SAP CQC Business Process Performance Optimization for SAP Sales and Service 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 - sometimes despite extensive hardware - 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. Inside SAP Sales and Service, this service specifically covers in detail specific business processes such as ticket creation or the performance of your custom code via PDI/SDK Performance Analysis.

AT A GLANCE

Key Features and Benefits

The SAP CQC Business Process Performance Optimization for SAP Sales and Service Cloud helps you to improve response times for end users in locations across the globe for accessing and navigating SAP Sales and Service Cloud application 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 SAP Enterprise Support 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.
- If a critical process such as period-end closing is exhibiting performance problems that need to be analyzed and optimized.

DELIVERY IN DETAIL

Preparation

A service engineer from SAP will contact you to discuss the performance problems and your expectations. The SAP CQC Business Process Performance Optimization is only available for production systems. A minimum of two weeks prior to the service delivery, your system administrator is responsible for ensuring that all technical prerequisites are fulfilled. When booking, please complete the attached questionnaire (with particular attention on Sections 3 and 6).

Delivery

The SAP CQC Business Process Performance Optimization service analyses and optimizes performance issues for specific business process steps. The analysis comprises the following:
- Data center side and customer side analysis;
- Single user measurements for login and navigation performance;
- Review client software setup and connectivity;
- 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 Sales and Service Cloud system 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.