SAP Data Warehouse Cloud

Service Definition

SEPT 2020
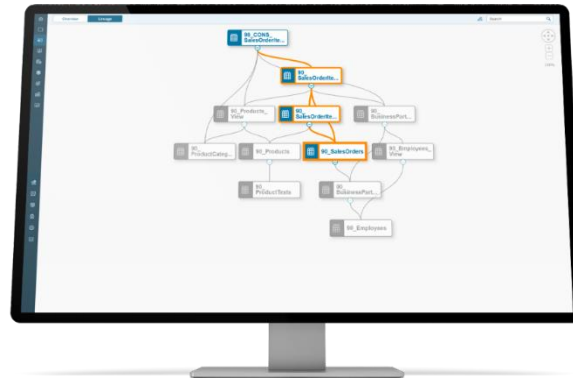
G-Cloud 12

THE BEST RUN **SAP**

SAP Data Warehouse Cloud

Contents

SAP Data Warehouse Cloud

Make intelligent decisions with confidence; Achieve better outcomes faster and control costs more flexibly with end-user analytics that are cloud-based and intuitive.

Turn your data into valuable results instantly and pave the way for improved decision-making with insightful analytics that are simple to set up, use, and share

Summary

SAP Data Warehouse Cloud is the first enterprise-ready, data warehouse in the cloud that unites all your data sources in one solution, maintaining the security, trust, and semantic richness of your information.

Objectives

- ➤ Consolidate data views across relevant data sources
- ➤ Gain deeper insights with less effort and unparalleled transparency
- ➤ Act decisively with rich and contextual visualization tools
- ➤ Empower business users and IT teams to deliver faster results with in-memory technology

Solution

- ➤ Analytical and persona-driven data warehouse as a service tailored for business and IT
- ➤ Instant access to application data via pre-built adapters to integrate data from various sources
- ➤ Semantic business layer to translate data language to natural language Phrases

Benefits

- ➤ Minimize copies of the same data by sharing one cloud-based data warehouse
- ➤ Benefit from a spectrum of pricing models to address various requirements
- ➤ Align business users and IT by avoiding data silos and unexpected events

Onboarding and offboarding

We have described below how we will support your onboarding and offboarding journeys.

It is worth noting that SAP gives you the flexibility to deliver the service with your chosen Cloud Hosting Service Provider. Therefore, the provisioning of the onboarding and offboarding of this service will be dependent on the Cloud Hosting Service Provider as well.

Planning Your Implementation Journey

Clearly defining your organisational objectives and aligning your team will contribute to your implementation success. When you are ready to implement, a comprehensive range of resources and services are available to guide your implementation through to a successful launch.

Implementation preparation

To help prepare for implementation we recommend reviewing our Plan for Success documentation in the Customer Community Empowerment Centre to learn how to optimise your implementation, find certified Partner Consultants and understand which SAP Consulting Services may be right for you

Resource planning

Effective resource planning is crucial to the success of your project. The right employees, consultants, and experts need to be in the right place at the right time. To make this task easier for our customers, we have provided system administration guidelines and considerations to help you plan resources for your project, ongoing system administration and support.

Roles and Responsibilities

As your organisation starts its journey with SAP, key team roles and responsibilities are necessary for you to succeed with your new solution. They are described here.

SAP
- Provides the technological platform as specified in the contract
- Provides oversight and guidance to develop strategic road maps that accelerate business outcomes, help ensure business continuity, and assure value from the technology investment

Implementation services partner
- Supports the design, planning, and implementation of the functional and technical aspects of the project and recommends actions to mitigate risks
- Transfers technical, functional, and methodology knowledge
- Evaluates and recommends best practices that correspond to the business requirements of the project

- Provides appropriate qualified resources to execute the relevant project tasks
- Understands and adopts technical and functional recommendations of the solution provider
- Builds an internal project team to keep the project on track with stakeholders
- Develops a well-conceived change management plan, including engaged change champions and communication schedules
- Gains commitment from all project team members to take advantage of free, 24x7, on-demand product training to increase knowledge and help ensure decisions are well informed

Selecting the Right Implementation Partner

Choosing the right implementation partner is crucial to the success of your project. Whether you select the SAP Services organization or one of our many partners worldwide, your partner will play a critical role. The partner will help you build, implement, extend, configure, and enrich our technology platform and software for innovative and tailored solutions that meet your exact needs.

SAP Services and our partner ecosystem are committed to helping you succeed by providing guidance at every stage of your journey.

Follow these tips for selecting and working with your partner:

- Look for a partner with specialized expertise in your selected products and industry
- Evaluate your corporate culture and align the delivery model accordingly
- Provide a clear understanding of deliverables, expectations, timelines and your HR transformation vision
- Agree to terms that are fair, including mutually fair pay structures based on key deliverables
- Build a true partnership based on honesty, transparency, and mutual respect
- For further considerations on how to select and work with your partner please use the online Partner Certification Search and review the Factors to Consider During your Partner Selection.

Tips for Project Success

When you are ready to implement, SAP offers a comprehensive range of resources and services to accelerate your efforts. Here are a few tips to help you get the best out of your implementation and operation of SAP SuccessFactors solutions.

Setting up a governance model
will make it easier to establish a clear structure and define responsibilities.

Change management
must start early in the project to ensure collaboration of stakeholders and users and to mitigate fear of change.

Executive buy-in
must be visible, or the project will not have the appropriate priority to meet deadlines.

Project management status and tracking
must focus on timelines and ensure quality.

Lines of business and IT
(as applicable) should be represented on all teams, bringing their unique skills, expertise, and knowledge to foster synergy and collaboration on the project.

Industry-specific requirements,
such as regulatory reporting requirements or processes should be identified up front so that you can work together with SAP and your consultants to address them in your project.

Training
is a critical component of a successful project. As part of your subscription to SAP SuccessFactors, you have prepaid access to the SAP SuccessFactors Admin Learning Centre: on demand training resources for every role.
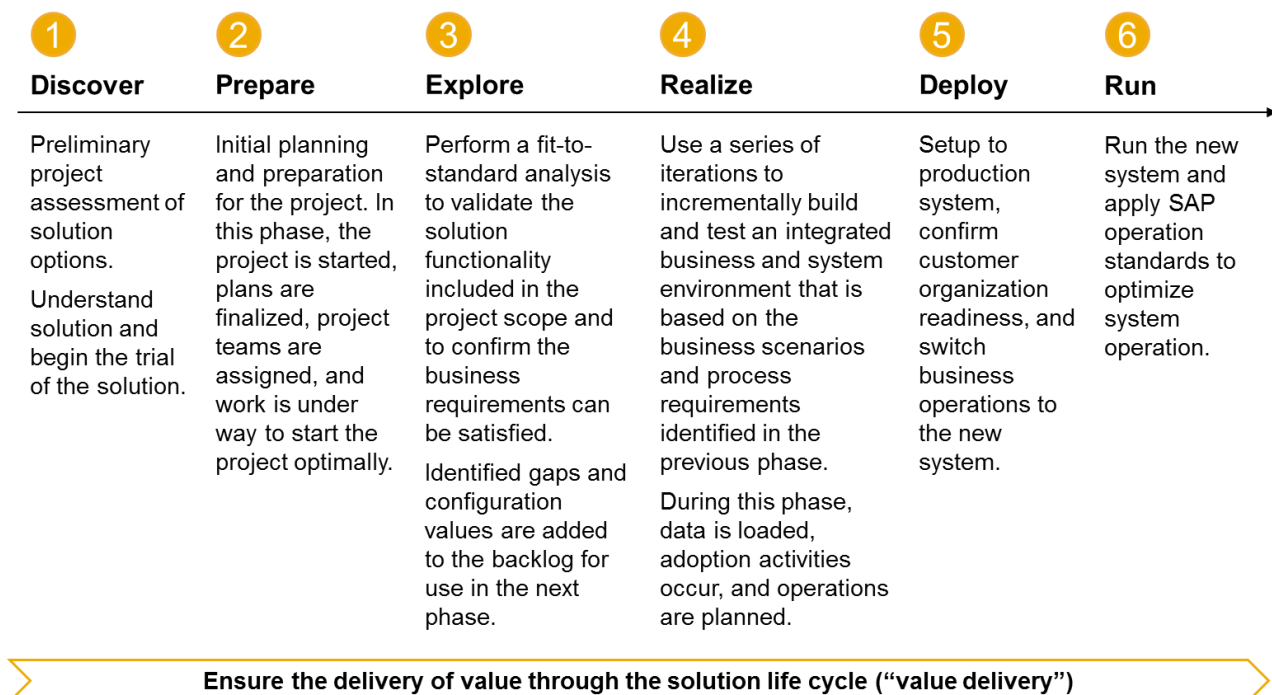
Ending your service

At the end of the contract customers are offered the opportunity to extend their commitment, should they decide not to continue with the service, they must ensure that all data is extracted before the access to the service is terminated on the contract end date. SAP support will be able to provide advice and guidance on this process.

You can export your data at any time during the subscription term. Data can be retrieved in a readily readable, structured and documented format, such as CSV. This is a self-service feature that allows you to download data from the system at any time, without any special request to us. Customers may also request that our support services provide them with a full data extract.

Implementation Plan

SAP gives you the flexibility to deliver the service with your chosen Cloud Hosting Service Provider. Therefore, the implementation plan of this service will be dependent on the Cloud Hosting Service Provider.

Please see below an example of a standard implementation plan. There are options to amend this plan subject to specific requirements of the project which can be agreed as part of the initial engagement.

① Discover	② Prepare	③ Explore	④ Realize	⑤ Deploy	⑥ Run
Preliminary project assessment of solution options. Understand solution and begin the trial of the solution.	Initial planning and preparation for the project. In this phase, the project is started, plans are finalized, project teams are assigned, and work is under way to start the project optimally.	Perform a fit-to-standard analysis to validate the solution functionality included in the project scope and to confirm the business requirements can be satisfied. Identified gaps and configuration values are added to the backlog for use in the next phase.	Use a series of iterations to incrementally build and test an integrated business and system environment that is based on the business scenarios and process requirements identified in the previous phase. During this phase, data is loaded, adoption activities occur, and operations are planned.	Setup to production system, confirm customer organization readiness, and switch business operations to the new system.	Run the new system and apply SAP operation standards to optimize system operation.

Ensure the delivery of value through the solution life cycle ("value delivery")

Clients have a choice of Implementation approaches which can be delivered by either SAP or via our extensive echo system of partners referred to later in this section. Each project will have unique characteristics but generally incorporate a set of common characteristics outlined below. Implementations are uniquely priced per project.

SAP Services

We empower customer success with SAP solutions through business insights developed from 46 years of SAP delivery experience working across 25 industries. Earning the trust of more than 425,000 customers, our services, support, and tools guide, simplify, and accelerate our customer's journey with SAP's digital platform, intelligent suite, and intelligent technologies. We deliver our services under one organisation for simplicity and accountability, or we provide them complementary to the services of system integrators.
Our commitment to success spans the full scope of innovation and transformation. This commitment is backed by a range of expert services, including:

- **Advisory and innovation services** to discover, create, and achieve new possibilities
- **Project success services** to realise solution benefits faster and safer
- **Continuous customer success and support delivery** to drive enablement, adoption, and business continuity
- **SAP MaxAttention** for holistic strategic engagements personalised to our customers' needs with SAP board and executive management attention
- **Intelligent tools** that apply best practices to guide, simplify, and accelerate each customer's journey

"SAP Services can play a range of roles but is best suited as a deeply expert, highly specialised complement to ecosystem partners for large-scale digital transformation work."

The Forrester Wave™: Services Providers for Next-Generation SAP Products, Q2 2018

SAP Partner Ecosystem

To manage rapidly changing business and IT needs, organisations seek tailored solutions, supported and delivered by an "ecosystem of the best." The SAP ecosystem is an innovation-driven business network made up of software and hardware partners and providers of outsourcing, content, hosting, education, support, and travel services. This network also includes developers, industry specialists, and users of SAP software. Among them are well-known companies as well as thousands of smaller vendors. Serving as a cornerstone of our strategy and value proposition, our partner ecosystem promotes customer choice by providing a rich array of complementary hardware, software, and service solutions. As an open, collaborative, and interactive community, the SAP ecosystem helps customers to access products and services that expand and augment the SAP portfolio with offerings based on their unique business needs.

At SAP, we rely on our ecosystem of more than 17,000 partners to make our solutions more relevant and attainable to companies just like yours. To find a partner to help you identify, build, implement, support, and run the SAP solutions that best fit your needs, visit Find an SAP Partner.

Service Levels

SAP gives you the flexibility to deliver the service with your chosen Cloud Hosting Service Provider. Therefore, the service levels may be dependent on the Cloud Hosting Service Provider.

Service-level Agreement – SAP Enterprise Support

Service-level agreements stipulate quick times for initial reactions and corrective action plans to solve incidents fast and effectively and minimize costly system downtime.

Priority	Description	SAP Enterprise Support, cloud edition		
		Initial Response Time	Ongoing Communication (unless otherwise communicated by SAP Support)	Resolution Target[1]
Very High (P1)	Production system shutdown, system shutdown, or severe restrictions in a production system that prevent productive work	1 hour	Once every hour	4 hours
High (P2)	Severe loss of functionality in a production system, significant restrictions in a production system	4 hours	Once every 6 hours	—
Medium (P3)	Individual function not performing properly in a production or test system	1 business day	Once every 3 business days for non-defect issues and 10 business days for product defect issues	—
Low (P4)	Production or test system design, or documentation problem	2 business days	Once every week	—

Details of the most current service levels for products can be found in the [SAP Trust Centre](#)

Ordering and invoicing

To order this service, please send an email with your requirements to Vision2Value@sap.com. We will prepare a quotation and agree that quotation with you, including any volume discounts that may be applicable. Once agreed, we will issue you with the necessary documentation (as required by the G-Cloud framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, we will configure the services to your requirements or provide access to a self-configuration portal for you to configure the services depending on the options you have chosen. We will issue you with an invoice for the services you have procured.

On a monthly basis, we will complete the necessary Management Information returns for Government Procurement.

After sales support

SAP gives you the flexibility to deliver the service with your chosen Cloud Hosting Service Provider. Therefore, the after sales support of this service may be dependent on the Cloud Hosting Service Provider.

In SAP Enterprise Support package, there is 24x7 Mission Critical Support available for P1 and P2 issues (English only), as well as Non-Mission Critical Support for P3 and P4 issues during business hours (also English only). The latter service is available Monday to Friday 8 a.m. to 6 p.m. (Local Time Zone), excluding local holidays. There is also a Customer Interaction Centre available 24x7.

Our Enterprise support also includes:

- Access to remote SAP support content and services, e.g. meet-the-expert sessions.
- Release Update Information and product roadmap updates (self-service through web and community).
- SAP Support Advisory Services.
- Support via web and platform for social business collaboration.
- Support via chat during business hours in English language for non-Mission Critical Support issues.
- Support reporting.

Additionally, the following support packages are also available:

- Preferred Care which includes strategic guidance and customer-specific best practices to help drive user adoption and value realization,
- Preferred Success which includes strategic guidance, solution-specific best practices and access to Success Programs to help drive consumption and value realization.

Please find the Support Policy document for SAP Cloud Services under the link below:

https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?search=Support&sort=title_asc&tag=language:english&source=social-atw-mailto#pdf-asset=54f6e6c2-3d7d-0010-87a3-c30de2ffd8ff&page=1

Pricing Overview

In summary, pricing options are:

Product	Units	Price range
SAP Data Warehouse Cloud	Capacity Units blocks of 1. Initial minimum 4,300 blocks	£0.85 per month

NB

Capacity Units are the number of units consumed by the usage of the services

Any technical requirements

The Technical Requirements for this service are detailed in the G-Cloud Questionnaire, which is the web page you used to download this Service Definition.

Service Constraints

SAP gives you the flexibility to deliver the service with your chosen Cloud Hosting Service Provider. Therefore, the service constraints may be dependent on the Cloud Hosting Service Provider.

Typically, this service only comes with a production tenant for live usage. A test tenant for creating report and page layouts, testing functionalities and integrations can be purchased at additional cost. It's possible to purchase additional test and production environments as required.

Business Continuity

SAP gives you the flexibility to deliver the service with your chosen Cloud Hosting Service Provider. Therefore, the business continuity of this service may be dependent on the Cloud Hosting Service Provider.

The key objectives during the development and maintenance of this Business Continuity Plan are:

- To prevent events that might disrupt normal business operations
- To minimize the duration of a serious unavoidable disruptions
- To facilitate effective co-ordination of recovery tasks
- To minimize the complexity of the recovery effort

The disaster recovery plan forms a subset of SAP's business continuity plan describing the recovery strategy of individual teams. The individual functions have their disaster recovery plan to be implemented during a disaster. The team forms the individual disaster resumption and recovery teams to work on business resumption and post disaster operations.

As part of its disaster recovery planning, SAP undertakes to ensure that the systems where Customer Data is stored have a disaster recovery facility that is geographically remote from its primary data centre, along with required hardware, software, and Internet connectivity, in the event production facilities at the primary data centre were to be rendered unavailable.

All networking components, SSL accelerators, load balancers, Web servers and application servers that are part of the Services are configured in a redundant configuration. All Customer Data is stored on a primary database server that is clustered with a backup database server for redundancy. All Customer Data is stored on carrier-class disk storage using RAID disks and multiple data paths. All Customer Data is automatically backed up on a regular basis. Any backup tapes are verified for integrity stored in an offsite facility in a secure, fire-resistant, location.

A detailed BCP and DR document can be shared on request after an NDA is in place

Termination

Termination is as provided in the
- G-Cloud Terms and Conditions;
- any specific terms agreed in the Call Off contract; and
- the SAP Terms and conditions for this specific service.

In the unlikely event that you wish to terminate a Call-off Contract, SAP will support you as described above in the offboarding section of this Service Definition.

www.sap.com/contactsap

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