

SAP CQC GoingLive Support for SuccessFactors

INFORMATION SHEET FOR REMOTE SERVICE DELIVERY

The going live support service within continuous quality checks is a standardized method to support companies during their critical go-live steps. An SAP service engineer monitors the go-live remotely to help minimize the risk of the go-live. The continuous quality check going live support service provides system monitoring for immediate reaction in case of unforeseen incidents during your go-live.

In addition, the service can be used to monitor the execution of critical processes, such as period-end closing, after 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 Active Global Support 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.
- Monitor system during go-live phase.
- React quickly to issues, due to fast access to SAP expert knowledge.
- Increase technical stability, performance, throughput, and maintainability of your solution.

When to Use

If one or more of the issues below apply to you, then the continuous quality check going live support service as part of the continuous quality checks 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).
- If a critical process such as period-end closing is exhibiting performance problems that need to be analyzed and optimized.

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 or new hardware).
- The only change is a quarterly release upgrade.
- If the SuccessFactors system is standalone, i.e. there is no connected SAP on premise system or no integration layer (i.e. no Dell Boomi, Hana Cloud Integration or SAP PI).



DELIVERY IN DETAIL

Preparation

Please complete the SAP AGS Questionnaire with the high level project details and return to SAP.

Delivery

Our service engineers perform a remote analysis of the performance of the interfaces identified as critical as well as overall system performance. The SuccessFactors 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.

Follow-up

After the remote assessment and technical analysis, you will receive a detailed service report that summarizes the documents the Solution and Interfaces analyzed, explains the issues and risks identified, and provides recommendations and an action plan.