RISE with SAP®
Buyer's FAQ & Checklist

What is RISE with SAP?

RISE with SAP is a business transformation as a service offering that takes a holistic on-your-terms and on-your-timeline approach for an intelligent enterprise. The goal of RISE with SAP is to remove complexity with a simplified engagement and guided journey through an SAP customer's business transformation. The solution offers you a faster time to value and the flexibility you need without a high up-front investment.* The solution typically includes;

- SAP licenses
- Cloud hosting of SAP landscape
- Support services of infrastructure and SAP
- Assistance with future enhancements (i.e. SAP S/4HANA)
- Future transformation innovations

*Source: https://www.sap.com/products/rise.html

What you need to know when building your RISE with SAP solution

SAP does what it should do when debuting a new service offering it discloses to customers exactly what RISE with SAP will and will not support. However, this leaves the responsibility for due diligence with the customer. Unfortunately, many enterprises simply don't have the IT bandwidth (or in some cases the right internal expertise) to parse RISE with SAP disclosures/documentation and know to ask the basic questions.

As a leading SAP managed service provider, we want to help customers on their digital transformation journey, whether that is via a RISE with SAP solution or through direct managed services support. Managecore's advisory services shine a bright light on the process of assessing and purchasing RISE with SAP—helping customers formulate the right questions to ask their SAP account executive and walking them through the answers. We can turn the due diligence process from an exercise in uncertainty into a truly enlightening journey that can help SAP customers spot and assess the "unknown unknowns" that can otherwise derail the RISE implementation process.

That is why we put together this checklist of questions so, you can feel prepared to make the critical decisions associated with buying, and implementing a RISE with SAP solution.

RISE WITH SAP

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What is included

Not all SAP systems are supported under RISE

Correct, certain specialty products or older versions of products may not be supported. Managecore can provide any support required for systems that will not be supported under the RISE agreement even though they are hosted within the RISE solution.

What about non-SAP systems?

Non-SAP systems will likely need to be hosted natively in the cloud (not under RISE). Managecore can architect the to-be cloud environment, develop and execute the migration, and provide on-going managed services support post-migration.

What about networking?

Generally speaking, SAP does not include networking in the RISE solution, therefore Managecore can design the network required to connect your enterprise to the RISE environment and to any other cloud that would be part of the solution. This includes the design, build and management of a DMZ if required.

What about DMZ?

SAP's standard support services do not include the management of a DMZ. If this is a requirement for your project, Managecore can design, implement and support a DMZ for your environment.

Non-RISE (other SAP applications that are not supported)

Managecore can support all enterprise applications and host them direct to the public cloud of the customer's choice.

Migration

Who is going migrate our systems to the Cloud?

Although SAP may propose they can migrate your SAP systems to RISE, be aware that the customer is still responsible for any pre, or post processing required as part of the migration process. Managecore can provide consulting services to deliver any part of the migration process not covered by SAP. In addition, Managecore can migrate any systems that will not go to RISE but natively to the cloud. Managecore can also perform the primary migrations to RISE as well.

I don't have enough time for this migration project to get done

Managecore has moved several customers to the cloud and has a well-defined, efficient process for moving SAP systems. Each time Managecore has finished the migration project on-time and on-budget. Based on our experience, we would welcome the opportunity to discuss your specific project and determine what a realistic timeframe would be for you.

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Basis Tasks

What about the Basis tasks not covered?

Part of the RISE contract does state there are customer facing support tasks that are still the responsibility of the customer. A few examples include managing batch jobs, transports, and security. Managecore offers a specific managed service that covers all of those tasks. (ManagecoreiQ+)

Who will be monitoring my full landscape?

As part of a RISE solution, you will likely have at least some servers in the native cloud or even still on - premise. Managecore's Watchdog platform can monitor your entire SAP landscape regardless of where the systems are. This provides a "single pane glass" monitoring solution providing better visibility into the health of the entire landscape.

Technology

Do I have to go to SAP HANA right away – is it required?

For systems that go into RISE, the answer is yes. There are a variety of reasons that for some systems, you may want to migrate them to the native cloud instead, or as a "phase 1" migration approach.

What are my DR options?

RISE with SAP offers a limited set of HA/DR solutions. Although Managecore can not change the default offering, we can ensure that any non-SAP workloads or SAP systems that may have been place natively in the cloud meet the required RTO/RPO of your business.

Project Management

Who will project manage?

Similar to the specific migration of servers, there are many more things to consider beyond just the migration to RISE. There will be network considerations, SAP workloads that may move to the native cloud, and even non-SAP workloads that may be part of the project Managecore can deliver the project management services that encompass the entire project which go well beyond just the SAP server moving to RISE. See diagram below as an example.

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RISE Coordinators

Single pane of glass view, monitors full landscape, interface between customer and SAP

Cloud
Managed Services

SAP Basis
Managed Services

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Ready to get started?

Contact Managecore today!
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