

# The Enterprise Support Trust (EST) for SAP

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Providing Financial & Advisory Benefits for SAP Customers

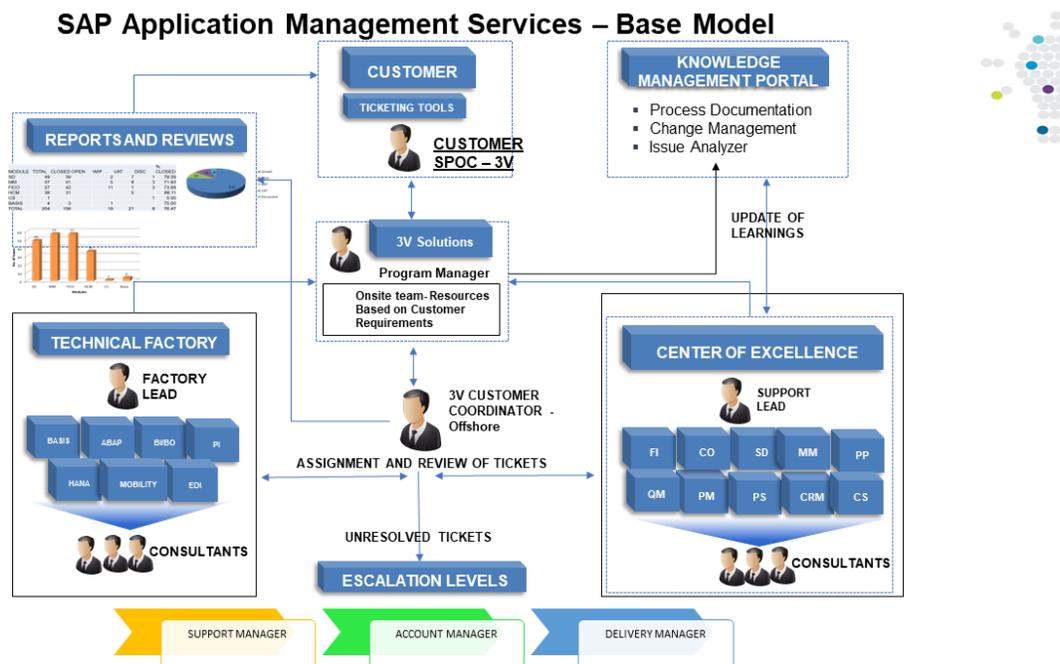
A nighttime photograph of the Golden Gate Bridge in San Francisco, illuminated against a dark sky. The bridge's towers and suspension cables are visible, and the city lights of San Francisco are visible in the background.

## ***EST by definition:***

- 1) Significantly reduces annual SAP license maintenance costs,
- 2) Allows for the reallocation of savings for productive results driven by customer priorities, i.e., software, services, support, etc.
- 3) Uses blockchain to provide a unique funding model for future upgrades, migrations and development (just in time) when the customer is ready,
- 4) Provides complimentary advisory services for implementing best practices,
- 5) Provides for enterprise-wide discounts on software, services and technologies,
- 6) And, its risk free, guaranteed, and fully SAP compliant.

## 1] Transitioning Legacy SAP Support & Maintenance

Today, companies are implementing in-memory processing, IoT, digital capabilities, big data, predictive analytics, AI, machine learning, cloud-based computing, etc. Customers in transition to these solutions require enhanced skills, guidance and support. The legacy systems must continue to run operations while new technologies are phased into production. Bridging the gap between “As-is” and “To-be” technologies becomes critical for success. Recognizing this gap, enhanced support/maintenance functions are available through a program called EST = The Enterprise Support Trust. EST enables upgrading to advanced technologies and services by utilizing measures to reduce SAP maintenance costs coupled with creative financing options for purchases. A component of EST is a very proactive support model that keeps legacy SAP systems operating at an optimal level as show below. The EST AMS model, which supports any SAP environment, is customized for each customer’s requirements and SLA’s.



EST benefits are structured through a 5-Level program. A key point for EST is that it is fully SAP compliant! Unlike Rimini Street, the EST Partner Center of Excellence (PCOE) is certified by SAP for all support related to upgrades and system enhancements.

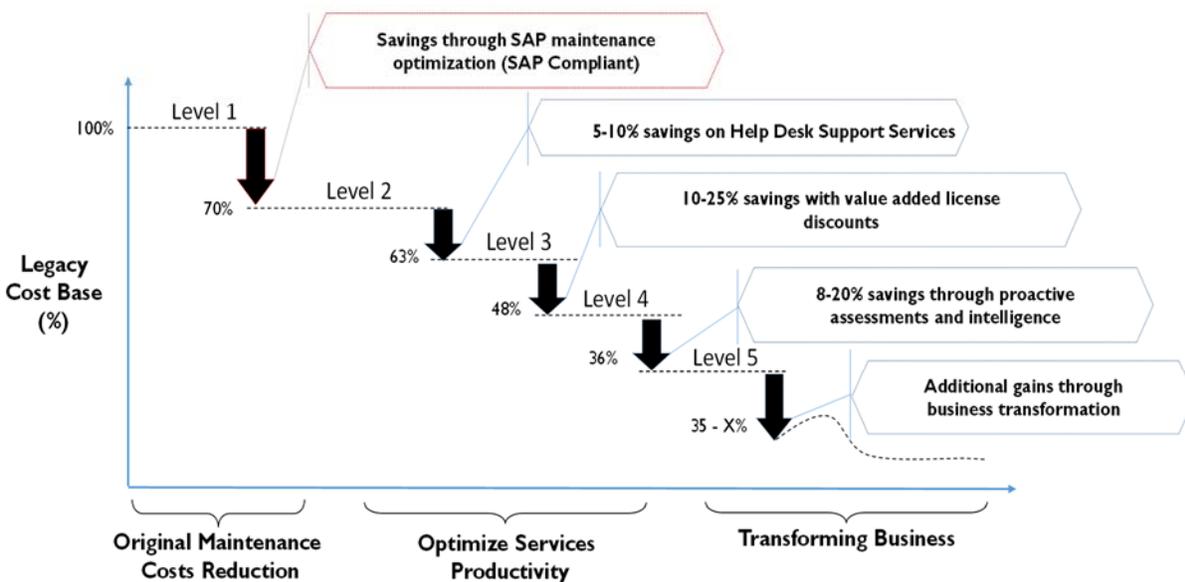
## 2] EST = By the Levels

**Level 1 EST** reduces annual maintenance costs through a series of analytic processes beginning with a historical review and audit of current licenses. Each customer is unique, but all are equal in that there is room for user license optimization. Experience says EST will save between 20% to 40% on the initial Level 1 analysis.

**Level 2 EST** provides an optional SAP help desk for support, customized to fit each customer's specific requirements, large or small. The EST SAP AMS base model (see diagram) is the foundation. Customer pricing is structured in an effective cost model to fit each set of requirements and SLA's. Since most companies have in place some type of help desk support, EST is not about a huge savings, but about service quality, breadth of solution coverage, and responsiveness. While the intangible savings are huge, the monetary savings are in the 10% range.



## The Enterprise Support Trust (EST)



**Level 3 EST** applies further cost reductions when additional SAP licenses and solutions are required for operations. This is provided via the 3V SAP Master Value Added Reseller program. One of the EST objectives is to monitor current SAP requirements vs. future transformation alternatives. Advisory services (HANA, S/4HANA, and other digital transformation solutions) are available to measure and justify current budget requirements vs. future ROI. All factors are considered including priority of requirements, budgeting and financing of projects. Every software investment in current “as-is” legacy systems should be highly justified and compared to a “to-be” business transformation roadmap. This is significant to planning and optimizing a move to more advanced technologies.

**Level 4 EST** provides automated maturity, usage, and deep dive assessments for analysis and strategic planning in moving to HANA and S/4HANA. The goal is to provide the customer with constant ongoing analysis, using industry KPI's and benchmarks, as to what, when and how to migrate. It is a decision each customer must consider, and EST provides the intelligence to make the best decisions. Savings can be significant with conservative estimates at 8% to 20%.

**Level 5 EST** is the final phase tailored for transformations and migrations. The EST AMS base model shifts focus to the digital core S/4HANA and the surrounding pillars for workforce

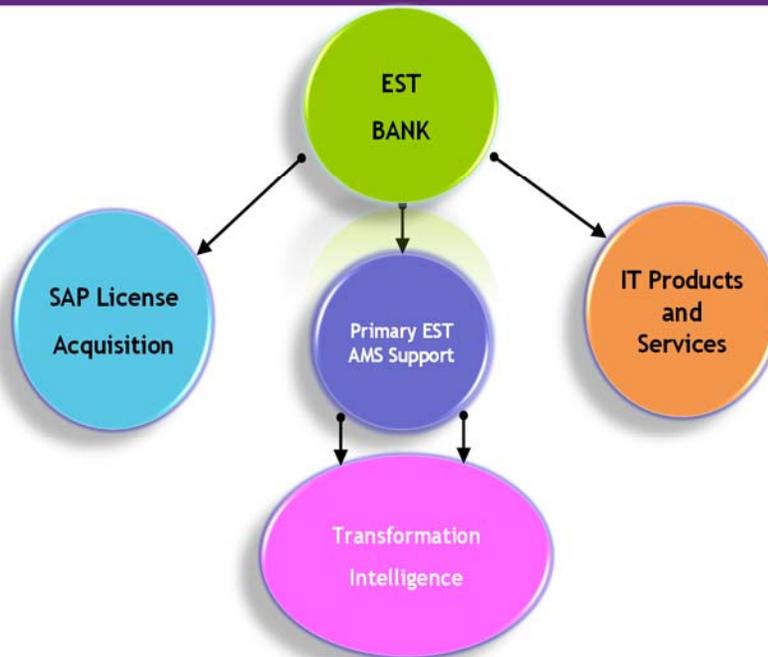
engagement, spend management, customer experience, IoT and supply chain. As the business transforms, it's critical to have support teams to both phase out the legacy system and support the new systems. Legacy costs are realigned for ROI considering personnel, staffing and systems. EST helps bridge the gap for successfully moving from legacy to new business technologies.

### 3] **The Trust**

EST produces actual cash savings that are deposited into a secure EST customer bank account. Through a blockchain process, the customer has a secure record of savings that can be utilized for purchases (through a guaranteed smart contract) during the redemption period. Access to the funds can be initiated through submission of an EST Order. Within 24 hours the funds are released and applied against the customer coupon balance. The funds are then applied to the customer requirements that are signed off on via an EST purchase request. The diagram on the next page provides an illustration of the purchase options.

The trust plan concept is much like a flex care health plan. The customer saves money by using EST and then allocates the savings toward requirements when needed. The focus areas for investment of the funds include:

- a. SAP AMS Support – plans are tailored to meet customer requirements.
- b. SAP Licenses and Solutions – discounts are provided for maximum ROI and lower maintenance costs.
- c. IT Products and Services – discounts are provided for most widely used IT solutions from Microsoft, Google, Amazon, Dell, HP, etc. including training and certifications.
- d. Digital Transformation Services – advisory, consulting and support for transformation projects including intelligence for strategic decisions. World-class automated assessments are available to provide roadmaps, costs, efforts and KPI's that executives must have to make the right decisions for digital transformation.



#### 4] EST Advisory for Business and Digital Transformation

*"By 2020, 60% of enterprises will have fully articulated an organization-wide digital transformation platform strategy and will be in the process of implementing that strategy as the new IT core for competing in the digital economy"*  
 – IDC, October 2017

EST deploys a set of automated advisory assessments (West Trax) focused on digital transformation (DX) readiness.

These assessments are aimed at helping organizations prepare for the introduction of advanced technologies and major lifecycle changes such as in-memory computing, mobile computing, big data, cloud, DevOps, and the intelligent ERP – the essential components of a digital transformation (DX) platform. They provide an objective determination of the "As-Is" situation and clear client actions to be taken to achieve the desired goals and benefits. Various KPI's are measured and benchmarked against comparable installations within the client's own industry. The metrics are interpreted, the system is classified according to its maturity, and the projects that deliver value are identified and documented. The results are interpreted in terms of costs, productivity, performance and quality. Based on these results, measures are derived to help the client migrate from the current situation to the best possible target state. A "deep dive analysis" is also provided for the more technical review of custom code and interfaces in the legacy system. These are compared to functions within S/4HANA to assess what should be migrated vs. left behind.

In summary, DX is not just another technology trend — it is a critical business priority for most organizations. The fact that the majority are still in the early to medium stages of maturity underscores that DX is not as simple as buying a technology solution: it is a journey. And like all journeys, it requires knowledge of the starting point and the intended direction of travel – although like many journeys, the destination may well change as the journey evolves.



West Trax has performed 1,600+ such assessments with companies in 15 different industries.

### About 3V Solutions

3V Solutions LLC (3V) is a provider of innovative SAP solutions and services, such as the Enterprise Support Trust. Other services include intelligence, advisory services, and consulting services tailored for HANA and S/4HANA migrations. Product offerings include most SAP solutions for on premise and cloud computing. As a SAP Master Value Reseller, 3V works with over 50 plus partners globally in serving their customers with SAP solutions. 3V consultants are deep in expertise for both ECC and S/4HANA with access to over 1,200 consultants globally.

3V is headquartered in Atlanta, GA, 3500 Lenox Road, Suite 1500, Atlanta, GA, 30326.

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