SAP CQC Going Live Support for SAP Commerce Cloud (On-Premise/Cloud)

INFORMATION SHEET FOR REMOTE SERVICE DELIVERY

The Continuous Quality Check Going Live Support service is a standardized method to support companies during their critical Go-Live steps. A SAP service engineer monitors the Go-Live remotely to help minimize the risk of the Go-Live. The Continuous Quality Check Going Live Support for SAP Commerce Cloud provides system monitoring for immediate reaction in case of unforeseen incidents during your Go-Live.

AT A GLANCE

Key Features and Benefits
A smooth Go-Live includes technical stability and good performance when you start live operations. With the Continuous Quality Check Going Live Support service, we establish close contact between your project team and SAP Digital Business Services to ensure a smooth start of production.

The following are advantages to your company from the Continuous Quality Check Going Live Support service:

- Minimize potential risks of critical Go-Lives;
- Check of performance, operability of interfaces, jobs, daily activities in the system;
- Monitoring of tomcat logs in the system for errors;
- Support the issue resolution by driving the technical root cause analysis and owning the resolution of the issue process;
- SAP Commerce Cloud setup and configuration;
- Proactive system monitoring using monitoring tools for immediate reaction in case of unforeseen incidents during your Go-Live.

When to Use
If one or more of the issues below apply to you, then the Continuous Quality Check Going Live Support 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 Continuous Quality Check Going Live Support 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

The Continuous Quality Check Going Live Support service is usually delivered remotely when users start to work in the system after the technical Go-Live. The service consists of two parts: preparation and remote monitoring. The findings of the service are summarized in the final report, which you will receive after the service has been completed.
Preparation
Please complete the SAP CQC Going Live Support questionnaire (attached to the end of this infosheet) with the high-level project details and return to SAP. You are contacted by our service engineers to define the focus of the service. Together, you determine which hours during the monitoring days are most important and when critical business processes are being run.

Delivery
Our service engineers perform a remote analysis of the performance of the critical business processes as well as overall system performance. The SAP Commerce Cloud 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. The result of this session is a report that documents system performance, stability, and resource consumption and identification of issues/risks with recommendations. It is recommended that the SAP Commerce Cloud system has an APM monitoring tool in place which is accessible to the service engineer during the Going Live Support session.

DURATION
This service is usually delivered in five consecutive working days.

QUESTIONNAIRE
Please complete the SAP CQC Going Live Support service questionnaire below with the high-level project details and return to SAP.