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TRANSFORMATION

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La Trasformazione del Landscape SAP e la sua implementazione in ambienti Multi-Cloud

Peter Rudek, Head of Sales Virtustream Italy

Roberto Fraccapani, Head of Presales Platform & Technology SAP Italia

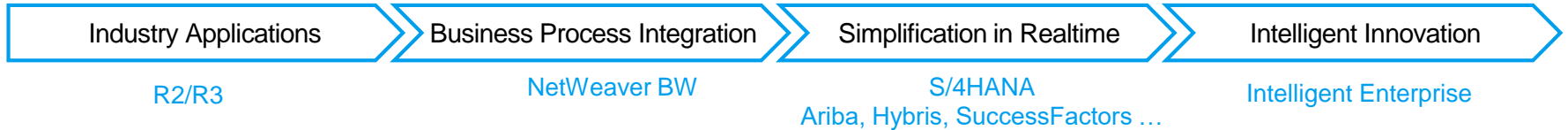
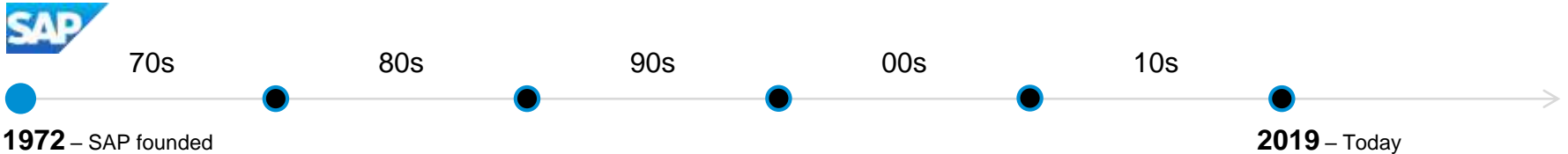
SAP's BUSINESS TECHNOLOGY PLATFORM



Roberto Fraccapani
Head of Presales Platform & Technology
SAP Italia

Evolution of enterprise innovation

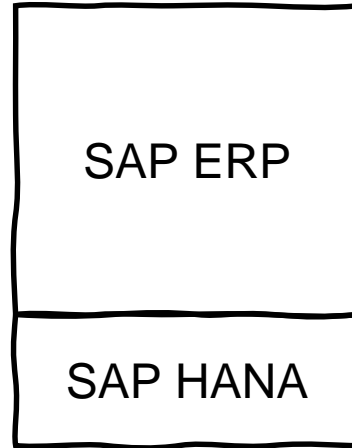
Technology



SAP Digital Core Evolution



SAP Digital Core Evolution



SAP Digital Core Evolution



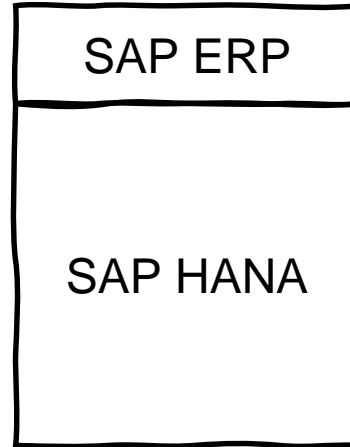
Real-time analytics on live transactions without data duplication



Built-in advanced analytics and multi-model processing



In-memory-first dynamic data management platform



Virtually or physical connect to all data from any source



Modern application development

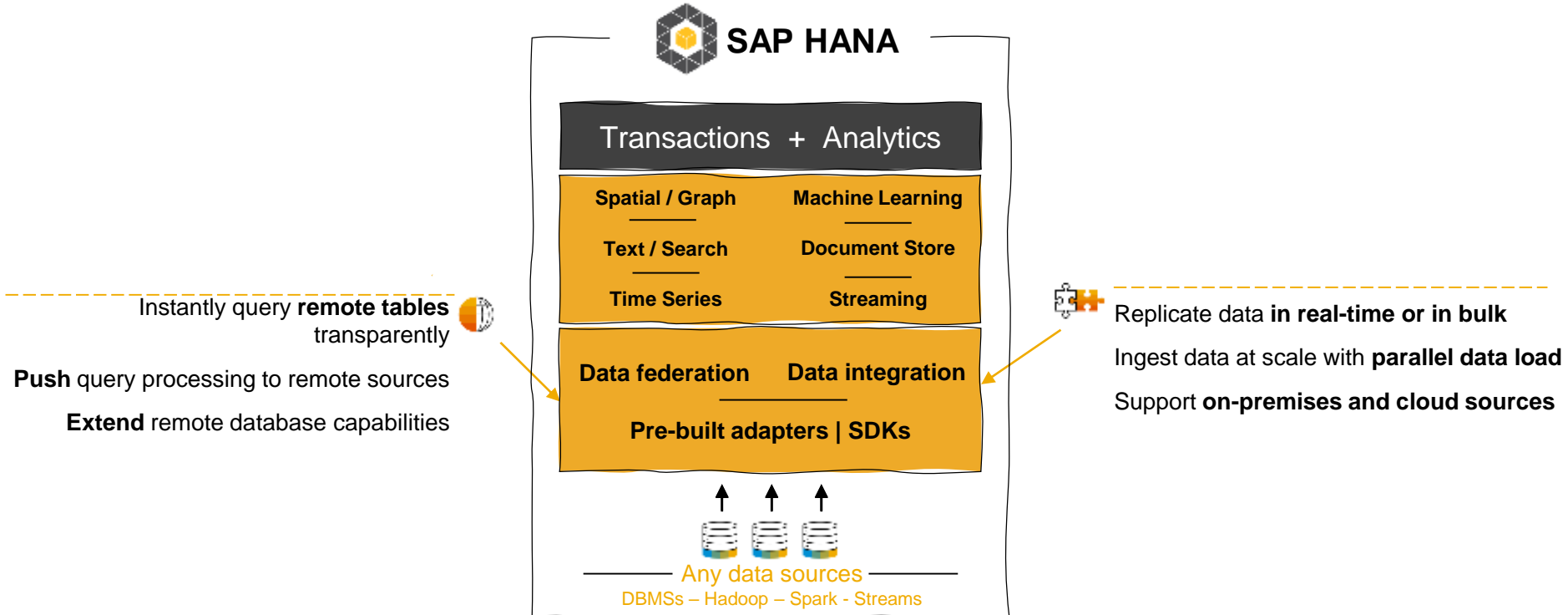


Enterprise-ready security and reliability 24/7



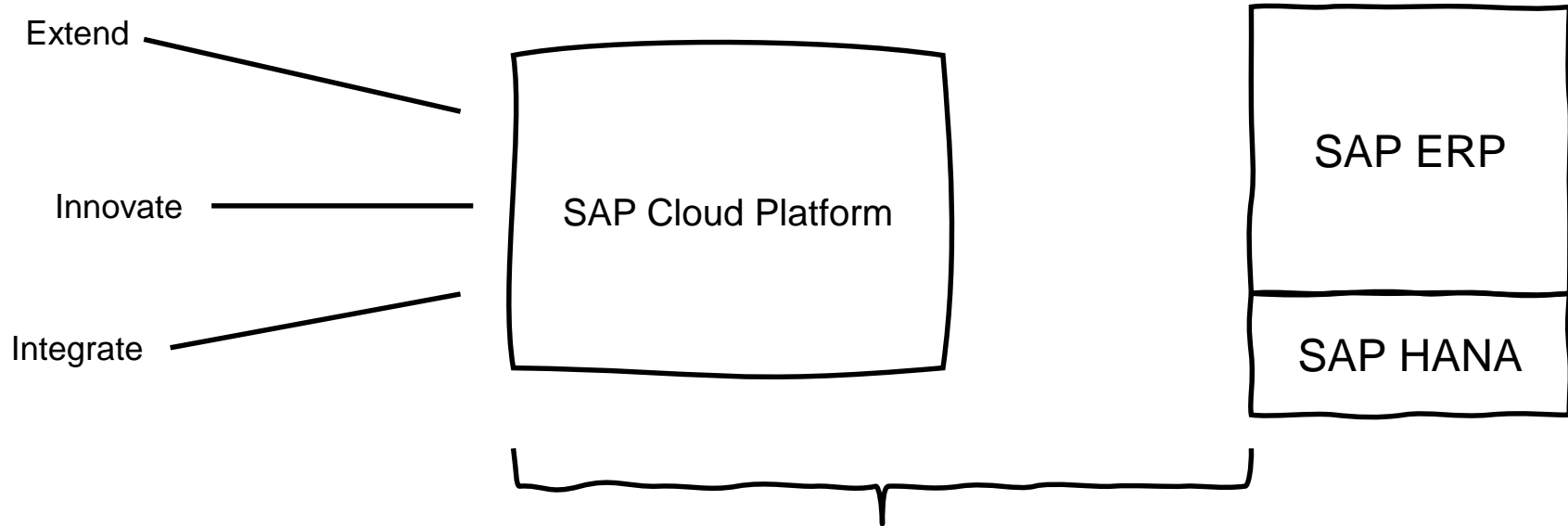
Act with live intelligence

Real-time performance on local and virtually connected data



Access remote data in **real-time** with or without data movement for a **full view of the business**

SAP Digital Core Evolution



Simplify to reduce cost and prepare for S/4HANA move

SAP Digital Core Evolution



Digital Age User Experience



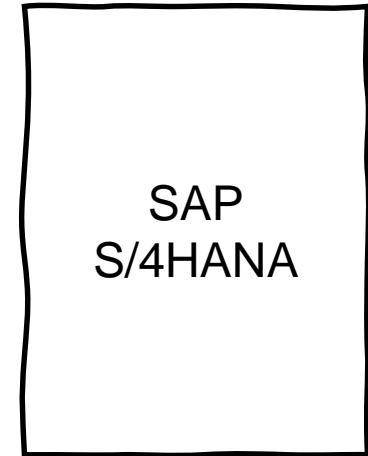
New Business Models



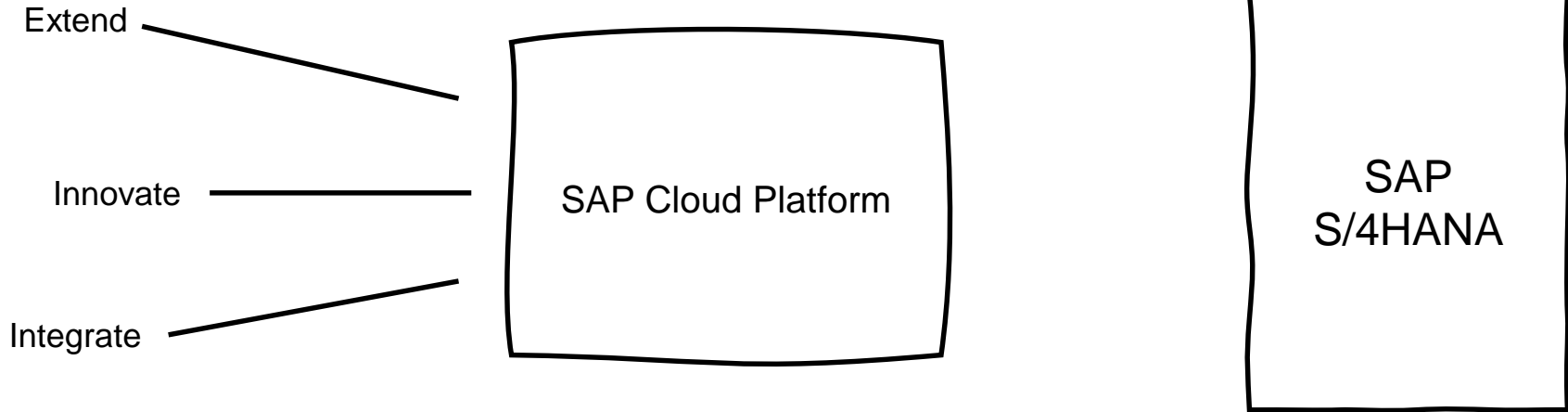
Intelligent Automation Embedded



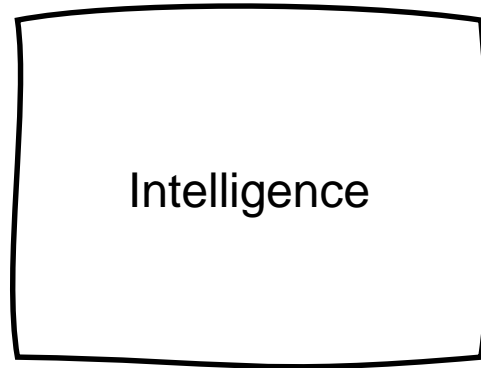
End-to-end Analytics & Real-time Steering



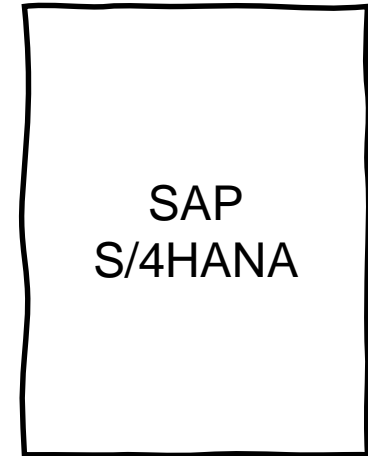
SAP Digital Core Evolution



SAP Digital Core Evolution



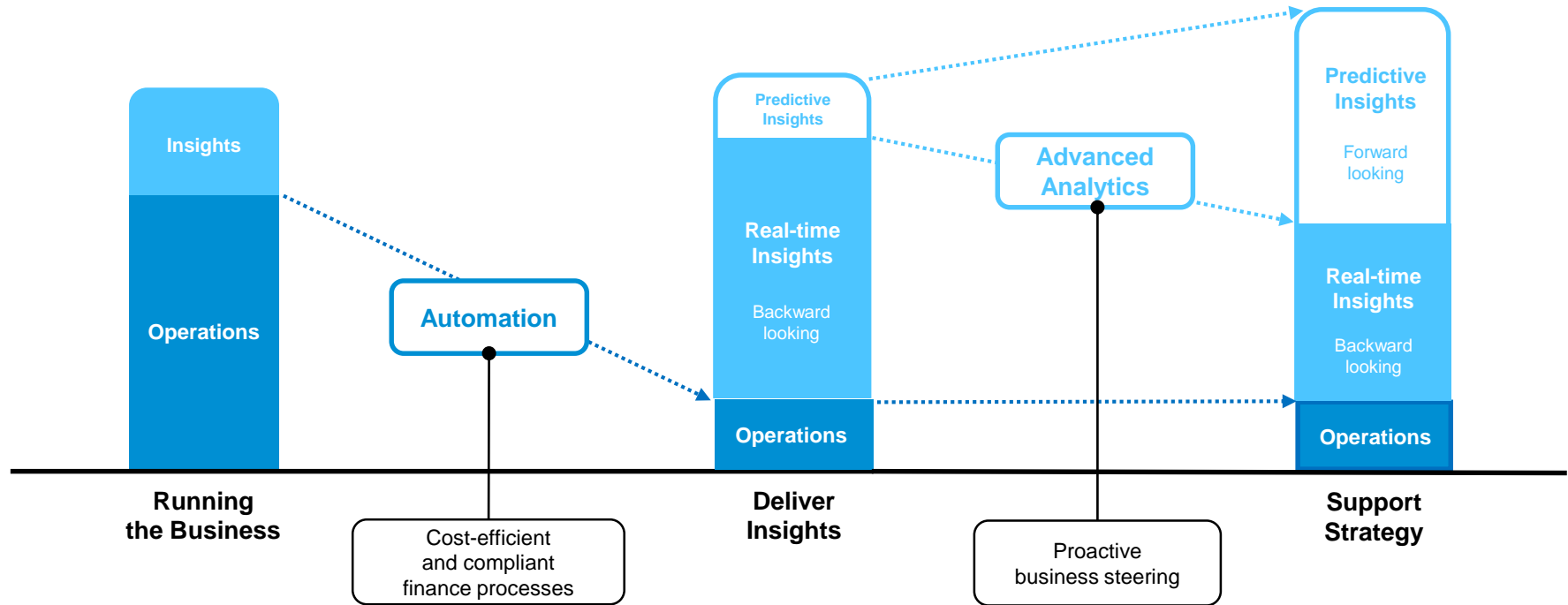
Intelligence



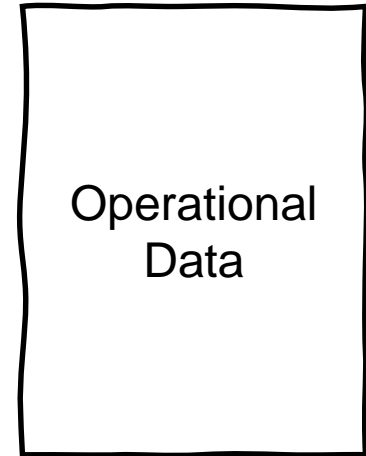
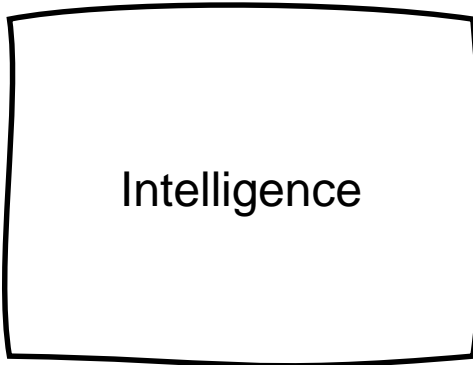
SAP
S/4HANA

SAP's Vision of Digital Transformation

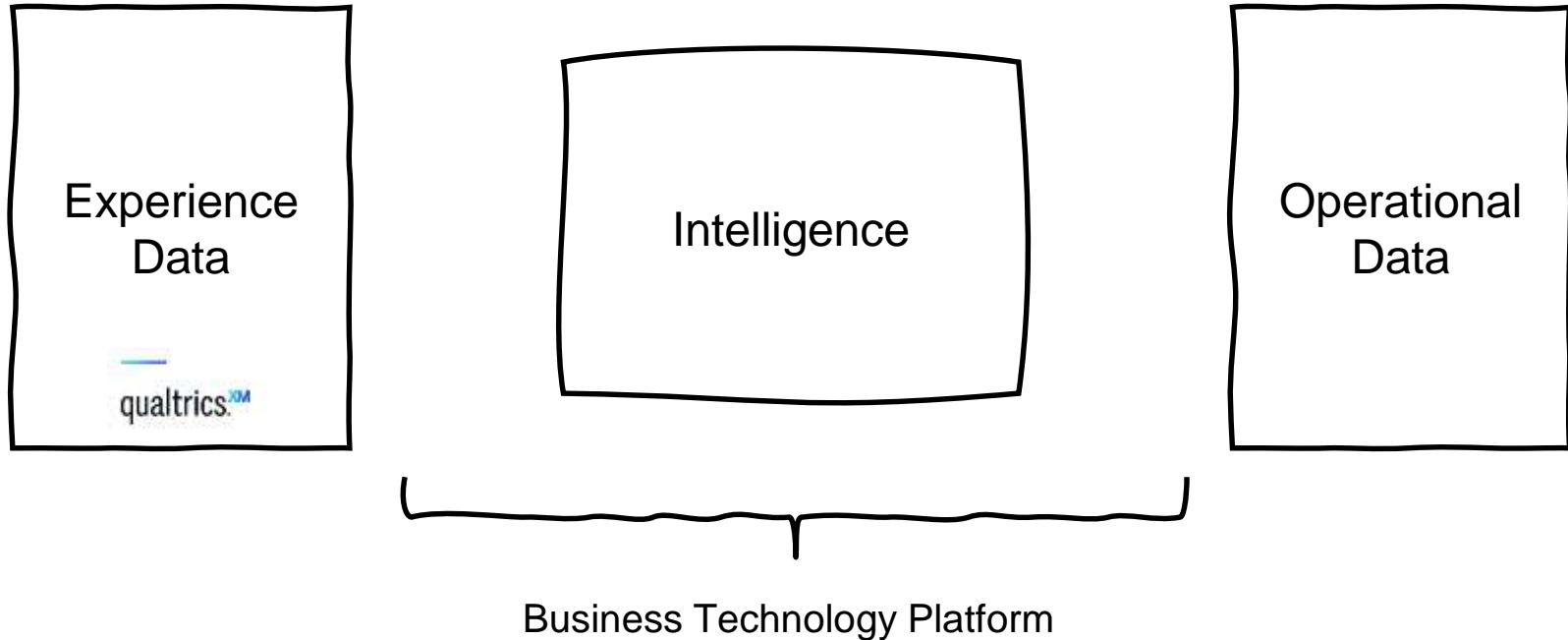
From daily routine to supporting growth and forward looking insight



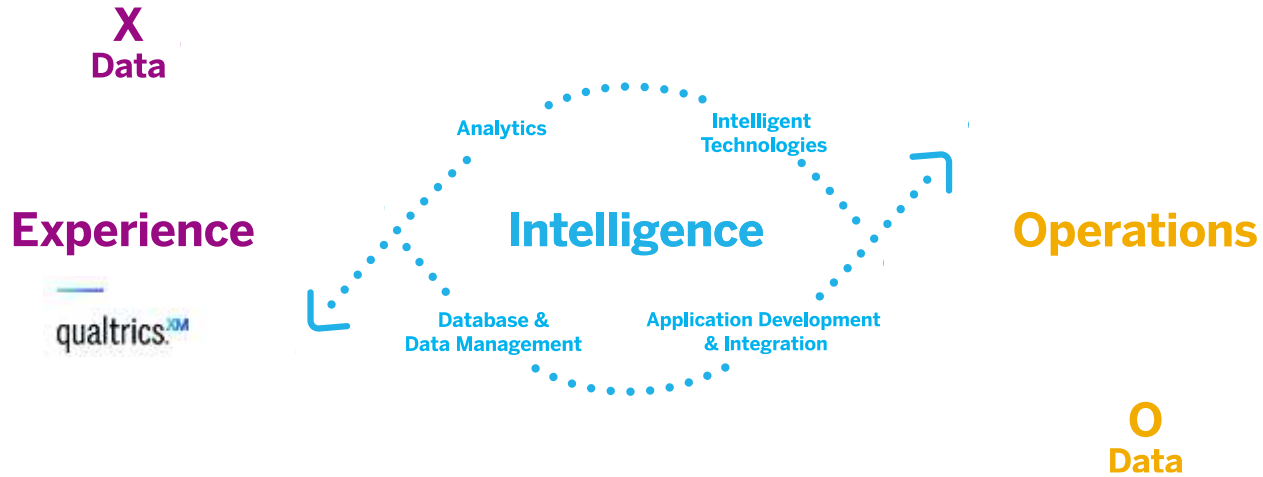
SAP Intelligent Enterprise



SAP Intelligent Enterprise



Business Technology Platform to Enable the Intelligent Enterprise



Why things are happening

The human factor: beliefs, emotions, and sentiments.

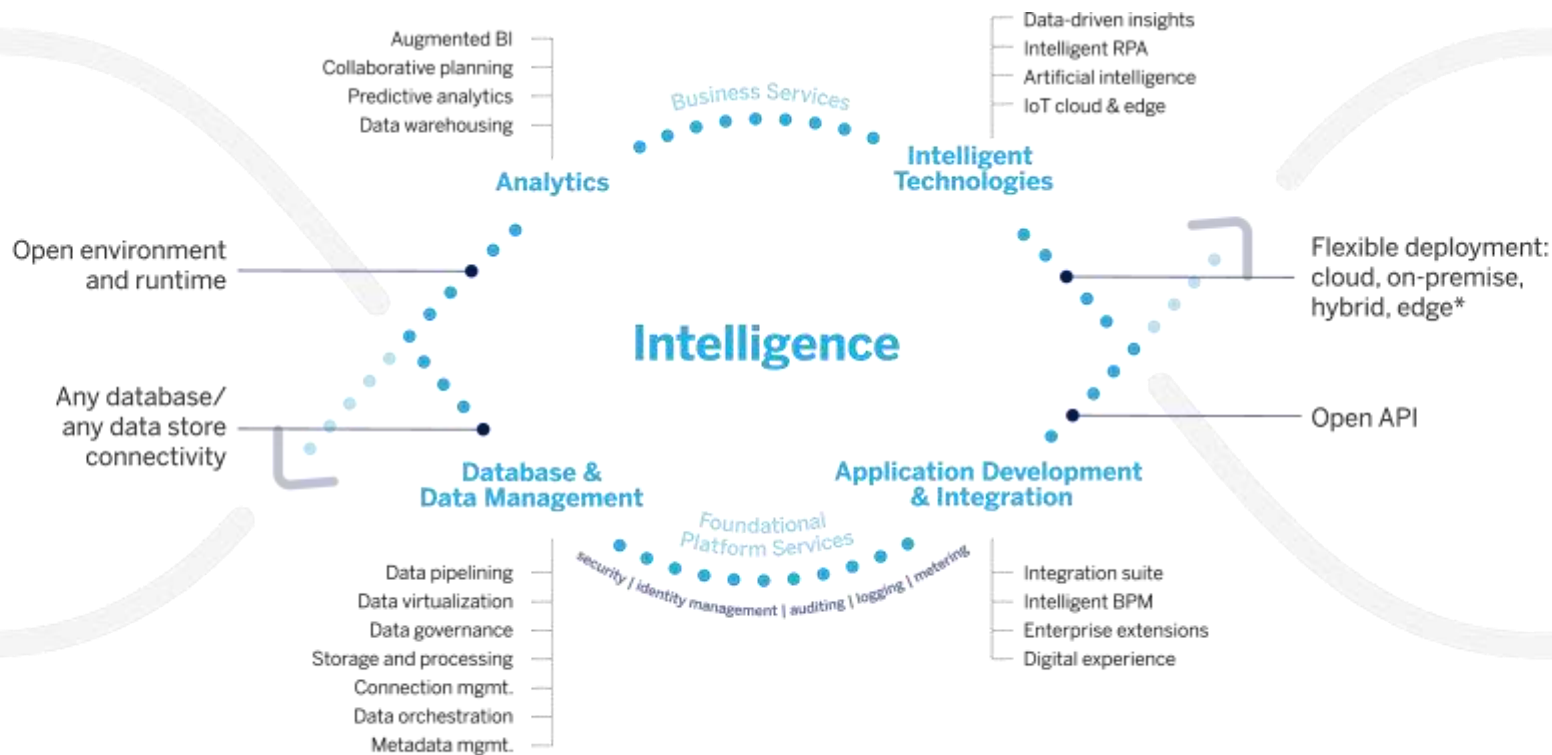
X-data helps to uncover what matters most to customers, employees, products and brands.

What's happening

Insights from day-to-day operations, like sales, finance, win rates, time to close.

O-data helps you run your business and take action.

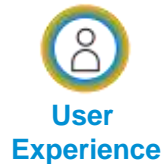
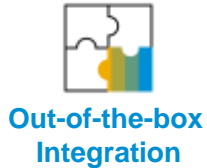
Business Technology Platform



*Services availability may change per deployment model and IaaS vendors

Embed Integration and Innovation in the Entire Intelligent Suite

Key Focus Areas



Implemented along prioritized use cases

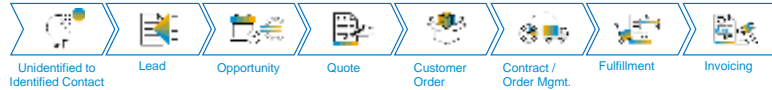
Design to Operate



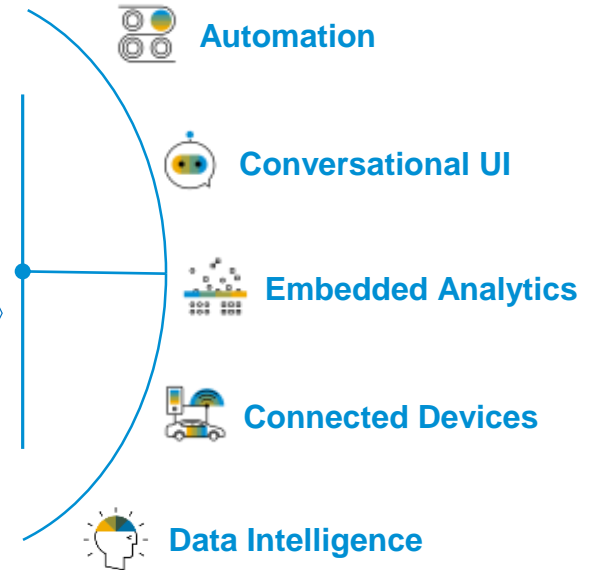
Total Workforce Management



Lead to Cash



Source to Pay



SAP Data Intelligence Platform



SAP Data Hub

Data sharing, pipelining, and orchestration. Including data preparation and cleaning.



SAP Predictive Analytics

Operationalization and automation



SAP Leonardo ML Foundation

Deep Learning (text, image, video, audio)



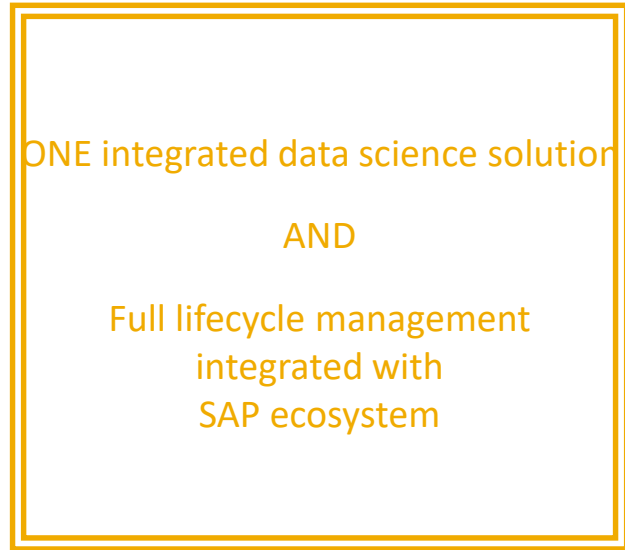
SAP HANA ML

In-database Machine Learning



Open Source Languages and Libraries

R, Python, Sci-kit, Tensorflow

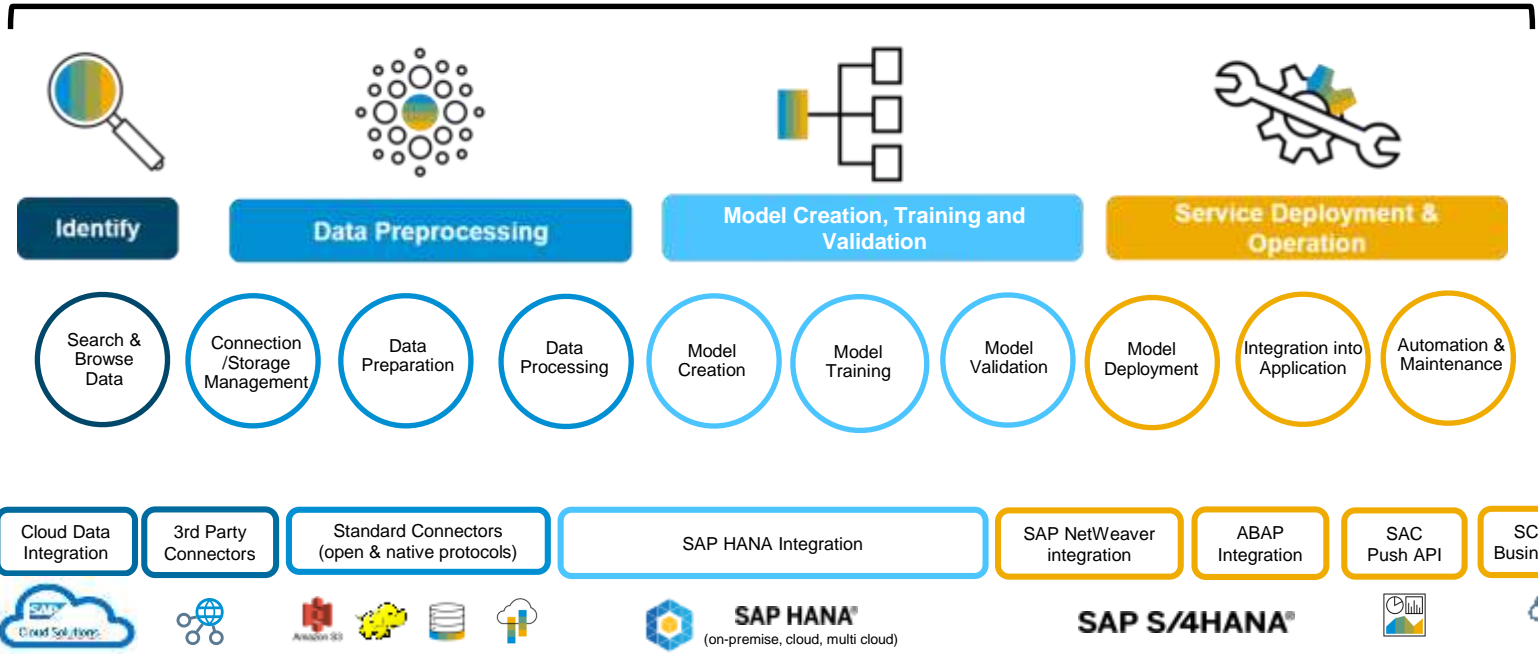


OnPremise / Cloud

Simplify and Scale Data Science: SAP Data Intelligence



SAP Data Intelligence (OP, Cloud)



Unprecedented Opportunities for Business Innovation

SAP HANA



100x reduction in Sales query execution time

SAP Cloud Platform



66% reduction in administrative work

SAP Analytics Cloud



200% increase in annual production capacity

SAP Leonardo Machine Learning



46% improvement in Accounts Receivable productivity

SAP Intelligent Robotic Process Automation



80% reduction in new customer on-boarding time

SAP Leonardo IoT Edge services

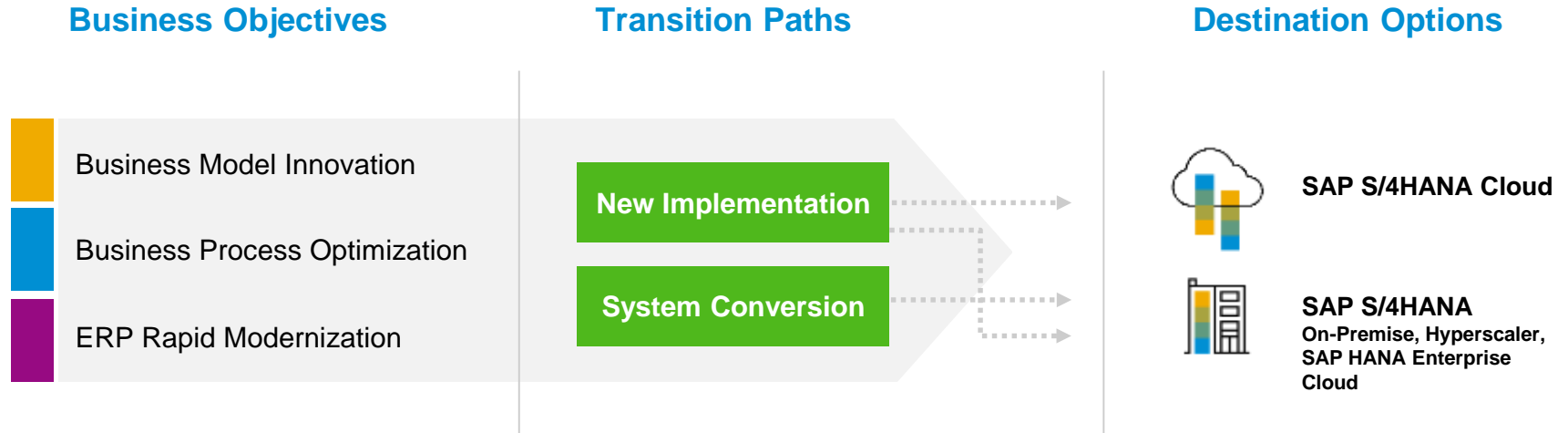


+\$2M cost reduction in maintenance processes

How to get there ✂

Consider Your Strategic Choices

Match your business objectives to possible transition paths and destinations



Make the Case

Three free tools, personalized guidance for IT and the line-of-business

S/4HANA Business Scenario Recommendations



Identify the **business processes** you can improve and discover new business capabilities.

Customers new to SAP can use Business Value Advisor: <http://impact.s4value.com>

SAP Transformation Navigator



See the **S/4HANA roadmap** for each component in your current landscape.

Based on current SAP product usage or capabilities your organization wants.

SAP Readiness Check



Learn the **technical requirements and actions** for a system conversion to S/4HANA.

Based on configuration and usage data for customers already on SAP ECC 6.x.

SAP S/4HANA Momentum

11,500+

SAP S/4HANA
Customers

3,300+

Live Customers

30%

Shorter delivery lead
time

48%

Reduction in days
sales outstanding

60%

Increase in
operational
efficiency

80%

Faster report
generation

95%

Faster material
requirements planning

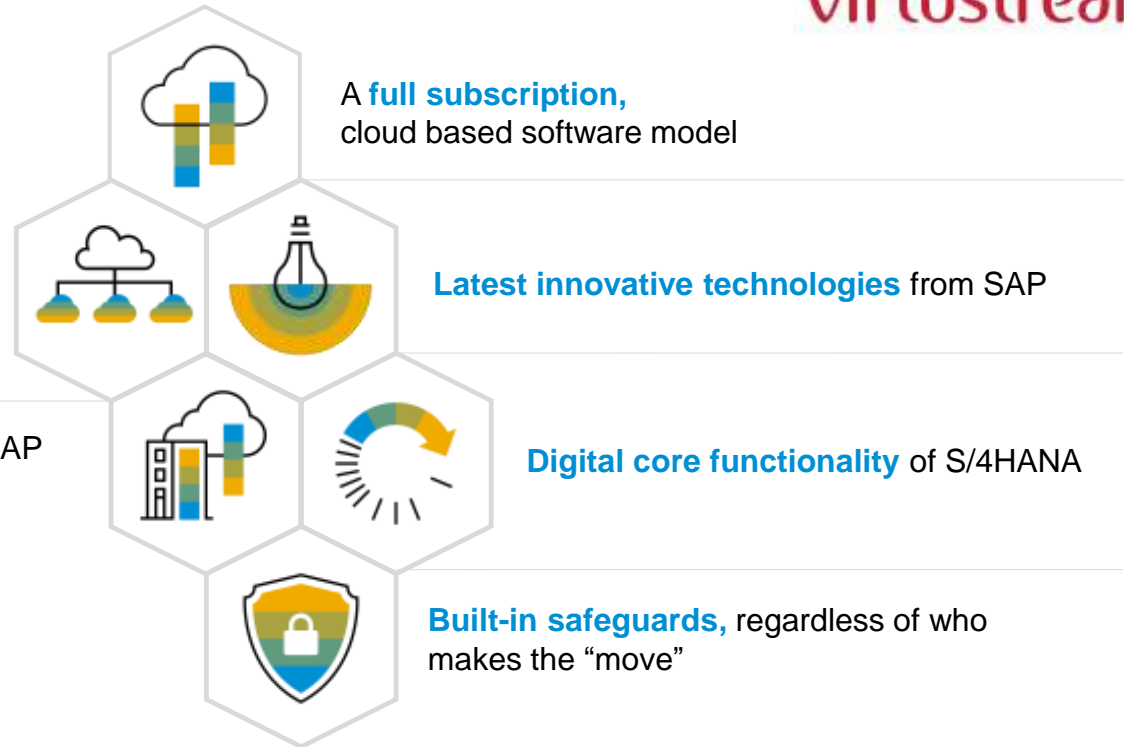
100%

Visibility of
inventory across
all locations



SAP HANA Enterprise Cloud

HEC Premium partner:



Flexibility, with your choice of infrastructure provider

SAP Cloud Platform. Integrate your SAP cloud and HEC solutions, and optimize your SAP solution landscape

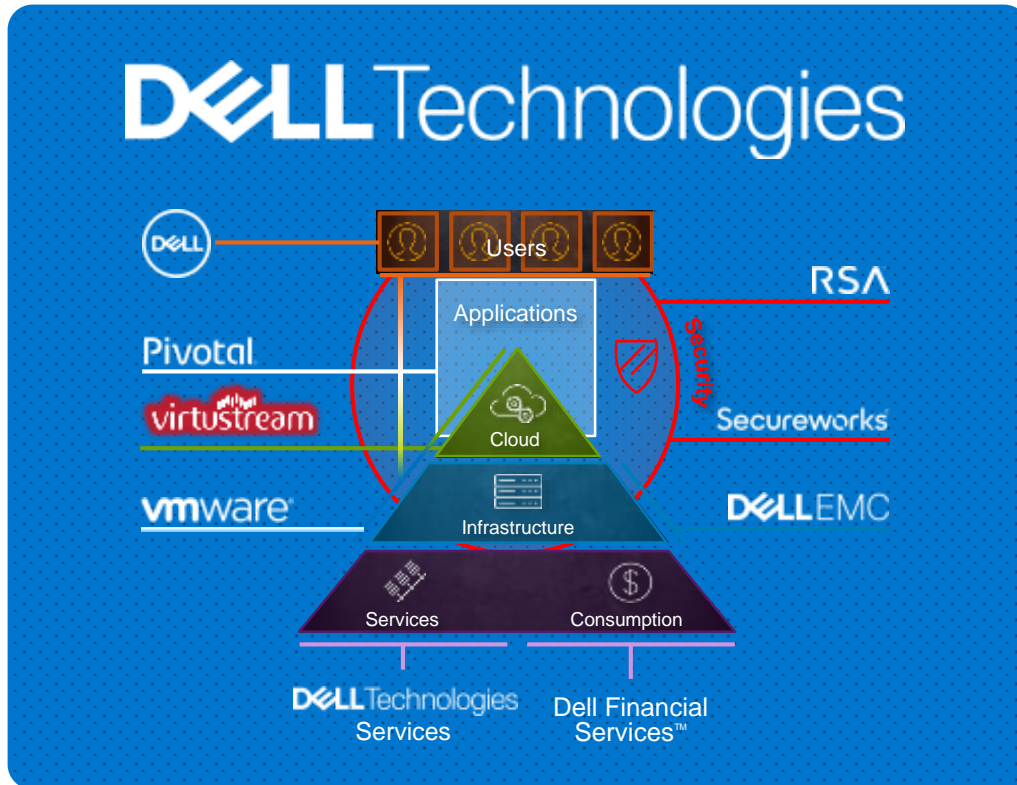
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Virtustream – A Dell Technologies Business

An Enterprise-Class Cloud for
Mission-Critical Applications

Peter Rudek – Head of Sales Virtustream Italy

The Dell Technologies Advantage

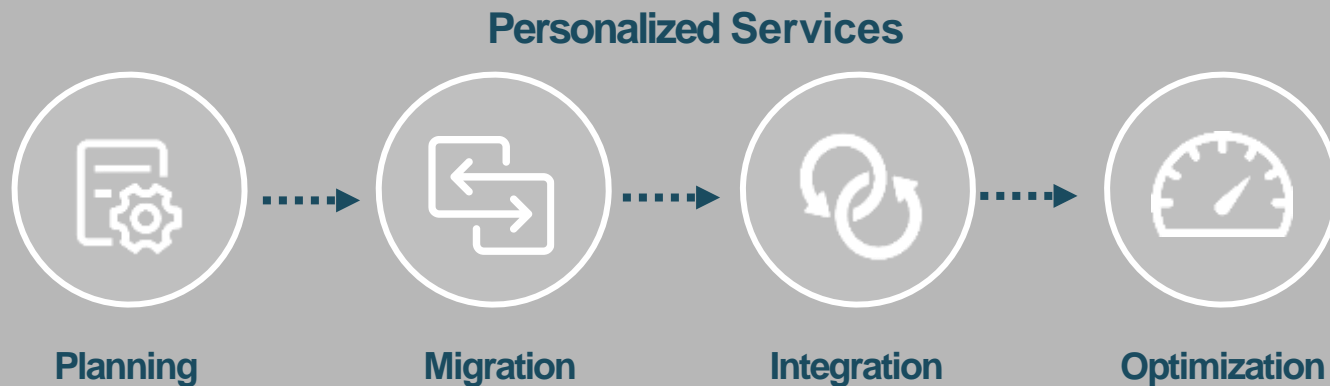


“...it is clearly becoming a multi-cloud world and Dell leads with data integration with Boomi and a **mission critical cloud with Virtustream.**”

- Michael Dell

A Proven Approach for Enterprise Applications

Virtustream takes a proven, comprehensive approach to delivering an end-to-end industrialized process to modernize enterprise applications while delivering highly personalized services.



One hand to shake. Virtustream expertise and services across the infrastructure, operating system, database and application stacks

SAP, Oracle, Healthcare, Disaster Recovery, Backup and Replication

Defining Mission-critical Applications

Mission-critical applications have specific business requirements:

- Consistent high performance
- Very high availability, with guaranteed service levels
- Secure customer data
- Regulatory compliance certifications
- Geographic scalability
- Affordable economics



“Force-fitting a ‘lift and shift’ approach to migrating some apps, particularly mission critical ones, often results in firms choosing between cost and performance.” - Lauren Nelson, Forrester Principal Research Analyst

Virtustream Enterprise Cloud for SAP



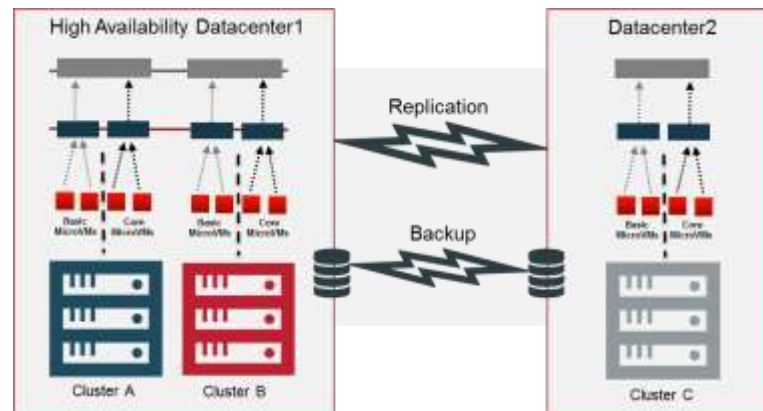
Availability and Resiliency



Availability and resiliency backed by industry-leading uptime SLAs

- **Up to 5 9s** availability for IaaS
- **Up to 3 9s** availability for production OS/DB/SAP Basis
- **Embedded disaster recovery** protection option through replication of data
- **Embedded backup and recovery** option for resiliency
- **Geographically dispersed** data centers
- **Industry-leading RPO/RT0** capabilities to reduce risk and cost

Embedded DR on Virtustream Enterprise Cloud

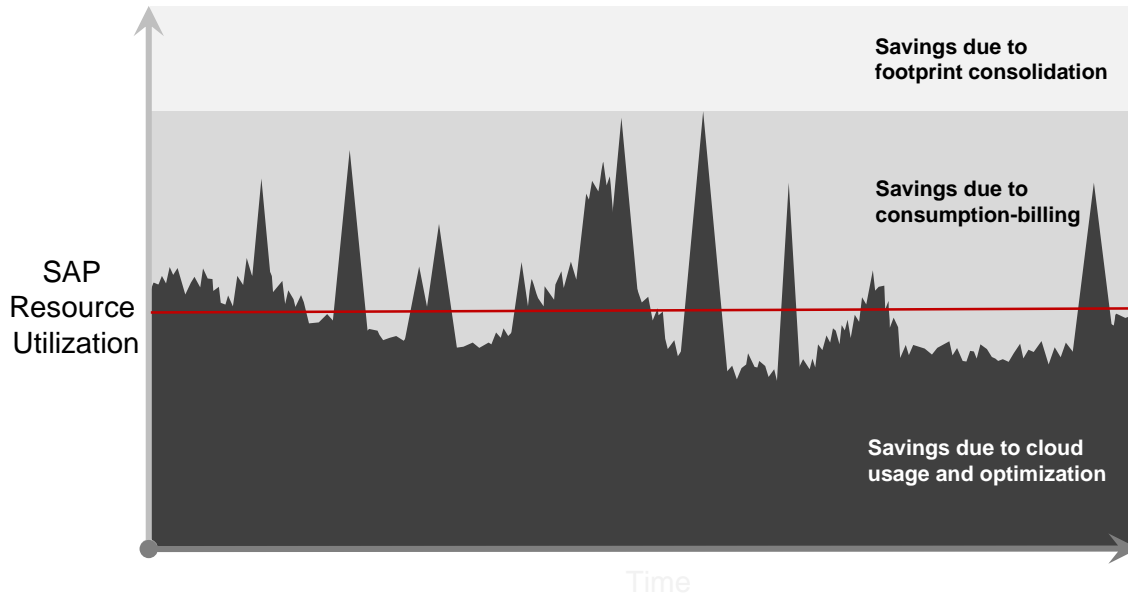


Fortune 20 corporation have successfully completed DR failover/failback testing on Virtustream Enterprise Cloud for 5 SAP apps; met typical RPO/RTOs.

Consumption-based Billing

Enabled by Patented MicroVM (μ VM) Technology

Benefit Stream of μ VM Architecture



1 μ VM	
200MHz CPU	40 IOPs
768MB RAM	2Mbps Bandwidth

- Resource utilization of SAP systems can significantly vary over time
- μ VM eliminates overprovisioning for handling peak SAP workloads
- Optimized and better utilization of cloud resources lead to significant cost savings

Beverage bottling company running a large and complex SAP landscape on Virtustream Enterprise Cloud reduced infrastructure cost by 30% with over \$50M estimated cost savings over 3 years.

Virtustream and SAP

Deep SAP Expertise

Winner

2019 SAP FKOM North America technology partner of the year

First

To run production SAP ECC on SAP HANA in the cloud

First

To run production SAP S/4HANA in the cloud

1 of 5

Global premium suppliers of SAP HANA Enterprise Cloud

250+

SAP customers running production SAP in the cloud

2500+

SAP migrations to date

Complete SAP Portfolio Coverage:

- SAP ERP
- SAP S/4HANA
- SAP HANA
- SAP Data Hub
- SAP Customer Experience



Reduces Risk

SAP® Certified
in Hosting Services

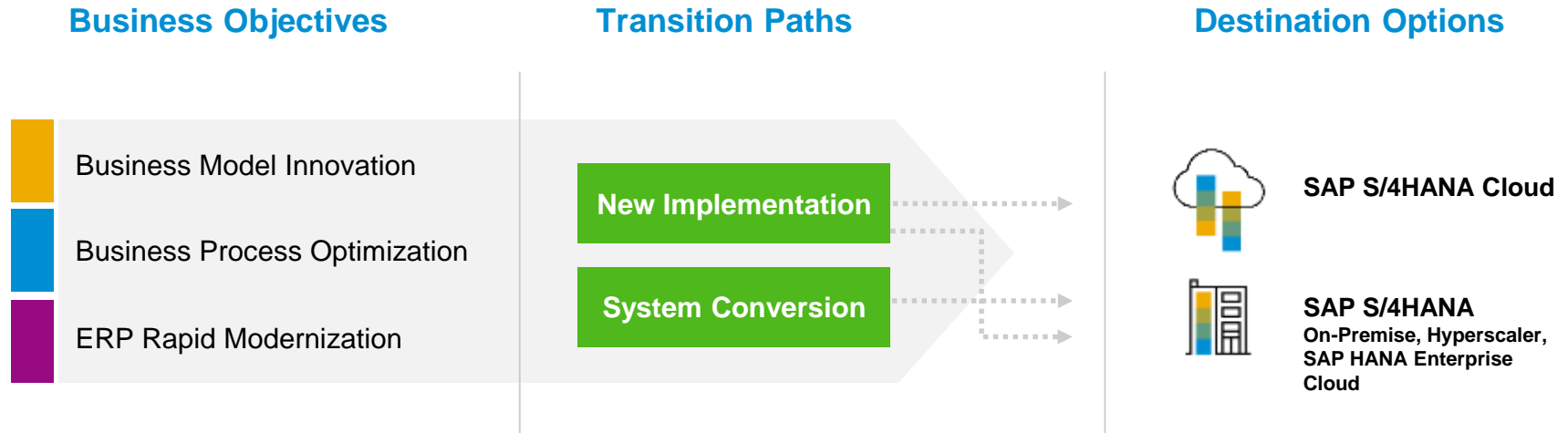
SAP® Certified
in SAP HANA® Operations Services

SAP® Certified
in Cloud Services

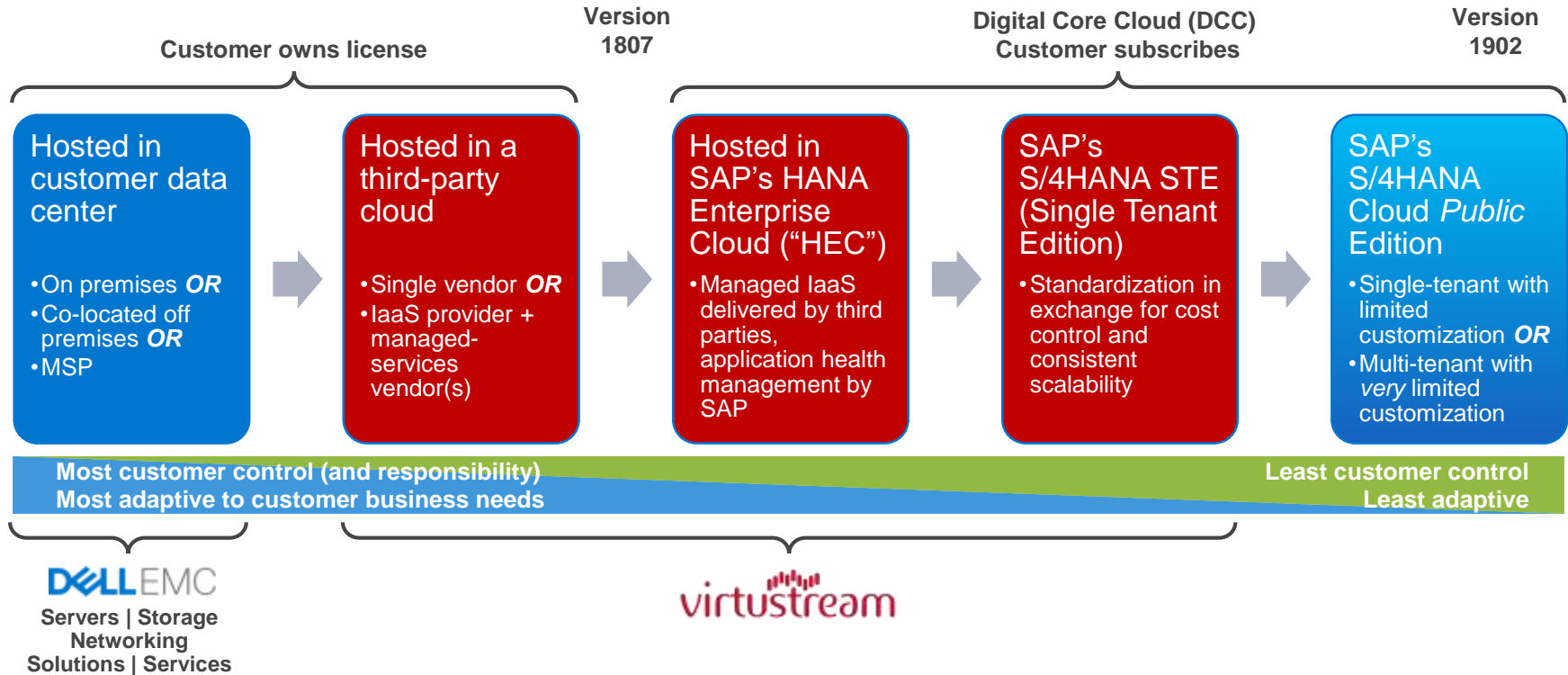
SAP® Certified
in Database Migration Option

Consider Your Strategic Choices

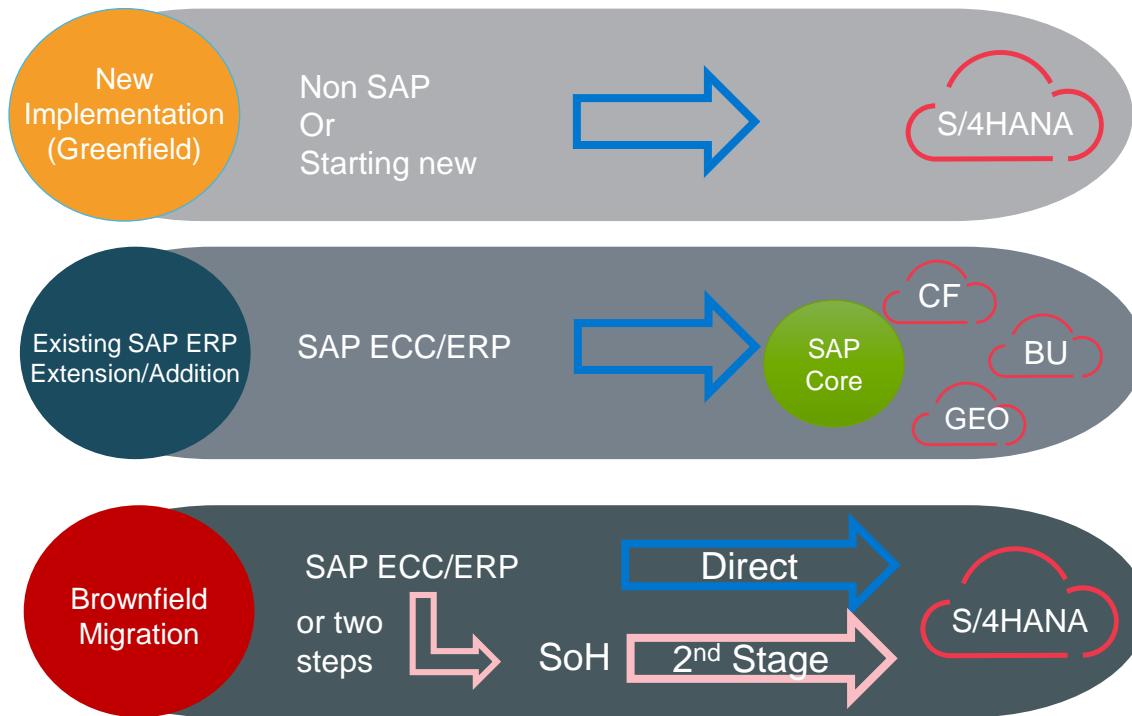
Match your business objectives to possible transition paths and destinations



Plus, any change in a customer's SAP also means *movement towards the cloud*



Primary Paths to S/4HANA



New or existing customer implementing a new SAP S/4HANA system with an initial data load.
doTerra, GE
VEC = Perfect Fit

Customer keeps the SAP ERP Core, but starts S/4 with Central Finance (CF), a Business Unit or GEO – Volvo, Protective Life Ins, Cargill
VEC = Spin up SBX or Dev S/4

Customer migrates from SAP ECC/ERP to S/4HANA
VEC = Longer sales Cycles
SoH and then go to S/4 – Media Co

Simplifying Your Journey: One Hand to Shake

Hyperscale:

Assemble, Configure, Manage and Secure



- Multiple providers needed to run typical mission critical workloads
- Complex SLAs, roles, and responsibilities
- Standardized, rigid solution components
- Fragmented, multi-vendor approach to DR, Backup, Data Protection, and Storage Replication
- Limited SLAs at infrastructure level only

50%*

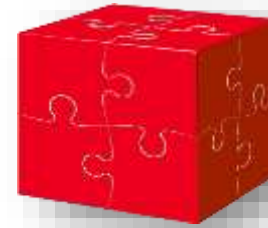
Migration cost savings

20%*

Operational Costs Savings

Virtustream:

End-to-end Solution



- Fully managed, end-to-end solution
- Personalized ‘white glove’ service delivery
- Service tailored to customers’ specific requirements
- Best-in-class migration and customer integration speed and simplicity
- Only cloud provider to deliver both infrastructure and application SLA’s (99.999% / 99.9%)

Virtustream’s “single hand to shake” approach delivers the least complexity and highest value, reducing the business risk inherent in operating mission critical applications such as SAP.

Virtustream xStreamCare Services

Professional and Managed Services



Planning



Migration



Integration



Optimization



Managed

Advisory Services

Cloud Readiness Services

Business Continuity
Planning

Security & Compliance

Solution Architecture &
Design

Project & Program
Management

Migration run-book
Development

Multi-platform Migration
Services

Post Migration
Test, QA/QC

Monitoring & Alerting

Ticketing Integration

Operational Run-book
Development

Technical Account
Management

Steady-state
Health-check

Compliance Audits

Modernization Assessment

Platform Performance
Optimization Services

Platform Cost Optimization
Services

Application Management

Database Management

OS Management

Security Management

Managed IaaS

Virtustream SAP Services

Industry-leading migration and management

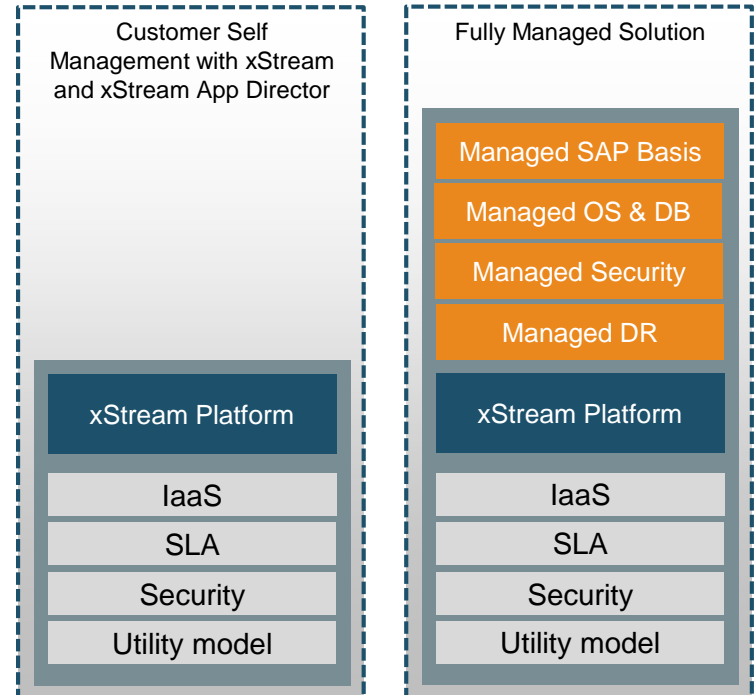
Infrastructure only options

- Virtustream Enterprise Cloud delivers comprehensive infrastructure and platform services

Customizable integrated management

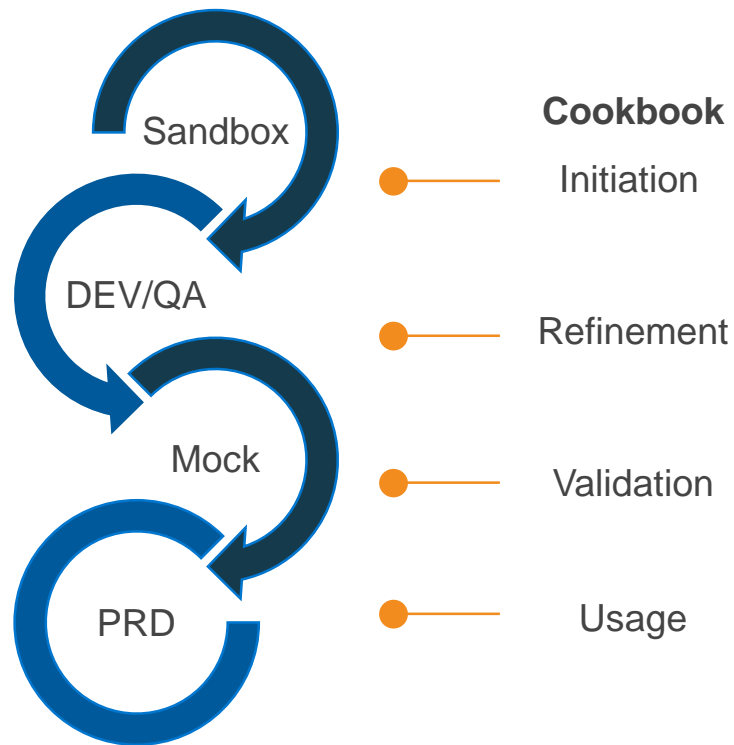
- Customers can select white-glove add-on services
- Include managed security services, managed disaster recovery services, operating system, database and SAP Basis services

Fully managed Database and SAP Basis Services



Flow of Typical Migration Process

- While every customer is unique – and this fact can influence the project – certain practices always apply.
- Flow follows typical General Computer Controls “leading practices” and starts with least impactful systems first
- The creation of a detailed “cookbook” is the key to a successful recipe
- Practice makes perfect: a “mock” run is essential to streamlining the production run and minimizing risk



Virtustream Services

First Cloud Provider to move and host **production SAP** workload in multi-tenant cloud!

First Cloud Provider to run production **SAP ECC on HANA** in the cloud!

First Cloud Provider to run **S4/HANA production** workload in the cloud!

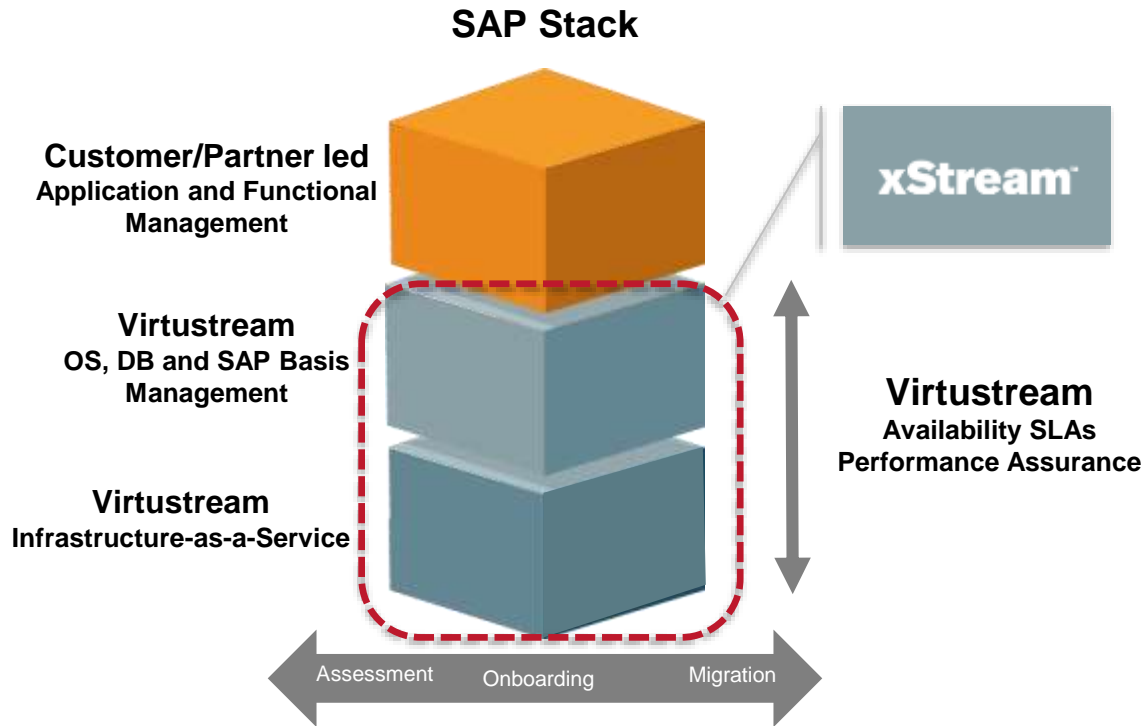
2500 SAP migrations to the cloud – most of anyone in the industry!

100% success - Zero SAP migrations ever rolled back!

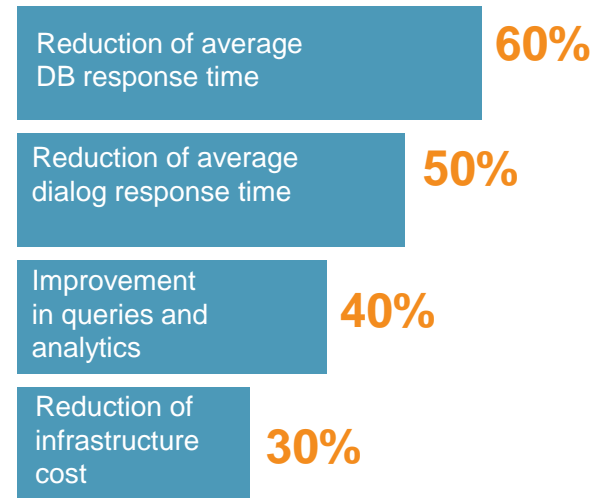
16TB S/4HANA / Fiori migration to cloud in **12 hours**

Simplifying the SAP Cloud Journey

Cloud Operating Model for IaaS, OS, DB and SAP Basis



Sample Post Migration Statistics of a Virtustream SAP Customer



HEC Scorecard provided by SAP

- Ranked “A” in recent HEC Scorecards
- Good Extended Solution Portfolio
- No credit claims
- No missing Availability Reports
- Low number of customer incidents



SLA* violations per delivered months

Pri0 and 2 Tickets per customer system (BCP tickets)

Definition: This criteria assess the number of SLA breaches* normalized to the number of systems and duration of service provisioning. The lower the violation rate the better the ranking of the supplier will be.

Calculation: $\frac{\text{Total SLA Breaches}}{\text{SLA Systems}}$

Actual results for Q4'18-Q1'19 period:

SLA System	Q4'18	Q1'19
virtu8team	0	0
Other suppliers	1	1

Definition: HEC Customer Tickets (BCP) for incidents, excluding Service Request and Change Request related tickets per customer system. The lower the number of tickets the better. Only priority 1 and 2 tickets shall be counted. Last two quarters will be considered.

Calculation: Average # of Tickets per system per quarter x # of systems

Actual results for Q4'18-Q1'19 period:

SLA System	Q4'18	Q1'19
virtu8team	0	0
Other suppliers	1	1

Sales

Deal Terminations

Definition: This criteria assess SAP's revenue loss as a sequence of the client's termination, caused by the partner's performance. Migration to other delivery party not counted.

Calculation: $\frac{\text{Total revenue of all terminated & non-renewed deals}}{\text{Total 2017 revenue of PP}}$

Actual results for Q4'18-Q1'19 period:



Pricing Turn-Around Times

Definition: This criteria estimates the average turn-around time for price requests to the supplier. The time period is measured starting from the qualification request until the first price information is received by SAP. Additional price iterations are not taken into account. The target turn-around time agreed with the supplier is 42h.

Calculation: $\frac{\text{Average of all (turn-in) turnaround C4I delay on a scale from 0-100}}{\text{Qual-in delay in 42 hours}} \times 100$

Actual results for Q4'18-Q1'19 period:



Supplier Cooperation

Outstanding Credit Claims

Definition: Percentage of outstanding* claims (total claims, damage claims from SLA violation if they exceed what is covered by SCAs, other agreed claims e.g. due to overpayment) in relation to the overall IAM spend volume on HEC. Priority: Highest. The smaller the volume of outstanding credit claims the better is this rating.

Calculation: $\frac{\text{Outstanding Service Credit Claims}}{\text{Total Service Revenue (gross)}}$

Actual results for Q4'18-Q1'19 period:

No outstanding service credits

Timeliness of SLA Reporting / SC Calc.

Definition: Average time between 1st working day of the following month and the actual upload of the Availability Report and Service Credit Calculation (if applicable) in the respective JAM customer folder (as provided by SAP).

Definition: Days outstanding for Availability Report and Service Credit calculation (if applicable) starting working day of the following month.

Actual results for Q4'18-Q1'19 period:

SLA System	Q4'18	Q1'19
virtu8team	0	0
Other suppliers	1	1

Partner's USP

Definition: Coverage of HEC portfolio, portfolio extensions, and additional support for regulated industries.

Definition: Availability of support outside the agreed SAP's core industry portfolio - same coverage level per 7 days, gaps in coverage before the taking support for portfolio extension enhancement. Each activity contribution score 1 (additional point)

Actual results for Q4'18-Q1'19 period:

SLA System	Q4'18	Q1'19
virtu8team	0	0
Other suppliers	1	1

Virtustream Value Delivered



- Reduced costs and time to market for analytics projects
- Flexible billing and resource scaling simplify operations
- Consumption billing improves cost flexibility



- Migrated systems in less than 9 months
- 700+ VMs
- Enabled self-service provisioning and management

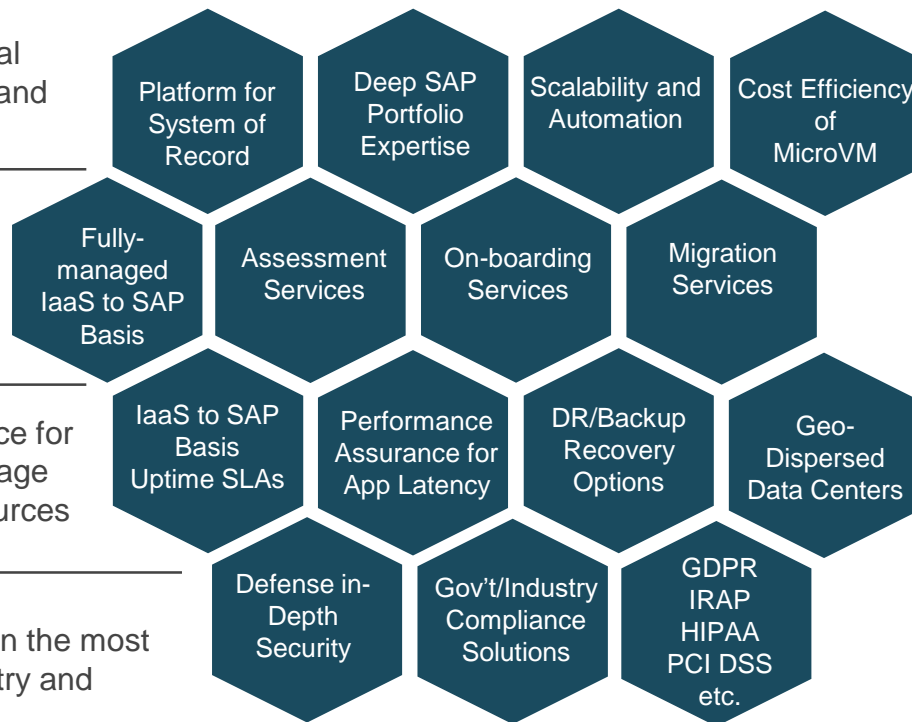


- Reduced provisioning time from 6 weeks to 48 hours
- 50% reduction in cost
- 30% increase in application responsiveness
- Encryption at rest and in motion

Summary

Virtustream Enterprise Cloud for SAP

- Built for the run complex, I/O intensive, mission-critical enterprise applications such as SAP ERP, S/4HANA and SAP HANA with true consumption-based billing
- Fully-managed cloud from infrastructure up to the application to off-load operational complexities so IT teams can focus on business initiatives
- High availability/resiliency with performance assurance for application latency and proactive CPU, memory, storage and network optimization to guarantee required resources
- Trusted cloud environment for SAP applications to run the most sensitive enterprise data, ready to comply with industry and government regulations



The Dell Technologies logo is centered in the image. It features the word "DELL" in a white, bold, sans-serif font, where the letter "E" is replaced by a stylized, white, four-pointed starburst or "dell" symbol. To the right of "DELL" is the word "Technologies" in a white, sans-serif font. The background is a vibrant, abstract digital scene with blue and purple tones, featuring glowing lines, grids, and data-like patterns that suggest a high-tech environment.

DELL Technologies