
- Focuses on business outcomes** for increased quality via Smart AM KPIs and Business Process Focus.
- Adopts unified suite of automation tools and a digital first and zero-touch approach **reducing Cost of IT and Cost to Serve.**

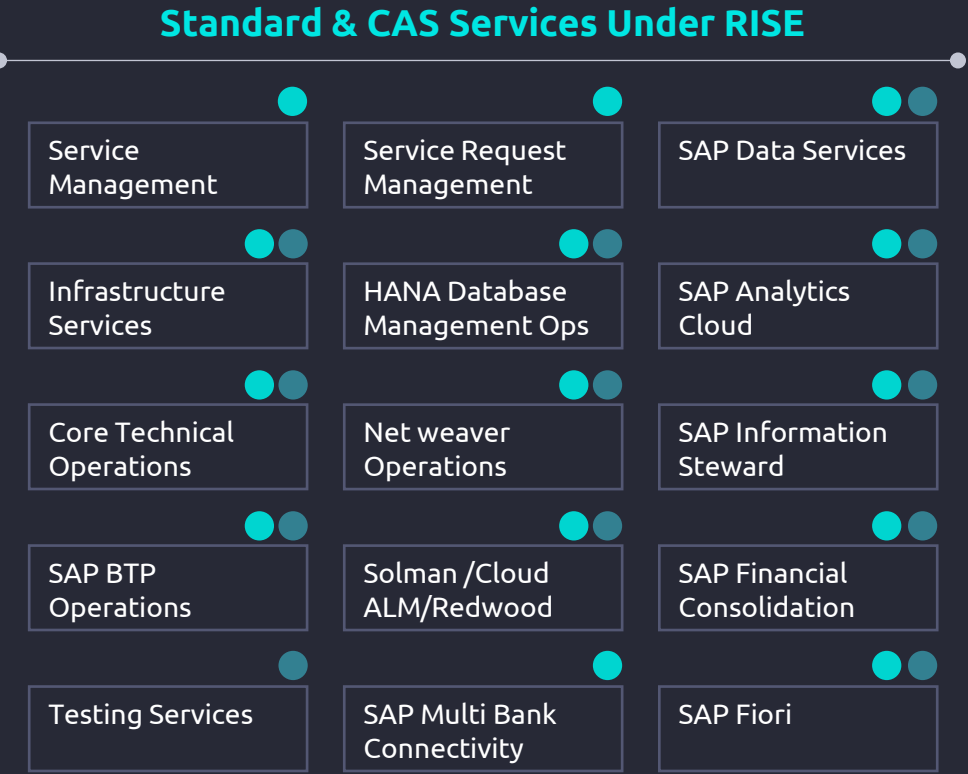
# Quality Assurance considerations Must be at the heart of the managed service



# Our service complements RISE with SAP, offering a selection of services from its curated service catalogue

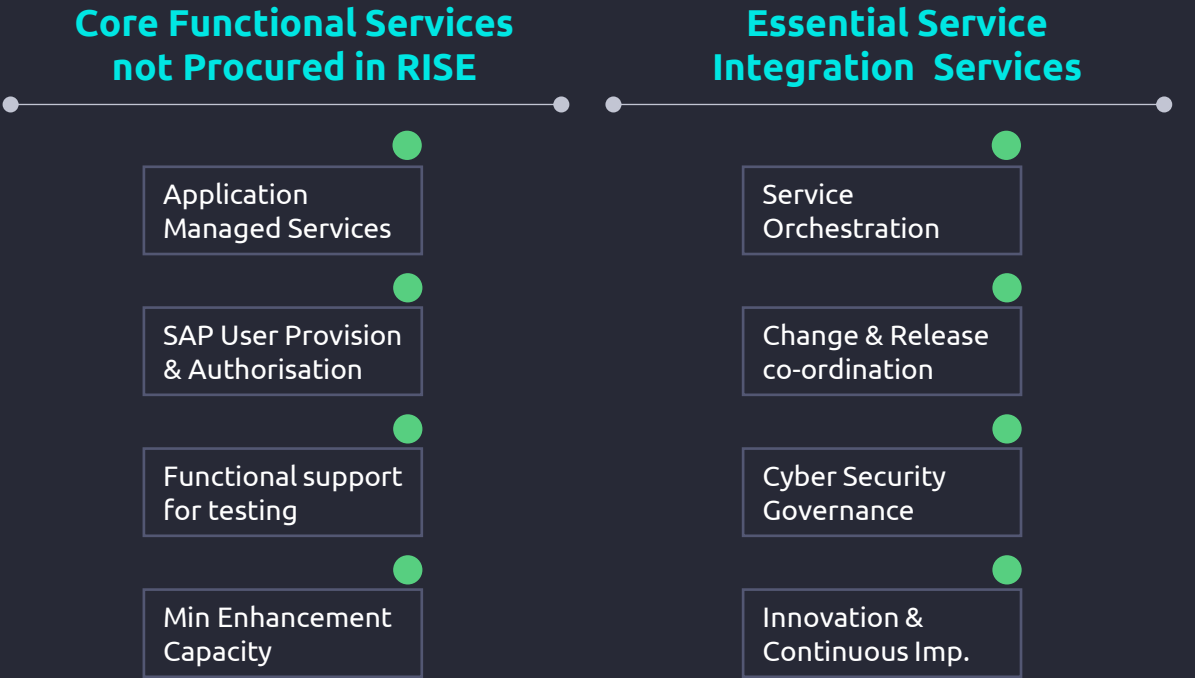


## Complementing SAP



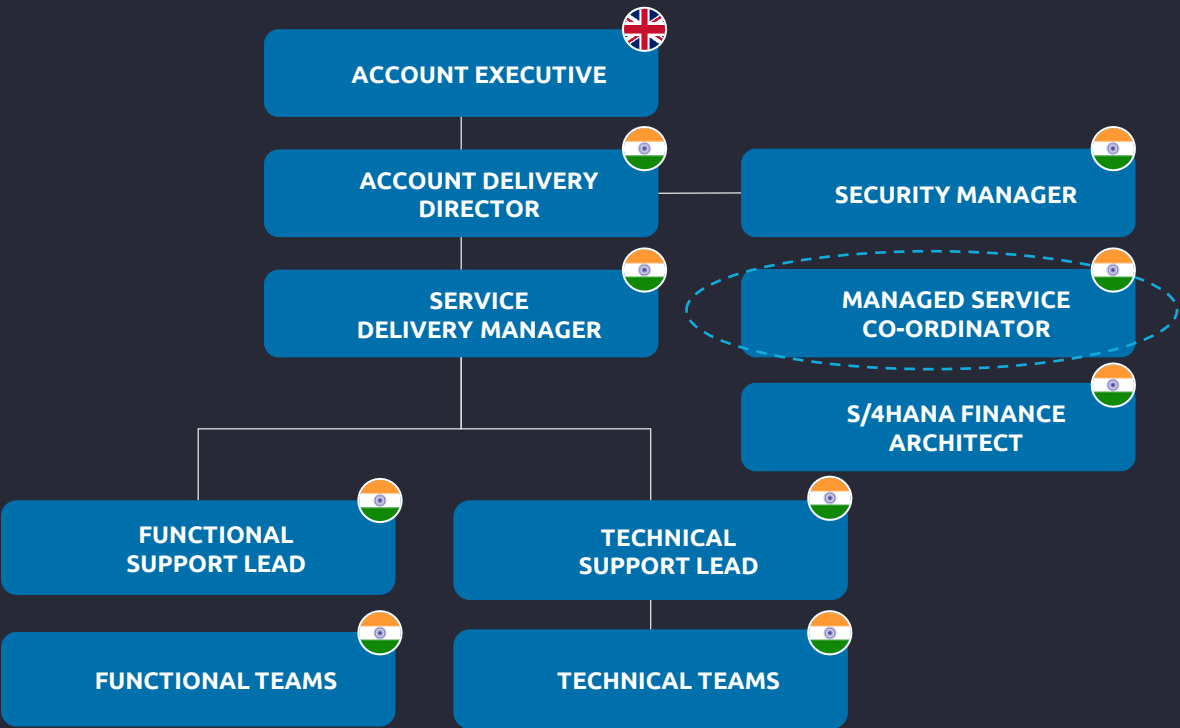
- Standard service under RISE
- CAS Package
  - D6 – Data volume optimisation
  - A1 – Application Operations
  - M1 – Application Monitoring
  - U1 – Testing Services
  - U3- Version Upgrade

**RISE  
WITH  
SAP**



# Service is embedded with a dedicated co-ordinator to manage interactions with SAP on customer's behalf

## Dedicated Co-ordination Supported by Inclusive Governance

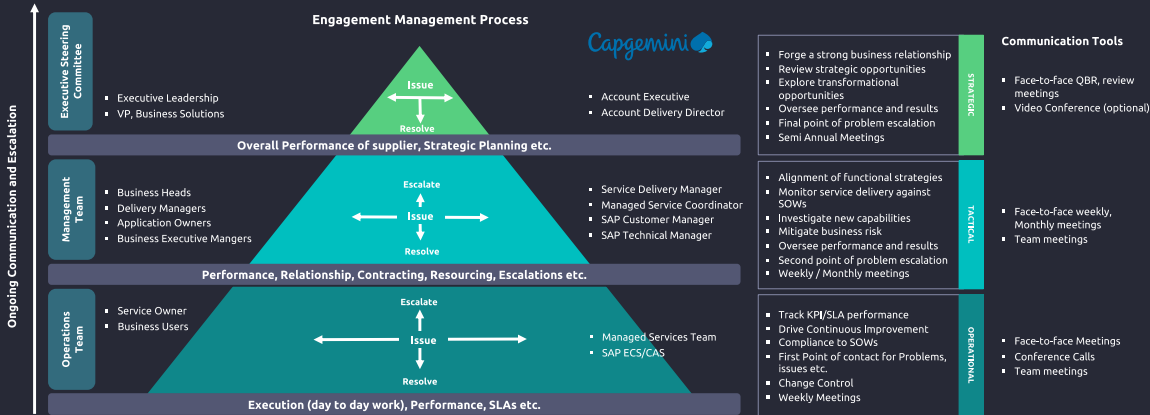


## Will Deliver the Service Scope, SLAS & KPIS

DESCRIPTION	SERVICE LEVEL	RESPONSE TIME	RESOLUTION TIME
RESPONSE AND RESOLUTION	Critical	15 Mins	3 working hours
	High	Hour	17 working hours
	Medium	4 working hours	72 working hours
	Low	8 working hours	120 working hours

90% within Target Response Time, and 95% within Target Resolution Time.

## SUPPORTED BY THREE TIER GOVERNANCE STRUCTURE



### Develop Transparency and Confidence

- Run the cadence with SAP ECS/CAS teams for day-to-day operations and for managing the service
- Regular cadence with Co-op leadership during Steering / Management Committee
- Customer Satisfaction Surveys conducted every quarter

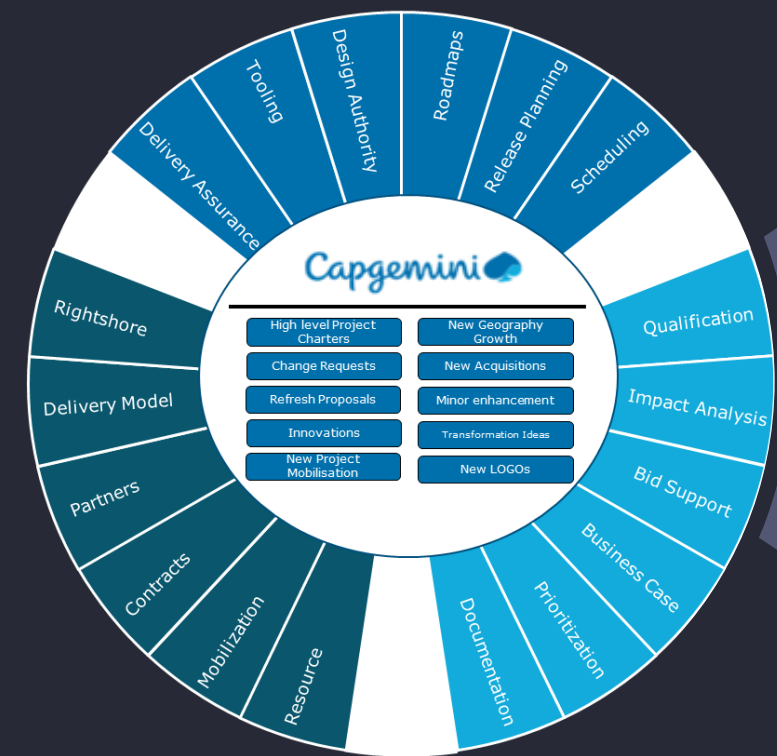
Collaborative, multi-tiered, performance driven governance structure for delivery excellence



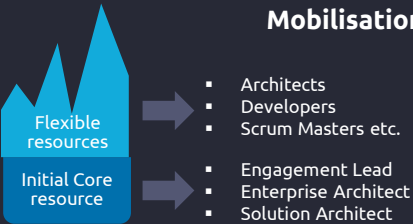
# The services provides scalable service capacity to support customer needs at competitive price points



## Scale and Flex



### Mobilisation Office



## Resourcing Services

### Conduit to Flex & Scale

- Wide ranging capabilities in relevant technologies
- Extensive partnerships and ecosystems

### Collaboratively Forecast

- Develop Core Team & Capabilities
- Forecast for flex resource and Skills
- Capacity deployment planning

### Fulfilment & Fitment

- Internal/External sourcing
- Strategic bench management
- Work-package based delivery

### Deployment

- Resource deployment
- Collaborate with Program to develop Academy for rapid onboarding

Bring burst capacity to address flexible needs

## Burst Scenarios

Additional Pods

Niche Skills

Increased Backlog

Operational Support

Backfill Capabilities

Business Events



Time to market



Customer experience



Cost Control





# Service abstracts risk from transition via its GTM methodology and enables early exit from Hyper Care



## Early Transition

### Establish The Service Along with Program Delivery

- Transition from program mode into BAU mode with minimal knowledge transition and no business disruption
- Engage with the program team early, participate in cutover and go live phases and build effective knowledge academy
- Leverage established program capabilities (people, processes, and tools) into support processes and establish service tooling and automation as part of implementation
- Enable setting up an inclusive service governance and cadence that proactively engages with the program for smooth operation

- Monitoring
- Service levels for availability
- Patching
- Service automation
- Security
- Access
- Connectivity
- Service coverage
- Acceptance criteria
- Service Governance

- Project resources for support
- Incremental resource onboarding
- KT enabled via participation in testing /deploy
- Targeted knowledge transfer
- Knowledge Academy
- Create support SOPs & Run Books



# SAP Joule - Out of the box Business AI capabilities



Joule supports the **Navigation** for the core apps in Procurement, Finance, Sales, Service Management and **Transactional** capabilities like “show purchase orders”, “upload a supplier invoice”, “show sales orders” and much more. At the technological level, Joule provides assistance and insights through **four foundational interaction patterns**:

**Informational**  
interaction provides  
knowledge-based results

**Navigational**  
interaction to navigate  
across SAP products

**Transactional**  
interaction to manage  
business processes  
through natural language

**Analytical**  
interaction to ask  
analytical question and  
get analytical insights



## BUSINESS AI OUT-OF-THE-BOX USE CASES, IN CONTINUOUS EVOLUTION...

Behavioral insights for  
contract accounting

Transportation management,  
conversational planning

Transportation management,  
goods receipt processing

Master data governance

Resolution of implausible  
meter readings

Resolution of outsourced  
billing documents

Sales order creation

Sales order fulfillment  
monitoring

SAP Joule Studio and Agent Builder available to extend standard capabilities

# DIGITAL ACCELERATION NAVIGATOR (DAN): One platform to accelerate the journey towards the renewable enterprise



## STRATEGY NAVIGATOR

### Digitizes approach to strategy

- Customizable, Pre-built CxO Questionnaires
- Value driver tree
- Pain Points
- Improvements Opportunities
- Maturity Model(s)
- Target Business Case
- End to End Value Streams
- Capability Models



## CHANGE ADOPTION PLATFORM

### Digitizes change approach

- Manage personas
- Capture change impacts
- Stakeholder engagement
- Change Playbacks
- Change action plans
- Learning needs analysis



## SOLUTION NAVIGATOR

### Build & Deployment of SAP S/4HANA

- Capture solution scope
- Record Key Design Decisions (KDDs)
- Report impact of technical change
- Methodology accelerators
- Supporting site selection and waves clustering
- Pre-built content for localizations



## VALUE NAVIGATOR

### Securing transformation value

- Set value-driven milestones
- KPI tracking for value realisation
- KPI dashboards



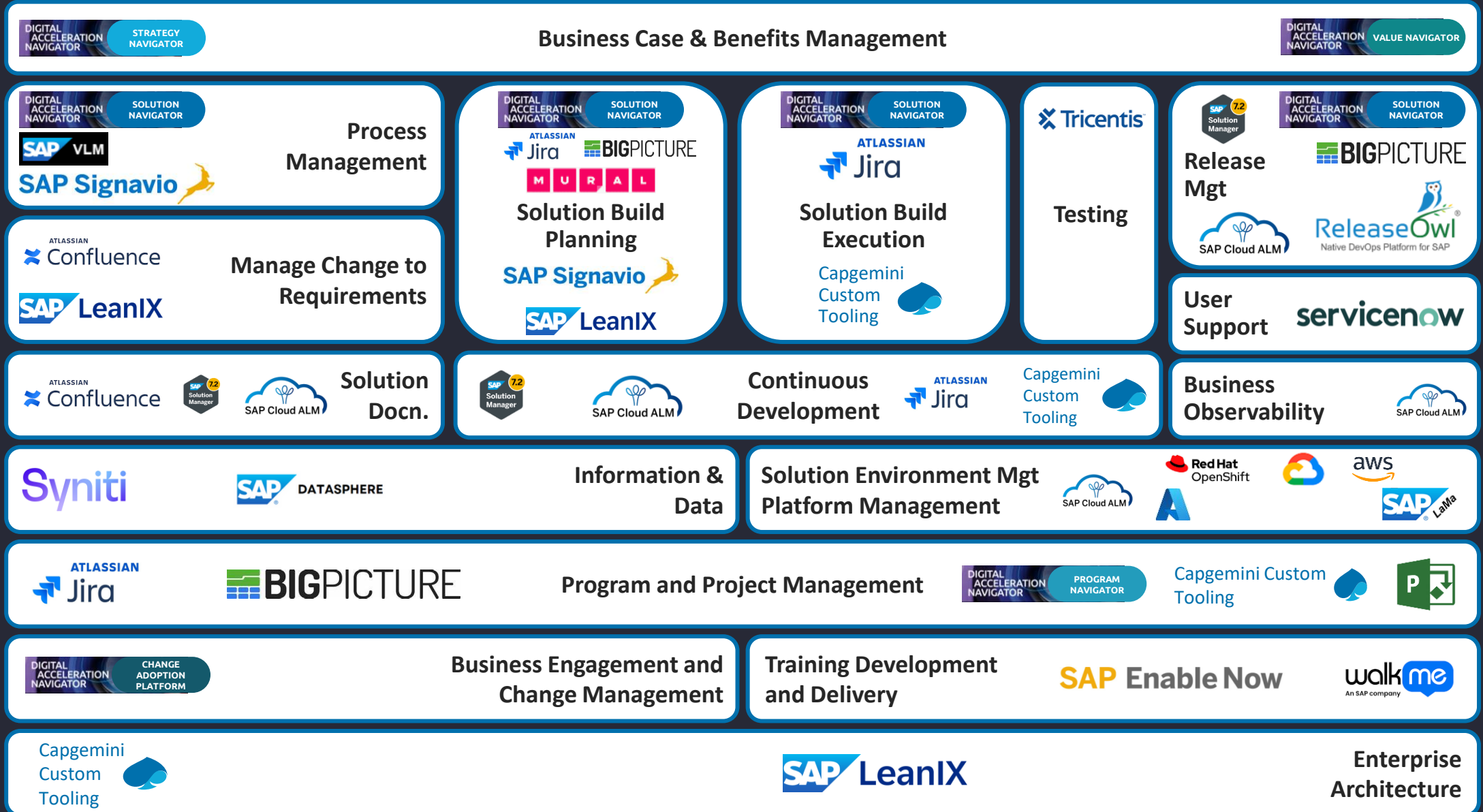
## PROGRAM NAVIGATOR

Window into the Program providing:

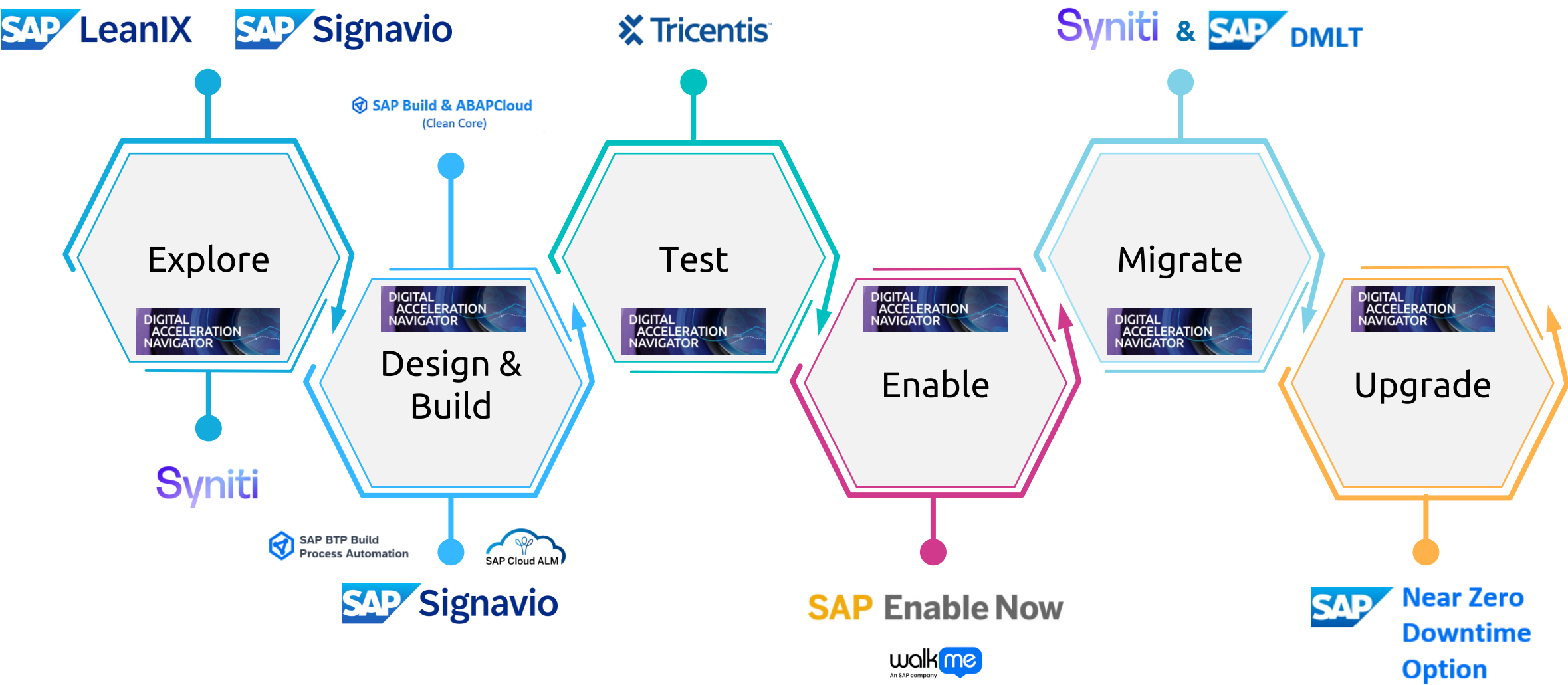
- View of the overall Program status
- Presenting status & sign-offs



# RECOMMENDED TOOLING – END TO END METHOD



# Method and Tools - Digital Toolchain



# RISE assessment – Building Block Approach

