



SAP for 'HER'

*powered by
SAP for 'HiM'*

Henny Claessens
HERUG conference
April 12, 2016
Duke University, NC








Oh, how we love acronyms, especially 3-letter acronyms SAP (Systemen Anwendungen und Produkte), HER (Higher Education and Research), HiM (HANA inMemory)



ANALOGY

Analogy between personal evolution and evolution of SAP

• 1952: Baby boomer			1972 R/1	
• 1962: Maastricht		(10 km)	1973 R/2	
• 1971: Sittard		(30 km)	1992 R/3	Application vendor
• 1974: Amsterdam		(200 km)	2001 mySAP	
• 1983: Philadelphia		(6.000 km)	2005 NetWeaver	
• 1985: Honolulu		(12.000 km)	2009 ECC	NW/HANA platform vendor
• 1999: ISACA & HERUG		(Frequent flyer)	2009 HANA	
• 2006: VNSG & SAP		(Million miler)	2010 SMP	Mobile/Cloud platform vendor
			2013 FIORI	
			2014 Cloud (HCP, HCI)	

Henny: from 'local farmer's boy' to 'million miler'

SAP: from 'R1' to 'S4'

AGENDA

1. Where SAP is going

- Digital Transformation & SAP Digital Enterprise (referring to: Steve Lucas)
- Constantly evolving (need for ongoing actualization)

2. Where Maastricht University is standing now

- Today's situation (need for ongoing actualization as well)
- View on future based on discovery workshop HANA & preparing for 2-speed IT

3. What we are doing in order to catch-up

- Combine forces (e.g.: HERUG-NL started initiative for joint reference Roadmap)
 - Recently decided to continue combined effort along the lines of Leiden initiative (referring to: Rob van den Wijngaard)

4. Challenge for SAP to keep customers onboard

- Guide (HER) customers to find migration paths in the extensive portfolio mix

1. SAP's view on Digital Enterprise ultimately The Boardroom of the Future (referring to: e.g. to Steve Lucas)
2. Based on Polar Diagram 2015 (status update, change in CIO, question of future ICT at UM)
3. Following Leiden initiative HERUG-NL as initiated at Leiden University 1-2 years earlier (referring to: e.g. Rob van den Wijngaard)
4. Challenge for SAP: delivering GUIDANCE (please show us which ways we can go, the pro's and cons, in short: help and guidance)

WHERE SAP IS GOING



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Policy changes SAP

- HANA Platform
- Cloud



Maastricht University



WHY DOES SAP SWEAR ON HANA?



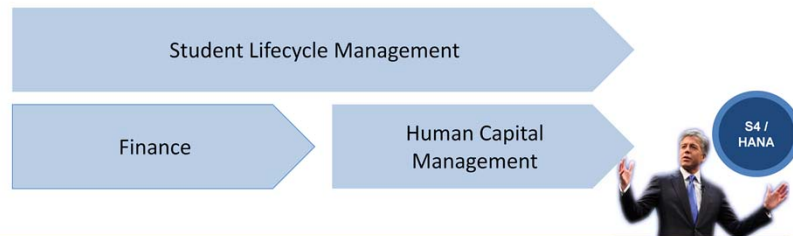
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- Because this technology platform enables **extreme high speed** computing. This is self-explanatory. HANA is containing an in-memory database. Disk-access and optimizing actions (indexes, intermediate totals) are no longer needed.
- Because this technology platform enables **simplification**. As HANA is fully column-based there is no need for maintaining indices and summerizations anymore. Besides database technology HANA keeps on growing into a platform by offering more and more additional services that required addituonal tooling in the past
- Because this platform enables a higher **delivery speed** for innovations. As developers can focus on a single platform they are not restricted by limitations of different convential databases in ensuring delivery of database independent coding.



REDEFINED STRATEGY SAP

- Policy changes of SAP. Newly defined strategy is: *"simplify everything so we can do anything"*
- This message is underlined with the approach from SAP enabling simplification in IT infrastructure: *"The formula for simplified technology is cloud first + HANA only"*
- The policy change is based on 2 pillars: HANA as basis for all SAP applications and the preferred deployment model cloud instead of on-premise
- As an estimated **80% of back-office processing** within Maastricht University is currently covered by SAP software. Therefore this policy change is of serious impact!



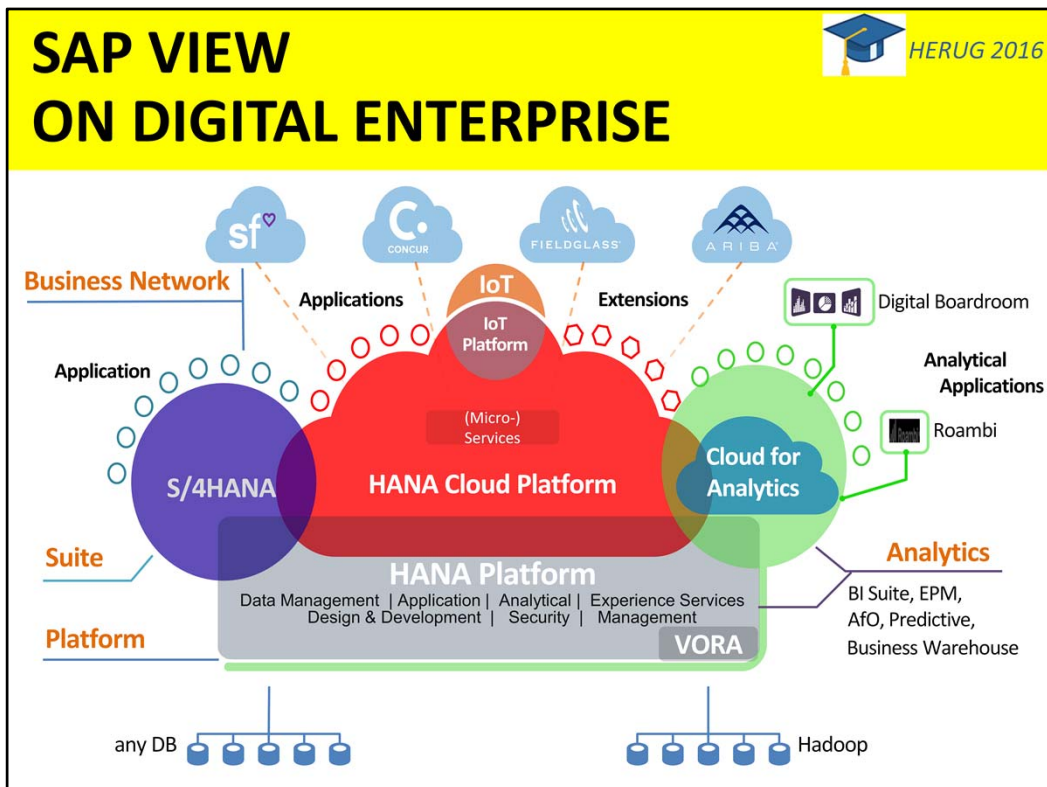
FACT: SAP Strategy **"Cloud first, HANA only"**. This does have impact for Maastricht University.

POLICY CHANGES OF SAP IN CONTEXT OF MAASTRICHT UNIVERSITY



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- A discovery workshop HANA is held to obtain insight in the policy changes of SAP and the impact this will have for Maastricht University
- Main focus of the workshop is the impact of transition to the HANA platform
- An optional migration to the cloud was not the primary point of focus of the workshop however this possible change in deployment policy was not totally excluded
- Future high-level deployment mindset is focusing on hybrid but without more details for the moment
- The discovery workshop should provide insights in:
 - transition path to HANA
 - the impact of migration to HANA
 - the potential benefits for end users that might come along with HANA.



Basically the picture we have seen in the keynote from Steve Lucas with one single item added: AfO (Analysis for Office) as presented by Marlies van Roode.



SAP HANA VORA

- Definition SAP HANA Vora
 - is an **in-memory computing engine** that is designed to make big data from Hadoop **more accessible and usable** for enterprises. SAP developed Vora out of SAP HANA as **a way to address** specific business cases involving **big data**.
 - Hadoop offers lower-cost storage for vast amounts of data, but adoption initially lagged in the enterprise because the **data in a data lake is unstructured** and can be hard to deal with.
 - SAP HANA Vora **builds structured data hierarchies** for the Hadoop data and integrates it with data from HANA to enable OLAP-style in-memory analysis on the combined data through an Apache Spark structured query language (SQL) interface.

DIGITAL TRANSFORMATION & DIGITAL ENTERPRISE



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- Today's Digital Transformation
is bringing
- The Digital Enterprise
and

THE DIGITAL ENTERPRISE IS ARRIVING AT WARP SPEED



Digital Transformation is arriving. With the speed of lightning; causing imaginary break; sudden change That is in my opinion the main message broadcasted in the keynote HERUG 2016.

READY OR NOT.... DIGITAL IS YOUR BUSINESS



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- Conversation with responsible Board member for IT
 - Please take a seat I don't want you to fall down to earth hurting yourself!
 - Are your seatbelts fastened?
 - You're sure?
 - Please listen to me!
 - The digital enterprise is arriving right now
 - The new kind of enterprise does not have any borders and seemingly no limits
 - This digital makeover will not happen for free, this will bring additional costs
 - Just add **one zero** to the budget
 - Not at the left side of the amount
 - No, at the utmost **right side** of the amount
 - So approve budget not for the lousy € 1.000.000,- you are used to approve for right now
 - But for a serious € 10.000.000,-
 - Are you still alive and awake? No heart-attack whatsoever?
 - Message understood?
 - Oh, by the way: don't shoot the messenger!

READY OR NOT.... DIGITAL IS YOUR BUSINESS



- Important BOARD MESSAGE: compare Apples with Apples
 - But even when you do that
- Do not ignore the fact that yesterday's Apples are NOT comparable with today's Apples anymore as size is different
 - So remember ...: approve budget not for the lousy € 1.000.000,- you are used to approve for right now but for a significant higher amount!

R/3 NetWeaver ECC

HANA

Digital Enterprise



SAP ≠ SAP ≠ SAP ≠ SAP ≠ SAP ≠ SAP ≠ SAP

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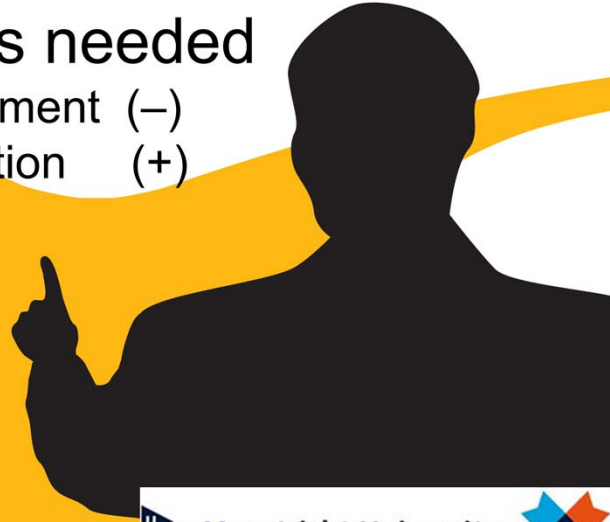
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WHERE MAASTRICHT UNIVERSITY IS STANDING NOW



Policy changes needed

- Custom development (–)
- Innovation adoption (+)



Maastricht University



MAASTRICHT UNIVERSITY WHERE WE ARE NOW....



- SAP dominated landscape (grown: 1997-now)
 - 1998 HR
 - 2002 FICO MM SD
 - 2004 SRM
 - 2005 CRM
 - 2006 BI PI SNP
 - 2007 SLcM
 - 2012 BO
 - 2013 SSM
 - 2015 PO
- Problem: **'keeping the lights on for SLcM'** is **hindering innovation**
 - ECC side is currently from Technical POV on Ehp6
 - But from Functional POV still on Ehp4 (not activated switches)
- Negative side effects
 - Lots of SLcM **custom code** (partly under debated necessity)
 - Typical result: big disproportion between 'keeping the lights on'/'exploring innovation'
 - Not SLcM only but SAP landscape wide!



No strong 'custom development control & governance' in place → pothole road experience!

MAASTRICHT UNIVERSITY WHERE WE ARE NOW....



*We're constantly driving
on a pothole road !*



*While working like hell
on 'hundreds' of RFC's*

No strong 'custom development control & governance' in place → pothole road experience!

GUIDELINE TO LIMIT CUSTOM DEVELOPMENT IN SAP



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- **Extensive customization leads to fewer realized business benefits**
 - Make sure you customize only what is necessary
 - Make sure to choose the ERP solution that meets maximum business needs with minimal customizations
- #
- **Step 1: Focus on business critical processes**
 - To meet the maximum of business needs
- **Step 2: Create criteria by which to judge/rate systems**
 - Great fit / Partial fit / Requires customization / Not supported
- **Step 3: Create strong custom development control and governance guidelines**
 - Fact-based, dis-encouraging business users from coming up with endless customization requests
- **Step 4: Develop a change management program**
 - Users will need to adapt to the new system, and that can be difficult
- **Step 5: Keep abreast of enhancements and upgrades**
 - SAP consistently comes up with upgrades and enhancements that require almost no customization. Knowing your vendor's roadmaps for enhancements and upgrades can significantly cut down on customization. Real big culture shock for 'Support Department'!



Limiting custom development enhances 'stick to the standard' (future: cloud) and brings convenient 'cruising 4-lane Highway' experience.

Also: daring to say a bold 'NO' to vocal users and managers (in particular academic 'know it all's to be best characterized as self-proclaimed experts in everything).

GUIDELINE TO LIMIT CUSTOM DEVELOPMENT IN SAP



HERUG 2016

*Wishing to be cruising
on a 4-lane Highway !*



*We don't dare to say a bold 'NO'
to vocal users and managers*

Limiting custom development enhances 'stick to the standard' (future: cloud) and brings convenient 'cruising 4-lane Highway' experience.

Also: daring to say a bold 'NO' to vocal users and managers (in particular academic 'know it all's to be best characterized as self-proclaimed experts in everything).

CASCADING PROBLEM OF NOT ACTIVATED SWITCHES



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- Problems

- Frozen functionality (status 2009: Ehp4)
- Currently Ehp6 is running (and Ehp8 planned) seen from technical POV
- Unfortunately barely with activated additional switches
- Huge number of custom development mimicking standard solutions?
- Available SLcM FIORI Apps are basically designed for Ehp7
 - Professor (Enter grades)
 - Student (My courses, My results, My timetable, Track my degree requirements)
 - Faculty/Staff (Student File)
 - 'New' standard functionality launched in Ehp5, Ehp6, Ehp7 is not implemented
 - This situation is requiring fundamental reconsideration from scratch, incl. the urgency of custom developments which might have unwanted side-effects

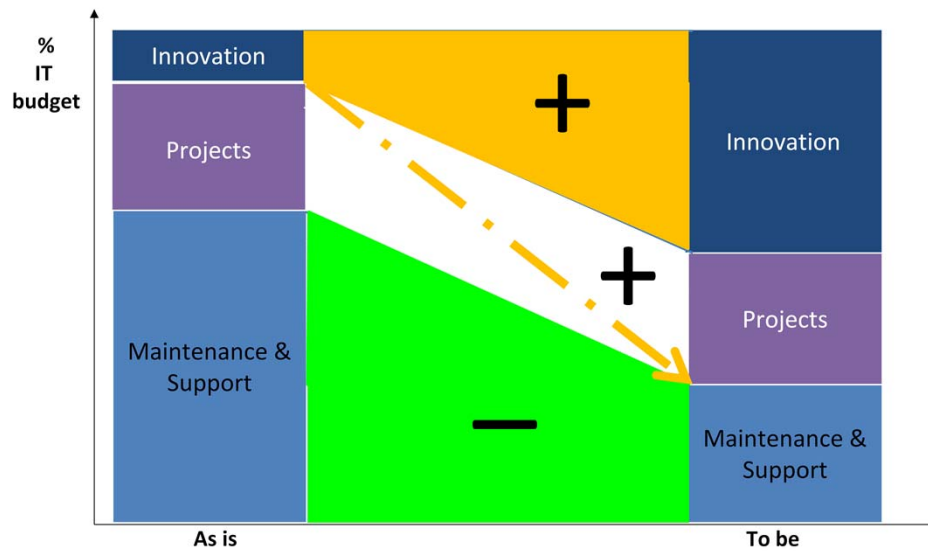
- Conclusion

- Cleaning-up/sanitizing effort necessary before migration to HANA
 - Reducing unnecessary custom developments
 - Enabling 'back to the standard' ambition
 - Next step: Ehp8 under extreme low risk-appetite (classic db instead of HANA)

EVIDENT PRE-REQUISITE FOR ENABLING DIGITAL MIGRATION



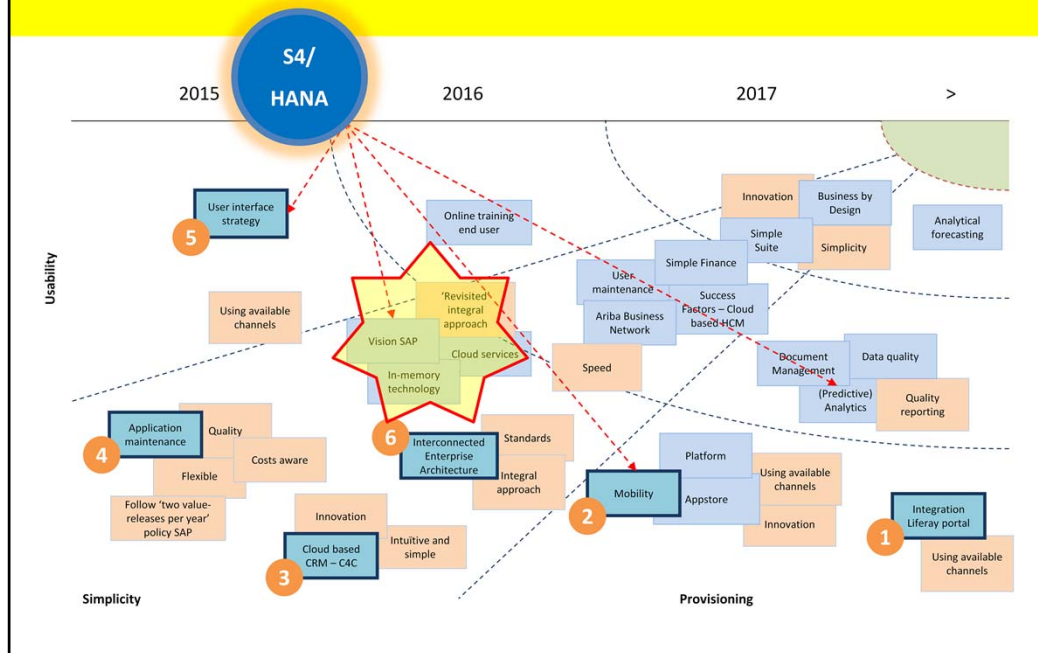
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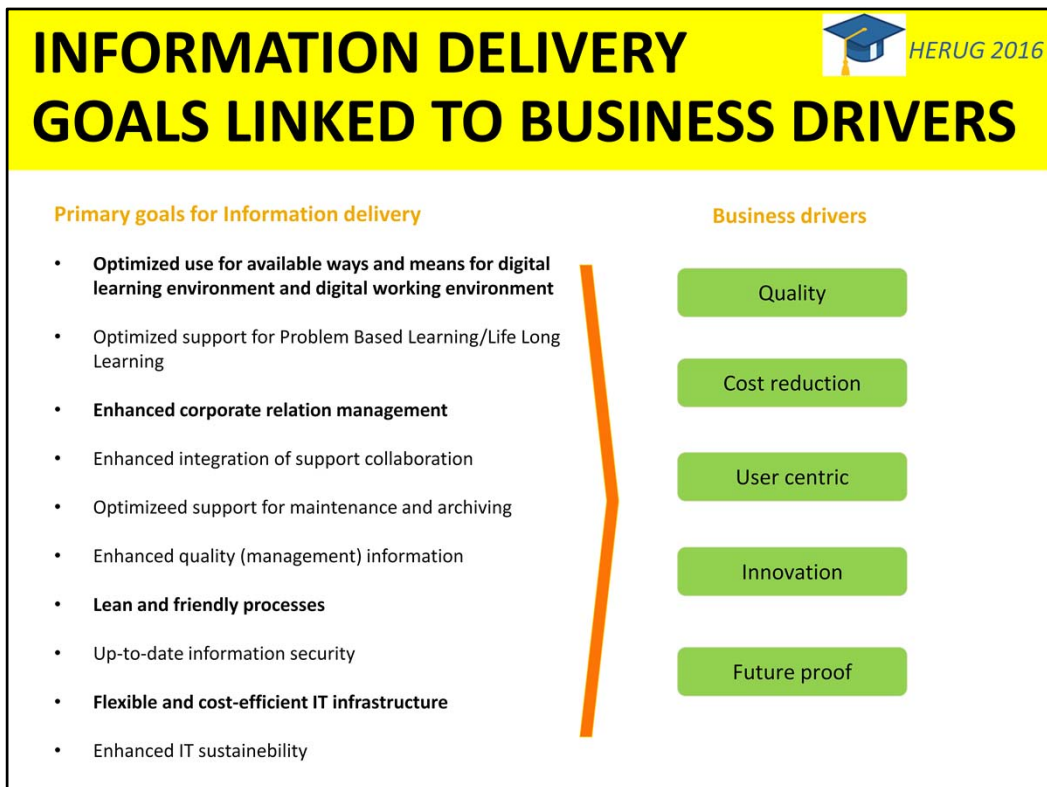


Support and projects should be minimized to 'absolute essentials' in order to maximize innovation.

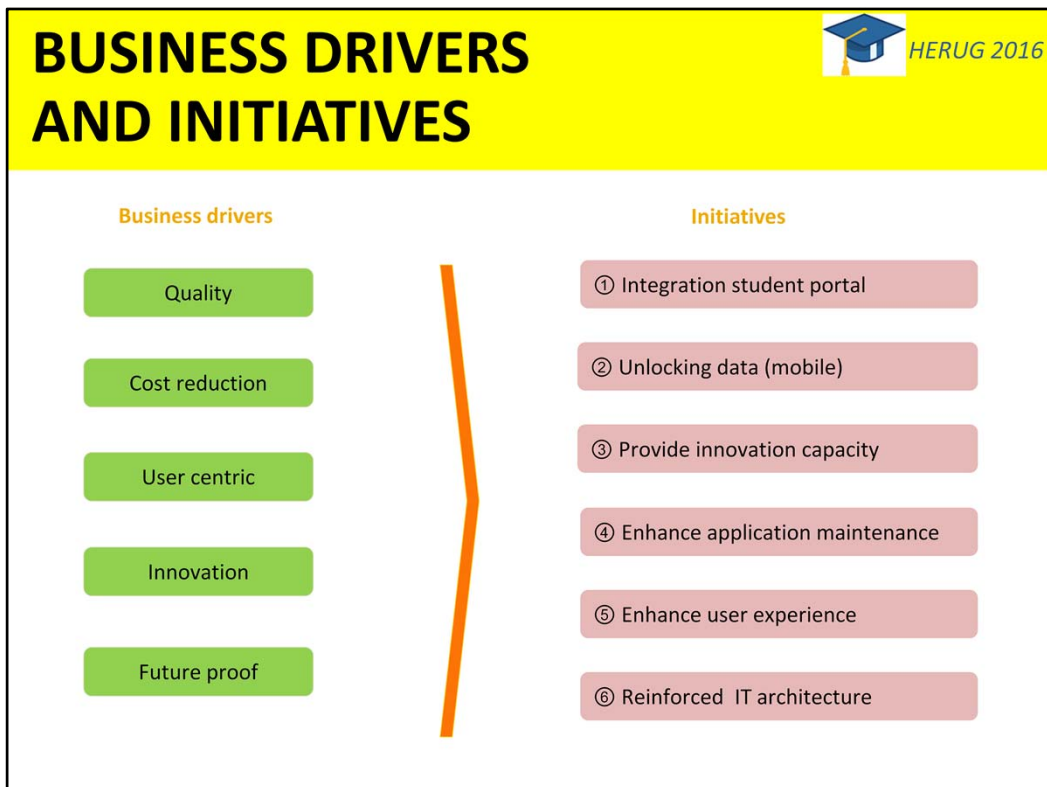
Absolute essentials are: 1. upcoming legal requirements; 2. crucial defects.

POLAR DIAGRAM





The POLAR DIAGRAM led to the request for explicitly matching with primary information delivery goals at the university and the derived Business drivers. Most important goals are highlighted.



The business drivers (once defined) were a trigger for tweaking some (3 and 6) of the initiatives in the polar diagram into a more fundamental and strategic direction.

- Innovation capacity is extremely poor – even a low-capacity need for C4C was not to be made available (3)

- IT architecture is written down, although somewhat outdated but NOT enforced. This is a huge problem (6).



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① INTEGRATION STUDENT PORTAL

Objectives

User central

Innovation

Improve information provisioning towards students (B2C).

Principles

Security

Integration

User experience

Maintenance

Conditions

- Deliver operational infrastructure (integration and providing access to SAP data through Liferay Portal)
- Provided supporting tooling for executing monitoring and maintenance

Results

Fully prepared SAP infrastructure for integration/linking with the new student portal (Liferay).

② UNLOCKING DATA (MOBILE)



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Objectives

User central

Innovation

Enhancing information provisioning for internal employees (B2E) and students (B2C). Both standard apps and custom developed apps.

Principles

BYOD

Security

Scalability

User experience

Maintenance

Conditions

- One-time effort creating infrastructure (mobile platform, mobile device management, Appshop, API Management)
- One-time create development platform (custom apps)
- Organization and role structurr

Results

Specific solution design and project plan to deliver mobility platform Maastricht University.

③ INNOVATION CAPACITY



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Objectives

Innovation

Being able to address Business needs quickly by using newly state-of-the-art-available innovations. Optimal solutions for subdomains with optimal link to the kernel. Arising from needs with that rely on relation management for the Faculty of Economics.

Principles

Speed

Integration

Standardization

Maintenance

Costs

Conditions

- Knowledge gathering about cloud-specific characteristics with regard to integration, security and maintenance
- Gain insight in the rapidly growing product portfolio of SAP cloud

Results

- Validation of needs/feasibility
- Start of Pilot with regard to Cloud for Customer (C4C)
- Knowledge transfer through Cloud Advisory Services.



④ APPLICATION MAINTENANCE

Objectives

Quality

Future proof

Cost reduction

Using IT principles in practice. Documents, notes and guidelines are available but not applied. Main goal is to reinforce - eventually actualized when needed – daily practices of IT architecture. Making this a basic rule of conduct.

Principles

Standard

Overarching

Accessible and transparant

Flexibel

Conditions

- Processes
- Organization and roles
- Methods and Tools
- Sponsorship and budget

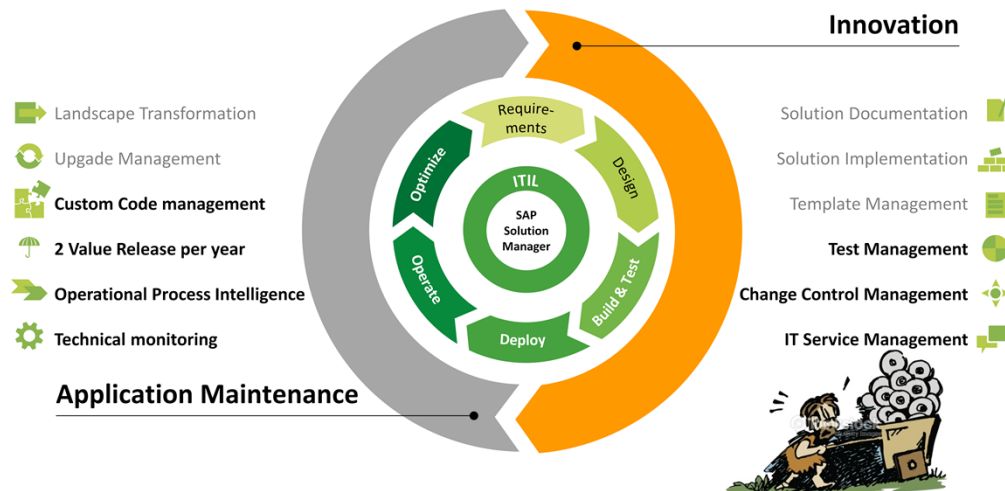
Results

- Reinforced IT architecture within Maastricht University

④ APPLICATION LIFECYCLE MANAGEMENT



SAP Application Lifecycle Management (ALM) is containing all processes, tools and services for maintaining SAP and non SAP solutions during the whole lifecycle



When the ALM circle is not closed chances are good to end up as the poor Caveman pushing a wagon with square wheels that is fully loaded with round wheels. That is hard, hard, really hard and contra-productive work!

④ APPLICATION LIFECYCLE MANAGEMENT



HERUG 2016

Doel

Cost reduction

Future proof

Innovation

Quality

Create stable and standardized platform and the possibility to implement innovations quickly

Principes

ITIL

Best Practices

Solution Manager

Support Standards

Voorwaarden

- Solution Manager put right
- Knowledge building/gathering in order to be capable to use the ALM processes as intended
- Organization and roles

Resultaat

- Uitgewerkte UM-specifieke ALM roadmap
- Risk-based testing
- Minder systeem kopieën
- Proactive monitoring instead of reactive
- 2 value releases per year policy
- Custom coding reduction

⑤ USER EXPERIENCE



HERUG 2016

Objectives

User centric

Innovation

Offering simple and intuitive user interface adjusted to the role of the end user

Principles

Simple

Role based

Intuitive

Attractive to use

Standards

Conditions

- One-time create of the infrastructure
- Selection use cases on the basis of available applications
- Organization and roles

Results

- Widely applicable UX (user experience) strategy
- PoC based on standardized service
- Foundation for further expansion



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⑥ REINFORCED IT-ARCHITECTURE

Objectives

Quality

Future proof

Cost reduction

Using IT principles in practice. Documents, notes and guidelines are available but not applied. Main goal is to reinforce - eventually actualized when needed – daily practices of IT architecture. Making this a basic rule of conduct

Principles

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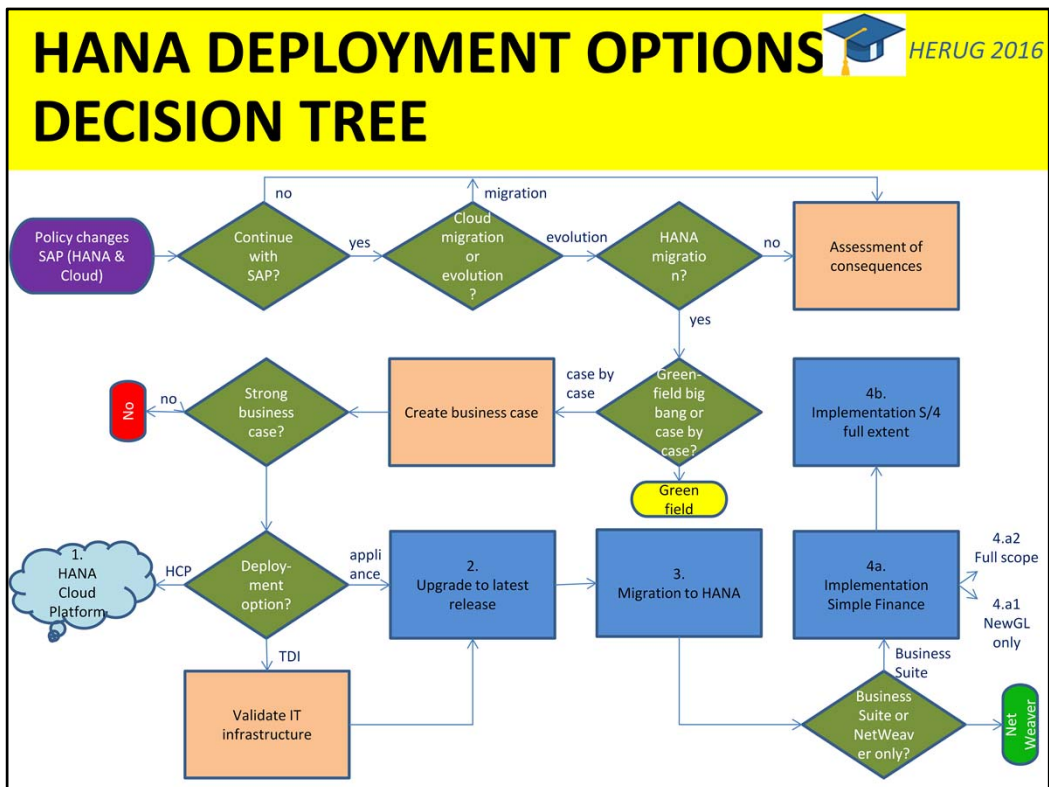
Flexible

Conditions

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Results

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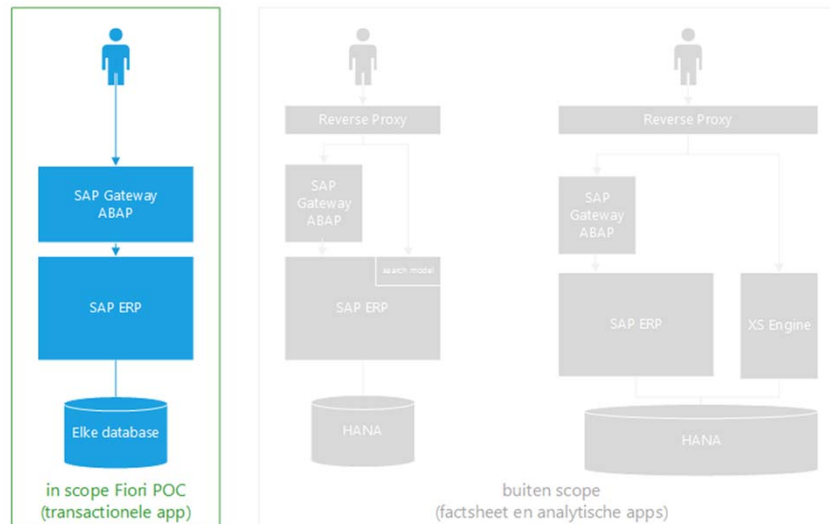


TDI Tailored Datacenter Integration
HCP HANA Cloud Platform

FIORI APPS: THREE DIFFERENT BLOOD TYPES



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SAP FIORI blood types:

1. Transactional apps only (do not require HANA)
2. Factsheets (do require HANA)
3. Analytical apps (do require HANA)

WHERE WE ARE STANDING RELATIVE TO OTHER HERUG MEMBERS



1. Adoption profile of Maloney's curve

- Innovator
- Early Adopters
- Early majority
- Late majority
- Late Mass



2. HERUG Survey 2016

- Confirms this relative position
- Contrary to last year's expectation we (on average) are no frontrunners
- This contradicts with the fact that the 'always on' generation is running around on our premises!
- Conclusion: sense of urgency to start with HANA - at minimum as an infrastructural requisite for more to come - is still lacking in many Higher Ed institutions!
- This is difficult to understand as this is a blockade for future innovation.

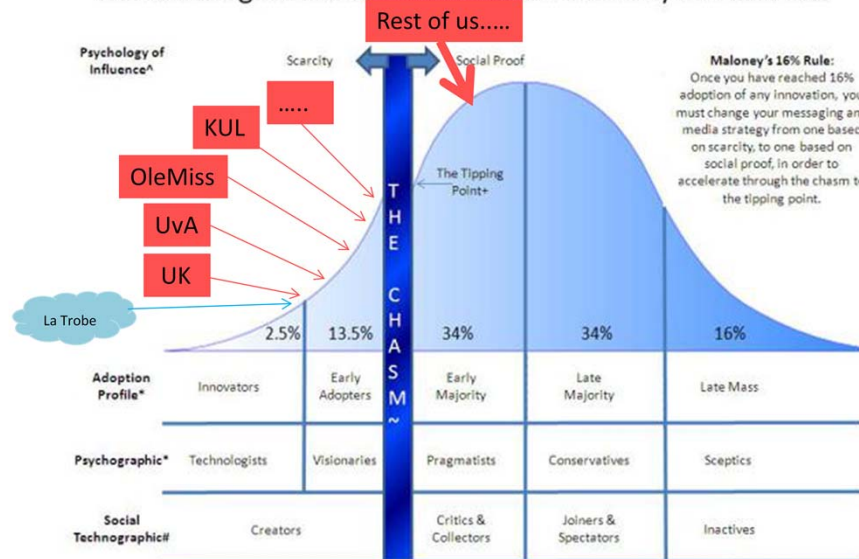
Slides from HERUG 2015



HERUG 2016

HERUG: 'early adopters or early majority'

Accelerating Diffusion of Innovation: Maloney's 16% Rule®



[^] Robert Cialdini ^{*} Everett Rogers [#] Forresters [~] Geoffrey Moore + Malcolm Gladwell

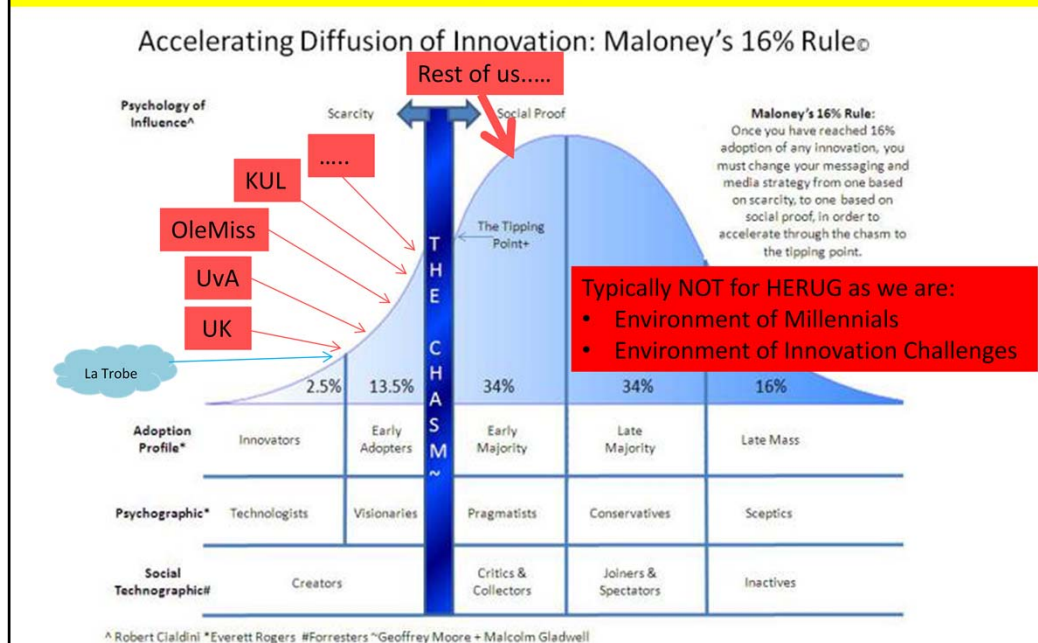
HERUG members are supposedly 'early adopters' & 'early majority'

Slides from HERUG 2015



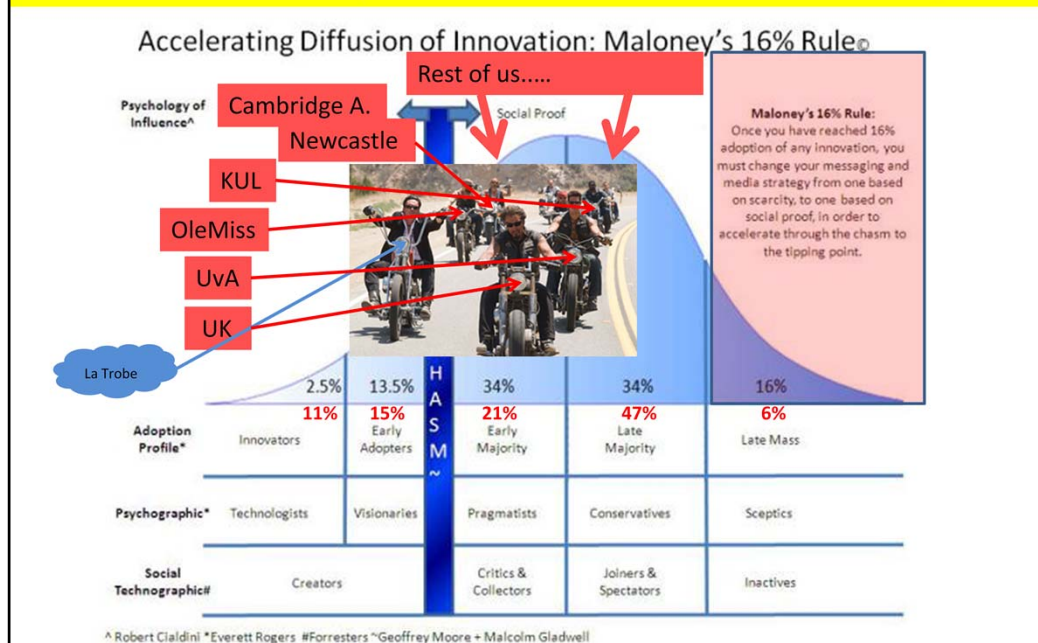
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HERUG: not 'late Majority nor late Mass'



HERUG members are supposedly NOT in 'late majority' or 'late Mass'

HERUG 2016 survey: We have some 'leaders of the pack' but overall: on average!



Very high-level observation based on HERUG-survey (therefore certainly of limited statistical proof). But anyway a rough indication. HANA adoption is not yet at highest peak.

Adoption measured as:

- Sold licenses?
- Started implementation?
- Go-live?
- Etc.??????

We are 'on average'. We are NOT leading the pack! Opposite to what was expected last year.

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WHAT WE ARE DOING IN ORDER TO CATCH-UP



Tentative initiatives

- Collaboration HERUG-NL (SECU)
- Learnings from breakout session 'Boardroom of the Future'



Maastricht University

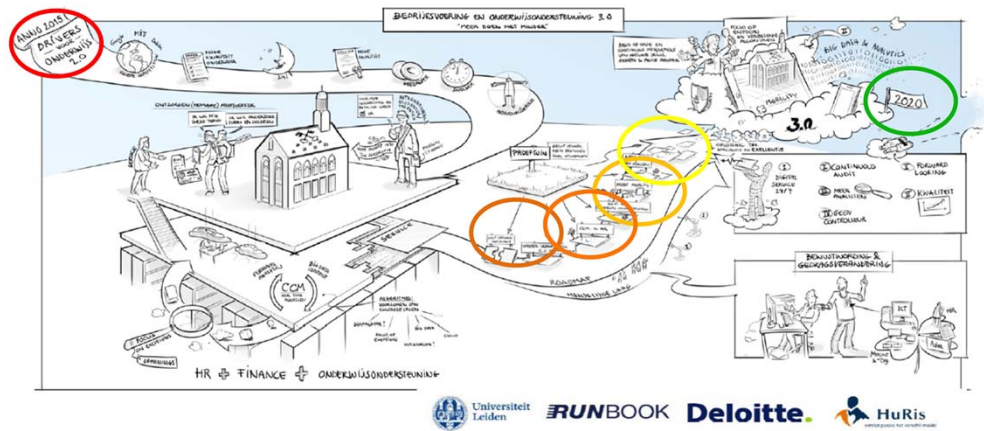


COLLABORATION HERUG-NL

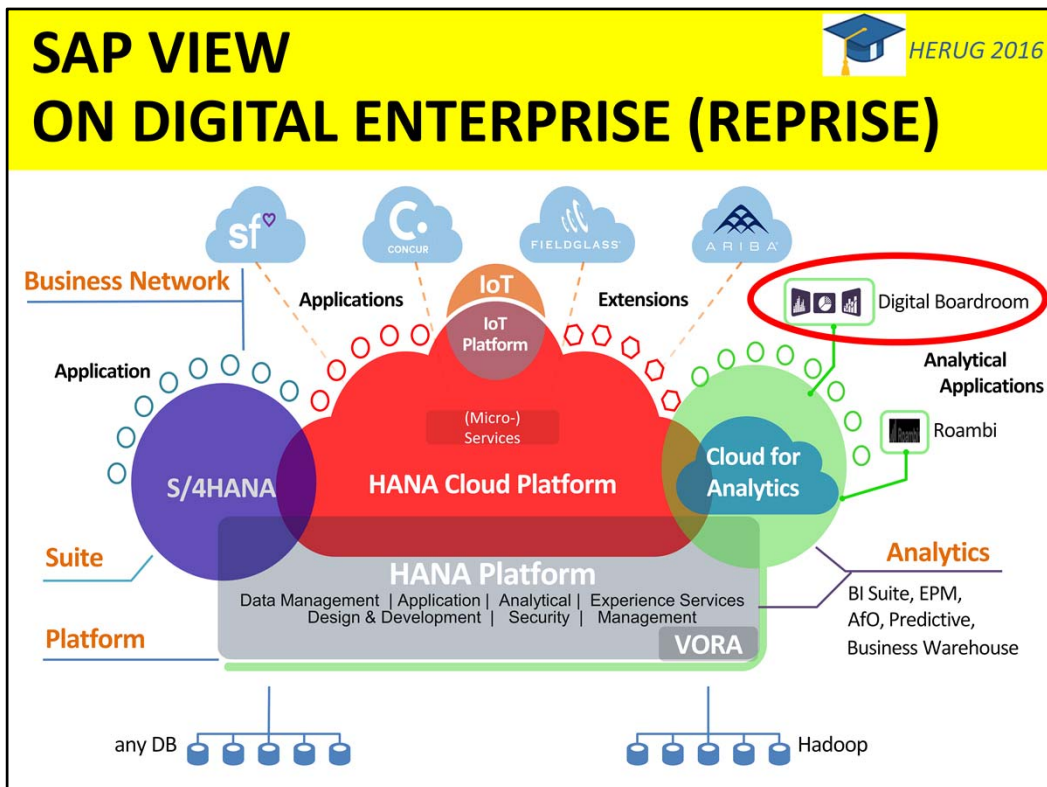


.... following the footsteps of Leiden University

Roadmap 2020



SECU = SAP CENTER of EXCELLENCE for UNIVERSITIES in the Netherlands;
INTERNATIONAL equivalence: HERUG-NL



Basically the picture we have seen in the keynote from Steve Lucas with one single item added: AFO (Analysis for Office) as presented by Marlies van Roode. Now focusing on: Digital Boardroom.

DIGITAL BOARDROOM AS SHOWN AT CONFERENCES



STORYBOARD DIGITAL BOARDROOM (SETUP)



- | | | |
|------------|---------------|-----------|
| • Overview | • Exploration | • Context |
|------------|---------------|-----------|
- Middle screen (e.g. Agenda Board Meeting)
 - Left screen (overview per item) Right screen (context)

STORYBOARD DIGITAL BOARDROOM (CONTENT)



- | | | |
|------------|---------------|-----------|
| • Overview | • Exploration | • Context |
|------------|---------------|-----------|
- No static data (.xls or .ppt)
 - Real time data (HANA based)

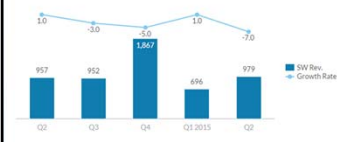
DIGITAL BOARDROOM (EXPLORATION)



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Agenda On Premise Cloud Applications Business Network Group SAP Group

Software License Revenue - Quarterly View



Weighted Pipeline (EUR) - Software Revenue



Software License Revenue

Software License Revenue

- Overall SW Revenue in Q2 with 979 mEUR, strong performance by MEE and North America as main revenue driver
- In comparison to last year a 7% decline

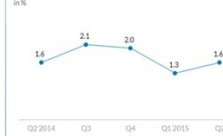
Weighted Pipeline - Software Revenue

- Pipeline for HY2 looks healthy.

Support Revenue - Quarterly View



MAR Lost of Total

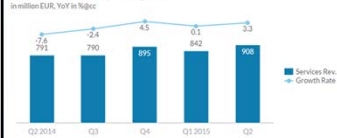


Support Revenue and MAR Lost of Total

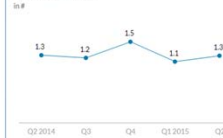
Support Revenue

- Overall very good performance with 2,531 mEUR revenue in Q2
- Strong YoY Growth with 7%

Services Revenue - Quarterly View



Book to Bill Ratio



Service Revenue

Services Revenue

- Overall revenue performance neutral with 908 mEUR
- We continue to grow our Services revenue by 3.3%.

Book to Bill Ratio

- Book to bill ratio remains stable.

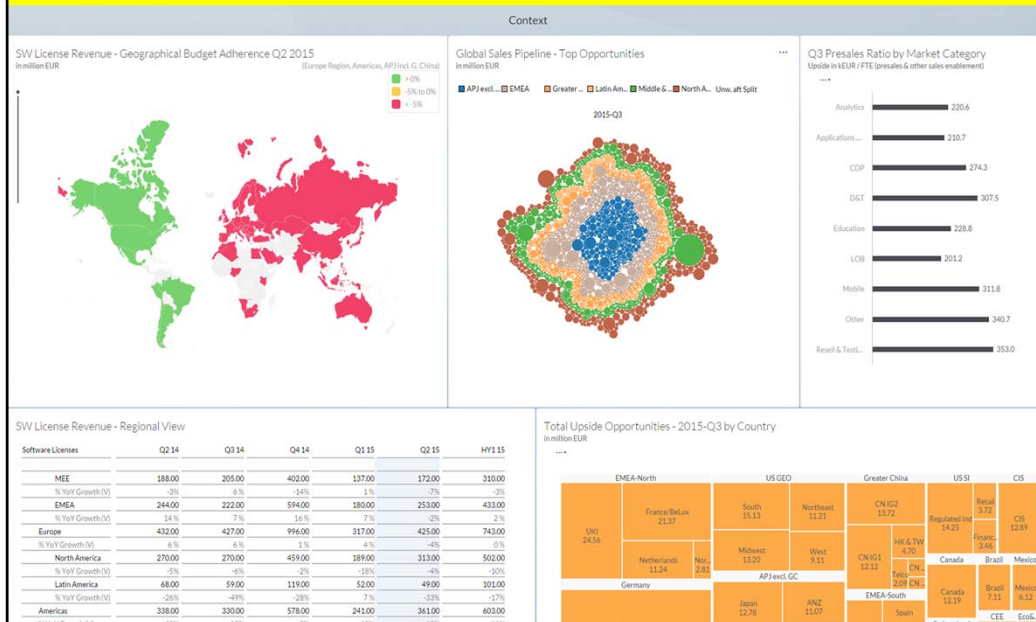
DIGITAL BOARDROOM (OVERVIEW)

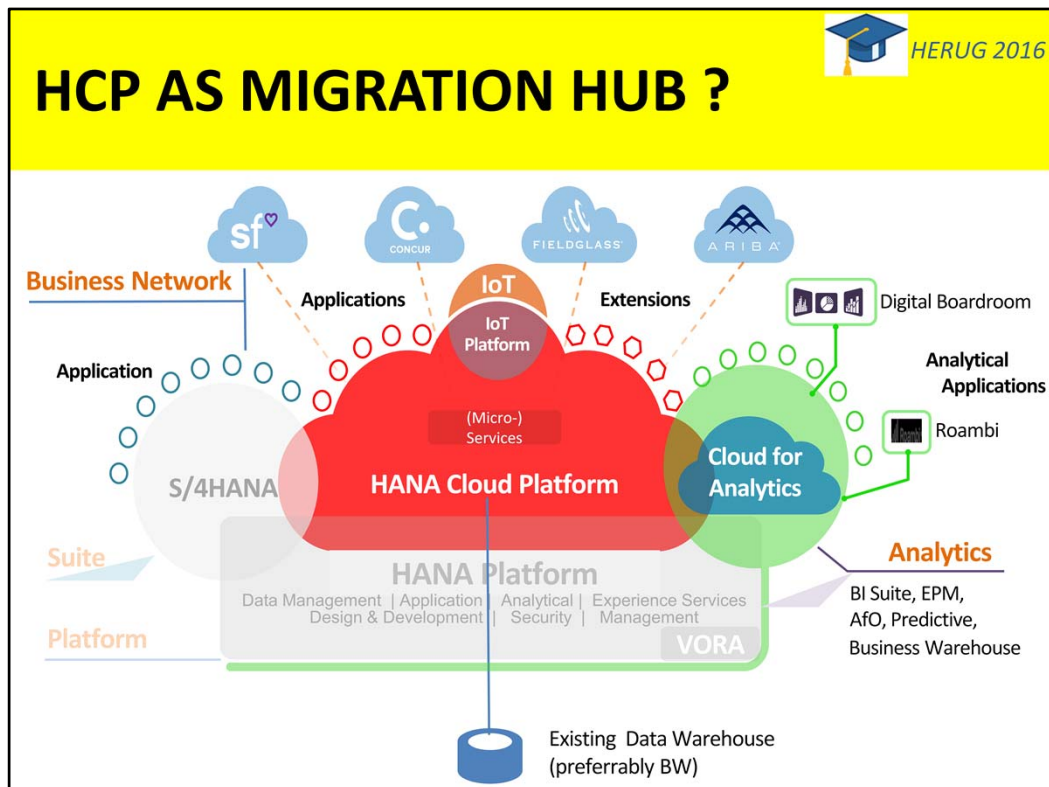


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DIGITAL BOARDROOM (CONTEXT)





Basically the picture we have seen in the keynote from Steve Lucas with one single item added: AfO (Analysis for Office) as presented by Marlies van Roode.
 Question after 'Digital Boardroom workshop' HERAC: could HCP serve as a migration hub for migrating the existing old-style SAP landscape towards a new 'Digital University' landscape?

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CHALLENGE FOR SAP TO KEEP CUSTOMERS ONBOARD



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SAP Listens (extensions)

- Enabling continuous guidance informed decision making?
- HANA Cloud Platform as migration hub?
- Clarity future status of OM !



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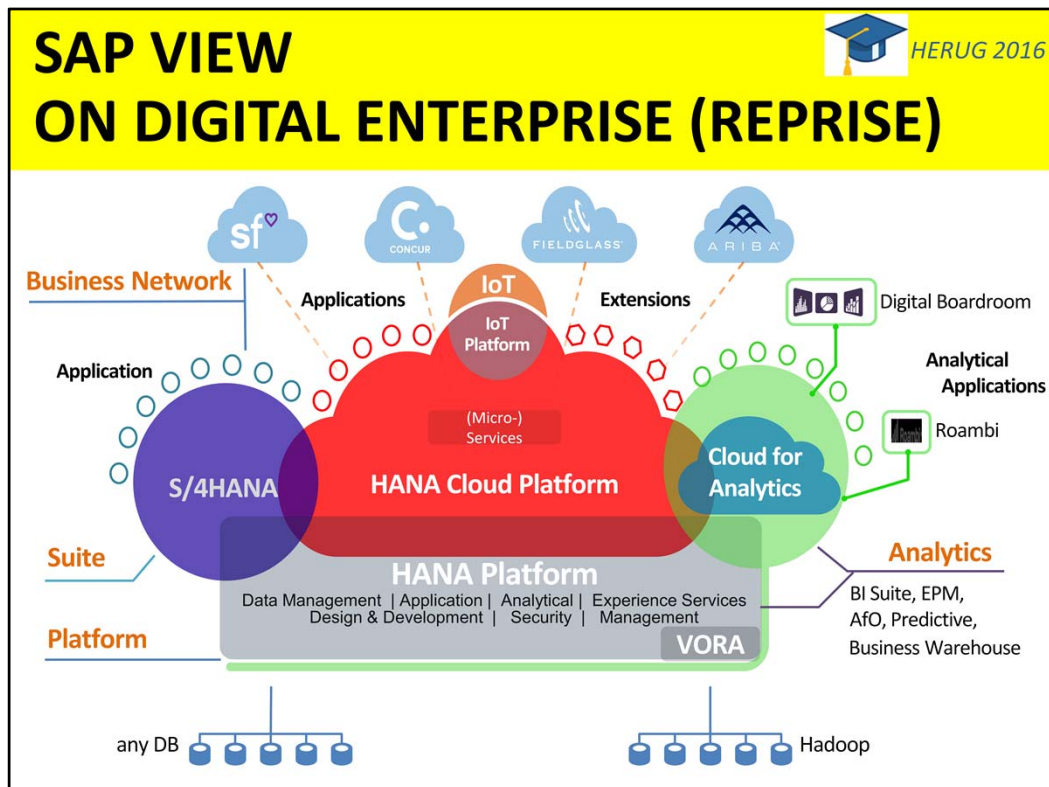


CONTINUOUS GUIDANCE NEEDED

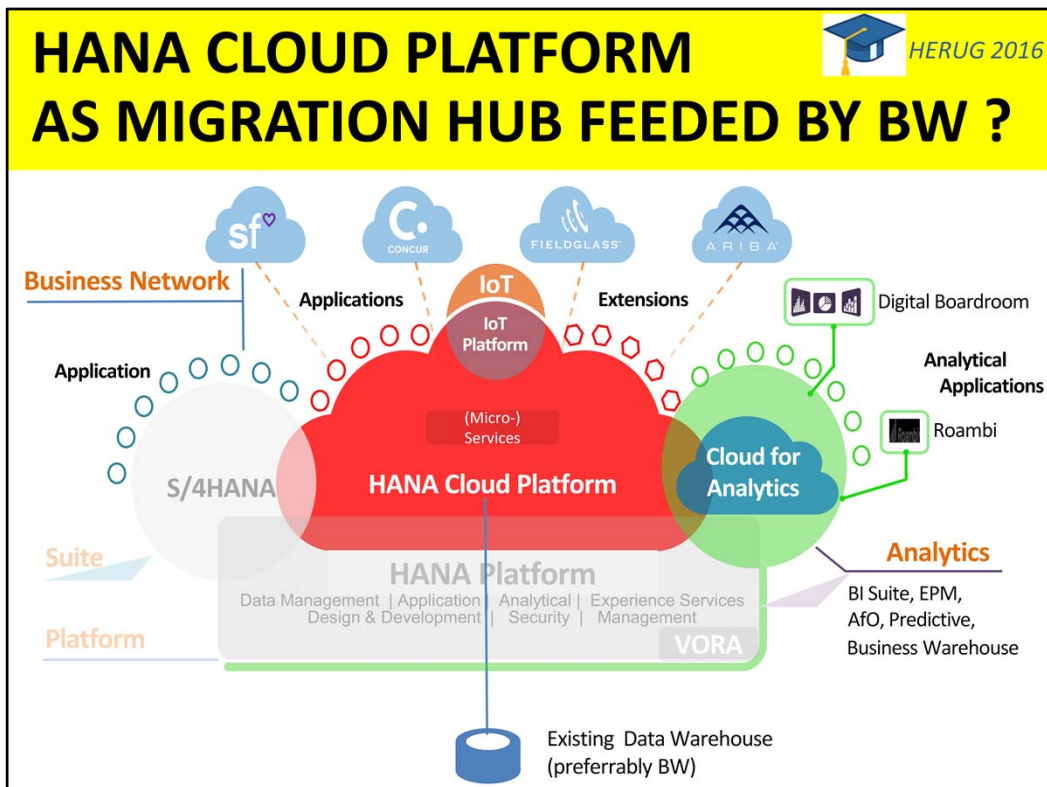


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- Customers face serious problems to stay connected on the journey to the Digital Enterprise (University)
 - Different awareness levels on 'what is going on'
 - Many reasons to postpone strategic decision on Board level
 - Not ready for this yet (short term oriented vision)
 - No budget available (budget cutting financial mindset)
 - Let other's go first (low risk-appetite)
- Customers need help in order to survive the transition
 - When aware: how do we tackle this huge animal?
 - This is not my father's Cadillac anymore!
 - This is a new concept; like Apple-car, Google-car,



Basically the picture we have seen in the keynote from Steve Lucas with one single item added: AfO (Analysis for Office) as presented by Marlies van Roode.



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CAN HANA CLOUD PLATFORM INDEED SERVE AS A MIGRATION HUB?



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- Burning question for most of the HERUG community (Early Majority – Late Majority: 70%)
 - How to ‘swallow the elephant’ (HANA adoption)
 - And ‘how to boil the ocean’ (Digital University)
- Special attention points
 - HCP means Cloud adoption upfront: expected to be a huge issue in Europe (privacy & security concerns)
 - However: HCP could enable self-paced migration from the ‘old’ world (existing landscape OP) to the ‘new’ world (Digital University) most of it in the Cloud
 - Pre-requisite: a relative ‘freeze’ in reporting needs (canonical datamodel) and to realize this is a challenge in itself
 - Reporting should be limited to ‘Storybook creation only’ based on canonical data model during migration phase

A canonical model is a design pattern used to communicate between different data formats. A form of enterprise application integration, it is intended to reduce costs and standardize on agreed data definitions associated with integrating business systems.

I know, I know. I am a rather metaphorical speaker! In some cases the reason I am not well understood.
But that's me.

CLARITY FUTURE STATUS ORGANIZATIONAL MANAGEMENT



HERUG 2016

- Burning question for HERUG community
 - With regard to HCM and SuccessFactors
 - With regard to SLcM
 - With regard to Workflow
 - With regard to
- Special attention point for the future
- High priority

WHATEVER YOU THINK
THINK THE OPPOSITE.



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Questions ?



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KNOWLEDGE SPEAKS - BUT WISDOM LISTENS

