SAP Globalization Services

Service Offerings

- Mailbox globalization@sap.com
- Globalization workshop
- Localization workshop
- SAP Unicode workshop
- SAP Unicode Optimization Workshop
- Globalization Architecture and Strategy
- Time Zone Management for SAP Landscapes
- Language Strategy for SAP Landscapes
Service Offerings

General Information and Introduction

**Globalization Services: Our Service Offerings**
Maximize Your Return on Investment in Global Installations of SAP Products

SAP customers and partners can rely on SAP Globalization and Language Consulting services as a trusted advisor for all globalization issues.

The product management team provides dedicated services to evaluate, plan, and implement global installations.

Customers and partners can tailor these services to their specific needs based on their experience and the complexity of their global project.

The following services are available.

Click the service offering for details.

Click *Order Info* to request the service.

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Service Offerings

Mailbox globalization@sap.com

Offering Mailbox globalization@sap.com

Service Details

Target Group
SAP customers, partners, and employees

Context of Use
- You want answers to questions on globalization topics.

Short Description
This service provides answers to all questions regarding globalization issues. It is available 365 days per year and responds within a week.
**Offering** Globalization workshop

**Service Details**

**Target Group**
Business development and strategy managers, solution architects, project managers, team leaders, and managing consultants

**Context of Use**
- You have business in many countries supported by both SAP and non-SAP software products.
- You want to expand your business to new countries and require a new local version and language.
- You want to understand how local versions, languages, translation, and time zones are handled in SAP software.
- You want to find a suitable organization model for your global business.

**Short Description**
This service enables you to go global with your business and SAP software landscape by providing important relevant information.

The workshop covers:
- Globalization of SAP software environments
- Local versions
- Languages and code pages
- Unicode
- Time zones
- Best business practices
- System landscape design
Localization workshop

Offering Globalization workshop

Service Details

Target Group
Rollout managers, solution architects, project managers, and topic experts

Context of Use
- You have business in countries, each of which is ruled by its own legislation or follows its own business practices.
- You want to expand your business to new countries and require an additional local version and language.
- You want to understand the differences between local versions and how they may affect your processes or global templates.

Short Description
SAP solutions give you best-practice support to run business processes uniformly all over the world. However, local legal regulations often require different approaches from country/region to country/region. Areas affected may be payroll, taxation, legal reporting, or financial accounting.

This workshop gives you an overview of the legal requirements and best business practices in each country, and the solutions SAP offers to support them. The workshop addresses local-specific configurations and processes as well as recommendations on how to fit local requirements within a global solution.
**Service Offerings**

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**SAP Unicode workshop**

**Offering** SAP Unicode workshop

**Service Details**

**Target Group**
Business Managers, Project Managers, Technical Managers, Team Leaders, Project Members and Key Users, Support Members

**Context of Use**
- You want to expand your business to new countries and require additional languages to support them.
- You already run a software landscape with several languages that use different code pages and want to convert them to Unicode.
- You must understand and then explain to your business team why Unicode is the best option.

**Short Description**
This workshop explains the importance of Unicode in a global software landscape.

It covers:
- What Unicode is
- Why you need Unicode
- A comparison of Unicode with “multiple display, multiple processing” systems
- An estimate of project effort to install or convert to Unicode
SAP Unicode Optimization Workshop

Offering  SAP Unicode Optimization Workshop

Service Details

Target Group
Unicode Project Managers, Unicode Project Team Members and Key Users, IT experts (Operating System, Database), Consultants, Support Members

Context of Use
- You are facing a Unicode project with a large database and/or with a complex system landscape and/or many custom developments & interfaces to other SAP (and non-SAP) Unicode and non-Unicode systems.

Short Description
You need to minimize the Unicode conversion downtime and want to achieve a smooth Unicode project.

It covers:
- Run the Unicode project fast and successfully
- Complete the project in the planned time and budget
- Avoid risks
- Do all steps for correct language handling
- Need assistance for critical issues
- Need to minimize the downtime
- Achieve perfect overall projects results
Globalization Architecture and Strategy

Offering  Globalization Architecture and Strategy

Service Details

Target Group
SAP customers and their decision makers, IT strategy managers, and technical managers

Context of Use
- You are tasked with planning a global system architecture and designing the corresponding software landscape.

Short Description
This service assists SAP customers in planning their global system architecture and discusses:
- The criteria for defining a strategy
- Advantages of having a single global instance versus separate instances
**Service Offerings**

*Time Zone Management for SAP Landscapes*

**Offering** Time Zone Management for SAP Landscapes

**Service Details**

**Target Group**
Project Managers, Technical Managers, Team Leaders, Project Members and Key Users

**Context of Use**
- It is very important to understand the time zone logic and setup in the SAP landscape to be able to work in a global environment with multiple time zones.
- This workshop gives you an overview of the time zone setup, and examples of real customer solutions make it even easier to decide on the best strategy for a global SAP system Time Zone setup.

**Short Description**
The Service will cover Time Zone aspects together with important information and knowledge about SAP Time Zone management for the SAP project.
It will identify the optimal SAP time zone strategy and to discuss all aspects from setup to time zone best practices.
Language Strategy for SAP Landscapes

Offering Language Strategy for SAP Landscapes

Service Details

Target Group
Project Managers, Technical Managers, Team Leaders, Project Members and Key Users, Support Members

Context of Use
- You want to expand your business to new countries with different languages
- You need translation for legal / market best practice reasons
- You want to learn about available translation options
- You would like to avoid high translation costs.
- You want to understand the SAP language strategy

Short Description
You want to roll out your SAP solutions to multiple countries with different languages. The usage of local language is often mandatory in many countries so that it is important to have a suitable analysis and strategy about the deployment of local language. This, in particular, affects the handling of text data in customer specific developments and own multilingual business text data, for example master data. Not having languages in the system can create issues, however high volume translation can be very expensive. This service assists SAP customers with a comprehensive analysis of available language deployment solutions and with the planning and identification of the optimal language and translation strategy in their SAP system landscape.