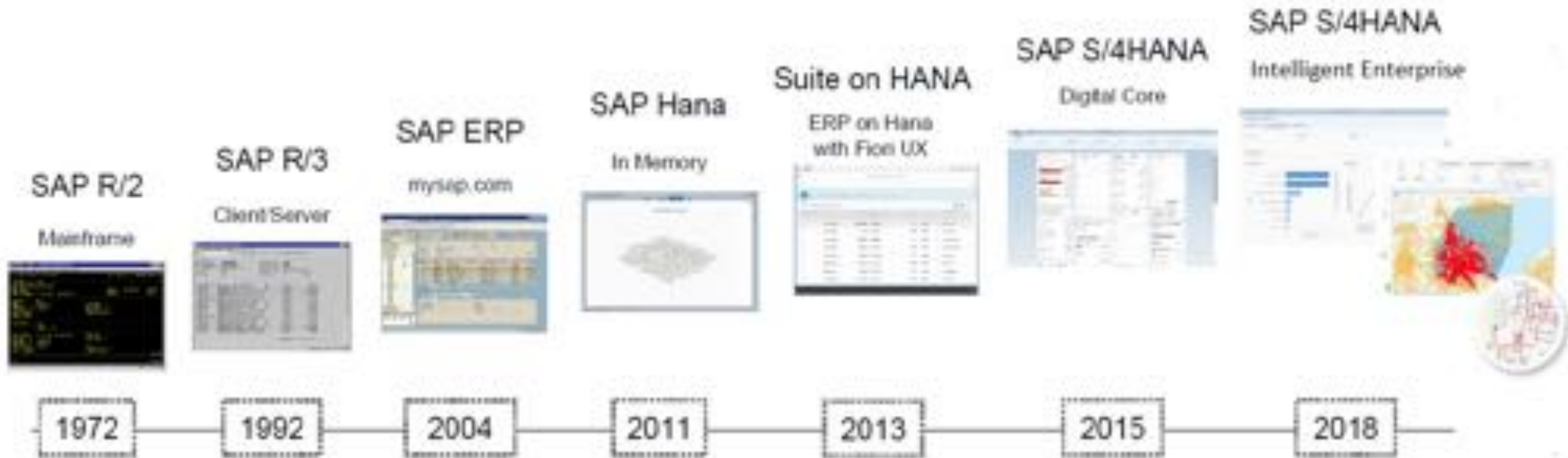




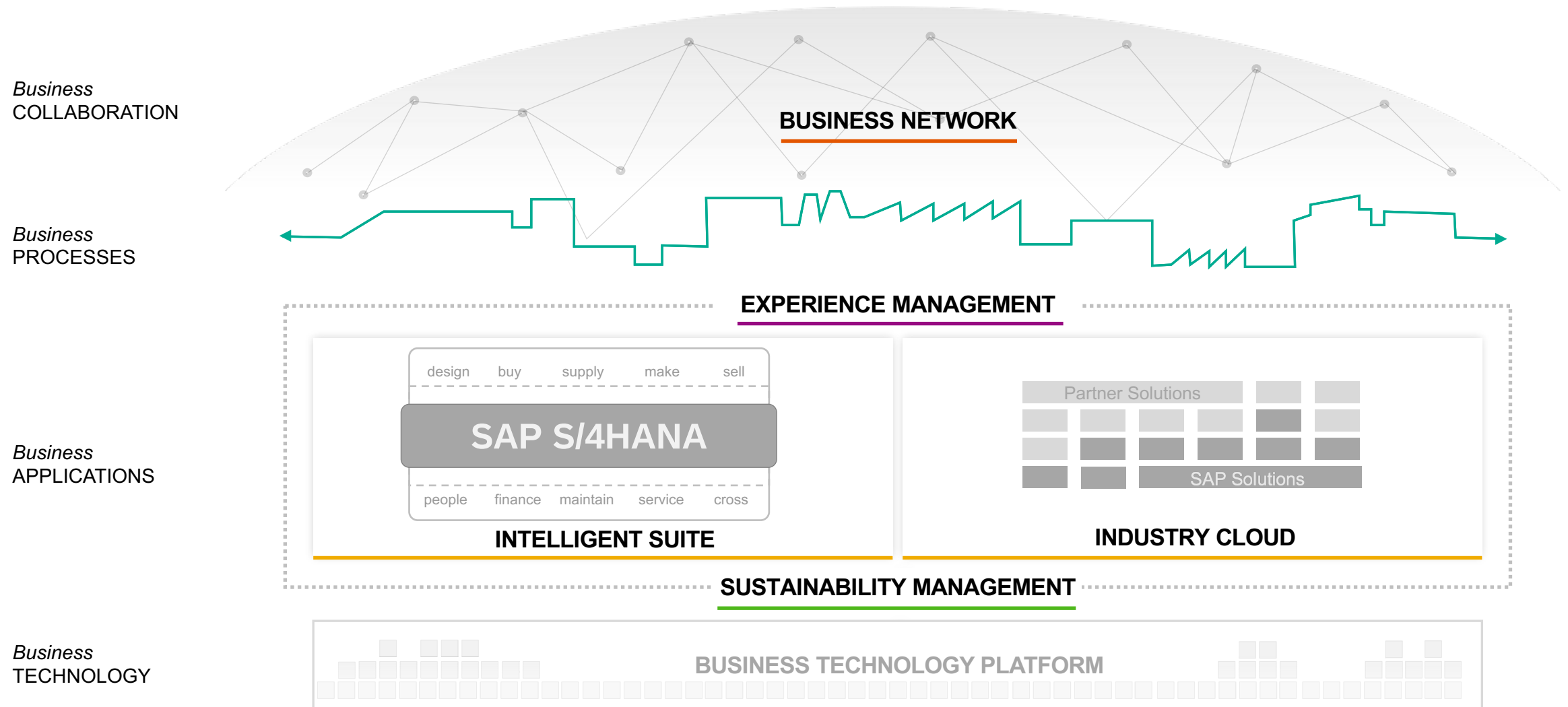
Prehľad produktového portfólia SAP

Jozef Šuran, Michal Poliak, Jozef Brun
SAP Slovensko

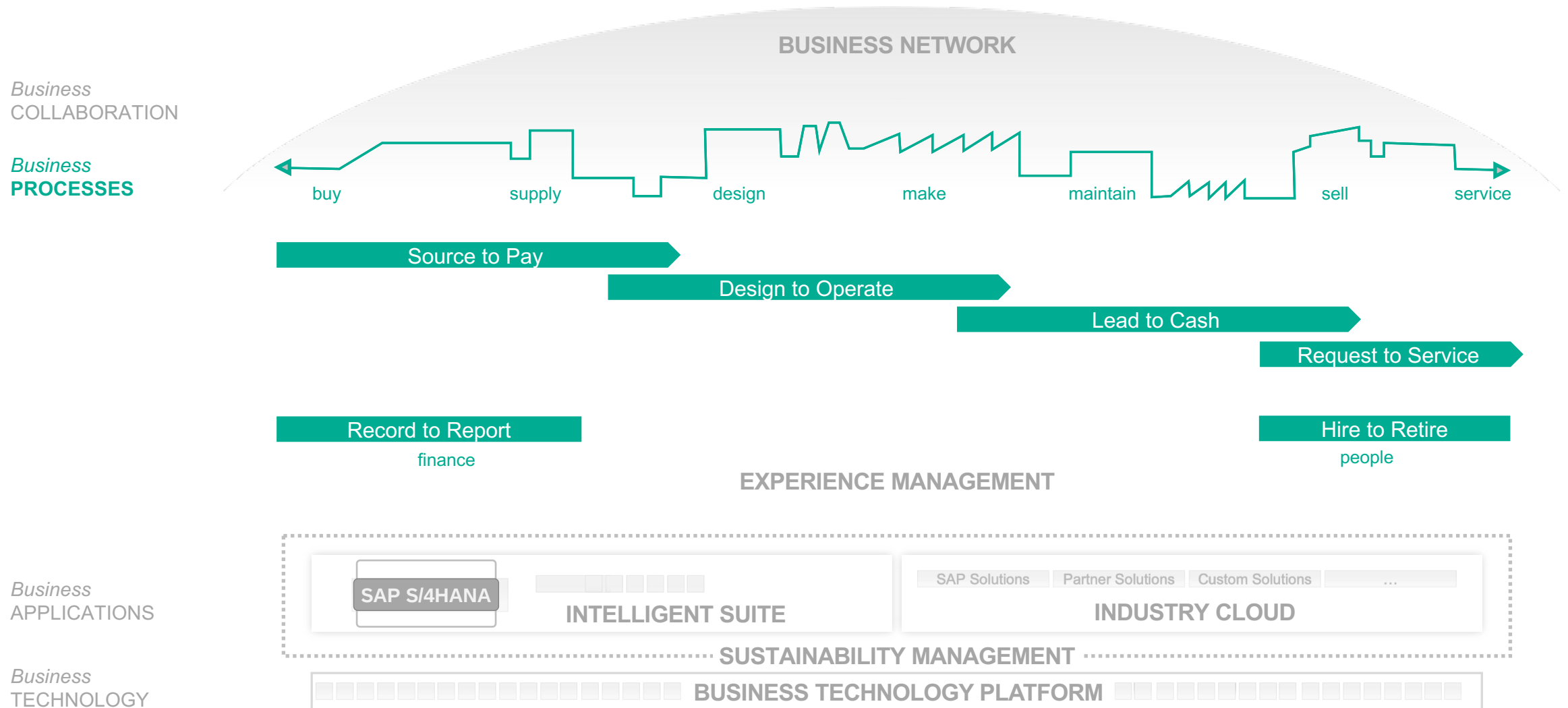
SAP history and evolution



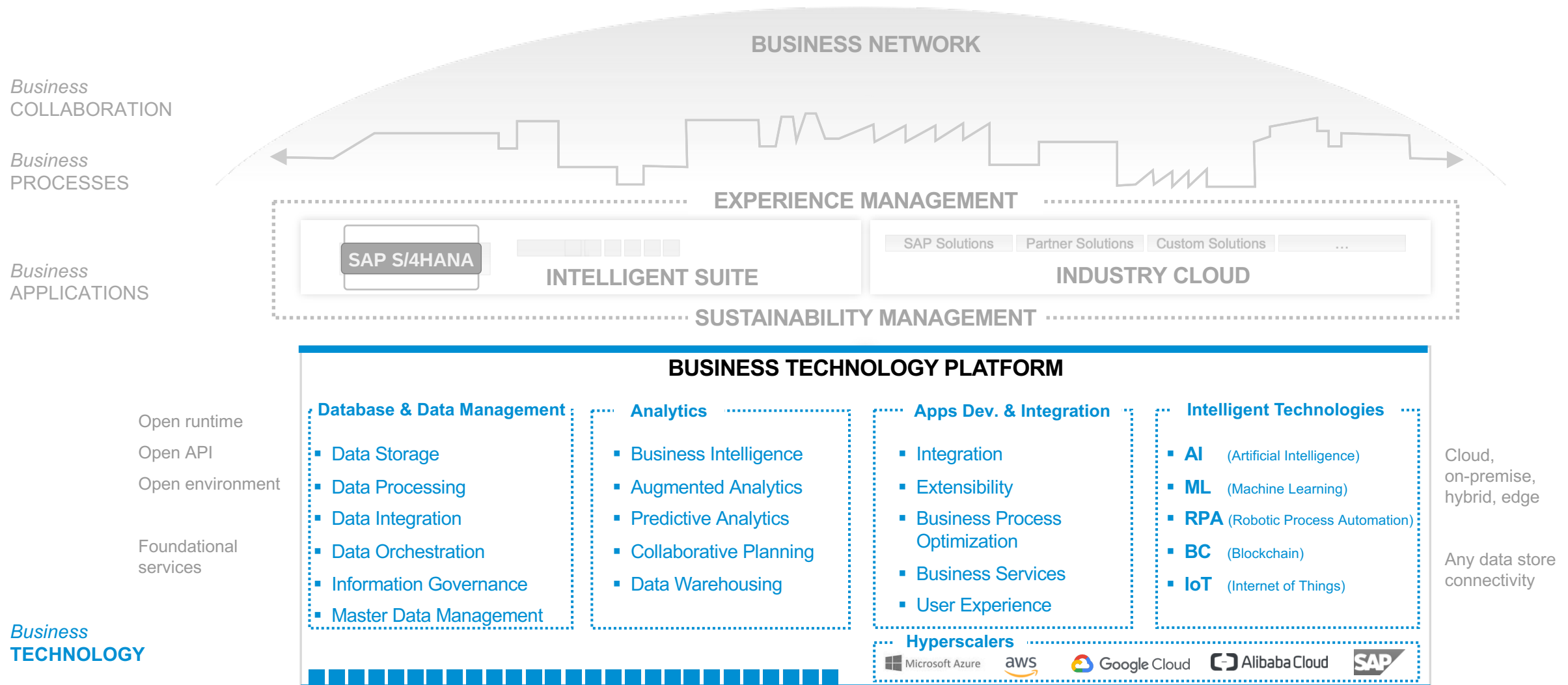
SAP S/4HANA in the Intelligent Enterprise: Big Picture



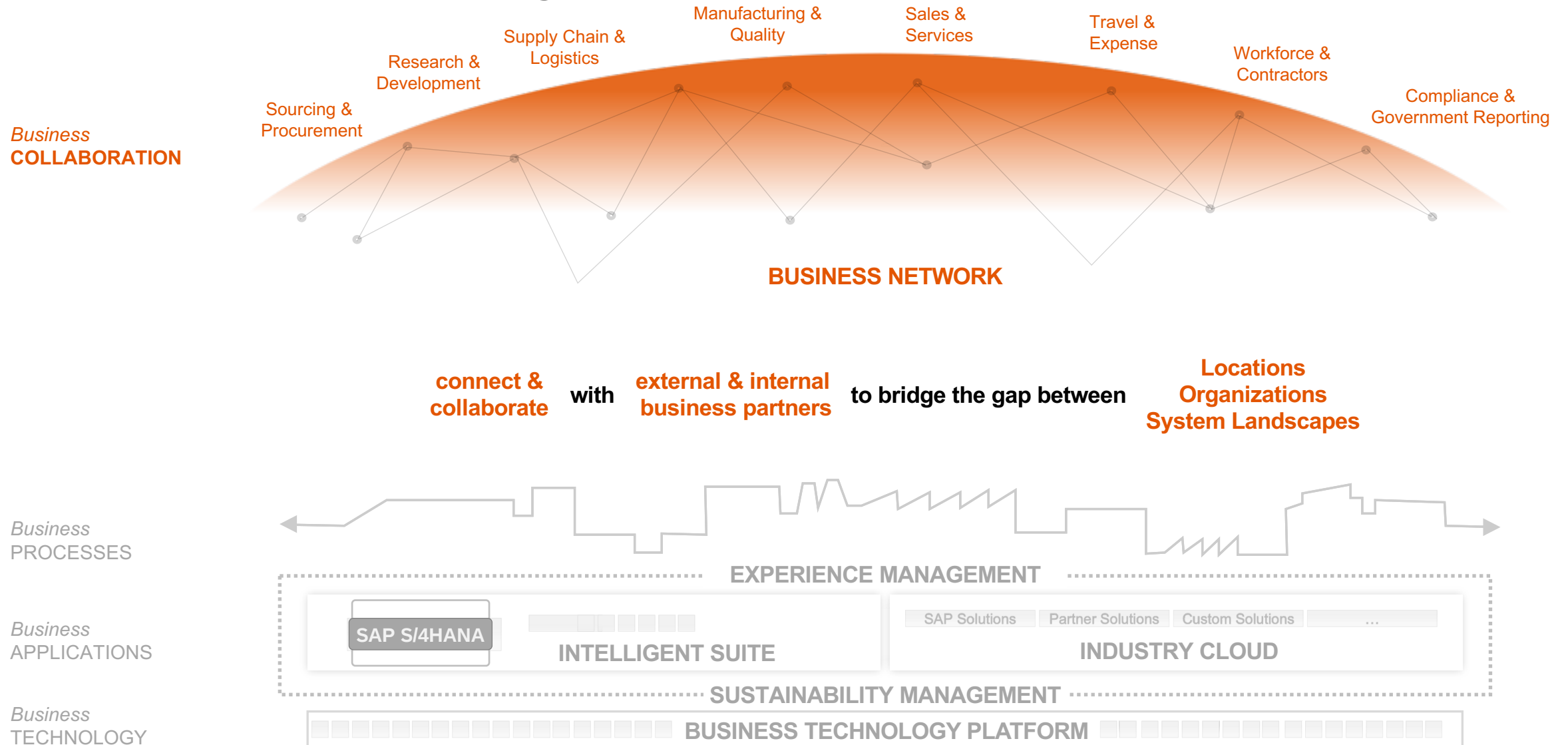
SAP S/4HANA in the Intelligent Enterprise: Business Processes



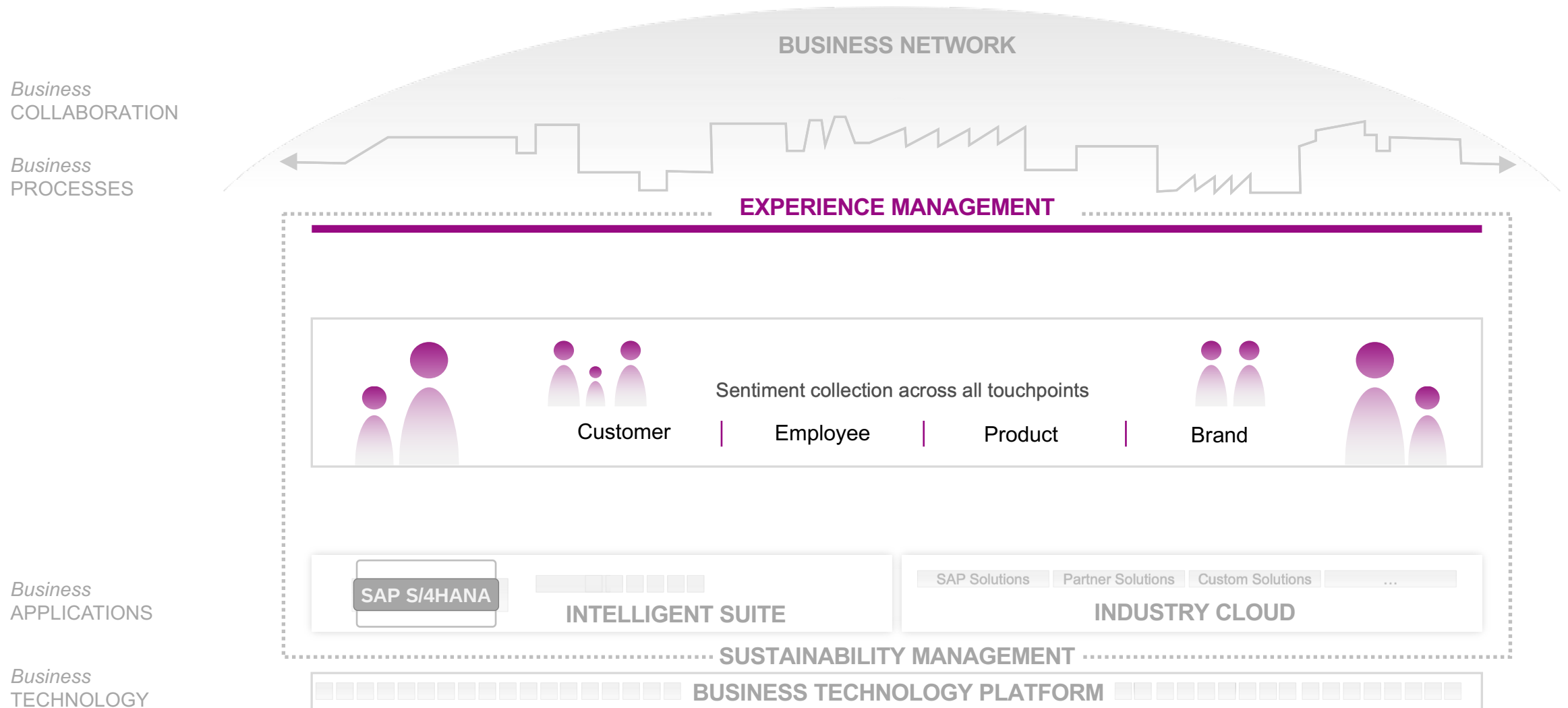
SAP S/4HANA in the Intelligent Enterprise: Business Technology Platform



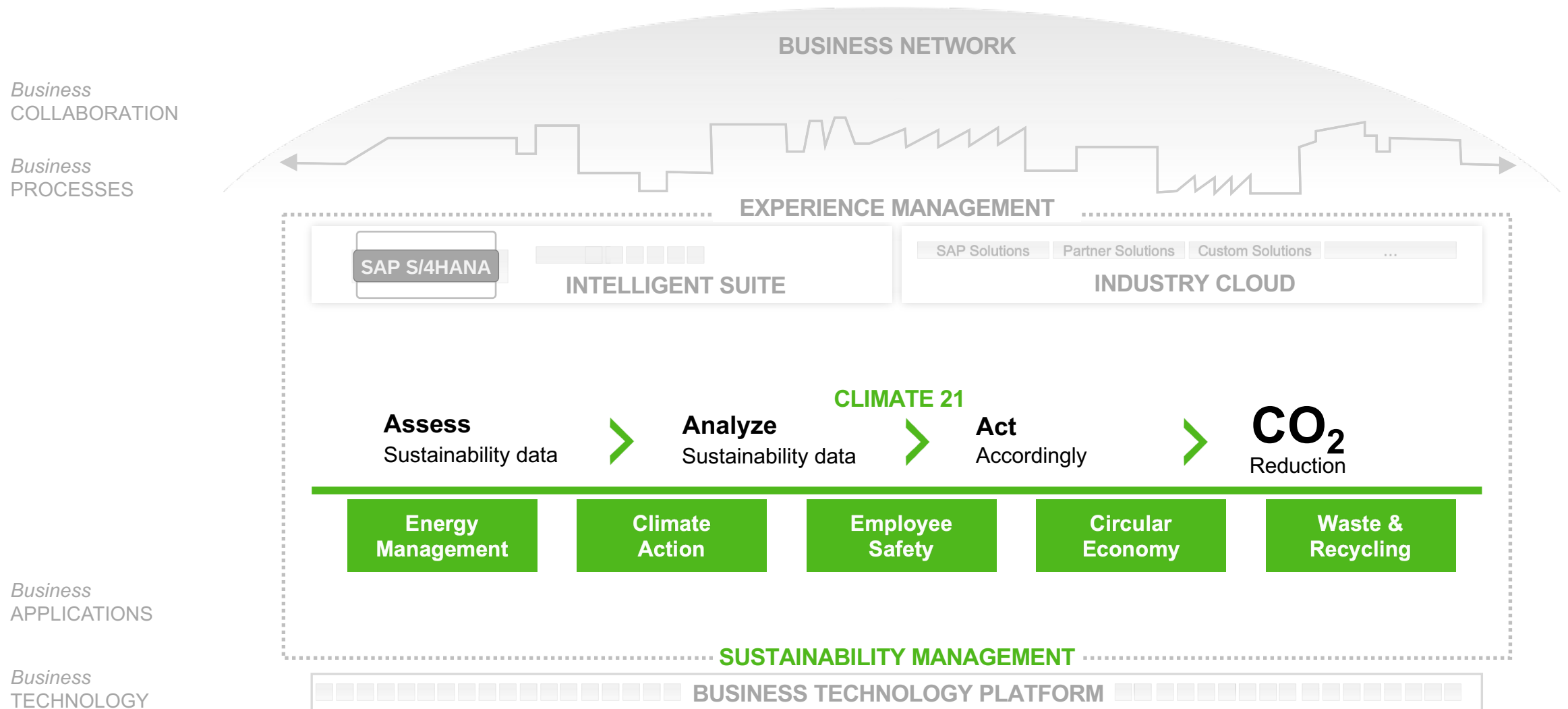
SAP S/4HANA in the Intelligent Enterprise: Business Networks



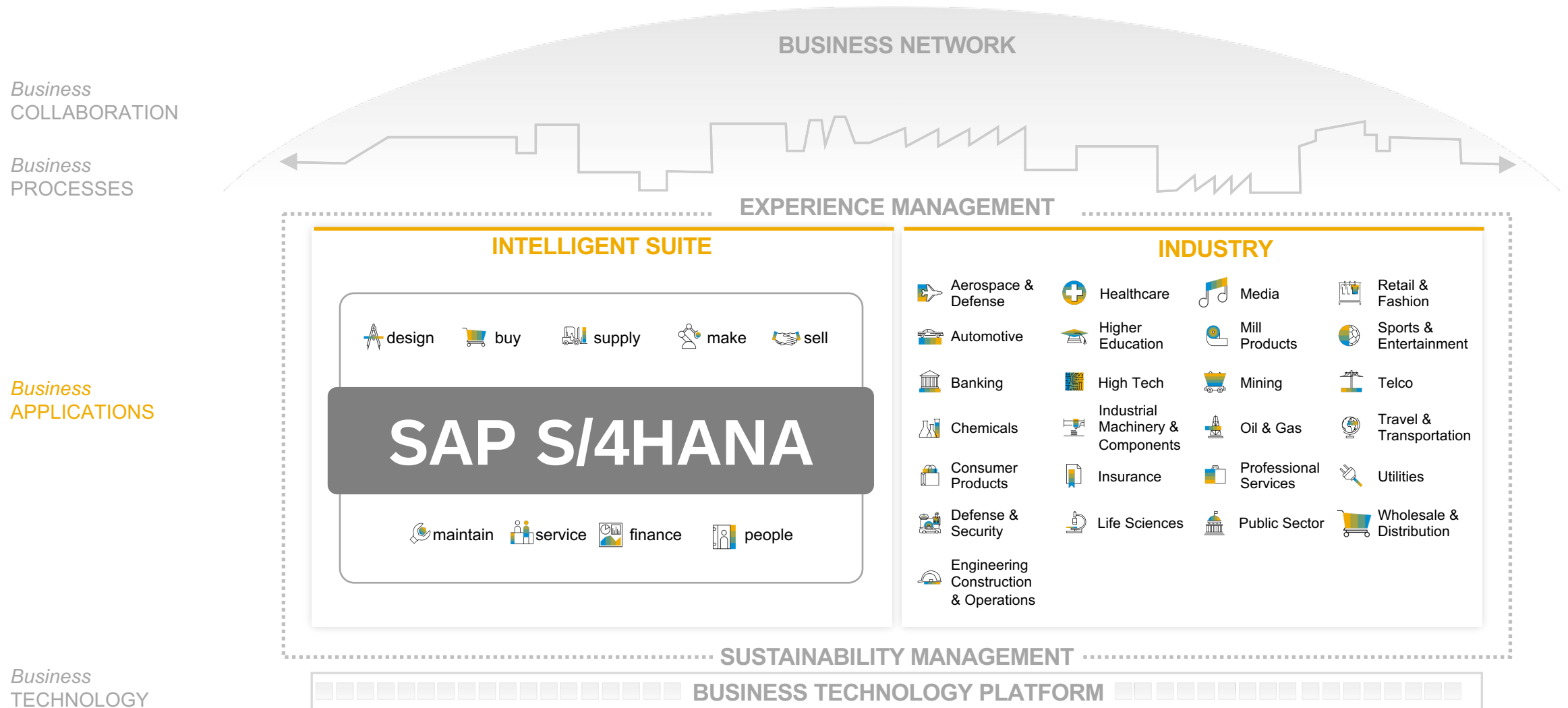
SAP S/4HANA in the Intelligent Enterprise: Experience Management



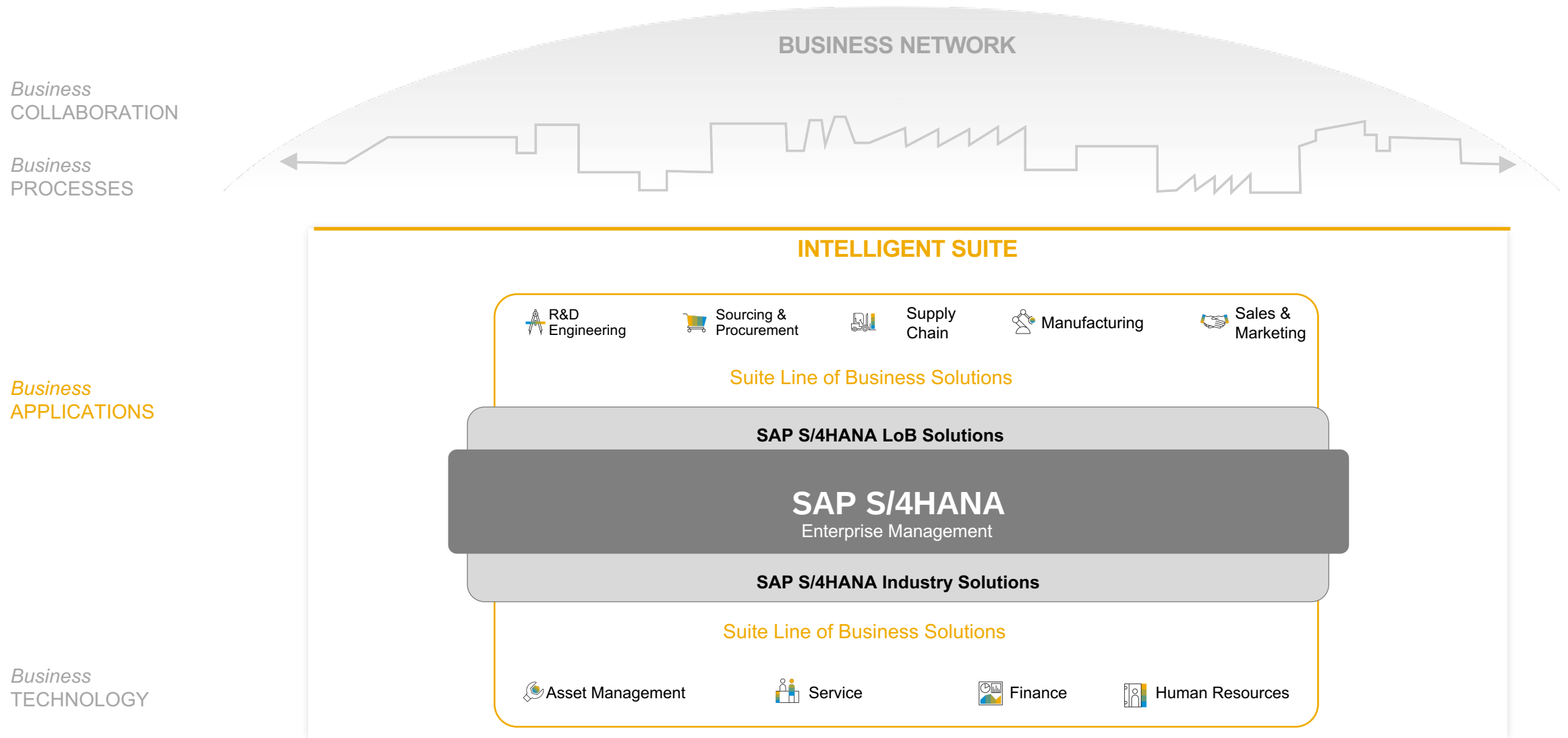
SAP S/4HANA in the Intelligent Enterprise: Sustainability Management



SAP S/4HANA in the Intelligent Enterprise: Intelligent Suite



SAP S/4HANA in the Intelligent Enterprise: Line of Business Solutions



SAP S/4HANA in the Intelligent Enterprise: Solution Overview

Suite LoB Solutions

- additional license
- additional installation

SAP S/4HANA LoB Solutions

- additional license

SAP S/4HANA Enterprise Management

SAP S/4HANA LoB Solutions

- additional license

Suite LoB Solutions

- additional license
- additional installation

Sales & Marketing

- SAP Sales Cloud; SAP CPQ
- SAP Commerce Cloud
- SAP Marketing Cloud
- SAP Qualtrics
- SAP Customer Data Cloud

SAP Customer Experience

- Sales performance management

- Order and contract management
- Sales force support

Finance

- Governance, risk, and compliance
- Financial services network
- SAP Cash Application
- Financial planning & analysis

SAP Ariba SAP Concur

- Advanced accounting & financial close
- Advanced financial operations
- Treasury management
- Commodity management
- Real estate management
- Subscription billing & revenue management
- Accounting and financial close
- Financial operations
- Cost management & profitability analysis
- Enterprise risk and compliance

Manufacturing

- SAP Digital Manufacturing Cloud
- SAP Manufacturing Suite (SAP ME, SAP MII, Plant Connectivity)

- Extended production planning and scheduling
- Extended Production Engineering and Operations

- Production engineering
- Production planning
- Production operations
- Quality management
- Manufacturing insights

Supply Chain

- SAP Integrated Business Planning
- SAP Global Batch Traceability
- SAP Logistics Business Network
- SAP Transportation Management
- SAP Extended Warehouse Management
- SAP Warehouse Insights

- Advanced warehousing
- Advanced transportation
- Advanced order promising
- Extended service parts management

- Inventory
- Warehousing
- Delivery and transportation
- Order promising

- Service master data and agreement management
- Service operations and processes
- Service parts management

- Maintenance management

- Asset operations and maintenance
- Environment, health, and safety

- SAP Intelligent Asset Management
- SAP Geo Enablement Framework

- Enterprise portfolio and project management
- Product engineering

- Extended enterprise portfolio and project management
- Product lifecycle management
- Product compliance

- SAP Enterprise Product Development (EPD)

- Operational procurement
- Sourcing and contract management
- Supplier management
- Procurement analytics
- Invoice management

- Central procurement

- Services Procurement
- Supplier management
- Collaborative Network
- Guided Buying
- Augmented Decision Making

SAP Ariba SAP Fieldglass SAP Concur

- Core HR and time recording

- Core human resources and payroll
- Talent management
- Time and attendance management
- Human capital analytics

SAP SuccessFactors SAP Fieldglass

Service

Asset Management

R&D / Engineering

Sourcing & Procurement



Human Resources

Building YOUR Intelligent Enterprise

**RISE
WITH
SAP** | Business
Transformation
as a Service

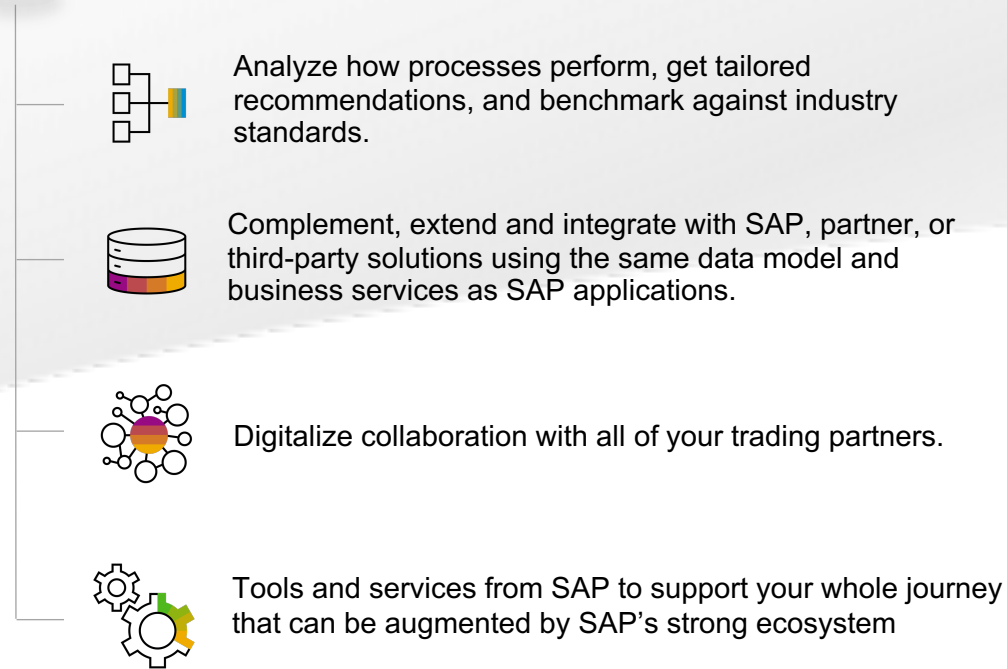
**Comprehensive, intelligent,
customer-specific offering**

Offering components

-  • Business Process Intelligence
Process Discovery Reports
-  • SAP Business Technology Platform
CPEA Credits
-  • SAP Business Network
Starter Pack
-  • SAP Readiness Check, Custom
Code Analyzer, SAP Learning Hub
-  • SAP S/4HANA with Deployment
Model of Choice (Public or Private)
-  On Infrastructure Provider of Choice

Optional components

Additional services

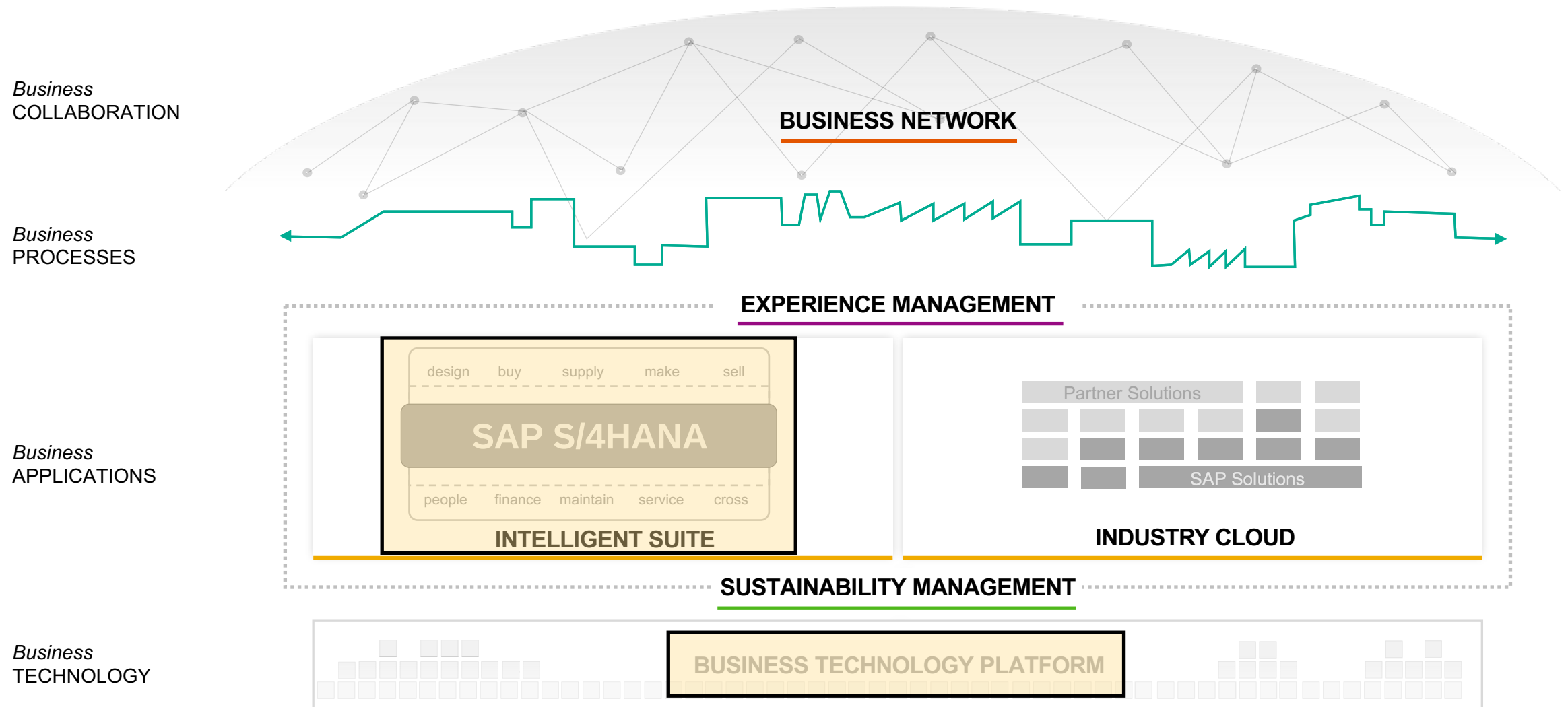


ONE Offer

ONE Contract

Unmatched TCO

SAP S/4HANA in the Intelligent Enterprise: Big Picture





Predstavenie služieb spoločnosti SAP

Jozef Brun, SAP Slovensko

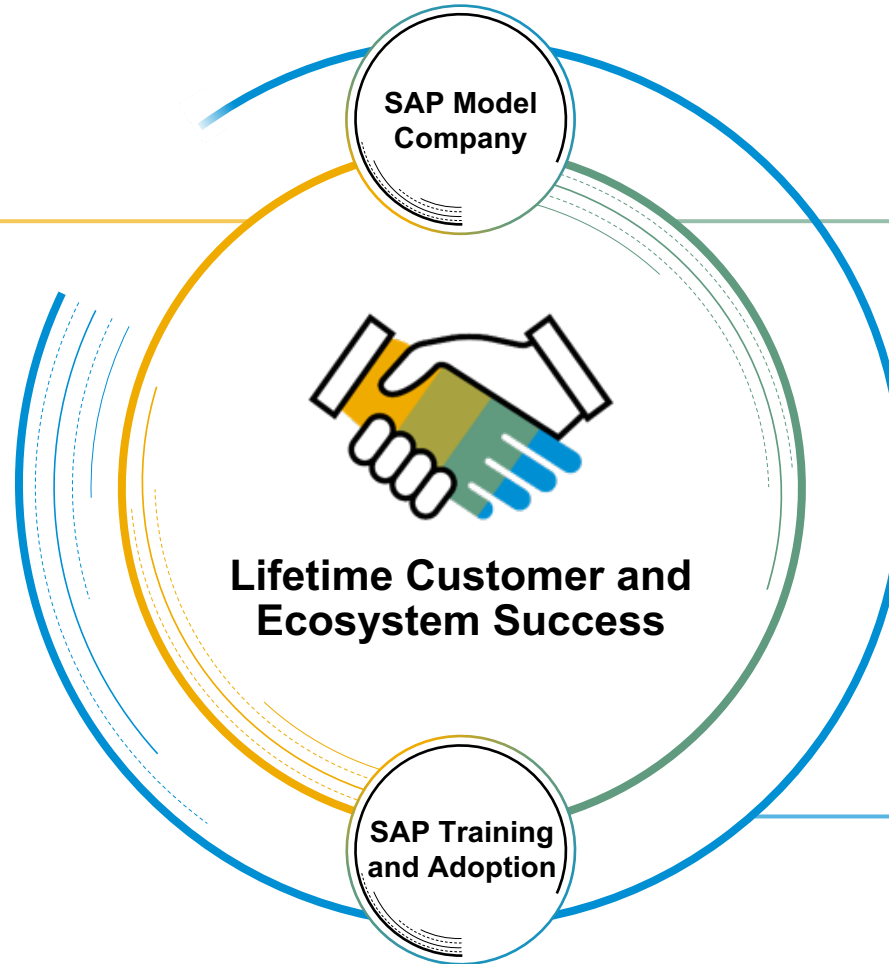
Michal Poliak, SAP Rakúsko

SAP Services and Support Portfolio

Enabling the experience company powered by the Intelligent Enterprise

Project Success

- Innovation and Advisory
- Implementation and Deployment
- Technology



Continuous Success

- Support, Adoption, and Optimization
- Managed Services

Premium Success

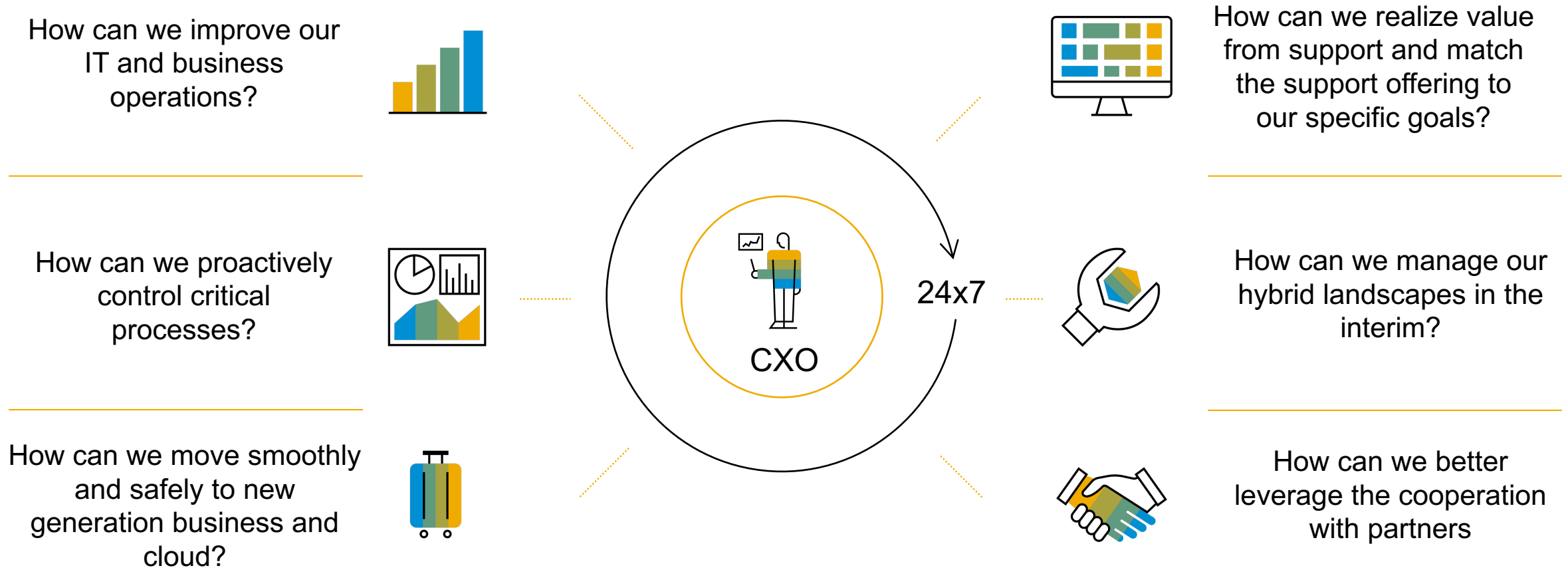
- Premium Success Engagements



Predstavenie služieb spoločnosti SAP

Podpora štandardného SAP software

What keeps the CXO awake at night



Different customers have different needs

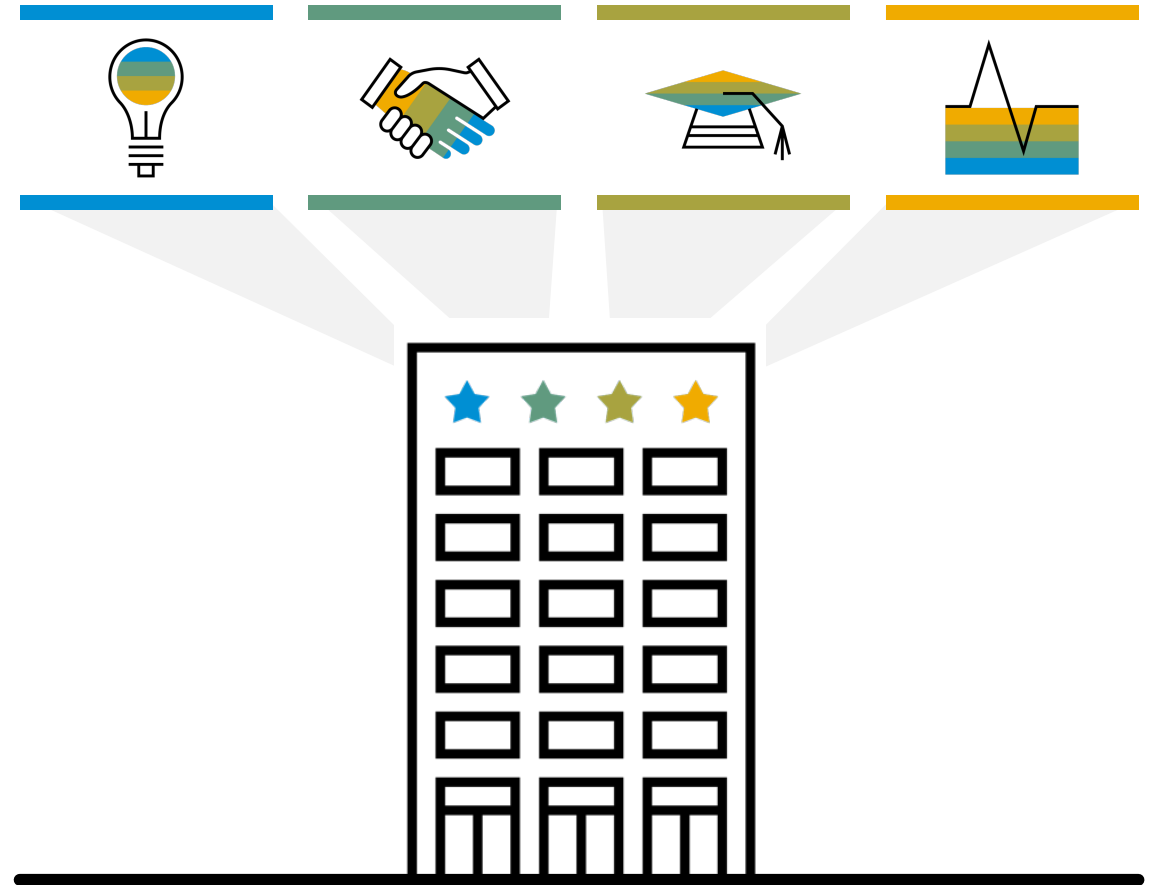
SAP offers flexible and tailored support engagements for different customers with different support needs.

Large enterprises typically **have**...

- ...large and diverse landscapes
- ...experienced IT departments

Large enterprises typically **require**...

- ...fundamental support services to fulfill their day-to-day support needs



SAP Standard Support and Enterprise Support

Continuous
**Customer
Success**

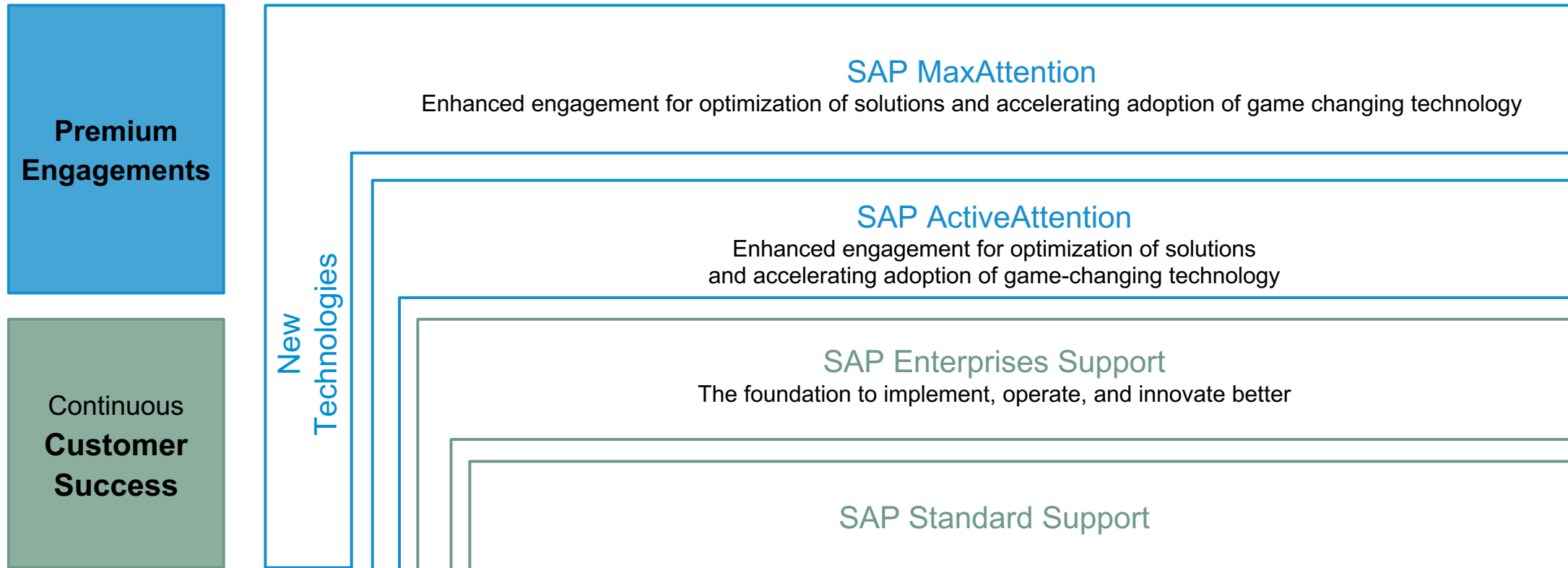
SAP Enterprise Support - Implement, Operate and Innovate better

- SLA
- Enterprise Support Advisory – expert guidance proactive support
- ES Value Maps
- ES Academy
- Solution manager - full functionality, overall IT

SAP Standard Support

- Self-service
- Support portal - incidents, fixes, patches, software upgrades
- Solution manager - limited functionality to SAP
- Service tools

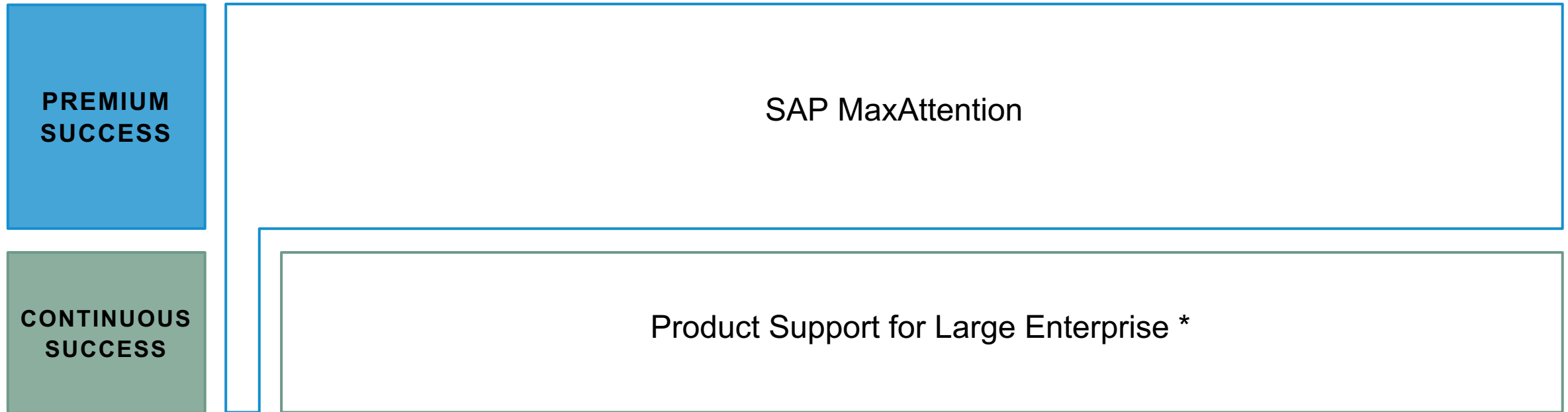
SAP Lifetime Support



Continuous Customer Success model PSLE - available for large customers with following thresholds:
30 Mio Euro maintenance base & 5 Mio Euro maintenance fee
based on 17 % + CPI, 40% Cloud ACV and Premium Engagement value

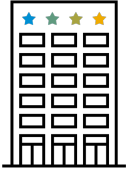
Enhanced support foundation

SAP Product Support for Large Enterprises & SAP MaxAttention



* Available for large customers with following thresholds: **30 Mio Euro maintenance base** & **5 Mio Euro maintenance fee** based on 17 % + CPI, 40% Cloud ACV and Premium Engagement value

SAP Product Support **for Large Enterprises**



Maintenance offering available to SAP's largest customers only



Provides day to day support and enablement in self serve mode

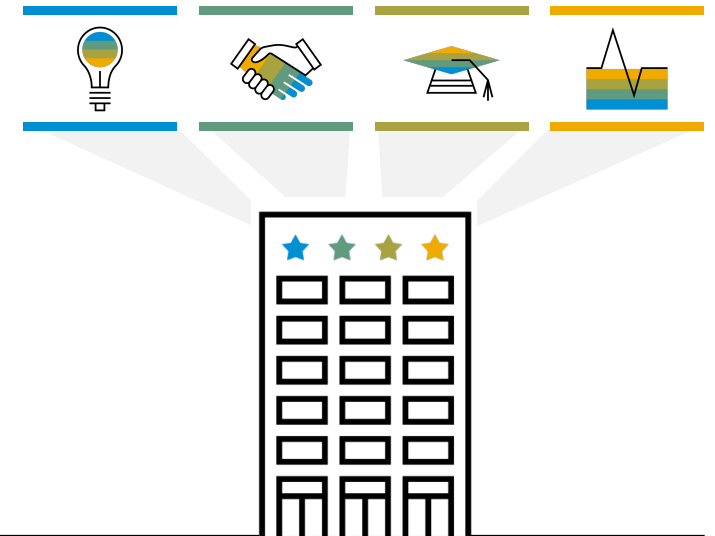


Reduced maintenance fee



Supplemented by tailored SAP Premium Services

SAP Product Support for Large Enterprises



SAP Digital Business Services – Your partner to transform your business



437,000+
customers



8,000+
SAP support experts



Global
organization



24x7
availability



180+
countries



15,000+
SAP developers
(as backup)



Local
organization
(54 countries)

With decades of experience and hundreds of thousands of customers worldwide, we are the **perfect partner to help you transform to a digital enterprise.**

Scope of SAP Support Offerings – Comparison

Element	SAP PSLE + MaxAttention	SAP Enterprise Support	SAP Standard Support
New releases, enhancement packages, notes, message processing, etc.	✓	✓	✓
Service Level Agreement for Prio 1 & 2 messages *	✓	✓	
Onsite services for architecture, planning & optimization	✓		
Innovation Support & Co-Innovation	✓		
Execution of proof of concepts	✓		
Continuous Quality Checks	✓	✓	
Dedicated Contact Person TQM (onsite/remote)	✓		
Access to Remote Support Contact Person	✓	✓	
Access to Mission Control Center	✓		
Solution Manager & usage rights	Enterprise Edition	Enterprise Edition	Limitations
Maintenance fee	17 + 2,X% **	22%	19+CPI %

SAP Approved for Public Sector

*1 for defined number of systems

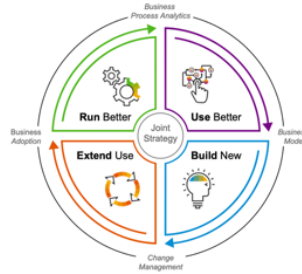
**actual percentage based on price list



Predstavenie služieb spoločnosti SAP

Podpora SAP Premium Engagement

SAP Premium Engagement Services **Guiding You through** Your Journey



SAP Premium Success

Support Services

- Services focusing on planning, orchestration, safeguarding, and design support

Embedded Support Services

- Technical quality manager as your single point of contact to SAP, managing your engagement

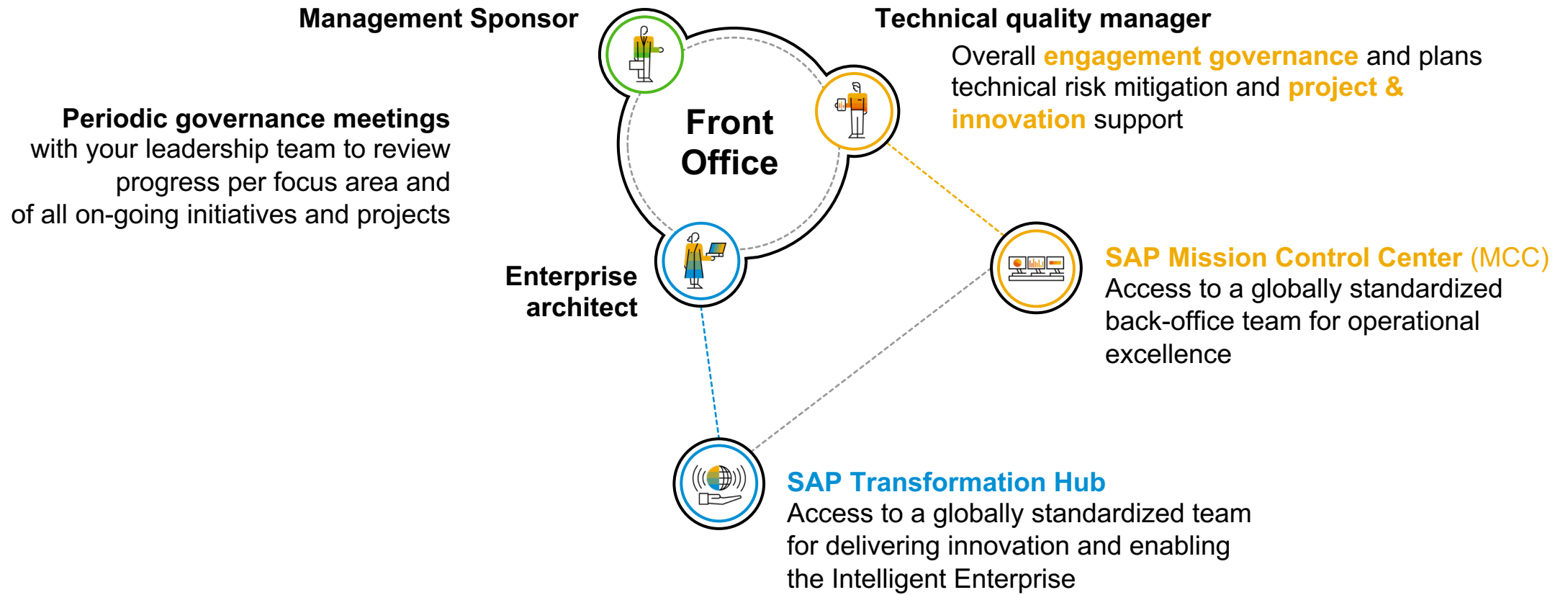
Expertise on Demand

- Optional remote service delivering specific SAP expertise for technical and functional topics

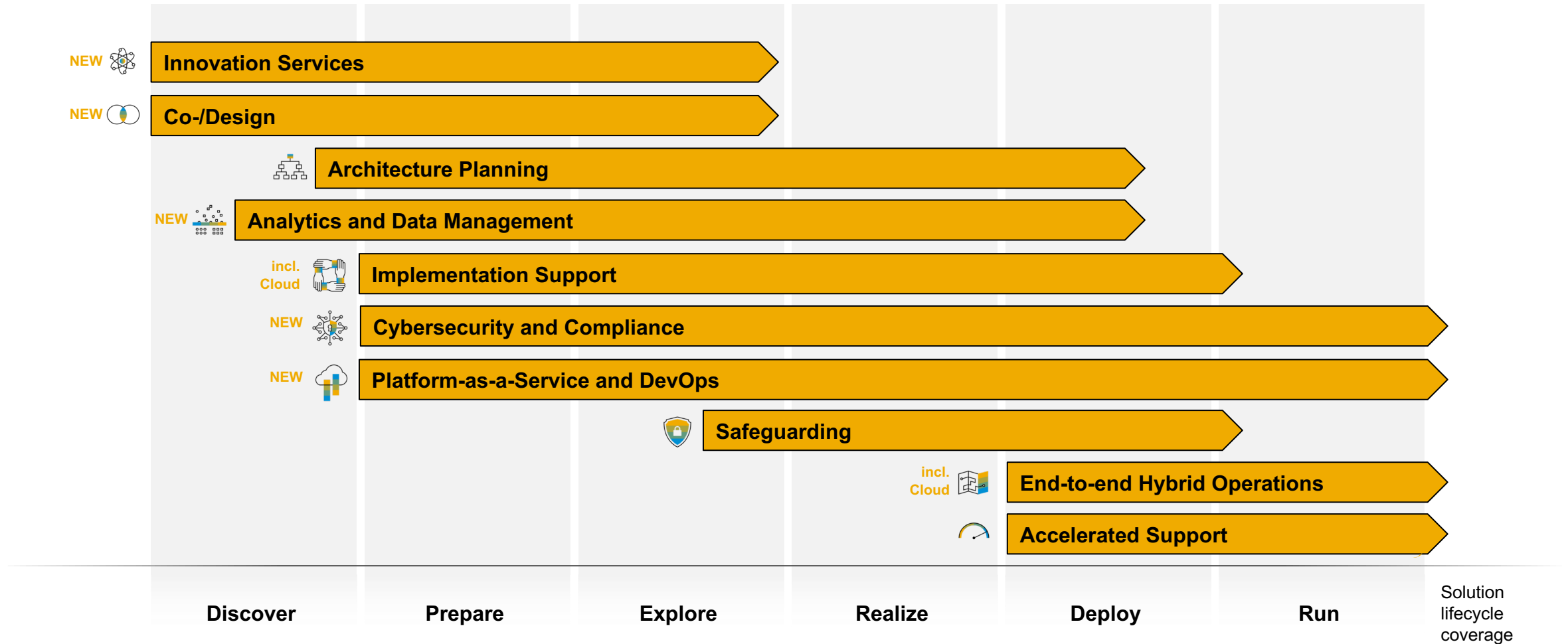
On-Call Duty Services

- Get optional remote access to a named SAP support expert within and beyond regular office hours for critical questions

Holistic and Personalized Engagement Model

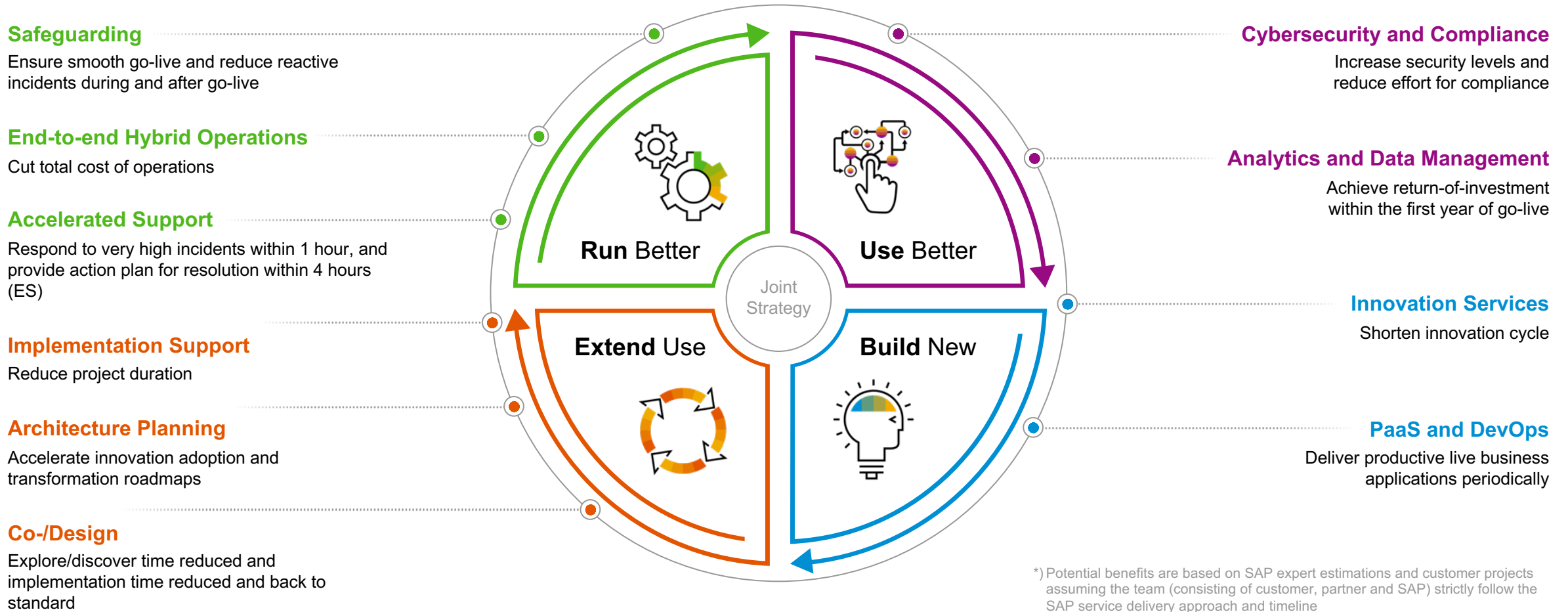


Successful Transformations Require Comprehensive Services and Scope*



Realize Greater Business Value with SAP Premium Engagements

Examples of potential value* of the New SAP MaxAttention services



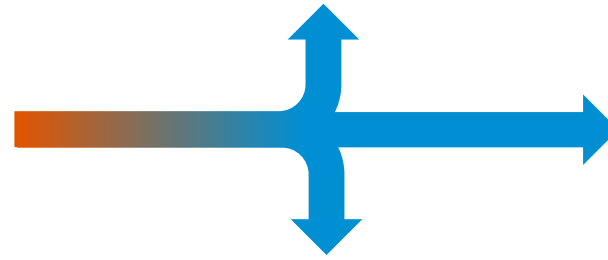


Predstavenie služieb spoločnosti SAP

Podpora SAP Premium Engagement

Achievements 2018 - 2020

Business Benefits for **Public Sector in SK** with support of the SAP MaxAttention





Predstavenie služieb spoločnosti SAP

Public sector PSLE + SAP MaxAttention bundle

Benefit of Public sector **PSLE + SAP MaxAttention** bundle

- **Savings for PSLE + SAP MaxAttention** over 3-4 years (compared to Enterprise Support) → excl. new investments
- Permanent engagement with full time dedicated person (**Technical Quality Manager / Enterprise Architect**)
- **Access to SAP Experts** worldwide with high flexibility of usage of days
- Control over **SAP Expert days (Services)** available to use
- **SLA's and Enhanced Incident Management** for selected business critical systems
- **Support of the Digital Transition**
- **SAP MaxAttention** part will **stay flat** over the contract duration, independent of additional license purchases *
- **PSLE fee 17%**** for new license's support (instead 22% Enterprise Support fee)

* New daily rate may occur in year 4 & 5

** actual percentage based on price list

Ďakujeme.

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E jozef.suran@sap.com