

UPGRADING TO SAP® ERP

FREQUENTLY ASKED QUESTIONS FOR SAP SOFTWARE CUSTOMERS

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PREFACE

This document provides SAP customers with the most frequently asked questions and answers about the evolution of the enterprise resource planning (ERP) application from SAP.

With more than 300 functional enhancements, the latest release of the SAP® ERP application adds value to your business: new functions, greater productivity with role-based user interfaces, and integrated analytical insights into business processes. SAP ERP also embeds industry-specific functions that are all available in a single solution. The application is powered by the SAP NetWeaver® technology platform, the foundation for enterprise service-oriented architecture (enterprise SOA) – thus giving your organization the flexibility to design new business processes more quickly to meet changing customer requirements.

In addition, SAP has significantly simplified the process of upgrading your systems – making SAP ERP 6.0 the “go-to release” for SAP software customers. In this document, you will learn how upgrading your current SAP software to SAP ERP provides clear value. It is an excellent opportunity for your organization to create a real competitive advantage now and stay a best-run business over the long term.

Please note: This document is a preliminary version and not subject to your license agreement or any other agreement with SAP. The document contains only intended strategies, developments, and functionalities of SAP ERP and is not intended to be binding upon SAP to any particular course of business, product strategy, and/or development. Please note that this document is subject to change and may be changed by SAP at any time without notice. SAP assumes no responsibility for errors or omissions in this document.

What Is SAP ERP?

The SAP ERP application is the follow-up product to SAP R/3 software. SAP ERP 6.0 is the target release for customers considering upgrades of their current SAP software. The latest ERP solution from SAP delivers significant product enhancements for financial management, human capital management, procurement and logistics, product development and manufacturing, sales and service, and other corporate services.

In addition, SAP ERP is powered by the SAP NetWeaver technology platform, a composition platform that allows organizations to build new business solutions rapidly while realizing more business value from existing IT investments. SAP NetWeaver supports new cross-functional business processes, helping lower your total cost of ownership by reducing the need for custom integration and offering complete life-cycle management for your applications. As the foundation for enterprise SOA, it helps align people, information, and business processes across organizational and technological boundaries.

To find further information on SAP ERP, please visit www.sap.com/solutions/business-suite/erp.

You can also download the SAP ERP overview brochure (available on the Web site).

What Benefits Does SAP ERP Provide to My Organization?

SAP ERP is a world-class, integrated ERP application that addresses the core business software requirements of the most demanding midsize and large organizations in all industries and sectors.

With the latest release of SAP ERP, SAP is delivering more than 300 functional enhancements that add the following value to your business:

- **New functionality and improved processes** – Major improvements in financials, human capital management, procurement and logistics, product development and manufacturing, sales and service, corporate services, and analytics, as well as industry-specific functionalities that can be adopted as your business needs them
- **Information-worker productivity** – A way of connecting people directly to processes and delivering the information and functionality they need to be highly productive and make the right decisions
- **Architecture that adapts to change** – Architecture that's built on SAP NetWeaver and enterprise service-enabled, allowing you to innovate and adapt to changing business requirements with greater speed and at lower cost
- **Proven and low-risk upgrades** – Proven, cost-effective upgrade path with tools honed through years of experience, packaged services to help plan and execute upgrades, and a fully prepared service organization and ecosystem partners

With SAP ERP, you also have the opportunity to reduce total cost of ownership by simplifying your IT landscape through systems consolidation, maximizing SAP standard functionalities by replacing custom modifications and homegrown interfaces to legacy applications. For example, you can deploy new functionalities of SAP ERP incrementally and leverage preset defaults. Prepackaged versions are available for specific industries to eliminate complexity and simplify the management of your IT landscape. In addition, the latest release of SAP ERP reduces your reliance on expensive third-party applications to support financial reporting, e-learning, e-procurement, and other emerging business practices.

Your organization can gain the following key benefits from SAP ERP:

- Better financial management and reporting
- Greater control over managing your employees globally
- Tighter linkage and visibility of business operations
- Superior flexibility to address new business requirements
- Easier access to enterprise information and reports
- Lower cost of deploying technology supporting industry-specific processes
- Confidence in ongoing support and development of technology enabling enterprise processes
- Lower ERP costs per employee through self-services
- Easier method of integrating add-on functionality

What's New About the Latest Release of SAP ERP?

The current version of SAP ERP provides significant innovations compared to previous releases, as illustrated in the following table.

Business Challenges	SAP® ERP 6.0 Enhancements	Features and Functions
User productivity	New application interfaces Updated role-based access Greater use of Adobe interactive forms	Employee self-service Manager self-service Employee interaction center
Reporting and performance management	Better planning and forecasting tools Greater ability to account for investments Improved product costing module	Express planning Business consolidation Product design cost estimate
Accounting and financial reporting compliance	Automated allocations and balancing using multiple dimensions Automatic reporting of segregation-of-duties testing Enhanced contract accounting and collections	New general ledger Management of internal controls Contract accounting Financial supply-chain management
Talent attraction and retention	Improved support for recruiters Improved online learning resources and support for knowledge management Enhanced performance management and objective-setting functions	Recruiting E-learning Workforce performance management Succession management
Shared services for human resources (HR)	Improved ability to operate an HR shared-service center	HR administration Time management
Procurement	Improved purchasing self-services functions Enhanced services procurement Streamlined invoice management	E-procurement Project self-service
Sales and order management	Improved order-entry process Improved support for Internet sales Enhanced pricing and configuration	Order and quotation management Selling via eBay Internet pricing "configurator"
Travel and expense management	Improved expense entry process resulting in faster expense reporting Better travel planning and booking	Improved expense entry process resulting in faster expense reporting Better travel planning and booking
Corporate real-estate management	Predelivered support for managing corporate property and rentals	Real-estate management
Environmental, health, and safety compliance management	Improved ability to import rules and regulations from third-party providers Support for occupational health documentation Enhanced ability to monitor dangerous goods and material	Occupational health Waste management Industrial hygiene Dangerous goods management

For additional information on these and other new functionalities in SAP ERP, please refer to the *Value of ERP Upgrades* document and *SAP ERP Solution Browser* available on SAP Service Marketplace at www.service.sap.com/upgrade-erp.

Where Can I Find More Detailed Information on Delta Functionalities Between Different ERP Releases?

You can find more information on delta functionalities between different releases through the solution browser tool. This HTML-based tool lets you easily view the functionality enhancements between two releases of ERP software – for example, your current release, such as SAP R/3 4.6C, and the one you are considering, such as SAP ERP 6.0. You can narrow your search by SAP ERP solution area or SAP R/3 module, and then export the results directly to Microsoft Word.

Please note that the hosted version is available on SAP Service Marketplace at www.service.sap.com/upgrade-erp. In addition, you can refer to the release notes for SAP ERP at www.service.sap.com/releasenotes.

What Does SAP ERP Include?

SAP ERP includes the following key components:

- **SAP ERP Central Component** for financials, human capital management, procurement and logistics, product development and manufacturing, sales and service, and other corporate services
- **SAP NetWeaver** – with the following functions:
 - Business intelligence
 - Portal
 - Process integration
 - Multichannel access
 - Application server
- Self-service procurement functionality, available in the SAP Supplier Relationship Management application
- SAP Strategic Enterprise Management application
- SAP E-Recruiting application
- SAP Learning Solution
- SAP Financial Supply Chain Management set of applications (including treasury and bank communication solutions)
- SAP Employee Self-Service application
- SAP Manager Self-Service application
- Collaboration Projects (cProjects) application
- SAP E-Commerce application (Web application component)
- SAP Real Estate Management application
- SAP Travel Management application
- Support for industry-specific applications

For further details about SAP ERP, please visit www.sap.com/solutions/business-suite/erp and SAP Service Marketplace at www.service.sap.com/erp.

Is SAP ERP Currently Available?

Yes, the current release of SAP ERP has been available for unrestricted shipment since May 31, 2006.

Where Can I Find More Detailed Information on SAP ERP?

In general, you can find information about SAP ERP by visiting www.sap.com/solutions/business-suite/erp and the SAP Service Marketplace extranet at www.service.sap.com/erp.

MAINTENANCE OF SAP R/3 AND SAP ERP

Is SAP ERP the Successor to SAP R/3?

Yes. With SAP ERP, SAP redefines enterprise resource planning based on more than three decades of experience – delivering role-based access to crucial data, applications, and analytical tools – with more than 300 functional enhancements that add value to your business. It's all powered by the SAP NetWeaver technology platform, the foundation for enterprise SOA.

Therefore, as communicated publicly early in 2003, SAP is discontinuing its SAP R/3 product. However, SAP provides maintenance for SAP R/3 releases following the SAP maintenance principles. (For more specific details on SAP R/3 maintenance strategy by release, please refer to “What Is the Maintenance Strategy for SAP R/3 Releases?” section below.)

Why Wasn't It Possible to Simply Modernize SAP R/3?

SAP has a rich history and culture of innovation to empower every aspect of business operations – with SAP R/2® software for mainframe systems and with SAP R/3 based on client-server architecture, for example. Also, with the extension sets, SAP R/3 Enterprise software pioneered the concept of encapsulated new functionality, which is optional and deployable as needed.

With proven innovations, SAP has leveraged its extensive experience to deliver a comprehensive range of solutions for customers to help them reduce costs, improve performance, and gain the agility to respond to changing business needs. By 2012 SAP will have provided SAP R/3 support for 20 years.

As a response to the rapidly changing needs of our customers, SAP is evolving the underlying architecture of its ERP application to improve the flexibility of our applications and provide a framework to support advanced business processes. Enterprise SOA is a business-driven software architecture that increases adaptability, flexibility, openness, and cost efficiency. SAP's approach to enterprise SOA goes beyond SOA fundamentals by supporting business requirements through the use of enterprise services. This enterprise services architecture elevates the design, composition, and management of Web services to address enterprise requirements.

SAP has delivered major innovations with SAP ERP around the core functionality that was provided with SAP R/3. SAP ERP Central Component (5.0 in the mySAP™ ERP 2004 application and 6.0 in the current release of SAP ERP), included in SAP ERP and built on the SAP NetWeaver technology platform, is the modernized version of SAP R/3 for a services-based, enterprise-scale business solution. In addition, SAP ERP Central Component will offer more flexible deployment options.

In other words, SAP ERP enables your organization to optimize the entire value chain and make your business processes more innovative. You can thus react more quickly and cost-effectively to changes in your industry and your market. The basis for future SAP and partner applications, SAP ERP helps you take an important step toward enterprise SOA.

What Is SAP's Maintenance Strategy?

The maintenance strategy for SAP applications is based on the following principles:

- SAP offers three successive maintenance phases: mainstream maintenance, extended maintenance, and customer-specific maintenance.
- SAP provides support packages during mainstream maintenance and extended maintenance. The delivery frequency of support packages is dependent on the maintenance phase.
- As part of its release strategy, SAP announces the planned duration of the mainstream maintenance period for a release as soon as the release is announced.

For SAP applications based on SAP NetWeaver 2004 and higher, SAP usually applies the 5-1-2 maintenance strategy:

- Five years of mainstream maintenance
- One year of extended maintenance (currently at an additional 2% fee)
- Two years of extended maintenance (currently at an additional 4% fee)

In summary, SAP provides maximum flexibility with an eight-year time frame to leverage SAP software releases, allowing you to skip several release upgrades and plan an upgrade based on business needs. SAP guarantees an upgrade path for all SAP software releases in mainstream and extended maintenance.

To find further information, please visit SAP Service Marketplace at www.service.sap.com/maintenance.

What Is the Maintenance Strategy for SAP R/3 Releases and the Latest Release of SAP ERP?

Mainstream maintenance for SAP R/3 4.6C ended in December 2006. Customers can now benefit from extended maintenance until December 2009. Beginning in January 2010, SAP will provide customer-specific maintenance for SAP R/3 4.6C.

Mainstream maintenance for SAP R/3 Enterprise ends in March 2009. After this date, SAP will offer extended maintenance until March 2012, subject to additional fees.

By 2012, SAP will have provided SAP R/3 support for 20 years. Beyond 2012, SAP will provide customer-specific maintenance for all SAP R/3 customers.

Following are specific details for each SAP R/3 release:

- **SAP R/3 Enterprise:** Extended maintenance from April 1, 2009, until the end of March 2012 (first 12 months, additional fee of 2% on top of the mainstream maintenance fee of 17%; next 24 months, additional fee of 4%)
- **SAP R/3 4.6C:** Extended maintenance from January 1, 2007, until the end of December 2009 (during 2007, additional fee of 2% on top of the mainstream maintenance fee of 17%; 2008 and 2009, additional fee of 4%)
- **SAP R/3 3.11–4.6B:** These releases have been out of official SAP maintenance since the end of 2006. Customer-specific maintenance is possible. For details about the conditions and restrictions of customer-specific maintenance, refer to SAP Note 52505.

Whether you're evaluating the opportunity to upgrade to SAP ERP this year or have decided to continue running your current release for a time and benefit from extended maintenance, it is important that you start planning your upgrade now. SAP encourages you to move to the latest available release of SAP ERP. Upgrading is simple, provides clear value, and represents an excellent opportunity to your organization.

With the current release of SAP ERP, SAP provides continuity to your business with ongoing innovation and mainstream maintenance through March 2013 and delivery of the core component that inherits all the functionality of previous SAP R/3 versions. In addition, SAP provides an up-to-date application that enables ongoing legal compliance and system security through the continuous delivery of support packages, patches, and hot fixes.

Will There Be Any Future Improvements to SAP R/3 Enterprise After SAP R/3 Enterprise 47x200?

SAP R/3 Enterprise 47x200 will enter a long-term maintenance mode. As explained above, SAP provides support including bug fixes, legal changes, and other support-related services for SAP R/3 Enterprise until the end of the first quarter of 2009, and this support will be extendable to the end of the first quarter 2012, subject to additional maintenance fees.

However, SAP will not ship a new release of SAP R/3 Enterprise or a new extension set.

UPGRADING FROM SAP R/3 TO SAP ERP

What Is the Oldest SAP R/3 Release Allowing a Direct Upgrade to SAP ERP?

As long as no technical restrictions apply, SAP R/3 3.1i is the oldest possible release from which customers can directly upgrade to SAP ERP.

Why Upgrade to SAP ERP Now?

SAP ERP software addresses your business needs based on more than three decades of SAP experience, as follows:

- **Built on the SAP NetWeaver technology platform** – Reduces IT complexity while supporting scalability and growth through a comprehensive integration and application platform
- **Tightly integrated to optimize cross-functional business processes** – Enables comprehensive collaboration within and beyond your organization
- **Enhanced by industry-specific features and support for best practices** – Enables you to reduce total cost of ownership, achieve a faster return on investment, and benefit from a more flexible IT infrastructure that helps drive innovation
- **Designed to support international operations** – Promotes efficient and successful global operations and competition

In addition, the switch upgrade technology introduced in 2003 is a proven and stable procedure that provides significant improvements (for example, shortening the technical downtime up to 50%).

Here are some of the most compelling reasons to upgrade to the latest version of SAP ERP:

- **Clear value** – SAP ERP encompasses major improvements in financials, human capital management, sales, procurement, and corporate services, as well as industry-specific functions that can be adopted as your business needs them.
- **The “go-to release”** – SAP ERP is the foundation for the future. It is built on SAP NetWeaver and enterprise service-enabled so any organization can innovate and adapt with greater speed at lower cost.
- **Ready assistance** – SAP and our partners are ready and able with expert guidance, tailored services and tools, and highly skilled consultants to help plan and execute an upgrade considering your situation.
- **Cost-effective, low-risk upgrade** – SAP offers a proven, cost-effective upgrade path with tools, content, and functionality honed through years of experience. The upgrade to SAP ERP is simpler, with less risk than ever before.

SAP realizes that every company faces a unique set of business challenges, and has developed a specific set of service offerings to analyze the advantages of SAP ERP in the specific customer context. The value assessment for SAP ERP service and other like services can help work out the detailed value proposition and business case of the upgrade.

For further information, please visit SAP Service Marketplace at www.service.sap.com/upgradeservices.

What Is the Transition Path from SAP R/3 to SAP ERP?

Thanks to proven standard tools available since 2003, the technical upgrade procedure has been significantly improved. Based on customer and partner experience, upgrading from SAP R/3 to SAP ERP is simpler in comparison to earlier SAP R/3 release upgrades. (For example, compared to past migrations of SAP R/2 to SAP R/3, the transition to SAP ERP is a simple technical upgrade project.)

For the transition from SAP R/3 to SAP ERP, you may want to consider the following three major aspects.

Conversion of License Contract

All customers who signed SAP R/3 contracts in the past must convert their contracts in order to use SAP ERP and the supporting SAP components. Of course, if you have already converted your SAP R/3 contract to a contract for SAP ERP or SAP Business Suite applications (formerly called "mySAP.com" contract), contract conversion is not required.

To best evaluate your situation, we invite you to contact your SAP representative, who will be pleased to provide you with all relevant information on your contract. (For more specific details on licensing, please also refer to the "Licensing Guidance" section of this document.)

Scope and Procedure of the Upgrade Project(s)

Successfully executing an upgrade to SAP ERP 6.0 requires a well-defined upgrade strategy encompassing an approach and project scope based on the circumstances and aims of your organization. The project strategy has a great effect not only on project duration and effort but also on the immediate return of investment of the upgrade. The upgrade strategy usually consists of several stages that progressively expand functionality, increase business value, and prepare the organization for the transition to enterprise SOA while minimizing risk. This process typically lasts three to five years and consists of three distinct phases: the technical upgrade, functional enhancements, and strategic enhancements.

Step 1: Technical Upgrade

This initial phase involves a purely technological upgrade whose major goal is the implementation of the new software release as the foundation for all subsequent improvements. The impact of this phase on your business and business processes is very limited:

- Previously used business functions are retained.
- Modifications and custom developments are reduced (which reduces cost of operations and system complexity)
- Unicode conversion may take place.

The technical upgrade simply creates the basis for functional and strategic improvements.

Step 2: Functional Enhancements

Directed toward business benefits, this phase focuses on increasing business value by implementing the most valuable functions of the new software and laying the foundation for future business innovation and improved process automation. During this phase, SAP software modifications and custom developments are replaced with (new) standard SAP software functions. Operational excellence is improved by picking and implementing “low-hanging fruit” – functions that offer the greatest business benefit with the least effort. Even though this phase can be combined in a single project with the technical upgrade, statistics show that more than 80% of SAP customers approach this second phase as a separate project, to be conducted after a technical upgrade has been completed and overall stability has been reached.

Step 3: Strategic Enhancements

Phase three involves implementing new and optimized business processes and scenarios that fully exploit new SAP ERP functions and enable enterprise SOA. It may include implementing other software or components and is very much dependent on the business needs of your organization. Enterprise SOA enables you to shorten application innovation life cycles and implement strategic business enhancements at your own speed.

Scope of Subsequent Projects

SAP ERP offers your organization new functions, greater productivity due to role-based user interfaces, integrated analytical insights into business processes, and the flexibility to design new business processes to meet your changing requirements. It also embeds industry-specific functions, all available in a single solution. The new SAP application offers 300 product enhancements as well as significant service enablement.

As explained above, most of the new opportunities provided with SAP ERP are usually implemented in subsequent project(s) after the completion of the technical upgrade. SAP ERP allows you to deploy incrementally as your business requires new functionalities, as follows.

- For example, many customers have already implemented and experienced the value of analytics to enable their information workers to gain credible, clear, and comprehensive business insights.
- Another good example is the self-services functionality delivered by SAP ERP, which customer experience has proven to be quickly implemented and offering great value.
- SAP ERP is also the foundation for SAP industry solutions that can be easily activated with the supporting technology.

To find all relevant information on upgrading, please visit SAP Service Marketplace at www.service.sap.com/erp-inst, www.service.sap.com/upgrade, www.service.sap.com/upgradeservices, and www.service.sap.com/upgrade-erp.

How Do SAP and Its Partners Support Existing Customers in Upgrading?

Even though every upgrade is a unique situation, reliable and proven tools exist to ensure a smooth and easy transition. However, you may encounter special opportunities and challenges with your technical upgrade. Through dedicated market analysis and customer surveys, SAP has identified the typical challenges and constantly evolves its portfolio of upgrade services, tools, and content. A dedicated range of SAP tools and services can assist you with the upgrade project across its entire life cycle – from discovery, to evaluation, to implementation. SAP launched a global upgrade service portfolio, dedicated to SAP ERP, that will support customers' upgrade projects by minimizing costs and risks and maximizing the value.

Your organization can tailor these offerings to your specific needs according to your experience, current landscape, and the scope of the upgrade project. The appropriate engagement level ensures an effective planning and cost-effective execution of your project(s). SAP and selected partners are aligning dedicated offerings and upgrade packages for customers who need assistance in their upgrade situation.

To find all relevant upgrade information, please visit SAP Service Marketplace at www.service.sap.com/upgrade. Refer to [Getting Started with an Upgrade to SAP ERP 6.0](#) to learn how to begin the process of upgrading. This guide, which explains how to evaluate, justify, plan, and execute your upgrade, includes an extensive list of online resources to help you get started.

Why Is SAP Solution Manager a Key Upgrade Solution?

The SAP Solution Manager application management solution provides the tools, integrated content, and gateway to SAP service and support teams that you need to implement, support, operate, and monitor your SAP applications. SAP Solution Manager runs in your SAP software landscape and facilitates the technical support of your distributed systems in all key aspects of software implementations, operations, and continuous improvements to minimize risk and reduce total cost of ownership. SAP Solution Manager at your site can be connected to a large set of back-end applications at SAP, and therefore also provides the basis for collaboration with SAP service and support teams.

To find further information, please visit SAP Service Marketplace at www.service.sap.com/solutionmanager.

How Should We Manage Modifications of the Previous Software During the Upgrade?

The first step is to check the modifications in your SAP R/3 software and compare them with the new functionalities offered by SAP ERP. As explained above, the upgrade project can also be an opportunity to reduce total cost of ownership by returning modifications back to standard within the higher release (retrofitting).

For further information, please visit SAP Service Marketplace at www.service.sap.com/upgradeservices.

Does an Upgrade to the Current Release of SAP ERP Require Additional Training for End Users?

The training requirement is mainly dependent on the functional scope of the project and the SAP R/3 source release:

- In the case of a technical upgrade from SAP R/3 4.6C or SAP R/3 Enterprise 47x200 at constant functional perimeter (without additional functionality and minor user-interface changes), minimum training should be required. But if you consider a major redesign with functional enrichments during the upgrade, then more training will of course be required for the new functions implemented.
- If your source release is lower than SAP R/3 4.6C, then more training might be required depending on the scope of the upgrade.

SAP offers e-learning tools allowing users to improve or maintain their skills by building online course work into their schedules. Your people have the flexibility to determine what, where, and when to learn. They can repeat learning units as often as required and control the duration of the sessions. And your organization can realize significant benefits in reduced travel – and the resulting time and cost savings.

Please note that quite a bit of the new functionality, such as work centers, employee self-service, manager self-service, and Duet™ software, have gone through extensive design work and have been developed to facilitate user adoption with minimal end-user training. In all cases, you should consider consulting with the SAP Education organization to evaluate the training effort.

To find further information on training offers, please visit www.sap.com/services/education/index.epx or SAP Service Marketplace at www.service.sap.com/education.

Do Customers Need to Convert to a Unicode-Compliant Environment?

If your company employs truly global business processes, such as managing global master data, or if you open your system to the Web by allowing your customers to enter contact data directly via the Internet, you will likely need to support multiple local language characters. Various code pages have enabled the display of national characters, but collaboration on the Web has led to a huge number of language-specific, platform-dependent code pages that must interact with each other. And this compliance is only possible through Unicode – an international standard that supports virtually all of the languages and scripts used in the world, ensuring that they work no matter what the language or platform.

The Unicode conversion depends on the customer situation. SAP has encoded the Unicode standard in the latest release so that multiple languages within the ERP software, which required different code pages in the past, can now run on one application.

The need to implement Unicode depends on your use of one or more languages in the current SAP software:

- If your organization runs a single code page system prior to the upgrade to SAP ERP, then the use of Unicode is not mandatory. For example, German, English, Spanish, Italian, and French all run on code page 1100 and thus can all live in the same system without Unicode. However, using Unicode is recommended if the system is deployed globally to facilitate interfaces and connections.
- If your organization uses multidisplay, multiprocessing (MDMP) or other outdated technology such as blended code pages, which is very common, then the use of Unicode is mandatory for the SAP ERP upgrade. These projects always include two steps: the upgrade to the target release and the Unicode conversion of the ERP software. Existing installations of SAP R/3 Enterprise or mySAP ERP 2004 can be converted to Unicode prior to the upgrade to the current version of SAP ERP, resulting in two separate procedures. Customers running SAP R/3 4.6 (or below) have to execute these steps in one project.

SAP is supporting the conversion into Unicode by offering country-specific services. To find further information on Unicode conversions and the support SAP provides, please visit SAP Service Marketplace at www.service.sap.com/globalization.

What Impact Does an Upgrade to SAP ERP Have on the Hardware?

In general, the impact on existing IT infrastructure depends on the following criteria:

- Short or long transition path (the difference between the current and target release)
- Scope of functional enhancements in the target release
- Extent of utilization of existing IT infrastructure (such as number of users)

With the help of SAP standard application benchmarks (results at www.sap.com/benchmark), you can get a good estimate of CPU and memory consumption of particular SAP ERP components. In all cases, you should plan to conduct a hardware requirements analysis. You should also contact your hardware vendor to verify if your current hardware will support the upgrade.

To facilitate estimation of the sizing adjustment, SAP also offers the SAP GoingLive™ Functional Upgrade Check service that prepares your system to operate with optimum efficiency in the upgraded environment. This service usually consists of two phases:

- In the early phase of the upgrade, the service estimates the need of IT infrastructure adjustments and provides a service plan with recommendations.
- After the upgrade, you benefit from optimal use of your system resources.

Furthermore, the SAP Safeguarding for Upgrade portfolio of services includes additional services to review your IT situation and provide tailored support for risk mitigation and possible optimization potential. (For example, there might be an option to reduce the existing database size and postpone required hardware investments.)

For more information, please visit SAP Service Marketplace at www.service.sap.com/goinglive-fu and www.service.sap.com/safeguardingupgrade, and please read the SAP Note 901070.

What Production Downtime Should We Expect During the Technical Upgrade?

The production downtime is the period during the technical upgrade when the production system is out of service. The downtime period depends on various factors, primarily on hardware power, and is therefore contingent on each individual situation. SAP upgrade technology provides you with two strategy options: **downtime-minimized strategy** and **resource-minimized strategy**.

Characteristics of the **downtime-minimized strategy** include:

- Shorter production downtime
- Parallel operation of production system and shadow system that enables the execution of as many upgrade tasks as possible during the uptime of the production system
- Higher demand on system resources

Characteristics of the **resource-minimized strategy** include:

- No parallel operation of production system and shadow system
- Lower demand on system resources
- Increased production downtime

SAP recommends that you perform the upgrade using the downtime-minimized strategy if a short production downtime is required.

To find further information, please visit SAP Service Marketplace at www.service.sap.com/upgradeservices.

What Should We Consider When Upgrading the New General Ledger in SAP ERP?

Customers wishing to migrate to the new general ledger will be required to purchase a license for a service package, which includes migration tools. This service will ensure that historical data remains intact.

To find further information, please read SAP Note 812919 on SAP Service Marketplace at www.service.sap.com.

RELATIONSHIP TO OTHER SAP SOLUTIONS

How Does SAP ERP Relate to SAP Business Suite, SAP Business All-in-One Solutions, and the SAP Business One Application?

SAP ERP is one of the applications within SAP Business Suite, which includes as well the SAP Supply Chain Management, SAP Customer Relationship Management, SAP Product Lifecycle Management, and SAP Supplier Relationship Management applications.

In principle, SAP ERP is an ERP application designed for midsize to large companies. The application is also available in packaged solutions that include services tailored for midsize organizations and support for industry best practices.

SAP Business All-in-One solutions are based on SAP Business Suite and SAP Best Practices packages. These solutions reflect many years of SAP and partner experience working with midsize companies in a range of industries. They include preconfigured software for rapid deployment of best practices. Partners build upon the foundation of SAP Best Practices to provide additional support for highly specialized industry best practices, based on their unique knowledge and expertise. SAP Business All-in-One solutions are easy to implement and maintain, and comprise the full industry functions.

Nevertheless, all SAP Business All-in-One solutions can be extended to meet specific requirements that are not covered by the standard scope. Since all SAP Business All-in-One solutions are based on SAP applications, the full functions of the SAP software portfolio can be exploited. All qualified SAP Business All-in-One partner solutions are released and maintained by SAP partners, who also define the corresponding release and maintenance strategy.

SAP Business One is a single solution to manage the entire business. Affordable and easy to implement, SAP Business One integrates the entire business across financials, sales, customers, and operations. With SAP Business One, small businesses can streamline their operations, get instant and complete information, and accelerate profitable growth.

For more information, please visit www.sap.com/solutions/sme/.

How Does SAP ERP Relate to Industry Solutions?

SAP understands that the only industry that matters to you is your industry. That's why there's no such thing as a generic industry business solution from SAP. Our industry solution sets are based on an in-depth knowledge of the processes that drive your business. You can make better, more informed strategic decisions in the areas most important to you – whether you want to gain greater visibility across your enterprise, get closer to your customers, or reduce inefficiencies. And since SAP has been working with businesses like yours for more than 35 years, we understand the demands of your industry.

SAP offers solutions for more than 25 industries. These support key business scenarios and enable you to implement industry-specific business processes using software tailored to job functions within your organization.

With SAP ERP, almost all industry solutions are synchronized within the standard release. SAP ERP provides the mechanism to activate industry and generic functionality in the software. This technology offers an industry-ready solution to innovate, extend, and adapt to changing industry requirements with greater speed and at lower cost. In addition, the deployment of these prepackaged industry-specific versions enables you to reduce total cost of ownership by consolidating systems, thereby simplifying the management of your enterprise application landscape.

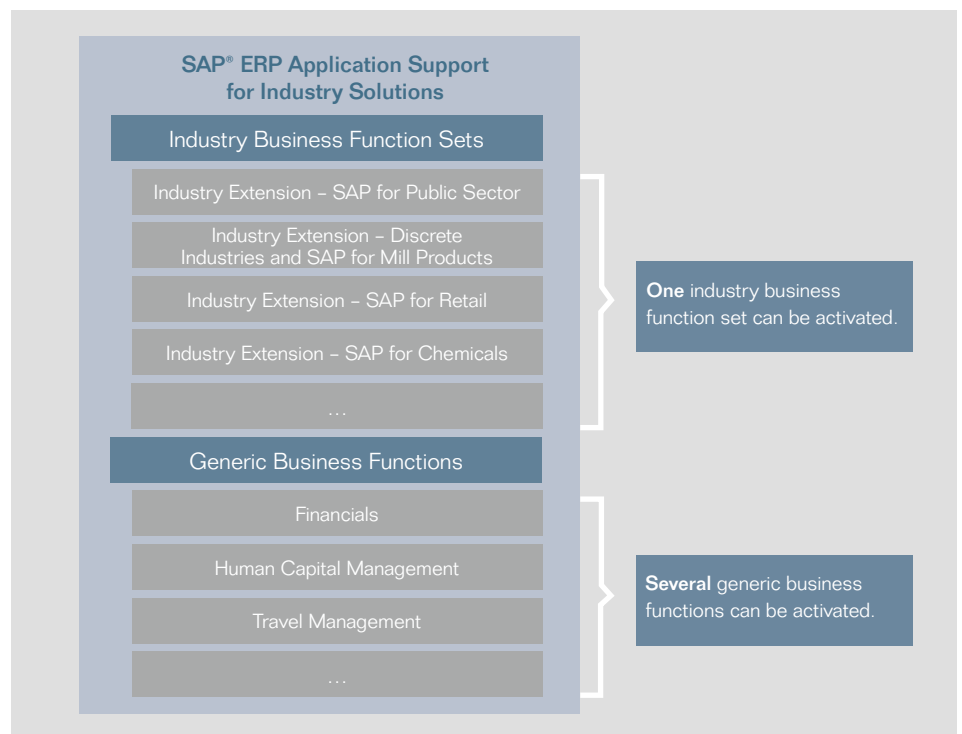


Figure 1: Available Add-Ons – Industry Extensions and Generic Business Functions

SAP ERP delivers key functionality to support the following industry solution portfolios, which SAP currently offers:

- SAP for Aerospace & Defense
- SAP for Automotive
- SAP for Banking
- SAP for Chemicals
- SAP for Consumer Products
- SAP for Defense & Security
- SAP for Engineering, Construction & Operations
- SAP for Healthcare
- SAP for High Tech
- SAP for Higher Education & Research
- SAP for Industrial Machinery & Components
- SAP for Insurance
- SAP for Life Sciences
- SAP for Media
- SAP for Mill Products
- SAP for Mining
- SAP for Oil & Gas
- SAP for Professional Services
- SAP for Public Sector
- SAP for Retail
- SAP for Telecommunications
- SAP for Travel & Logistics Services
- SAP for Utilities
- SAP for Wholesale Distribution

For more information, please refer to the release strategy and the documents on SAP Service Marketplace at www.service.sap.com/releasestrategy and *Enterprise Management and Support for Industries with SAP ERP* (available for download at www.sap.com/solutions/business-suite/erp/pdf/BWP_Enterprise_Management_SOD.pdf).

What Types of Organizations Is SAP ERP Designed For?

SAP ERP is available for new and existing SAP customers, packaged appropriately for large, midsize, and small enterprises. Please note that organizations running solutions from PeopleSoft, J.D. Edwards, Retek, and Siebel now have a safe passage to IT investment protection. With the Safe Passage program from SAP, you can take advantage of comprehensive offerings that help you face the uncertainties of the end of life of your PeopleSoft, J.D. Edwards, Retek, or Siebel solutions.

To find more information on the Safe Passage program, please visit www.sap.com/solutions/safepassage/index.epx.

How Can SAP R/3 Customers Convert Licenses to Upgrade to SAP ERP?

When upgrading from SAP R/3 to SAP ERP, your existing SAP R/3 contract and possibly contracts for other specific components will be converted in their entirety to a new contract. Please note that a customer with an “SAP ERP” or “SAP Business Suite” contract (formerly called “mySAP.com” contract) does not need an additional contract conversion. To evaluate your own situation, we invite you to contact your SAP representative who will be pleased to provide you with all the information relevant to your contract.

Which Conversion Credit Applies When SAP R/3 Customers Upgrade?

When customers convert from SAP R/3 to the new contract, a percentage of their SAP R/3 licenses may be credited in the new contract. The calculation of the percentage rate depends on the number of licenses and the way in which SAP R/3 is deployed, and is thus calculated individually for each customer. To evaluate your company’s situation, we invite you to contact your SAP representative who will be pleased to provide you with all the information relevant to your contract.

How Is SAP ERP Being Licensed?

Standard SAP software licensing requires that all users accessing SAP applications must be licensed at the appropriate named-user level. Core SAP ERP functionality is offered primarily via named-user licensing. SAP offers other software functionality via options and industry packages, which are licensed in addition to named-user licenses via business metrics. Specifically for SAP ERP, we offer extended functionality for corporate management and compliance, financial management, human capital management, and operations in the form of SAP ERP options.

ENTERPRISE SOA AND BUSINESS PROCESS PLATFORM

How Does SAP ERP Relate to the Concept of Enterprise SOA?

SAP ERP helps you take an important step toward enterprise SOA. SAP ERP is powered by SAP NetWeaver, the foundation of enterprise SOA. SAP NetWeaver provides the tools that enable your organization to model your own service-enabled applications easily and cost-effectively without programming knowledge. SAP ERP enables you to optimize your entire value chain and make your business processes more innovative – and thus react more quickly and cost-effectively to changes in the industry and market.

All functional areas of SAP ERP are leveraging SAP NetWeaver and enterprise SOA. In addition, SAP is developing enterprise services for SAP ERP that will bring immediate benefits to your organization. Financial and accounting services are provided in the areas of dispute management, collections, corporate compliance, and financial consolidation. Human capital management services help you manage personnel files and recruitment.

In addition to exposing existing functionality, SAP ERP delivers enterprise services that expose new functions. For example, the functions for supplier collaboration and credit management make full use of enterprise SOA. Enterprise services for the supplier collaboration function in SAP ERP make it easier to ascertain the status of invoicing and payment and verify the budget. The creditworthiness check by credit agencies is service-enabled as well.

Following the enterprise SOA road map, SAP ERP delivers the following functions:

- 500+ new enterprise services supporting extensible and adaptable business processes, breaking the boundaries of traditional ERP solutions
- Extended use of the process integration functionality of SAP NetWeaver, allowing a greater degree of automation and tighter integration with shared-service centers, outsourcers, and third parties
- Increased flexibility by offering guided procedures and composite applications
- Delivery of preconfigured business content with portal-enabled roles and simplified search functionality
- Interactive forms based on Adobe software, leveraging Adobe technologies to provide an efficient interactive user experience
- Extended analytical functions delivered through the business intelligence functionality of SAP NetWeaver, improving user productivity and allowing faster, better-informed decision making

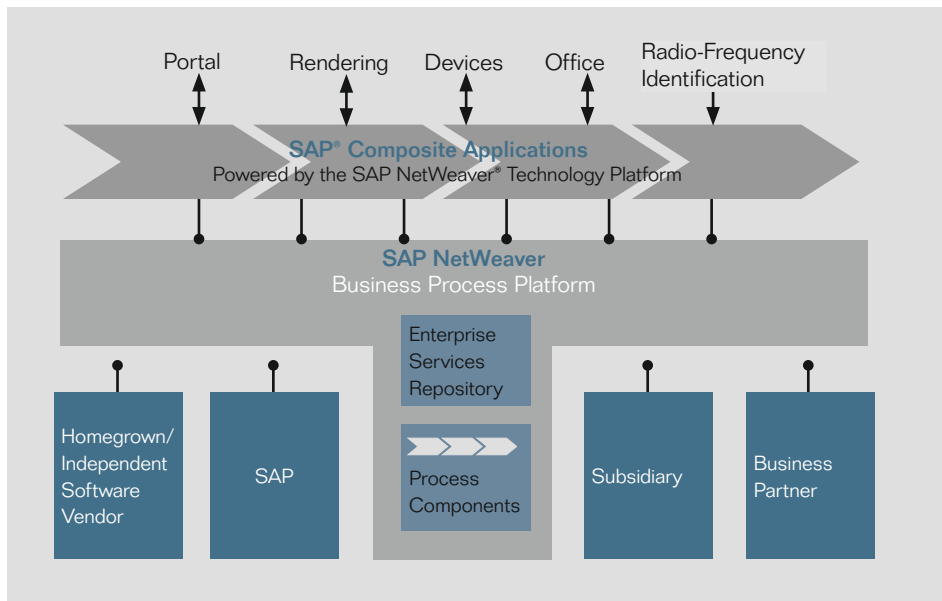


Figure 2: Convergence of Applications and Infrastructure

Please note that SAP NetWeaver is a tangible product suite, while enterprise SOA is a concept. The term “enterprise SOA” is defined as a business-driven approach to SOA for delivering adaptive solutions in the customer’s IT landscape.

What Is a Business Process Platform?

A business process platform combines infrastructure technology with fundamental, highly reusable application functionality using enterprise SOA. A business process platform allows customers to respond quickly to business change through the use of integrated composition technologies, an enterprise services repository, and reusable enterprise service definitions.

With SAP NetWeaver, organizations can compose applications using enterprise services, orchestrate business processes and events, manage enterprise information, and deliver applications and content to users more quickly and cost-effectively. SAP and its partners and customers can use SAP NetWeaver along with SAP ERP as a business process platform to develop packaged composite applications, to provide additional enterprise services and composite applications, and to address specific business needs.

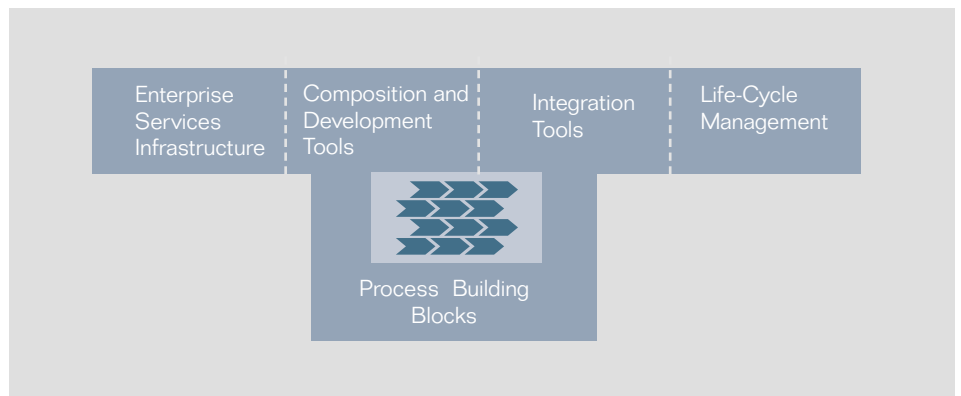


Figure 3: Business Process Platform

How Does SAP ERP Relate to a Business Process Platform?

As the most current version of the SAP family of ERP applications, SAP ERP inherits all the functionality of SAP R/3 versions. The SAP ERP application runs on SAP NetWeaver 7.0 and can take advantage of Enterprise Services Repository, as well as the development, application integration, business intelligence, and composition functionalities provided by the platform.

As explained above, SAP ERP delivers greater flexibility of business processes for accelerated innovation through service-enablement on the SAP NetWeaver technology platform. And of course, customers that have already upgraded to SAP ERP will have a smoother transition to the next version of SAP NetWeaver.

Together with SAP NetWeaver 7.0 and enterprise services, SAP ERP serves as a stable business process platform, enabling continuous business innovation with the addition of these enhancement packages. With this move, we are the first and only enterprise software provider to leverage enterprise SOA to benefit customers by transforming the way new features and functionality can be delivered and consumed by customers. This move also sends a strong message to the SAP ecosystem by providing them with a platform on which to innovate for several years.

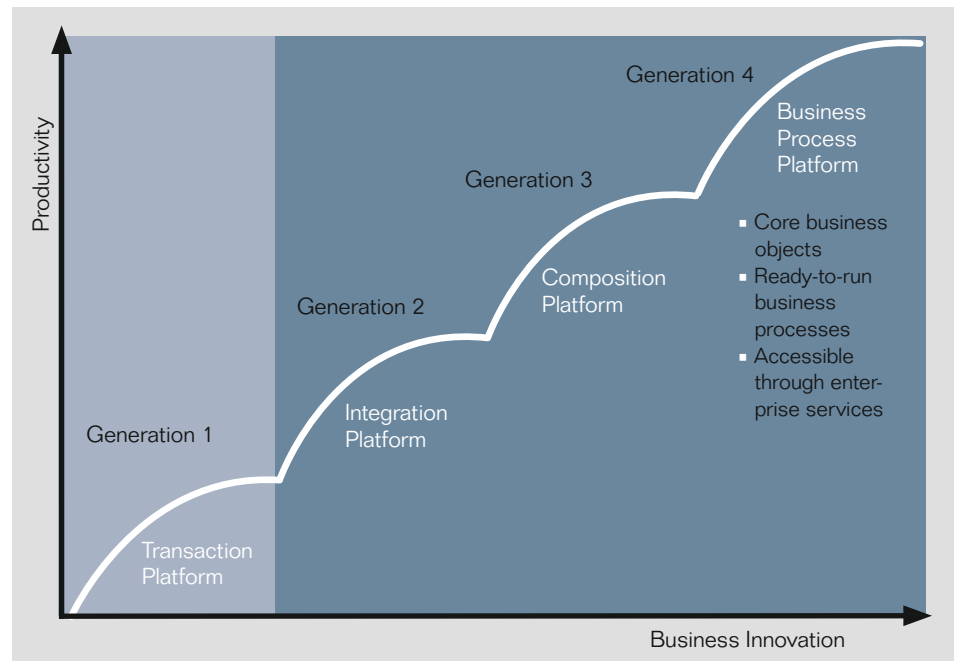


Figure 4: Evolution of a Business Process Platform

What Is the Status of the Business Process Platform–Enabled Suite of Applications That SAP Stated in 2005 It Would Deliver?

SAP has successfully completed the enterprise SOA road map. Rich enterprise SOA business content allows a consistent composition and adoption of an enterprise SOA architecture across SAP and partner solutions. With the service enablement of SAP Business Suite completed, SAP now focuses on demand-driven service enablement.

SAP delivers enterprise services and related documentation as part of enhancement packages for SAP ERP. This enables the delivery of focused, high-impact business functionalities grouped by main business processes to help customers adopt them swiftly. SAP delivers the following:

- A group of SAP ERP enterprise services for a particular business process or set of processes
- The definition of these services in Enterprise Services Repository
- Applications consuming those services – including composites where available
- All the documentation required for customers to get up and running delivered via an interactive Wiki format

For further details about enterprise SOA, please visit

www.sap.com/platform/index.epx and www.sdn.sap.com/irj/sdn/enterprisesoa (SDN login required).

FUTURE ROAD MAP AND RELEASE STRATEGY

What Is the SAP ERP Future Road Map and Release Strategy?

SAP delivers innovations through enhancement packages approximately every 9 to 12 months. Customers no longer have to plan for major releases. You can now choose to selectively implement the business functions that add the value that matters most to your business.

What Exactly Are Enhancement Packages?

SAP enhancement packages for SAP ERP are optionally installed software innovations for SAP ERP 6.0. SAP uses enhancement packages as a new methodology to quickly and easily deliver functional enhancements, business and industry-specific functionality, end-to-end process improvements, and simplifications – for example, to the user interface. This rapid, nonintrusive deployment of selected improvements allows all customers to innovate the way they want to, according to their own timetable. With enhancement packages, you can easily adopt ongoing SAP innovations at a lower cost than full upgrades. In addition, enterprise services are delivered with enhancement packages.

For more information, refer to the frequently asked questions about SAP enhancement packages: [Implementing SAP Enhancement Packages for SAP ERP](#).

Are There Industry-Specific Enhancement Packages?

Since SAP ERP supports industry solutions, some functionality delivered within the enhancement packages is industry specific. Also, all enhancement packages are compatible with all industry solutions supported by SAP ERP.

Does SAP Deliver Enterprise Services with Enhancement Packages?

Yes. With each SAP enhancement package for SAP ERP, SAP delivers enterprise services bundles and related documentation. Each bundle provides a new set of services along with documentation of how the services can help organizations extend and reconfigure processes or specific groups of related processes. With enterprise services bundles, you can build new applications and composite applications on top of existing SAP software to enhance processes and business scenarios; enrich existing processes to safeguard higher process efficiency; increase process openness, flexibility, and efficiency; and much more.

For more information, refer to the following site: www.sdn.sap.com/irj/sdn/explore-es (SDN login required).

Do Customers Need to Implement Enhancement Packages or Are They Optional?

SAP enhancement packages for SAP ERP are optional; customers may implement them depending on their needs.

Is There a Fee for Enhancement Packages?

Functionality delivered through enhancement packages will be covered under the terms of the customer's maintenance and license agreements.

Are There Dependencies Between Enhancement Packages?

Enhancement packages are delivered in a cumulative way. Each enhancement package includes all functionality and technology enhancements of previous packages as well as all the new enhancements contained in the current package.

How Many New Enhancement Packages Will Be Delivered Each Year?

Our intention is to deliver innovations through enhancement packages approximately every 9 to 12 months.

Will There Be Support Packages Specifically for Enhancement Packages?

Enhancement packages may require corresponding support packages. Ongoing corrections or legal adjustments for a particular enhancement package will be delivered through ongoing support packages.

Where Can I Find More Information on the Enhancement Packages?

Detailed information about enhancement packages can be found at SAP Service Marketplace, www.service.sap.com/erp-ehp.

How Does This Long-Term Strategy for SAP ERP Affect Other SAP Business Suite Applications?

Currently, enhancement packages are available for SAP ERP. Enhancement packages for the other SAP Business Suite applications are in preparation and are planned for shipment in late 2008 or early 2009. SAP intends to continue to ensure a high level of integration and backward compatibility with the other SAP Business Suite applications.

What Is the Maintenance Strategy for the Current Release of SAP ERP?

With the current release of SAP ERP, SAP provides continuity to your business with ongoing innovation and mainstream maintenance through March 2013 and the delivery of the core component that inherits all the functionality of previous SAP R/3 versions. An up-to-date version enables ongoing legal compliance and system security through the continuous delivery of support packages, patches, and hot fixes.

Do You Have Any Customer Analysis on Upgrade Projects?

Yes, we have the results of a May 2006 survey, conducted by Americas' SAP Users' Group (ASUG) and SAP, titled *Upgrade Evaluations Best Practices Survey*. Companies of all sizes – based on revenue and number of named users – participated in the survey. In total, 163 responses were submitted. Participants represented a wide array of industries and most of the respondents were IT professionals.

This year analysts have predicted that IT budgets will grow, and a critical piece of this spending is on ERP enhancements and upgrades. The *Upgrade Evaluations Best Practices Survey* document confirms this trend: 74% of survey respondents are planning to upgrade in the next 24 months.

Flexibility, business risk mitigation, and business process improvement are indicated as the key drivers for these future upgrades. As companies begin their upgrade evaluations, respondents indicate their biggest challenges are timing, balancing the upgrade projects against other projects, and lack of knowledge concerning release-specific functional enhancements. Despite these challenges, respondents report that an overwhelming number of upgrade projects deliver value, as follows:

- **92%** of upgrade projects are completed on time, early, or only slightly delayed.
- **94%** of upgrade projects are on budget, under budget, or only slightly over budget.
- **86%** of upgrade projects meet or exceed expectations for delivering functional enhancements and supporting business process improvements.
- **88%** of upgrade projects meet or exceed expectations for delivering desired results from a financial or ROI perspective.

To learn more about other best-practices surveys, please visit the ASUG Web site at www.asug.com/benchmarking/bestpractices.

FURTHER INFORMATION

SAP Web Site

SAP ERP:

www.sap.com/solutions/business-suite/erp/index.epx

SAP ERP Community:

www.sap.com/community/pub/innovation/erp2005/ and www.sdn.sap.com

Enterprise SOA:

www.sap.com/platform/index.epx

SAP Service Marketplace

SAP ERP: www.service.sap.com/erp

SAP Enhancement Packages for SAP ERP: www.service.sap.com/erp-ehp

SAP Upgrade Info Center: www.service.sap.com/upgrade

SAP Upgrade Services: www.service.sap.com/upgradeservices

SAP ERP Upgrade: www.service.sap.com/upgrade-erp

Maintenance Strategy and Support Offerings from SAP:

www.service.sap.com/maintenance

SAP Safeguarding: www.service.sap.com/safeguardingupgrade

Unicode: www.service.sap.com/globalization

SAP Solution Manager: www.service.sap.com/solutionmanager

SAP ERP Solution Browser: www.service.sap.com/upgrade-erp

SAP Release Strategy and Release Notes: www.service.sap.com/releasestrategy

and www.service.sap.com/releasenotes

ASUG Benchmarking Surveys

www.asug.com/benchmarking/bestpractices

Contact

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