

## Top 10 Tips for Effective Production Support

- 1 SAP Solution Manager Installed.** SAP Solution Manager is how SAP delivers support. Make sure you have it installed.
- 2 Business Processes Mapped to Solution Manager Correctly.** Most companies did the implementation prior to the release of Solution Manager. You will need to reverse engineer your existing implementation into Solution Manager.
- 3 Establish SAP COE (Center of Expertise).** Also known as CCC or Customer Competence Center. If you can keep your implementation team onboard, much higher odds of success.
- 4 Adjust Compensation Package for Support Roles.** Avoid high turn-over by adjusting rewards system for Support Personnel.
- 5 Certify ALL Support Personnel.** SAP provides SAP Support Certification training for its internal support people. You should too.
- 6 Deploy SAP Productivity Pak (RwD).** Best tool available for capturing BPP Business Process Procedures from the project.
- 7 Integrate SAP into New-Hire On-boarding Process.** No matter how well your go-live is, eventually, the company will hire new people who do not know how your system works.
- 8 Have Subsequent Roll-Outs Planned.** Maximize your SAP ROI by continuously expanding the deployed foot-print, both by extending it geographically and by extending the Business Process Solution Foot-Print
- 9 Measure Your Business Process Performance.** SAP Solution Manager allows you to implement Business monitoring.
- 10 Validate Business Case Results.** At 6 month, 12 month and 18-month post Go-Live intervals, measure your actual achieved SAP project ROI. Ensure the company's top-level management is routinely briefed on the achievement of positive ROI.