

SAP S/4HANA

Frequently Asked Questions

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EXTERNAL



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The purpose of this document is to provide an external audience with a selection of frequently asked questions and answers about SAP S/4HANA, the next-generation business suite from SAP.

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Introduction and Overview

1. What is SAP S/4HANA?

SAP S/4HANA is the next-generation business suite, a digital core for your organization. It is a new product fully built on the most advanced in-memory platform today – SAP HANA – and modern design principles with the SAP Fiori user experience (UX). SAP S/4HANA delivers massive simplifications (customer adoption, data model, user experience, decision making, business processes, and models) and innovations (Internet of Things, Big Data, business networks, and mobile-first) to help businesses run simple in the digital economy.

SAP S/4HANA is designed to integrate with and utilize IoT, Big Data, Mobile, Business Networks, third party systems, and more. SAP S/4HANA helps our customers create a truly Live Business:

- It is immediate – empowering business users with insights to act in the moment
- It is intelligent – beyond automation to predictive suggestion
- It is integrated – not only between your departments, but connected to the world

2. What does the name of SAP S/4HANA stand for?

SAP S/4HANA is short for SAP Business Suite 4 SAP HANA. It brings the next big wave of SAP innovation to our customers, similar to the transition from SAP R/2 to SAP R/3.

SAP S/4HANA is a new product with a new code line architected for maximum leverage of the unique in-memory platform, SAP HANA.

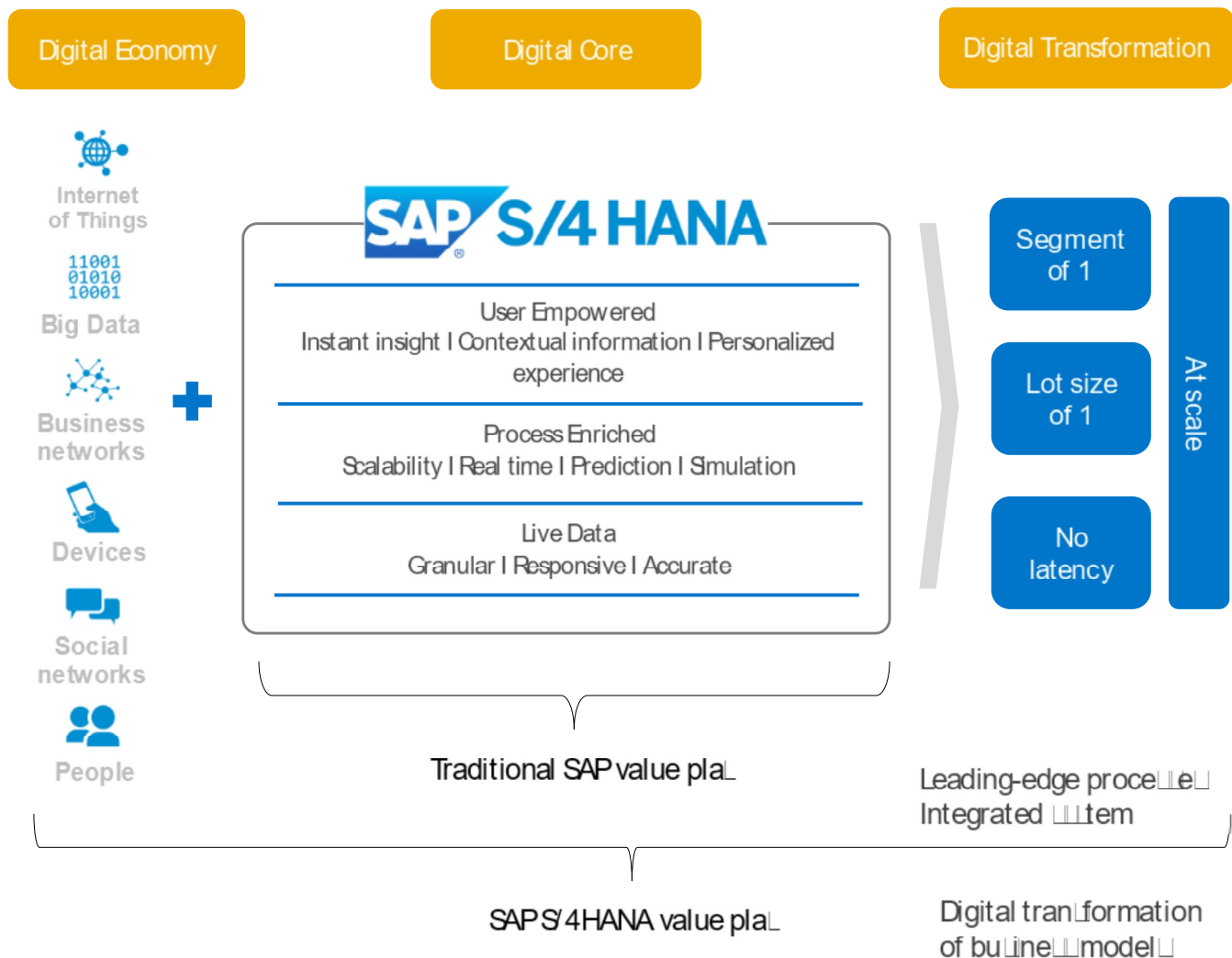
3. What are the key benefits for a customer to move to SAP S/4HANA?

SAP's vision and strategy is to help customers run simple in the digital economy. To deliver on this mission, we are redefining how enterprise software creates value.

The prevalence of digital technologies is forcing organizations to re-imagine their business models, the way their business processes are designed, and the way their employees work in the digital economy. While this brings a plethora of challenges due to the disruptive nature of digital technologies, the digital economy is also bringing numerous opportunities for those who are aware and prepared to embrace digital transformation.

From a business value perspective, this means that SAP S/4HANA creates unique opportunities to reinvent business models and drive new revenues and profits. First, enterprises can now connect to people, devices, and business networks to deliver new value to their customers on any channel – the Internet of Things and Big Data become accessible to any business. Second, enterprises can dramatically simplify their processes, drive them in real time and change them as needed to gain new efficiencies – batch processing is no longer required. And finally, business users can now get

any insight on any data from anywhere in real-time: planning, execution, prediction, and simulation – decisions may be made on the fly with the finest level of granularity for faster business impact.



From an IT value perspective, this means that SAP S/4HANA creates unique opportunities to simplify the landscape and help reduce total cost of ownership (TCO) with SAP HANA as the great simplifier. First, enterprises can now reduce their data footprint and work with larger data sets in one system (for example with industry or application function re-integrated, where it was previously standalone), to save hardware costs, operational costs, time, and reduce complexity. Second, innovation is also made simple by leveraging an open platform (SAP HANA Cloud Platform) to drive advanced applications – for example, predicting, recommending, and simulating – while protecting existing investments. Third, business users can leverage a simple and role-based user experience, based on modern design principles, which minimizes training efforts while increasing productivity as it combines information from various sources at the point where

decisions are made. We also support customers with simple configuration: both setting up the system and during its use. And finally, enterprises get choice of deployment: cloud, on premise, and even support for hybrid scenarios to drive quick time-to-value and reflect the current reality of customer solution landscapes.

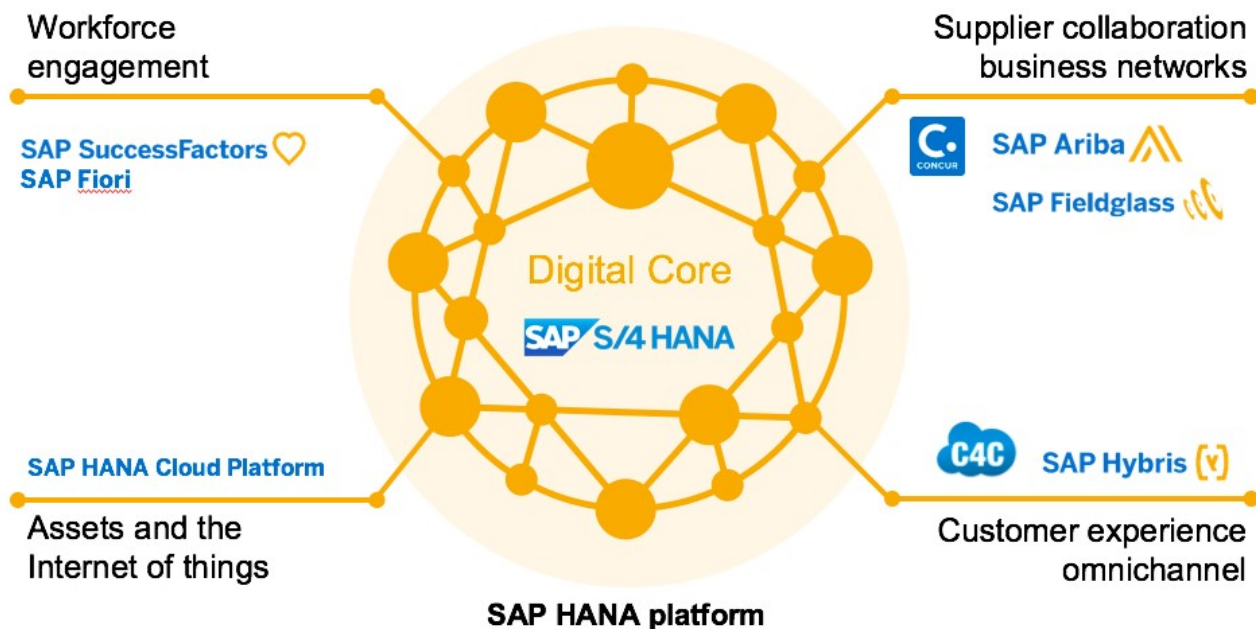
Key facts about SAP S/4HANA:

- ❑ Reduced total data footprint compared to SAP Business Suite
- ❑ Higher throughput than traditional ERP systems
- ❑ Real-time analytics and reporting
- ❑ Reduced process steps
- ❑ Extensive workload capacity
- ❑ Open environment via SAP HANA Cloud Platform extensions
- ❑ Predict, recommend, simulate
- ❑ SAP HANA multitenancy
- ❑ All data: social, text, geo, graph, processing
- ❑ New SAP Fiori UX for any device (mobile, desktop, tablet)
- ❑ Choice of deployment: on premise, cloud, hybrid
- ❑ Fast deployment via configuration capabilities

SAP S/4HANA is only built on SAP HANA because only the SAP HANA platform can deliver such level of massive simplifications and innovations.

4. How does SAP S/4HANA fit SAP's Digital Business Framework?

SAP S/4HANA is the digital core for your business. Only SAP can enable the digital network that connects your entire workforce, suppliers, customers, and assets to the digital core, powered by the SAP HANA Platform.



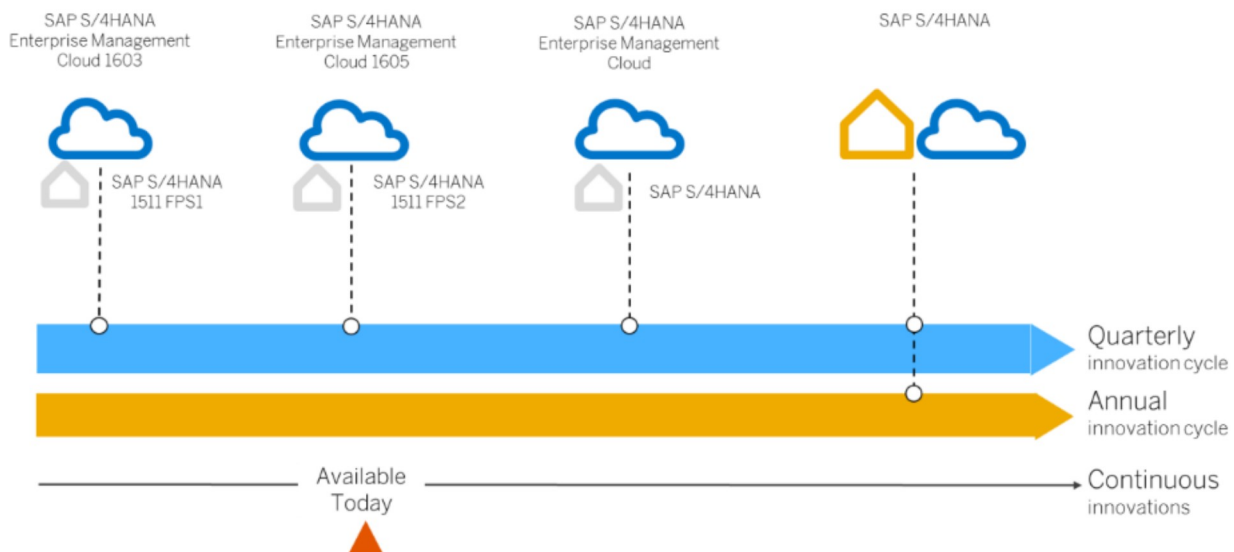
5. What are the SAP S/4HANA deployment options for customers?

SAP offers on-premise, cloud, and hybrid deployments to give real choice to customers. SAP S/4HANA also gives customers the option to fully leverage the SAP HANA multitenancy database functionality as provided by the SAP HANA platform.

6. How is SAP S/4HANA available to the market?

SAP S/4HANA and SAP S/4HANA Cloud are available for customers in all industries and regions.

SAP S/4HANA follows a yearly innovation cycle and SAP S/4HANA Cloud follows a quarterly innovation cycle.



7. What is the benefit to the data model for using an in-memory platform?

SAP S/4HANA delivers high-volume transaction processing (OLTP) and high volume real-time analytical processes (OLAP) based on a unified data model without the redundant data layers typically required by traditional RDBMS based systems. This reduces TCO while providing new opportunities to increase business value from existing investments.

Examples for redundant data layers are custom-built layers based on database tuning efforts such as secondary indexes, or application built-in performance accelerators such as aggregate tables or multiple general ledger versions for different managerial reporting needs.

The massive simplifications of the data model and the data processing layers enable business and technological innovations on a broad scale, across all lines-of-business and industry solutions. The new application architecture simplifies system landscapes and accelerates cloud deployments on an economical scale.

8. Where can I find SAP S/4HANA enablement material beyond this FAQ document?

The customer journey to SAP S/4HANA has been enriched to provide end-to-end support for business and IT audiences. SAP offers both educational and training materials to enable our customers on their digital transformation journey with SAP S/4HANA. In addition to the primary product website, www.sap.com/s4hana, we recommend our customers make use of the following materials:

SAP S/4HANA Customer Adoption Journey Map: This interactive, 5 step journey map outlines how customers can establish a digital core and drive shorter time-to-value with our top SAP S/4HANA digital offers to existing SAP Business Suite customers and new customers. It includes our top business and IT audience assets.

There are multiple SAP S/4HANA-specific courses available via openSAP, including:

- [SAP S/4HANA in a Nutshell](#),
- [SAP S/4HANA – Deep Dive](#),
- [SAP S/4HANA – Use Cases](#), and
- [Implementation of SAP S/4HANA](#).

SAP Community Network, including the SAP S/4HANA Cookbook: This online and living ‘cookbook’ includes frequent updates on functional capabilities, transition options, extensibility, adaptation, and integration information as well as education and service offerings by SAP.

Scope and Roadmap

9. What is the current business scope of SAP S/4HANA?

We worked closely with our customers to identify where digitized operations could provide the most value. The result is a massive wave of simplification and innovation in the core that covers critical business processes in finance, sales, service, sourcing and procurement, manufacturing, supply chain, asset management, and research and development, and human resources.

The visual below highlights the business scope of SAP S/4HANA for customers choosing an on-premise deployment .



Customers can now drive end-to-end digitized operations across their key business functions via a fully digitized solution, SAP S/4HANA Enterprise Management. Additional information on SAP S/4HANA Cloud can be found later in this document, [here](#).

SAP S/4HANA Enterprise Management covers all mission-critical processes of an enterprise. It represents our foundation solution, natively built on the SAP HANA platform and designed with SAP Fiori UX.

SAP S/4HANA Enterprise Management covers all core business processes (e.g. order-to-cash, procure-to-pay, plan-to-product, and request-to-service) and core capabilities, such as core finance, as well as a variety of more specialized line of business and industry capabilities. It will also deliver native integration with SAP SuccessFactors Employee Central for world-class HR functionality as well the SAP Ariba Network to help our customers fully leverage the power of the business network.

10. What is the “SAP S/4HANA 1511” release?

In November 2015, SAP delivered the 1511 update, a massive wave of simplification and innovation in the core and introduced SAP S/4HANA Enterprise Management. With this delivery, enterprises can drive unprecedented business value with innovative use-cases – in core financial and operational areas such as in logistics – taking full advantage of a simplified data model and a responsive user experience.

Key simplifications and innovations include:

- Optimized working capital with new accounts payables and receivables cockpits

- ❑ Decreased stock buffers with simplified data model in inventory management for real-time, high-volume processing
- ❑ Increased visibility with real-time stock and material flow insight
- ❑ Reduced manufacturing cycle time with streamlined material flow for internal requirements – material requirements planning (MRP)
- ❑ Augmented reactivity with real-time monitoring of production orders regarding flow and critical issues
- ❑ Improved operational decisions with easier simulation of supply alternatives
- ❑ Lower procurement costs with standard integration to the SAP Ariba Business Network
- ❑ Better customer service with new sales order fulfillment cockpit to help identify bottlenecks and issues instantly

The latest available SAP S/4HANA on-premise release is SAP S/4HANA 1511 FPS1. FPS stand for the Feature Pack Stack 1, the detailed scope can be found here:

https://uacp.hana.ondemand.com/http.svc/rc/PRODUCTION/pdfa90fd6551ed88809e1000000a441470/1511%20001/en-US/FSD_OP1511_FPS01.pdf

11. What does the term “Materials Management & Operations” mean?

The term SAP Simple Logistics (sLOG) was an internal SAP project name. The represented functionality can best be described by the term “Material Management & Operation” (MMO). This is an umbrella term, not a formal product name, used to describe the combination of multiple lines of business including Manufacturing, Supply Chain, Sourcing & Procurement, and Sales.

12. What is the scope of SAP S/4HANA Enterprise Management, key area Materials Management & Operations?

Innovations in Materials Management & Operations fall into three categories.

The first category is a role-based user experience, with a new responsive design. The UIs run on any devices, desktops, tablets, smart phones, and even smart watches and have been redesigned for exception-based issue handling.

The second category is a set of innovations in the SAP S/4HANA core, which has been modernized by simplifying & optimizing the technology footprint, and by collapsing Online Transaction Processing & Online Analytical Processing to make the functionality more relevant and designed for data-driven businesses.

From a functional scope, the solution covers simplified functionality within the following business priorities:

- Procure-to-Pay
- Plan-to-Product
- Order-to-Cash
- Request-to-Service



13. What are SAP S/4HANA Line of Business solutions?

The SAP S/4HANA Line of Business (LoB) solutions are solutions that combine the core capabilities included in the SAP S/4HANA Enterprise Management solution with each LoB solution in our portfolio (on-premise and cloud). Examples include SAP Cash Management for finance; SAP SuccessFactors solutions in human resources; the SAP Ariba Network in procurement, and SAP Hybris Cloud4Customers solutions in marketing and commerce and sales/ services.

This new branding reinforces the completeness and diversity of SAP solutions. For example, the SAP S/4HANA Finance (formerly SAP Simple Finance) scope is unchanged and covers the portfolio of finance solutions across SAP ERP Financials, SAP solutions for enterprise performance management (SAP EPM), SAP BPC, SAP solutions for governance, risk, and compliance (SAP GRC), SAP solutions for business intelligence, SAP Ariba, and Concur. Some of these solutions may be licensed separately.

14. What SAP S/4HANA industry solutions are available?

Within SAP S/4HANA we have an “Industry to Core” initiative as the industry value chains are undergoing significant reorganization. For example, we can observe brands becoming retailers and retailers becoming brands. The classical industry definitions are increasingly blurred. Our Industry to Core initiative is driven by a “Principle of One” mindset and release a portion of the former industry solutions as part of the core SAP S/4HANA solution.

Both SAP S/4HANA and SAP S/4HANA Cloud are open to customers of all industries. As expected, the functional depth and support of specific industry scenarios is larger for the on-premise edition than for the cloud edition, as the latter one focusses on more standardized and streamlined core ERP processes.

Support for industry-specific solutions is planned according to market prioritization for both on-premise and cloud editions. The current status of planned innovation is outlined in the external SAP S/4HANA roadmap on [Service Marketplace](#).

15. What is the product map and roadmap for SAP S/4HANA?

SAP customers and partners can access the detailed product map in the respective repositories and the roadmap on the SAP Service Marketplace, [here](#).

You will find two separate roadmaps, one for cloud and one for on-premise deployments.

16. Which SAP S/4HANA edition do you recommend for my enterprise?

An on-premise deployment (either traditional on-premise or in a hosted environment) is designed for enterprises across industries that need a deep and broad level of functionality combined with a high degree of flexibility in configuration and customization.

SAP customers can use two main tools to explore SAP S/4HANA innovations. The Innovation Discovery tool gives guidance on existing and upcoming innovations, complements the roadmaps on the service market place. The Innovation Discovery page can be found [here](#).

The SAP S/4HANA Business Scenario Recommendation tool is a self-service tool designed to help existing SAP customers identify the most valuable digitized business scenarios for their individual enterprises. The Business Scenario Recommendations report uses your current SAP software usage information and generates a personalized report that will be e-mailed to you within five business days to learn how SAP S/4HANA can help enhance your company's current performance and competitiveness.

Access the SAP S/4HANA Business Scenario Recommendation tool, [here](#).

SAP S/4HANA Cloud is designed for enterprises across all industries that need or prefer a standardized cloud offering primarily covering the core business scenarios of an enterprise or specific business scenarios of lines of business, combined with a fast innovation cycle.

In addition, SAP S/4HANA offers the opportunity for customers to deploy hybrid scenarios - combining on-premise and cloud solutions - for unprecedented IT flexibility and accelerated business innovation.

Enablement and Trial Experience

17. Where can I find customer SAP S/4HANA enablement material?

The customer journey to SAP S/4HANA has been enriched to provide end-to-end support for business and IT audiences. SAP offers both educational and training materials to enable our customers on their digital transformation journey with SAP S/4HANA. We recommend our customers make use of the following enablement materials:

[SAP S/4HANA Customer Adoption Journey Map](#): This interactive, 5 step journey map outlines how customers can establish a digital core and drive shorter time-to-value with our top SAP S/4HANA digital offers to existing SAP Business Suite customers and new customers. It includes our top business and IT audience assets.

[SAP S/4HANA openSAP Courses](#): There are multiple SAP S/4HANA-specific courses available via openSAP, including: [SAP S/4HANA in a Nutshell](#), [SAP S/4HANA – Deep Dive](#), [SAP S/4HANA – Use Cases](#), and [Implementation of SAP S/4HANA](#).

[SAP Community Network](#), including especially the [SAP S/4HANA Cookbook](#): This living online 'cookbook' includes functional capabilities, transition options, extensibility, adaptation, integration information as well as education & service offerings by SAP.

18. Where can I find Partner SAP S/4HANA enablement materials?

In addition to the enablement materials listed above, partner-specific enablement materials about SAP S/4HANA are available on the [SAP Partner Portal SAP S/4HANA Training & Education page](#).

19. How can I try SAP S/4HANA?

SAP S/4HANA Cloud trial: A free 14-day cloud trial is available to help you experience the value of simplicity across key business scenarios: project manager, cash manager, general ledger accountant, accounts receivable accountant, accounts payable accountant, and marketing manager.

You can access the cloud trial here: www.sap.com/s4hana-trial

SAP S/4HANA trial: Explore SAP S/4HANA with a 30-day trial and evaluate digitized business processes—such as order-to-cash or procure-to-pay—across your key enterprise functions.

You can access the on-premise trial via the same link: www.sap.com/s4hana-trial

SAP S/4HANA and the Broader SAP Portfolio

20. How does SAP S/4HANA relate to SAP S/4HANA Finance (formerly known as SAP Simple Finance powered by SAP HANA)?

The SAP S/4HANA Finance (originally branded SAP Simple Finance) solution marked the first step in our SAP S/4HANA road map for customers. The solution has demonstrated the value of simplification (for example, no indexes, no aggregates, and no redundancies) and instant insight for Finance. SAP S/4HANA leverages the full scope of SAP Accounting powered by SAP HANA included in SAP Simple Finance. SAP S/4HANA Cloud also delivers a robust financial scope.

21. How does SAP S/4HANA relate to SAP's existing portfolio of cloud solutions?

SAP S/4HANA is also available in the cloud as a SaaS solution.

SAP S/4HANA will not replace our existing portfolio of line-of-business cloud solutions; rather, it will integrate with and expand upon it. This integration strategy applies to both deployment models, cloud and on-premise.

Our comprehensive offering is planned to allow SAP S/4HANA customers to build hybrid scenarios between SAP S/4HANA and cloud solutions from SAP, including those from SAP SuccessFactors and SAP Ariba, as well as integration with SAP Hybris, SAP Fieldglass and SAP JAM. This way customers can leverage the cloud at their own pace, based on their needs, while keeping all the integration and business benefits of their existing SAP solutions. In addition, SAP S/4HANA is designed to easily connect with global business networks such as the SAP Ariba Network and Concur (planned).

22. How does SAP HANA Enterprise Cloud (“HEC”) relate to the SAP S/4HANA?

SAP HANA Enterprise Cloud, offered by SAP or our partners, provides a private cloud environment for all SAP on-premise solutions running on SAP HANA, including SAP S/4HANA. SAP S/4HANA customers can consider this as a deployment option.

SAP S/4HANA Cloud is a public cloud offering that leverages the same infrastructure as a service (IaaS), data centers, and security qualities as the SAP HANA Enterprise Cloud, though the lifecycle management and solution scope is tailored to the needs of a public cloud offering. Updates for SAP S/4HANA Cloud are planned on a quarterly basis, to be consumed by the customer, and managed by SAP in globally available SAP data centers.

23. How does SAP HANA Cloud Platform relate to SAP S/4HANA?

In the context of SAP S/4HANA, SAP HANA Cloud Platform serves as an extension platform and agility layer. It is possible to build specific capabilities extending the scope of SAP S/4HANA by either integrating non-SAP functions or building your own. The cloud platform serves as both the development platform and the runtime foundation for the developed solutions. The extensions built on the cloud platform can run with both cloud and on-premise deployments of SAP S/4HANA.

24. Does SAP provide prepackaged integration for SAP S/4HANA to the existing cloud solutions from SAP?

Yes, integration is provided as SAP Best Practices for SAP S/4HANA and is delivered with prepackaged integration (for example integration between SAP SuccessFactors and SAP S/4HANA). Additional information can be found in [this whitepaper](#).

25. How does SAP S/4HANA relate to SAP BW?

SAP BW will continue to represent the preferred solution for strategic enterprise data warehousing to help customers consolidate data from different sources (including SAP and non-SAP data sources) for a consistent view across the enterprise. SAP BW has also been optimized to run on the SAP HANA platform: SAP BW powered by SAP HANA.

SAP S/4HANA delivers built-in real-time operational reporting capabilities covering all typical analytics use-cases in the context of the suite. SAP BW will continue to act as our central enterprise data warehouse solution.

26. Are SAP SuccessFactors, SAP Ariba, Concur, SAP Hybris, and other cloud solutions from SAP included in the SAP S/4HANA product license?

SAP S/4HANA integrates with and complements our existing cloud portfolio offerings. These offerings remain under separate license/subscription.

27. Will customers that have licensed SAP Accounting powered by SAP HANA get a credit?

Yes, all customers that already purchased a SAP Accounting powered by SAP HANA license will get a corresponding credit for upcoming purchases. For details and conditions, please contact your local sales representative.

28. How does SAP S/4HANA relate to SAP Business ByDesign and SAP Business One?

SAP S/4HANA Cloud, SAP Business ByDesign, and SAP Business One Cloud complement each other regarding SAP ERP Cloud solution portfolio. None of these solutions are intended to be replaced by the other.

While SAP S/4HANA Cloud is predominantly leveraged as a large enterprise solution and for subsidiaries of large enterprises, SAP Business ByDesign has been optimized predominantly for mid-market companies with fewer than 1000 employees.

SAP Business One addresses the market segment of smaller customers, generally companies with fewer than 500 employees

SAP S/4HANA and SAP Business Suite

29. Do SAP S/4HANA and SAP Business Suite share the same data semantic?

With SAP S/4HANA, SAP has developed a new product that leverages basic data structures and elements of the SAP Business Suite for maximum compatibility, non-disruptive conversions, and hybrid scenarios. However, SAP S/4HANA provides new business functionality on top of these data structures, natively built on and optimized for the SAP HANA platform and designed with the SAP Fiori UX principles.

SAP Business Suite on-premise customers running ECC 6.x can easily deploy this new product simply by migrating to the SAP HANA database and moving their software stack to SAP S/4HANA.

30. Will SAP continue to deliver innovations to SAP Business Suite customers on any DB?

Yes. SAP remains committed to protecting our customer investment, including extending our maintenance commitment until at least 2025. This is an unprecedented commitment to customers in the IT industry. We will also continue to deliver innovations without disruption (through enhancement packages for example) to SAP Business Suite customers on any database and on SAP HANA.

However, transformational business and IT simplifications require a transformational platform and this is why SAP S/4HANA runs only on SAP HANA. It is the logical next step for our installed base customers.

31. Does SAP Business Suite powered by SAP HANA still exist?

Yes. For many customers this has been the first step in their roadmap to SAP S/4HANA. You can explore the full journey map for a comprehensive overview [here](#).

32. What is really new in SAP S/4HANA compared to SAP Business Suite powered by SAP HANA?

With SAP Business Suite powered by SAP HANA, our product approach has been to port the applications on the SAP HANA platform and optimize the code to allow customers the ability to gain significant performance in their mission-critical business processes and reporting activities, and by that, in turn, also improve performance on relational databases. SAP HANA represented a new database alternative for existing customers, with a simple database migration required to drive the entire business in real time.

SAP S/4HANA is a new product. With SAP S/4HANA, we are building on the success of the SAP Business Suite powered by SAP HANA with a completely new and reimagined suite:

- SAP S/4HANA is running on SAP HANA for massive simplification (simplified data model: no indexes, no aggregates, no redundancies) and innovation (for example, open in-memory platform for advanced applications predicting, recommending, and simulating)
- SAP S/4HANA is designed with SAP Fiori UX, offering an integrated user experience with modern usability and instant insight on any device (role-based, mobile-first, consistent experience across lines of business)
- SAP S/4HANA is connected to the Internet of Things and business networks for real-time collaboration (planned: machine-to-machine, SAP Ariba Network, Concur) in the networked economy
- SAP S/4HANA is engineered for providing choice of deployment (on-premise, cloud, and hybrid)

In addition, SAP HANA Cloud Platform serves as an open extension and agility layer for SAP S/4HANA. The extensions built on the cloud platform can run against either deployment of SAP S/4HANA: in the cloud and on-premise.

33. What is the fundamental difference between the SAP Business Suite code line and the new SAP S/4HANA product code line?

The development approach of SAP S/4HANA is to enable customers for the digital economy and deliver a new architecture, designed for real-time, Live Business. For example we eliminate all artifacts that have been introduced as performance workarounds for classical row-based RDBMS. These are aggregates and programmed indexes that contained no semantic value and only

provided fast access to sums and data. On the downside, these created interconnections in the application and complexity in how to lock the system to avoid conflicting updates in aggregates. Moreover, significant code had to be developed for lengthy ETL (extract-transform-load) scenarios incurring data preparation and exception management routines caused by latency.

This portion of the code did not carry business semantic in itself, but served a “performance proliferation” in business processes.

With SAP S/4HANA, these different types of workarounds, based on technical limitations of traditional databases, are not necessary with SAP HANA.

SAP S/4HANA Cloud-specific FAQs

34. What is the business scope of SAP S/4HANA Cloud?

SAP S/4HANA Cloud currently covers specific business scenarios for the marketing line of business and services-oriented industries as well as the essential scenarios to run an entire enterprise in the cloud with a digital core: finance, procurement, sales, inventory management, project system, and product lifecycle management, plus integration with SAP SuccessFactors Employee Central, SAP Ariba Network, SAP Hybris, SAP Cloud for Customer (C4C), SAP Fieldglass (planned) and SAP Jam.

Three offerings are currently available as part of the SAP S/4HANA Cloud:

- SAP S/4HANA Enterprise Management Cloud – for a full ERP business scope SAP S/4HANA
- SAP S/4HANA Professional Services Cloud – for the professional services industry
- Marketing Cloud – for the marketing line of business

Additionally, customers can opt for the SAP S/4HANA Enterprise Management Cloud, private option to utilize a broader array of business processes with maximum flexibility while enjoying the benefits of a cloud solution.

35. What are the key differences between the SAP S/4HANA Enterprise Management options?

Deployment	SAP S/4HANA Enterprise Management		SAP S/4HANA Enterprise Management Cloud	
	On Premise	HANA Enterprise Cloud	Private option	Public option
Scope	Full ERP scope	Full ERP scope	Full ERP scope	Essential digital business processes
Process Flexibility	Full process flexibility; complete configuration scope, extensions and modifications possible	Full process flexibility; complete configuration scope, extensions and modifications possible	Full process flexibility and configuration options within standardized packages; extensions to standard code possible	Guided process flexibility; extensions to standard code available
SW & DB Licensing	Traditional license & maintenance model	Traditional license & maintenance + subscription model	Single subscription contract	Single subscription contract
Application Management	Customer responsibility	Available as additional, customer-specific options	Standard AMS included in single subscription contract	Included in single subscription contract
Support	Based on support agreement	Customer-specific options	Cloud Enterprise Support	Cloud Enterprise Support
System Governance	Customer	Customer	Shared responsibility	SAP
Management Model	Customer owns all upgrades	Customer owns all upgrades, but can delegate for additional cost	Shared responsibility; Customer is responsible for project and testing	SAP provides upgrades
End User Access	Web + SAPGui	Web + SAPGui	Web + SAPGui	Web only
Innovation Cycle	Annual	Annual	Annual	Quarterly

36. What is the roadmap for SAP S/4HANA Cloud?

SAP customers and partners can access the detailed product map in the respective repositories and the roadmap on the SAP Service Marketplace, [here](#).

37. Is SAP S/4HANA Cloud a public cloud offering?

Yes. The SAP S/4HANA Cloud is offered as public cloud solution including quarterly innovation cycles.

38. What is SAP S/4HANA Cloud, private option?

SAP S/4HANA Cloud, private option, provides additional capabilities for customers that require specific functionality, broader extensions, and deeper configuration capabilities in a dedicated cloud environment.

39. Are SAP S/4HANA Industry Solutions available in the cloud?

SAP S/4HANA Cloud is focused on standardized and streamlined business processes and covers core ERP functionality today. All industries can leverage SAP S/4HANA Cloud to run core ERP processes. Industry-specific processes will be planned according to market prioritization. The current status of planned innovation is outlined in the SAP S/4HANA roadmap on the [Service Marketplace](#).

40. How does SAP S/4HANA Cloud relate to SAP's existing portfolio of cloud solutions?

SAP S/4HANA Cloud does not replace our existing portfolio of line-of-business cloud solutions; rather, it integrates with and expands it. Our comprehensive offering allows customers to build hybrid scenarios between SAP S/4HANA and cloud solutions from SAP, including those from SAP SuccessFactors and SAP Ariba as well as integration with SAP Hybris, SAP Fieldglass and SAP JAM.

This way customers can leverage the cloud at their own pace, based on their needs, while keeping all the integration and business benefits of their existing SAP solutions. In addition, SAP S/4HANA is designed to easily connect with global business networks such as the SAP Ariba Network and Concur (planned).

41. Can you provide any information regarding SAP Datacenters?

SAP has 40+ datacenters around the world, all designed to meet the highest security standards. For more information, please visit the [SAP Data Centers website](#).

The Journey to SAP S/4HANA

42. What is SAP Activate?

For both new implementations, as well as system conversions, SAP Activate gives you the freedom to get up and running quickly and to innovate continuously with SAP S/4HANA. SAP Activate has the following elements:

- SAP Best Practices for SAP S/4HANA provide ready-to-run digitized business and technology processes optimized for SAP S/4HANA. Leveraging SAP expertise and experience for standard processes helps deliver predictable results and saves time, so you can focus your efforts on innovation. SAP Best Practices are designed to guide you through the optimal integration and migration scenarios, whether you are moving from a legacy SAP software system or from a third-party database. SAP S/4HANA includes a reference solution for running in the cloud or on-premise in addition to details for enhancing processes to fit your needs and integrate with line-of-business cloud solutions. SAP Best Practices enable you to take advantage of all the power and potential available with SAP S/4HANA but tailored to your circumstances and business needs.

- SAP Activate methodology is SAP's new software implementation methodology that builds on proven approaches and SAP's experience to offer a consistent, agile methodology for any deployment type – cloud, on-premise, hybrid, or mobile. It offers support for initial implementation and continuous innovation with SAP S/4HANA.

- Specifically available for SAP S/4HANA Cloud, guided configuration provides assistance not only throughout the implementation project, but also beyond – while running the solution in a production environment. You can adapt the best-practice pre-configurations delivered by SAP Best Practices, for example modifying the organizational structure or expanding the chart of accounts. Guided configuration is available for SAP S/4HANA Cloud deployments.

You can explore the full journey map for a comprehensive overview [here](#), as well as on [the SAP Activate landing page](#).

43. What is the typical journey for an existing SAP Business Suite customer?

Moving to an on-premise deployment of SAP S/4HANA for a typical ERP 6.x customer will require a database migration to SAP HANA followed by the installation of the new code. Both database migration and new code installation can be completed in one step.

Moving to an on-premise deployment of SAP S/4HANA for a SAP Business Suite powered by SAP HANA customer is even faster as only the installation of the new code is required since the SAP HANA database migration has already been performed.

In both cases, the existing system is “converted” into an SAP S/4HANA system, i.e. without the need for (re-)implementing the business processes, and SAP provides concepts and tools for this “Conversion”.

More information on this transition scenario can be found in SAP Community Network [here](#).

Some customers want to leverage the opportunity to optimize their processes and reconsider their priorities, so they choose to transition using the “New Installation” scenario rather than “Conversion”; this may be combined with simplifying the system landscape, the scenario is described as “Landscape Transformation.” An extensive description of all transition permutations can be found in SAP Community Network, “[SAP S/4HANA Cookbook](#)”.

44. How can SAP partners support the move of a customer to SAP S/4HANA?

SAP has an established partner ecosystem (including value-added retailers and systems integrators) that is ready to resell and service SAP S/4HANA for our joint existing and new customers. More than 80% of SAP S/4HANA projects are already managed by partners today.

Partners and SAP will support customers in their journeys with predefined migration, system conversion, and deployment packages for quicker time to value. Companies of all sizes will benefit from the high-quality service and reseller capabilities our partners provide.

45. What happens to existing modifications when a customer moves to SAP S/4HANA?

In any scenario, the move to SAP S/4HANA is a great opportunity to validate the existing extensions and modifications with the goal of simplifying your solution. It is not unusual for customers to realize that 50% of the extensions and modifications that hamper fast release cycles and require long test cycles are no longer key to run the business. To manage modifications (and custom code in general) that shall be sustained, SAP provides a full tool-based approach to identify challenges and give adoption guidance, see [SAP S/4HANA Custom Code Migration Worklist in SCN](#) and [SAP Help](#).

Furthermore, the SAP S/4HANA stack can also be directly extended by partners and customers – in a process that we call “in-app extensibility”. This decouples the lifecycle of the core system and the customer extensions and reduces the overall TCO of system upgrades.

In general, when moving to SAP S/4HANA, customers can leverage the [SAP HANA Cloud Platform](#) to build and operate extensions to the SAP core as well as their own applications. This kind of extensibility is called "side-by-side extensibility" and has the advantage that extensions run in a safe environment so that innovation packages can be easily applied to the SAP S/4HANA core.

46. What happens to existing legacy interfaces if a customer moves to SAP S/4HANA?

SAP S/4HANA currently supports most of the existing published legacy interfaces when deployed on-premise. The limitations are due to data model simplifications to optimize the solution for SAP HANA and are described, together with functional changes and business impacts in the "Simplification List" which is guiding the SAP S/4HANA releases and available in the [SAP Help for S/4HANA \(on-premise\)](#).

47. How does SAP S/4HANA relate to and coexist within existing SAP landscapes?

A single installation can run either SAP S/4HANA or the traditional SAP Business Suite (on SAP HANA or any DB) but not both at the same time. However, customers can decide to move separate installations within their landscape individually to SAP S/4HANA and do not need a "big bang" migration for their whole system landscape at once. Thus, customers can run a mixed environment with some installations running SAP S/4HANA and others the traditional SAP Business Suite (on SAP HANA or any DB).

48. Can a customer choose to run the traditional SAP user interface and custom screens or is SAP Fiori mandatory?

All SAP S/4HANA innovations are intended to be delivered with SAP Fiori UX providing the same experience across devices. However, a customer using SAP S/4HANA or SAP S/4HANA Cloud, private option, can still use the traditional user interfaces, even if a related SAP Fiori app exists. As with legacy interfaces, few "traditional" SAP user interfaces are no longer valid, see the [Simplification List in SAP Help for S/4HANA](#).

In general, our [Fiori Repository](#) indicates which Fiori apps are available for SAP S/4HANA.

49. What is the pricing model for SAP S/4HANA?

For the on-premise version, SAP Business Suite customers need to purchase the SAP S/4HANA foundation license to run the new SAP S/4HANA code line.

For the cloud, the pricing model is subscription-based.

Please contact your local sales representative for more information.

50. Where can I learn more?

Visit us at sap.com/s4hana and scn.sap.com/community/s4hana for more information and details on the next generation business suite including use case information, learning resources, technical cookbook documentation, and more.

We also invite you to contact your local sales representative.

