End-to-End Hybrid Operations – Customer Center of Expertise

Operations Planning Workshop

The Operations Planning Workshop is applicable when the customer wants to plan the optimization of its Customer COE or when is interested in the Advanced Program and Certification for its Customer COE, including Customer COE Strategy, Governance & Organization and efficient E2E solution operation processes in the IT landscape and support organization.

Business needs
- Know the current operational maturity level and what should be done to improve it
- Increase the operational maturity level of the Customer Center of Expertise in preparation for the advanced certification
- Consider outsourcing or in-sourcing portions of the solution operations.
- Ensure that, at the end of a major IT project, the planned support operations are robust and setup appropriately

Delivery approach and scope
- Onsite assessment workshop based on interactive open discussion and friendly collaboration between the SAP team and your key players for each topic / IT Process
- Identify areas of weakness and highlight the steps necessary to achieve advanced certification for CCOE
- Decide which standards and processes need implementing or optimizing in your organization
- Develop a road map and an action plan as a high-level schedule for change
- Discuss around the setup of an efficient Customer COE including Customer COE Quality Management

Value and benefits
- Reduced TCO and increased satisfaction of your internal customers
- Powerful, tailored recommendations and actions to close the identified gaps in the shortest possible time
- External verification on your solution operations based on SAP’s vast experience

Internal Information
- Service No.: 9501141
- Contact: Franco Zanzottera
- Effort: from 14
- Duration: from 4 onsite days
- Service Price: