

# SAP S/4HANA

## Frequently Asked Questions

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EXTERNAL



The purpose of this document is to provide an external audience with a selection of frequently asked questions and answers about SAP S/4HANA, the next-generation business suite from SAP.

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To help customers run simple, we are breaking the limitations of the past. On February 3, 2015, SAP announced a new business suite, fully built for SAP HANA, with all that only SAP HANA can do today. SAP S/4HANA is a new product and our biggest innovation since SAP R/3.

**1 What is SAP S/4HANA?**

SAP S/4HANA, short for SAP Business Suite 4 SAP HANA, is SAP’s next-generation business suite. It is a new product fully built on the most advanced in-memory platform today – SAP HANA – and modern design principles with the SAP Fiori user experience (UX). SAP S/4HANA delivers massive simplifications (customer adoption, data model, user experience, decision making, business processes, and models) and innovations (Internet of Things, Big Data, business networks, and mobile-first) to help businesses run simple in a digital and networked economy.

**2 What does the name of SAP S/4HANA stand for?**

SAP S/4HANA is the short form for **SAP Business Suite 4 SAP HANA**. It brings the next big wave of SAP innovation to our customers, similar to the transition from SAP R/2 to SAP R/3.

SAP S/4HANA is a new product with a new code line.

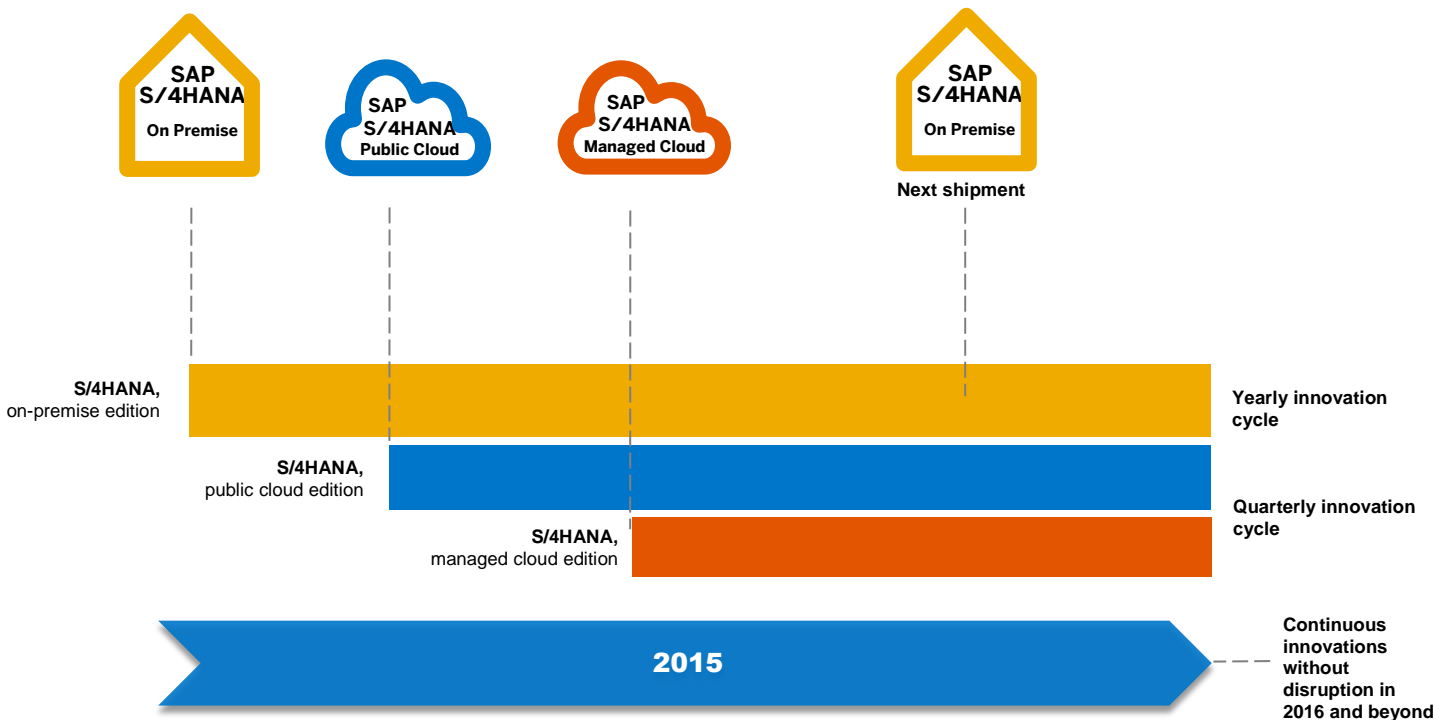
**3 What are the deployment options offered?**

SAP currently plans to offer on-premise, cloud (public and managed), and hybrid deployments to give real choice to customers. SAP S/4HANA also gives customers the option to fully leverage the new HANA multitenancy functionality as provided by the SAP HANA platform (currently support package 9) for the cloud.

**4 Is SAP S/4HANA available today?**

The on-premise edition of SAP S/4HANA is already available today for customers in all industries and regions.

The first public cloud edition is intended to be made available early in 2015, followed by the managed cloud edition later in 2015.



## 5 What is the business scope of the different editions?

The business scope for each edition was designed to offer maximum choice to customers in alignment with their business requirements:

- **SAP S/4HANA, on-premise edition**, already offers a business scope that is similar in terms of coverage, functionality, industries, and languages as the current SAP Business Suite. Within this scope, SAP S/4HANA also includes the transformational simplifications delivered with SAP Simple Finance (SAP Accounting powered by SAP HANA) as well as a planned integration with SuccessFactors Employee Central and Ariba Network.

The on-premise edition is intended to offer a yearly innovation cycle through simplification and innovation packages. The next simplification and innovation package is planned for the end of 2015.

- **SAP S/4HANA, public cloud edition**, should address specific business scenarios of lines of business and industries. The first delivery in early 2015 is expected to cover key scenarios in customer engagement and commerce and professional services (10 core scenarios, plus planned integration with SuccessFactors Employee Central, Ariba Network, SAP hybris Marketing).
- **SAP S/4HANA, managed cloud edition**, should address a similar business scope as the on-premise edition. The first delivery in early 2015 is planned to already cover essential core ERP scenarios (accounting, controlling, materials management, production planning and control, sales and distribution, logistics execution, plant maintenance, project system, and PLM, plus integration with SuccessFactors Employee Central, Ariba Network, SAP hybris Marketing).

The cloud editions are intended to offer a quarterly innovation cycle.

## 6 How does SAP S/4HANA relate to SAP Simple Finance powered by SAP HANA?

The SAP Simple Finance solution marked the first step in our SAP S/4HANA road map for customers. The solution has demonstrated the value of simplification (for example, no indexes, no aggregates, and no redundancies) and instant insight in Finance. SAP S/4HANA, on-premise edition leverages the full scope of SAP Accounting powered by SAP HANA included in SAP Simple Finance. SAP S/4HANA, managed cloud edition is intended to leverage the same scope. SAP S/4HANA, public cloud edition is planned to focus on a selected scope of SAP Simple Finance in alignment with the key requirements in finance.

## 7 Which industry solutions will be available in SAP S/4HANA and by when?

SAP S/4HANA, on-premise edition, supports current lines of business and industries.

SAP S/4HANA, public cloud edition, will be released by business scenario for specific languages, lines of business, and industries. The first industry available is currently planned to be the professional services industry. The scope will be determined in close cooperation with the SAP user groups based on customer requirements.

SAP S/4HANA, managed cloud edition, is planned to ultimately have a similar scope as the on-premise edition. For the first delivery in early 2015, the following core industries are planned: Professional Services, Chemicals, Consumer Products, Industrial Machinery and Components, Life Sciences, as well as Transportation and Logistics.

## 8 How does SAP S/4HANA relate to SAP's existing portfolio of cloud solutions?

SAP S/4HANA shall also be made available with public cloud and managed cloud editions. However, SAP S/4HANA will not replace our existing portfolio of line-of-business cloud solutions; it will integrate with and expand it. Our comprehensive offering is planned to allow SAP S/4HANA customers to build hybrid scenarios between SAP S/4HANA and cloud solutions from SAP, including those from SuccessFactors and Ariba as well as integration with SAP hybris Marketing. This way customers can leverage the cloud at their own pace, based on their needs, while keeping all the integration and business benefits of their existing SAP solutions. In addition, SAP S/4HANA is designed to easily connect with global business networks such as, for example, the Ariba Network and Concur.

**9 Does SAP provide prepackaged integration for SAP S/4HANA to the existing cloud solutions from SAP?**

Yes, this service is provided as SAP Rapid Deployment solutions with SAP S/4HANA and will be delivered with prepackaged integration (for example integration between SuccessFactors and SAP S/4HANA in HCM).

**10 Is SAP S/4HANA multitenant?**

SAP S/4HANA gives customers the option to leverage the HANA multitenancy functionality as provided by the SAP HANA platform (currently support package 9).

**11 Can customers run different SAP S/4HANA editions in parallel in their enterprise architecture?**

Yes, SAP S/4HANA editions are integrated and run mostly on the same data semantic.

**12 How does SAP HANA Cloud Platform relate to SAP S/4HANA?**

In the context of SAP S/4HANA, SAP HANA Cloud Platform serves as an extension platform and agility layer. It is possible to build specific capabilities extending the scope of SAP S/4HANA by either integrating non-SAP functions or building your own capabilities. The cloud platform not only serves as the development platform but also as the runtime foundation for the developed solutions. The extensions built on the cloud platform can run against both cloud and on-premise deployments of SAP S/4HANA.

**13 How does the SAP HANA Enterprise Cloud service relate to SAP S/4HANA?**

For SAP S/4HANA, managed cloud edition, we are leveraging the same infrastructure as a service (IaaS), data centers, and security qualities, though the lifecycle management is different. Innovation updates for the cloud editions are planned on a quarterly basis, to be consumed by the customer, and managed by SAP.

**14 What are the key benefits for a customer to move now to SAP S/4HANA?**

SAP's vision and strategy is to help customers run simple to drive the perfect enterprise. To deliver on this mission, we are redefining how enterprise software creates value in a digital, networked economy.

SAP S/4HANA is designed to drive instant value across lines of business and industries with the ultimate sophistication: simplicity.

From a **business value perspective**, this means that SAP S/4HANA creates unique opportunities to reinvent business models and drive new revenues and profits. First, enterprises can now easily connect to people, devices, and business networks to deliver new value to their customers on any channel – the Internet of Things and Big Data become accessible to any business. Second, enterprises can dramatically simplify their processes, drive them in real time and change them as needed to gain new efficiencies – no more batch processing is required. And finally, business users can now get any insight on any data from anywhere in real-time: planning, execution, prediction, and simulation –decisions may be made on the fly with a high level of granularity for faster business impact.

From an **IT value perspective**, this means that SAP S/4HANA creates unique opportunities to simplify the landscape and help reduce total cost of ownership (TCO) with SAP HANA as the great simplifier. First, enterprises can now reduce their data footprint and work with larger data sets in one system (for example, ERP, CRM, SRM, SCM, PLM co-deployed) to save hardware costs, operational costs, and time. Second, innovation is also made simple with an open platform (SAP HANA Cloud Platform) to drive advanced applications – for example, predicting, recommending, and simulating – while protecting existing investments. Third, business users can leverage a simple and role-based user experience based on modern design principles which minimizes training efforts while increases productivity. We also support customers with simple configuration: setting up the system and during its use. And finally, enterprises get choice of deployment: cloud, on premise, and even hybrid to drive quick time-to-value.

**Key facts about SAP S/4HANA:**

- ✓ Smaller total data footprint
- ✓ Higher throughput
- ✓ Faster analytics and reporting
- ✓ Less process steps
- ✓ ERP, CRM, SRM, SCM, PLM co-deployed
- ✓ No locking, parallelism
- ✓ Actual data (25%) and historical (75%)
- ✓ Unlimited workload capacity
- ✓ Predict, recommend, simulate
- ✓ SAP HANA Cloud Platform extensions
- ✓ SAP HANA multitenancy
- ✓ All data: social, text, geo, graph, processing
- ✓ New SAP Fiori UX for any device (mobile, desktop, tablet)
- ✓ Three deployment options: on premise, public cloud, managed cloud

SAP S/4HANA is only built on SAP HANA because, as of today, only the SAP HANA platform can deliver such level of massive simplifications and innovations.

**15 What is the benefit to the data model for using an in-memory platform?**

SAP S/4HANA delivers high-volume transaction processing (OLTP) and high volume real-time analytical processes (OLAP) based on a unified data model without the redundant data layers typically required by traditional RDBMS based systems. This reduces TCO while providing new opportunities to increase business value from existing investments.

Examples for redundant data layers are custom-built layers based on database tuning efforts such as secondary indexes, or application built-in performance accelerators such as aggregate tables or multiple general ledger versions for different managerial reporting needs.

The massive simplifications of the data model and the data processing layers enable business and technological innovations on a broad scale across all lines-of-business and industry solutions.

The new application architecture simplifies system landscape architectures and accelerates cloud deployments on an economical scale.

**16 Do you have examples of business use cases?**

**Finance**

- **Today:** A single source of truth with superior granularity for all transactions and analytics to streamline and eliminate cycle times and reconciliations of the data. Reconciliation becomes inherent.
  - **Before:** Separate systems and documents driving complexity across finance and a lot of manual reconciliation efforts
  - Example of unique innovation: central journal to get a consolidated, real-time view of the state of the business across all entities; this was simply not possible before
  - Proof points with the SAP Simple Finance experience at SAP, where SAP runs SAP:
    - ✓ 70% less intercompany reconciliation time
    - ✓ Lengthy iterations eliminated in intercompany reconciliation
  - **Today:** Intercompany reconciliation on the fly for accelerating financial close. Unlimited simulations – apply historic data to continuously changing business context
  - **Before:** Only extensive transactions and batch processing, no real-time simulation
- Proof points with the SAP Simple Finance experience at SAP, where SAP runs SAP
- ✓ 71% faster batch input processing in financial close
  - ✓ 40% less posting corrections in financial close
  - ✓ 400 hours less processing time at quarter-end close

**Marketing**

**Listening to your customers**

- Capture and analyze customer interactions from different channels
- Get customer and consumer trends in a single view

**Targeting the right customers**

- Perform customer segmentation with high speed on any data
- Build dynamic target groups
- Interpret behavior with scoring and attribution

**Engaging with your customers**

- Execute personalized omnichannel campaigns
- Analyze success of campaigns on open, clicks, and so on
- Monitor impact on funnel and sales orders



## Project-based services

### Insights into current bids and past projects

- Intuitive project manager self-service creation and planning of projects
- Real-time capture and faster billing of time and expenses
- Seamless user experience across front- and back offices

### Forecasting and simulations

- Cross-project analysis to easily identify profitable customers and projects
- Always up to date with the latest transactional information
- Proactive alerts to drive direct action

### Accelerated processing and closing

- Accelerated cash receipt and vendor payment
- Empowered front office to resolve issues directly with the customer
- Continuous close capabilities

## 17 Will SAP continue to deliver innovations to SAP Business Suite customers on anyDB?

Yes. SAP remains committed to protect our customers' investments. We recently announced that we are extending our maintenance commitment until at least 2025. This is an unprecedented commitment to customers in the IT industry. We will also continue to deliver innovations without disruption (through enhancement packages for example) to SAP Business Suite customers on anyDB and on SAP HANA.

However, transformational business and IT simplifications require a transformational platform and this is why as of today SAP S/4HANA runs only on SAP HANA. It is the logical next step for our installed base customers and the biggest step forward for 10+ years with full compatibility with SAP ERP 6.0.

## 18 What is really new in SAP S/4HANA compared to SAP Business Suite powered by SAP HANA?

With SAP Business Suite powered by SAP HANA, SAP was the only software vendor in the market at that time to allow SAP Business Suite customers to bring together transactions and analysis into a single in-memory platform. This innovation has been extremely successful in the market as 1,850+ customers (existing and new) acquired SAP Business Suite powered by SAP HANA – in less than two years – to run their business in real time, making it one of the fastest-growing product in SAP's history.

With SAP Business Suite powered by SAP HANA, our product approach has been to port the applications on the SAP HANA platform and optimize the code to allow customers the ability to gain significant performance in their mission-critical business processes and reporting activities, and by that, in turn, also improve performance on relational databases. SAP HANA represented a new database alternative for existing customers, with a simple database migration required to drive the entire business in real time.

SAP S/4HANA is a new product. With SAP S/4HANA, we are building on the success of the SAP Business Suite powered by SAP HANA with a completely new and reimagined suite:

- ✓ SAP S/4HANA is running on SAP HANA for massive simplifications (simplified data model: no indexes, no aggregates, no redundancies) and innovations (for example, open in-memory platform for advanced applications predicting, recommending, and simulating)
- ✓ SAP S/4HANA is natively designed with SAP Fiori UX, offering an integrated user experience with modern usability and instant insight on any device (role-based, three steps max to get the job done, mobile-first, consistent experience across lines of business)
- ✓ SAP S/4HANA is natively connected to the Internet of Things and business networks for real-time collaboration (planned: machine-to-machine, Ariba Network, Concur) in the networked economy
- ✓ SAP S/4HANA is natively engineered for providing choice of deployment (on premise, cloud – public and managed – and hybrid)
- ✓ SAP S/4HANA is natively born for easy adoption (guided, configuration, and easy onboarding, from the discovery of the solution through cloud trials to deployment with preconfigured best practices)

In addition, SAP HANA Cloud Platform serves as open extension, agility layer for SAP S/4HANA. The extensions built on the cloud platform can run against either deployment of SAP S/4HANA: in the cloud and on premise.

#### **19 Do SAP S/4HANA and SAP Business Suite share the same data semantic?**

With SAP S/4HANA, SAP has developed a new product that leverages basic data structures and elements of the SAP Business Suite for maximum compatibility, non-disruptive migration and hybrid scenarios. However, SAP S/4HANA provides new business functionality on top of these data structures natively built on the SAP HANA platform and designed with the SAP Fiori UX principles.

SAP Business Suite on-premise customers on the latest enhancement package can easily move to this new product simply by migrating to the SAP HANA database and applying the exchange innovation (new code) to their current SAP Business Suite environment.

#### **20 What is the fundamental difference between the old SAP Business Suite code line and the new SAP S/4HANA product code line?**

The development approach of SAP S/4HANA is to eliminate all artefacts that have been introduced as performance workarounds for classical row-based RDBMS. These are aggregates and programmed indexes that contained no semantic value and only provided fast access to sums and data. On the downside, these created interconnections in the application and complexity in how to lock the system to avoid conflicting updates in aggregates. Moreover, significant code had to be developed for lengthy ETL (extract-transform-load) scenarios incurring data preparation and exception management routines caused by latency.

This portion of the code did not carry business semantic in itself, but served as “performance proliferation” in business processes.

With SAP S/4 HANA, these different types of workaround on restrictions based on technical limitations are no longer necessary, as the latest information and the time travel from the columnar store can be accessed instantaneously across all inserts and updates and therefore eliminates the need for any overhead of the index and aggregates.

**21 What is the typical journey for an existing SAP Business Suite customer?**

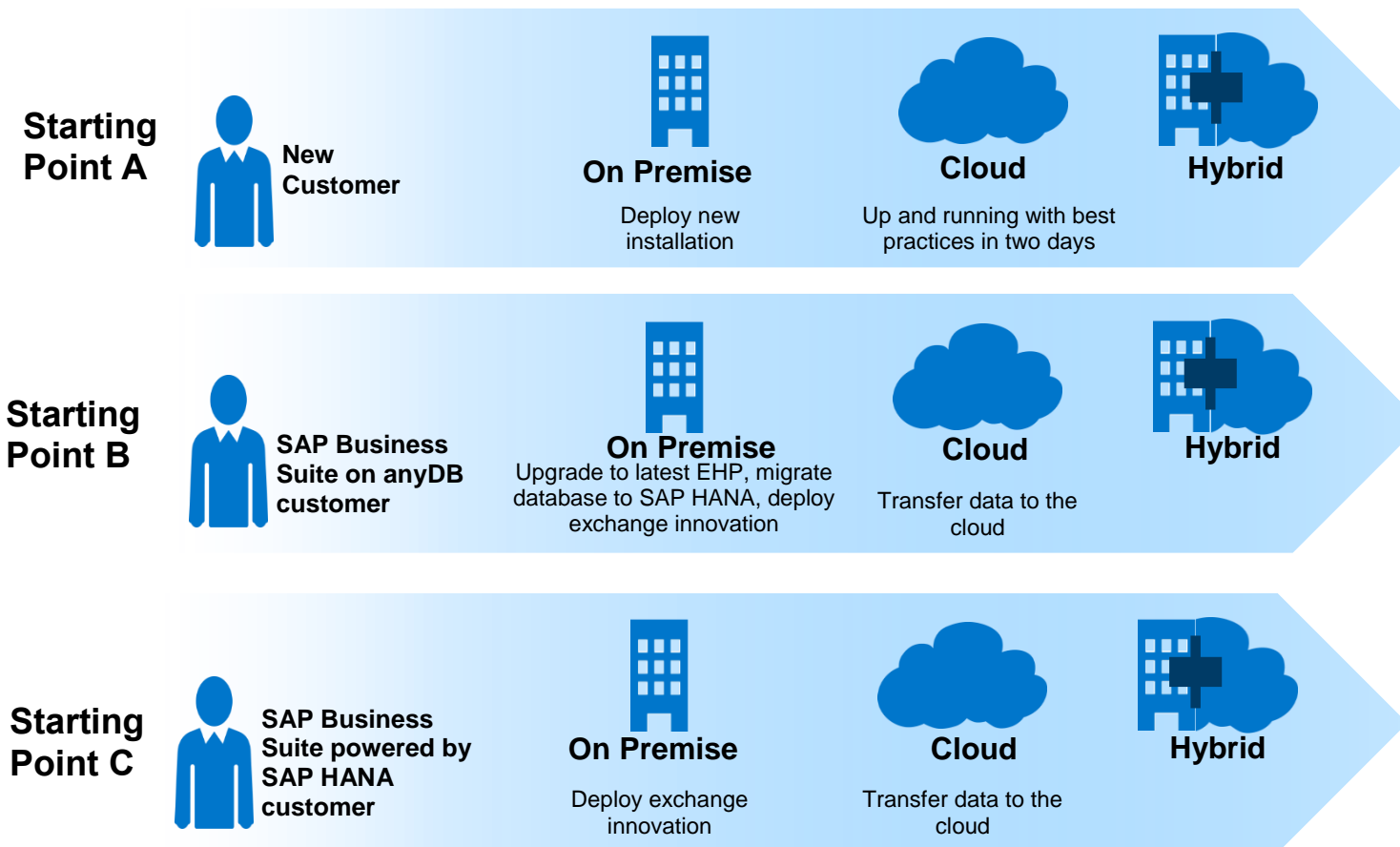
Moving to SAP S/4HANA for a typical existing SAP ERP 6.0 customer will require a move to the latest enhancement package, followed by a database migration from anyDB to SAP HANA combined with the deployment of the exchange innovation (new code). From an execution perspective, these steps can be executed in sequence or as a combined step.

Moving to SAP S/4HANA for an existing SAP Business Suite powered by SAP HANA customer is even faster as only the deployment of the exchange innovation (new code) is required.

Both journeys are well proven in the market with several hundred of live SAP Business Suite powered by SAP HANA customers as well as SAP Simple Finance live customers.

**22 What is the typical journey for a net-new customer?**

The journey is defined by a net-new implementation of an SAP S/4HANA system with simpler adoption – example: guided configuration, easy onboarding from the discovery of the solution through cloud trials to the deployment with preconfigured best practices. We defined three major scenarios supported by tools and preconfiguration delivered through our SAP Rapid Deployment solutions:



**23 How can SAP partners support the move of a customer to SAP S/4HANA?**

SAP has an established partner ecosystem (value-added retailers and systems integrators) that is ready to resell and service SAP S/4HANA for our joint existing and new customers to implement future innovations. More than 50% of the SAP Business Suite powered by SAP HANA projects were managed by partners.

Partners and SAP will support customers in their journey with predefined migration, system conversion in the cloud, and deployment packages for quicker time to value. Companies of all sizes will benefit from the high-quality service and reseller capabilities our partners provide.

## **24 What happens to existing modifications when a customer moves to SAP S/4HANA?**

In any scenario, the move to SAP S/4HANA is a great opportunity to validate the existing modifications and simplify your solution. It has not been unusual for customers to realize that 50% of the modifications that hamper fast release cycles and require long test cycles were no longer necessary to run the business, but were leftovers from older projects while the remaining modifications could have been built in a less intrusive manner.

When moving to SAP S/4HANA, public cloud edition, customers will move their modifications to SAP HANA Cloud Platform as an extension.

Also, customers that make the choice of the SAP S/4HANA, managed cloud edition, the recommended approach is to use SAP HANA Cloud Platform extensions to provision enhancements.

In fact, standard field extensions can directly be done within the SAP Fiori UX while SAP HANA Cloud Platform can be leveraged for more significant developments.

SAP S/4HANA, on-premise edition, provides maximum customization opportunities: on premise as traditionally done in the past or through SAP HANA Cloud Platform. SAP has several references of SAP Business Suite customers using SAP HANA Cloud Platform extensions for on-premise systems.

In general, the SAP HANA extension framework of SAP HANA Cloud Platform uses SAP HANA as the common platform for SAP S/4HANA and offers additional choices such as the integration of open source solutions. The extension framework has the advantage to isolate modifications from the core and drive agility for the on-premise deployment and safeguard agility for cloud deployments. This means that rather than modifying the core code, enhancements are put in a “safe” environment so that innovation packages can be easily applied. The core SAP S/4HANA system remains “clean” and can be quickly and easily updated when new innovations are added – in just the same way that consumer mobile apps are updated on a regular basis.

## **25 What happens to existing legacy interfaces if a customer moves to SAP S/4HANA?**

SAP S/4HANA, on-premise edition, currently supports the existing published legacy interfaces.

## **26 How does SAP S/4HANA relate to and coexist with the existing SAP landscapes?**

A single system can always only be on SAP S/4HANA or on the traditional SAP Business Suite (on SAP HANA or anyDB). However, customers can decide to move separate installations within their landscape individually to SAP S/4HANA and do not have to do a “big bang” for their whole system landscape – and thus run in a mixed environment. As SAP S/4HANA and SAP Business Suite are using semantically consistent data structures, a move to SAP S/4HANA is nondisruptive.

## **27 Can a customer choose to run the traditional SAP user interface and custom screens or is SAP Fiori mandatory?**

All SAP S/4HANA innovations are intended to be delivered with SAP Fiori UX providing the same experience on all devices. However, a customer using SAP S/4HANA is planned to still be able to consume the traditional user interfaces.

**28 What is the pricing model for SAP S/4HANA?**

For the on-premise version, SAP Business Suite customers need to purchase the SAP S/4HANA foundation-promotion license to run the new SAP S/4HANA code line.

SAP is offering the following promotion until the end of Q3/2015:

- Existing SAP Business Suite customers have to procure the SAP HANA runtime license for SAP Business Suite (@15% HSAV = SAP HANA Software Application Value) and will get the SAP S/4HANA foundation-promotion license at no additional cost.
- Existing SAP Business Suite powered by SAP HANA customers with a valid SAP HANA limited runtime license for SAP Business Suite (LREA) are eligible for the SAP S/4HANA foundation-promotion license without additional cost.

For the cloud, the pricing model will be subscription-based and communicated at a later stage. Please contact your local sales representative for more information.

**29 Are SuccessFactors, Ariba, Concur, SAP hybris Marketing, and other cloud solutions from SAP included in the SAP S/4HANA product license?**

SAP S/4HANA is planned to integrate with our existing cloud portfolio offerings. These offerings remain offered under separate license/subscription.

**30 Will customers that have licensed SAP Accounting powered by SAP HANA get a credit?**

Yes, all customers that already purchased a SAP Accounting powered by SAP HANA license will get a corresponding credit for upcoming purchases. For details and conditions, please contact your local sales representative.

**31 How does SAP S/4HANA relate to s-innovations?**

s-innovations was the internal project name for our development program and will not be used anymore.

**32 How does SAP S/4HANA relate to SAP Business ByDesign and SAP Business One?**

SAP Business ByDesign remains a dedicated end-to-end cloud ERP application for midsize companies that want to run their entire business on single cloud application.

SAP Business One remains a dedicated ERP option for small businesses in all industries.

**33 Where can I learn more?**

Visit us on [www.sap.com/s4hana](http://www.sap.com/s4hana) for more information and details on our new suite.

We also invite you to contact your local sales representative.

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