SAP CQC Business Process Performance Optimization for SAP Marketing Cloud
INFORMATION SHEET FOR REMOTE SERVICE DELIVERY

SAP wants to make sure you are getting the most out of your SAP solution. When response times are not meeting your business needs - the SAP Continuous Quality Check (CQC) Business Process Performance Optimization can help you. It analyzes performance-critical process steps and recommends how to optimize them technically.

AT A GLANCE

Key Features and Benefits

The SAP CQC Business Process Performance Optimization for SAP Marketing Cloud helps you to improve response times for end users in locations across the globe for accessing and navigating SAP Marketing solution and thus, saving time, reducing costs, and keeping your SAP solution running optimally. The benefits of this service are:

- Optimized response times and throughput;
- Increased productivity;
- Increase in end-user satisfaction.

When to Use

If one or more of the issues below apply to you, then the SAP CQC Business Process Performance Optimization as part of the continuous quality checks will assist you:

- Response times of specific process steps are too long;
- Deadlines and time windows for specific processes cannot be met;
- Performance problem with normally well-performing transactions while a specific process is running.
- Critical business processes steps do not meet your KPI's

DELIVERY IN DETAIL

Preparation

A service engineer from the SAP Service Delivery team will contact you to discuss the performance problems and your expectations. The CQC BPPO can be performed on your productive or test tenant. A minimum of two weeks prior to the service delivery, your system administrator is responsible for ensuring that all technical prerequisites are fulfilled.

Delivery

The SAP CQC Business Process Performance Optimization service analyzes and optimizes performance issues for specific business process steps. The analysis comprises the following:

- Data Center side and customer side analysis;
- Setup monitoring tools to collect statistics on response times;
- Provide recommendations on possible changes in customer environment and public network usage scenarios;
- Identify performance improvement potential for customers specific enhancements and tenant configurations (where applicable);
• Where necessary, trigger actions on improvements in Data Centers.

The SAP Marketing solution administrator and functional representatives should be available to the service engineer during the delivery to answer any queries or provide more detailed information. After the remote analysis is complete, you will receive a report that summarizes the topics analyzed, names the issues, and provides recommendations and an action plan on performance improvement areas.

**DURATION**

The normal duration of this service is five days. From the beginning of the preparation to the end of the follow-up conference call, approximately two weeks’ time can be expected.