SAP CQC for Implementation for SAP Marketing Cloud

INFORMATION SHEET FOR REMOTE SERVICE DELIVERY

The SAP Continuous Quality Check (CQC) for Implementation service is a standardized method to support companies before the go-live takes place. During the service SAP Marketing Cloud solution is reviewed for potential risks and recommendations are given in alignment with best practice, ensuring optimal performance and system availability. The SAP CQC is delivered in 2 sessions – The analysis session should be performed at least four weeks before your planned start of production date. The verification session can be performed six weeks after the Go Live.

AT A GLANCE

Key Features & Benefits

The SAP CQC for Implementation for SAP Marketing Cloud ensures a smooth start of production for your solution and provides a performance review after GoLive of the key process indicators.

The following are advantages to your company from the SAP CQC for implementation services:

- Minimize potential risks during critical Go-Lives;
- Performing checks such as important periodic jobs and integration errors;
- SAP Marketing Cloud setup and configuration related to contacts & profiles, campaign management, segmentation, target groups, readiness of email channels;
- Application UI related checks.

When to Use

If one or more of the issues below apply to you, then the SAP CQC for Implementation service will assist you:

- If your Go-Live is at risk in terms of technical stability, performance, and/or throughput of core business processes;
- If your staff needs support during the going live phase (for example, new installation, successive go lives, and projects involving period-end closing);

When not to Use

- The CQC for Implementation service should not be used if no significant change is taking place (for example, new business processes);
- The only change is a quarterly release upgrade;

DELIVERY IN DETAIL

In order SAP can deliver the Analysis session the customer needs provide details related to current landscape, integration landscape and browser details. The result of this session is a report that gives information on configuration for contacts, campaigns, marketing area etc and what parameter configurations need to be performed for a successful start of production.
Delivery:

Our service engineers perform a remote analysis of the system configuration and application config checks. Based on these observations they will do documentation and provide the recommendations. The SAP Marketing system administrator and functional representatives should be available to the service engineer during the delivery to answer any queries or provide more detailed project information.

Preparation

The prerequisites for this session are detailed data about current landscape, integration landscape, the number of users for each application, the expected data volume and the interfaces within the entire system.

Duration

This Analysis session should be performed at least six weeks before your planned start of production date. The Verification session should be performed six weeks after the Go Live