

SAP ECC6 Ramp-Up from a customer perspective

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AGENDA

SAP Ramp-Up: Innovation Made Easy

Leveraging the SAP Ramp-Up Benefits at Nedbank

Your Business Issues

- **(Constant) Innovation requires latest solution, Software technology**
- **Implementing brand-new solutions is always challenging and can be risky: you expect a risk mitigation strategy from your vendor**
- **If you decide to take advantage of the benefits of a new solution at an early stage, you need additional assistance to ensure that it is implemented smoothly and with low risk**
- **Your business demands the latest functionality from your IT vendor; your IT department needs safeguarding and direct access during critical implementation situations**
- **You need reliable information on release strategies, hardware sizing, needed skills, and technology-shift to plan your strategy**

SAP Ramp-Up at a Glance

SAP Ramp-Up is introducing new solutions to the market that provide you with:

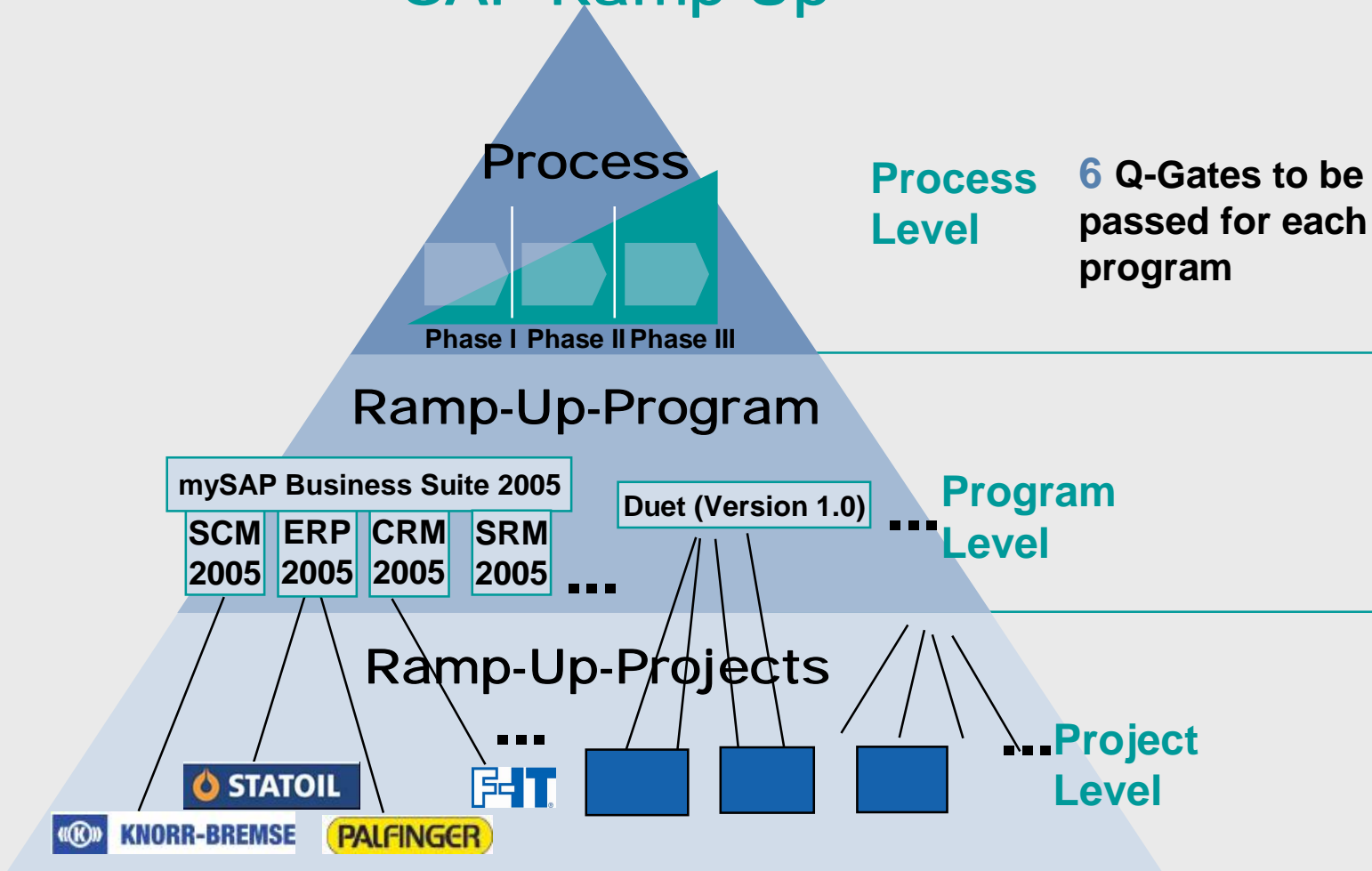
- **Benefits from intensive monitoring and support by the back office of the SAP Ramp-Up organization with direct access to the SAP development organization**
- **A smooth implementation and reduced project risk**
- **An opportunity to give feedback right where the decisions for tomorrow's solutions are made**
- **Value for your business, delivered by consultants with early training**
- **Monitoring from the SAP Executive Board**

What Is the SAP® Ramp-Up Process?

- SAP Ramp-Up is SAP's market-introduction program. It is a global SAP standard process that ensures a smoother implementation by providing additional guidance around the newest SAP solutions.
- SAP Ramp-Up accelerates core innovation, while offering multiple first-mover advantages. Specifically, the program is:
 - ◆ Valid for all solutions
 - ◆ Global and field owned
 - ◆ Driven by numeric KPIs
 - ◆ Has an average duration of about six months
 - ◆ Provides only software that was already tested and validated
 - ◆ Reduces project risk throughout various means
- Provides only software for go-live

SAP Ramp-Up Key: Taxonomy

SAP Ramp-Up



SAP Ramp-Up – Goals In A Nutshell

1 Reference Customers

2 Gathering Customer / Market feedback

➔ Customer Success

3 Driving completion of solution

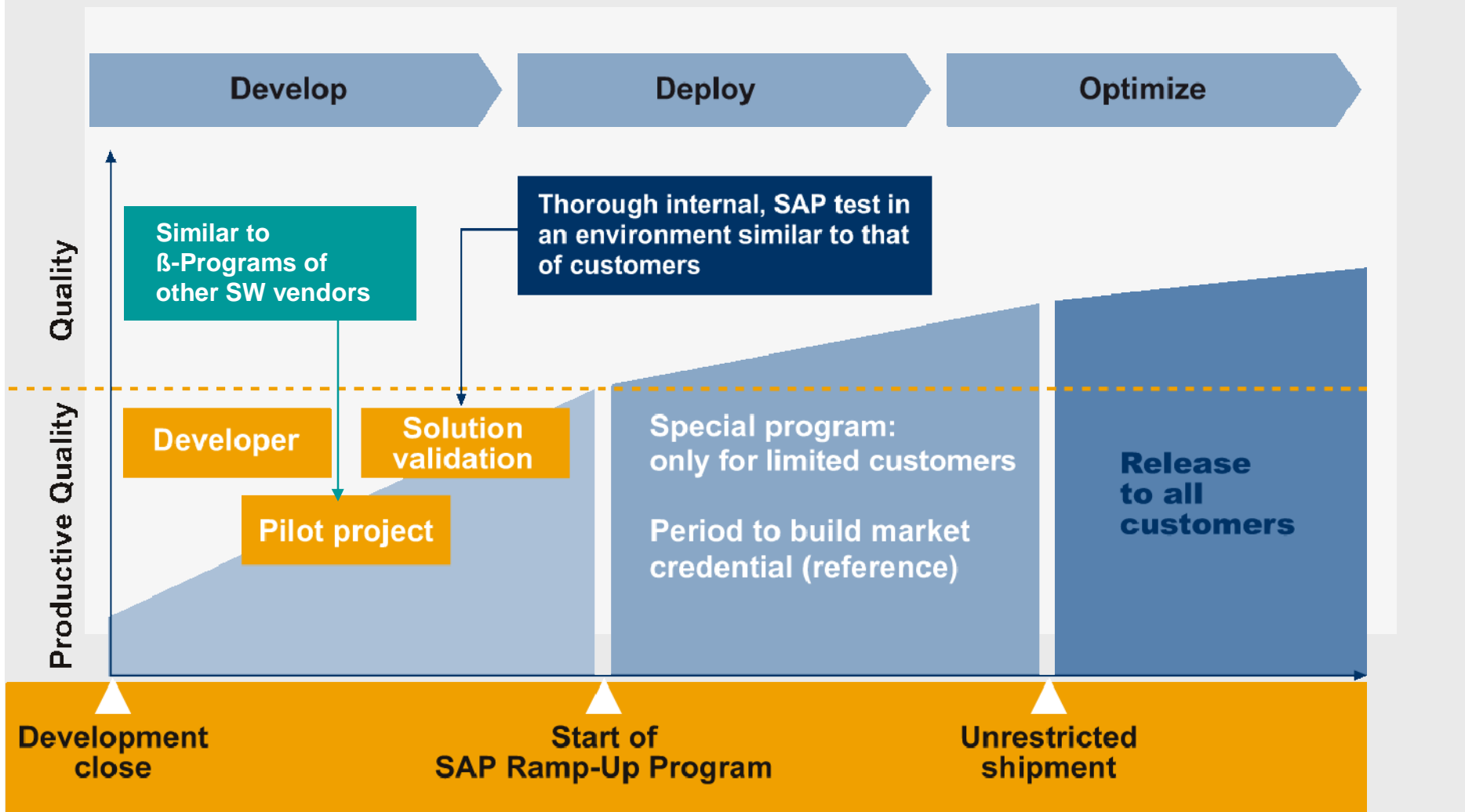
4 Improving solution quality for mass shipment requirements

➔ Solution Completeness

5 Ensuring readiness of SAP organization / Partner eco-system

➔ Scaleable Readiness

SAP Ramp-Up Is Quality for Productive Use



Services Description

SAP Ramp-Up provides you with expert project assistance, including:

- **Prioritized and expedited resolution of your error messages**
- **SAP Ramp-Up back-office**
- **SAP Ramp-Up project coaching**
- **Project scoping checks to identify potential risk at no extra charge**
- **Early training for your key users and consultants**
- **Access to e-learning for 10 users in your company at no extra charge**
- **Guaranteed project staffing with trained consultants**
- **Access to experts from multiple channels (AGS, primary support, back office, management, and so on)**

SAP Ramp-Up – Proven Success



Nedbank profile

- Fourth largest bank in South Africa
- Offers wide range of wholesale & retail banking services through its three main channels: Nedbank Corporate, Nedbank Retail and Nedbank Capital
- Old Mutual has held 53% stake in Nedbank Limited since 1986
- 1 July 2002 – merger between Nedcor, BoE, NIB and CoGHB
- Nedbank vision: for Nedbank Group to be recognised as the best financial services company to work for in South Africa

Key Financial Indicators (6 months ending June 2007)

	Nedbank Group	Nedbank Corporate	Nedbank Property Finance
Headline Earnings	R 2 775 m	R 1 541 m	R 577 m
Return on Equity	21,2%	22,5%	27,8%
Efficiency ratio	55,2%	47,8%	41,0%
Average Advances	R 335,3 bn	R 137,4 bn	R 38,7 bn
No of employees	25 992	6 044	452

Nedbank Corporate Property Finance

- South Africa's leader in lending in commercial and industrial property
- Vision: to aspire to become the world's leading property financier
- Tailor made financial solutions to property developers, investors in commercial, industrial & retail property, listed property funds and partnerships in JV's or minority equity investments
- SAP application offers flexibility of product offering and time to market
- Turnaround of MIS information from 3 weeks to overnight

SAP landscape / environment

- SAP implemented in 2001 on mySAP 4.6C with 301 users: CML, FI/CO, BW
- Increased to 477 users in 2003
- Upgraded to ECC6 using SAP Ramp-Up in July 2006
- Upgraded BW3.5 to BI7 in July 2007

Why ECC6?

- Don't underestimate value of a business case
- Ticket to the game if SAP to be further rolled out to the Group
- Technical benefits:
 - NetWeaver platform
 - Easier integration to third party products
 - Reduces patches and fixes
 - Performance enhancement
 - High performing change mechanisms for run time critical uploads
 - More specific BADI's and BAPI's
 - Archiving now available for CML

Why ECC6? (contd)

- Functional benefits:
 - Improvements in BP interface
 - Reduction in total number of BP screens
 - Streamlining of transactions
 - Improved change documents
 - Automatic clearing of overpayments
 - More efficient reversal chain
 - Position to use Flex GL
 - Info broadcasting on BW
 - Business Planning & Simulation available
 - Host of consumer loan functionality

Why SAP Ramp-Up?

- Early adopter in South Africa
- Direct channel into SAP Development
- Dedicated back office and expedited support
- Free project related checks to identify potential risks
- Exclusive access to Ramp-Up knowledge transfer
- Guaranteed project staffing and trained consultants
- SAP AG Board attention on the project with regular reporting
- Reduced upgrade risk because of scoping and coaching assistance from SAP
- It's free!

Our experience

- Project Manager appointed by SAP to manage the relationship
- Project Manager appointed internally
- Focused on technical upgrade where possible
- Rapid turnaround of queries logged via OSS
- Peace of mind with backing of SAP AG
- Simple show and tell program for end users
- Go live calls logged through help desk

What went well ...

- Regular (weekly/daily) meetings
- Testing in the various teams
- Sense of accomplishment by team members – a great experience
- No downtime for users
- Good communication to end users – and good feedback in return
- Involvement of help desk and admin team in the upgrade
- Excellent post go-live support
- Making use of user profiles for testing (as opposed to *SAPALL)

What went well ... (contd)

- Representatives from the team on the ground in each region
- SAP Consultant on site during the actual upgrade
- Involvement by end users in testing of roles and profiles
- Opportunity for complete clean up of old roles and transaction codes
- Multiple month end tests guaranteed a clean first month end
- Users well informed of changes to screens and new functionality
- Authorisations set up in QA exactly as required in Prod

What didn't work well ...

- Significant changes in ABAP environment resulted in developers learning on the job
- Test cases could have been better prepared
- Failed to build re-usable test cases
- Inadequate usage of end users in testing daily business activities
- Other priorities distracted the project team members

Lessons learned

- Appoint a *dedicated* PM and team for a upgrade of this magnitude
- Document in detail the upgrade procedure during each test
- You can never plan or test too much!
- When generating roles after the upgrade, default values are restored and must be manually configured as required
- Define very clearly the scope of testing
- Have a contingency plan for critical business processes – eg payaways

Value of the Ramp-Up program

- Peace of mind
- Immediate support from SAP AG
- Support from the local SAP Project Manager
- Business credibility (delivered on time and under budget)
- First to market with the product
- Low risk
- Cost effective!

Would I use SAP Ramp-Up again?



Thank you