

SAP Certification for Outsourcing Partners

Certification of Service Providers in Platform and Application Operations

Outsourcing Partner Certification, SAP

July 2022

V8.14a

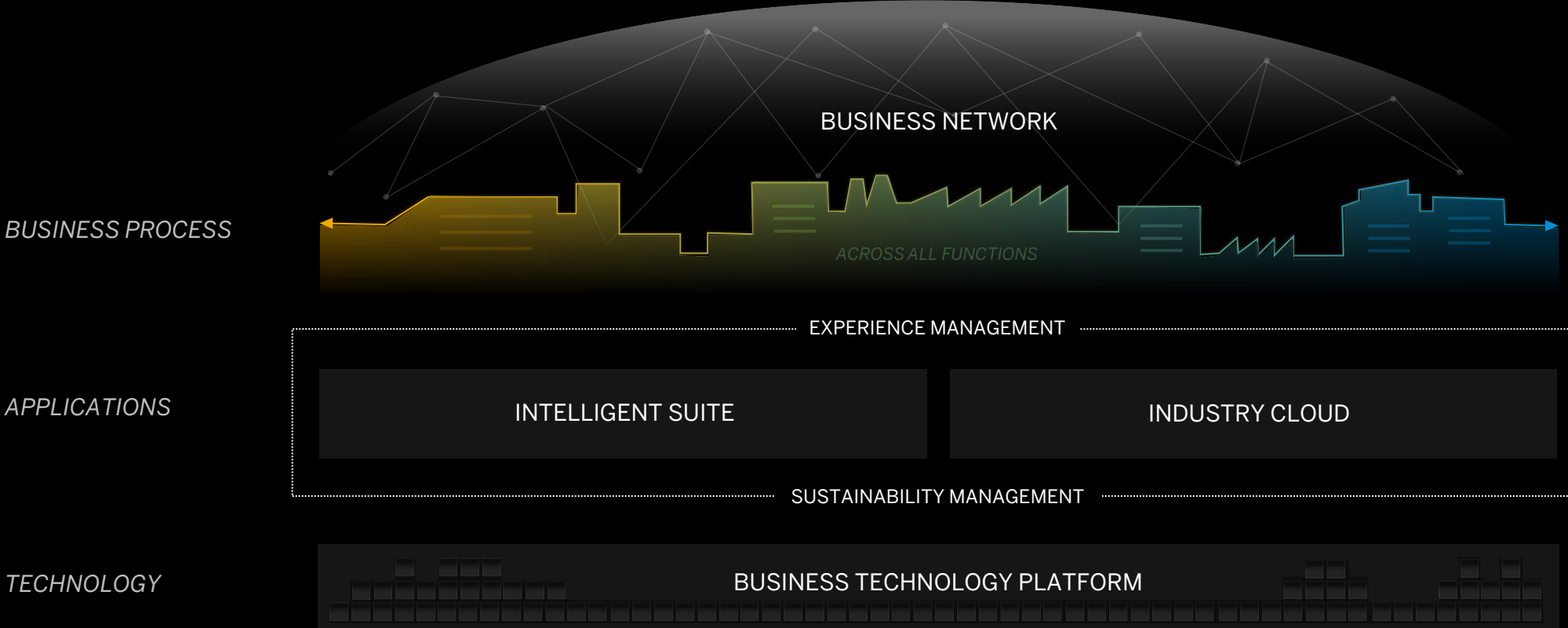
PUBLIC

THE BEST RUN



Introduction **and Positioning**

Intelligent Enterprise



Partner Innovation Lifecycle Services (PILS)

SAP Partner Innovation Lifecycle Services (PILS) is a global team of experts supporting **partners** who provide **hardware** to run the intelligent enterprise, partners who **operate** and **run** the intelligent enterprise and partners who **extend** the **intelligent enterprise** by delivering the **best quality Co-Innovated and Certified products** built across SAP product portfolio & platforms, ultimately contributing to the **success of our customers**.

Let's co-innovate and together make our customers best run businesses...!!



A Global Network to Help Our...



Customers



Partners



ISV's



Hardware &
Infrastructure Providers

In Their Digital Transformation Journey



IoT



Analytics



Big Data



Machine
Learning



Blockchain

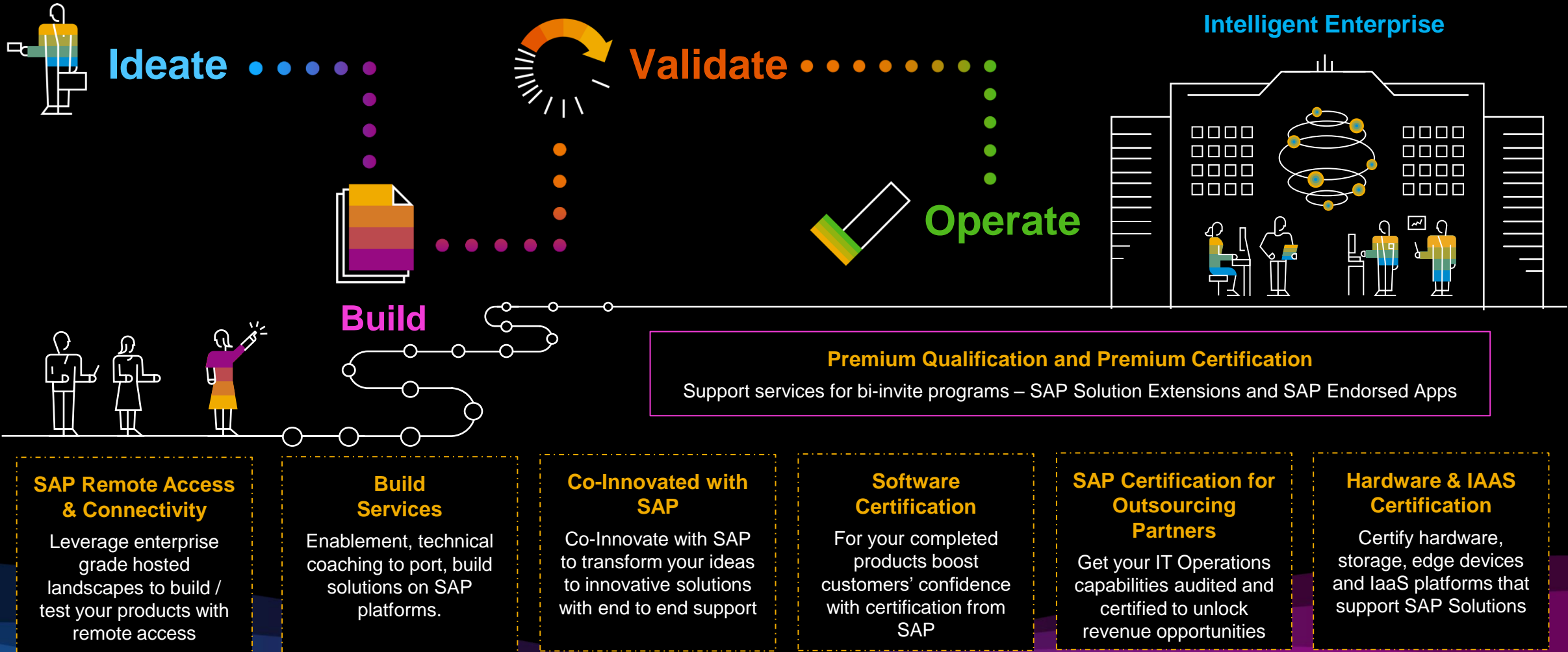


Data
Intelligence

- ❖ **Safeguard Customer Investments**
- ❖ **End to end framework and frictionless experience for partners**
- ❖ **Scale and accelerate adoption of SAP and partner Portfolio**

SAP Business Technology Platform

Leverage Co-Innovation, Certification, and Technical Services from Partner Innovation Lifecycle Services (PILS)



SAP Certification for Outsourcing Partners



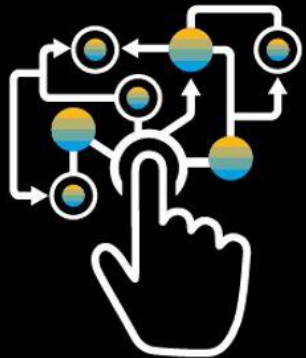
Application

SAP® Business Suite
solutions operations

SAP SuccessFactors®
solutions operations

SAP S/4HANA®
solutions operations

works with RISE with SAP



Platform

Hosting operations

SAP HANA®
operations

Cloud and Infrastructure operations

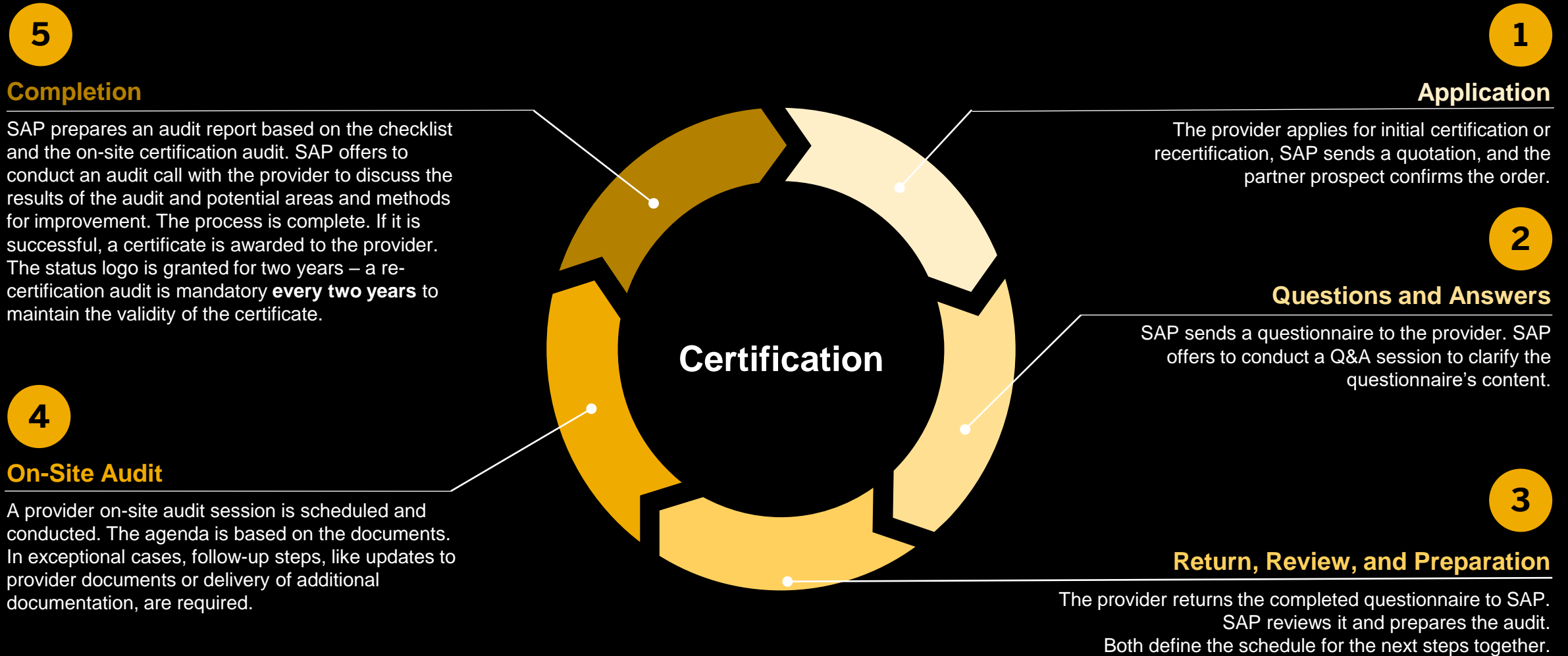
SAP BTP operations

DevOps

BPO operations

Process and Scope

Certification process



Certification – geographical coverage options

Local Certification Requirements



Regarding customers

- Productive SAP customers in the selected country
- Customer relationship in the selected country (customer service manager or other local contact)
- Understanding of local markets and regulations

Regarding operations

- Significant part of service delivery from within the selected country
- Local language service capabilities

Regional Certification Requirements



Regarding customers

- Productive SAP customers in three countries of the selected region (Americas or Asia-Pacific or EMEA)
- Customer relationship in three countries of the selected region (customer service manager or other local contact)
- Understanding of regional-specific markets and regulations
- Regional reference customers

Regarding operations

- Shared service delivery centers and data centers in the selected region (scope depends on certification type)
- Significant part of service delivery from the selected countries in the region
- 24x7 service delivery
- Multilingual service capabilities (English and local languages of audited countries mandatory)

Global Certification Requirements



Regarding customers

- Productive SAP customers in all three regions (Americas, Asia-Pacific, and EMEA)
- Customer relationship in all three regions (customer service manager or other local contact)
- Understanding of country-specific markets and regulations
- Global reference customers (at least one that covers two regions)

Regarding operations

- Shared service delivery centers and data centers in the regions (scope depends on certification type)
- Global service delivery organization, service management processes and tools
- 24x7 service delivery
- Multilingual service capabilities (English and local languages of audited countries mandatory)

Certification fundamentals

Scope varies by certification type

SAP's standards	<p>Service Portfolio</p> <ul style="list-style-type: none"> ▪ SAP solutions and platform skills ▪ Plans for new SAP solutions ▪ More <p>General Information</p> <ul style="list-style-type: none"> ▪ SAP certificates ▪ Number of employees ▪ More 	<p>Project Management</p> <ul style="list-style-type: none"> ▪ Project methodology, experience (migration, upgrade or SAP enhancement package (EHP), and installation), and quality management ▪ Consultants' skills, third-party delivery, and training plan ▪ Sizing <p>Application Management</p> <ul style="list-style-type: none"> ▪ SAP IT Service Management ▪ SAP Standards for E2E Solution Operations Support
	<p>Infrastructure Setup</p> <ul style="list-style-type: none"> ▪ Data center, redundancies, network, and network security ▪ High availability and adaptive computing, including infrastructure standards, backups, and disaster recovery (DR) and business continuity (BC) 	<p>Service and Support</p> <ul style="list-style-type: none"> ▪ Technical architecture, support infrastructure, and service desk ▪ IT service management processes ▪ Customer and supplier relations <p>Application Hosting and Operation</p> <ul style="list-style-type: none"> ▪ SAP system administration ▪ SAP security concept ▪ Monitoring and reporting of key performance indicators (KPIs) and performance management ▪ SAP Solution Manager
Underlying IT standards¹	<p>ITIL and International Organization for Standardization (ISO) 20000 ISO 9001, ISO 27001, and International Standard on Assurance Engagements (ISAE) 3402</p>	

¹ The ISO and ISAE certifications listed are not a prerequisite for SAP certification.

Benefits

Syntax Systems expanded their certifications over the last 19 years



Partnership with SAP

- We have a very long, close and co-operative partnership with SAP. There is a regular exchange with our contacts at SAP to discuss new topics and trends.
- We have been participating in the OPC program since 2002 (Germany since 2002, USA since 2005, China and thus globally since 2006). Over the years, we have continually expanded the scope and added further certifications.

Reasons for applying for the SAP Outsourcing Operations Partner Certification program

- Though we are known for great experience in our markets, it makes sense to have this confirmed by a neutral party.
- Certification will give us more visibility and help us to attract attention of new customers - especially since the program has a global impact and thus supports us around the world.
- We wanted to have our performance tested externally to identify potential for optimization.

Benefits of Certification

- The audit report contains a priority list for possible improvements which gives a great overview of the company's performance and enables future service improvements in a targeted manner.

“Being a certified SAP outsourcing operations partner is very important to us; it is one of several proof points to customers, that we are one of the best-in-class service providers. This certification also reassures our customers that their SAP system is in good hands at Syntax.”

Jesus Martinez, VP Operations, Syntax Systems



Syntax Systems GmbH & Co KG
Weinheim, Germany
www.syntax.com

Industry
Professional Services
(IT Services and
Consulting)

Certified Services
SAP Business Suite Solutions Operations
SAP S/4HANA Solutions Operations
SAP HANA Operations

Hosting Operations
Cloud and Infrastructure Operations



SAP Certification for Outsourcing Partners – benefits progression

Expansion of Business



Local Certification

Market Positioning: SAP Certified local country operations capabilities - experience, expertise and understanding of customers pain points.

- Differentiating from competitors
- Partner can enroll for the paid partner profile listing in the partner guide

Understanding of local markets and regulations
Significant part of service delivery from within the selected country.



Regional Certification

Market Positioning: SAP Certified Regional operations capabilities - experience, expertise and understanding of customers pain points.

- No gaps for regional businesses that wish to leverage managed services regionally.
- Attracts regional customers with related entities
- No customer concerns about managing multiple providers – one single point of contact
- Partner can enroll for the paid partner profile listing in the partner guide

Service delivery from selected countries within the region (Americas or Asia-Pacific or EMEA).

Regional providers receive an additional local certificate for each country fully audited. They should have a local presence in the country.



Global Certification

Market Positioning: SAP Certified Global operations capabilities - experience, expertise and understanding of customers pain points.

- No gaps for global businesses that wish to leverage managed services globally.
- Attracts global customers with related entities
- No customer concerns about managing multiple providers – one single point of contact
- Partner will get the free partner profile listing in the partner guide
- Global providers get a featured listing in the partner guide
- Opportunity for joint go to market activities and featured marketing campaigns with SAP

Every region (Americas, Asia-Pacific, and EMEA) covered for each certification (scope depends on certification type) with global service delivery organization, service management processes and tools.

Global providers receive an additional local certificate for each country fully audited. They should have a local presence in the country.

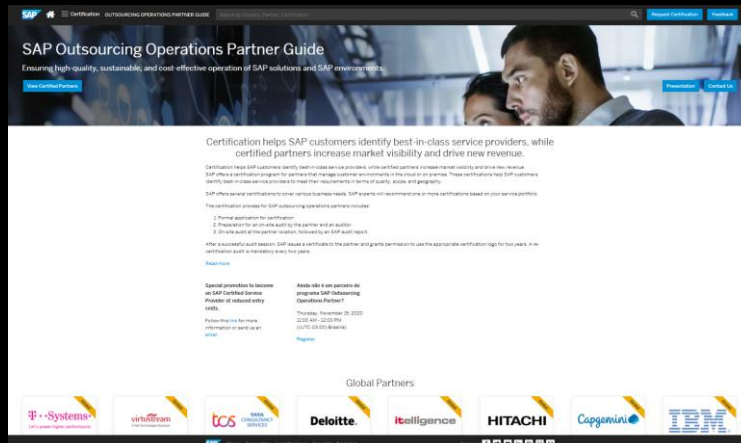
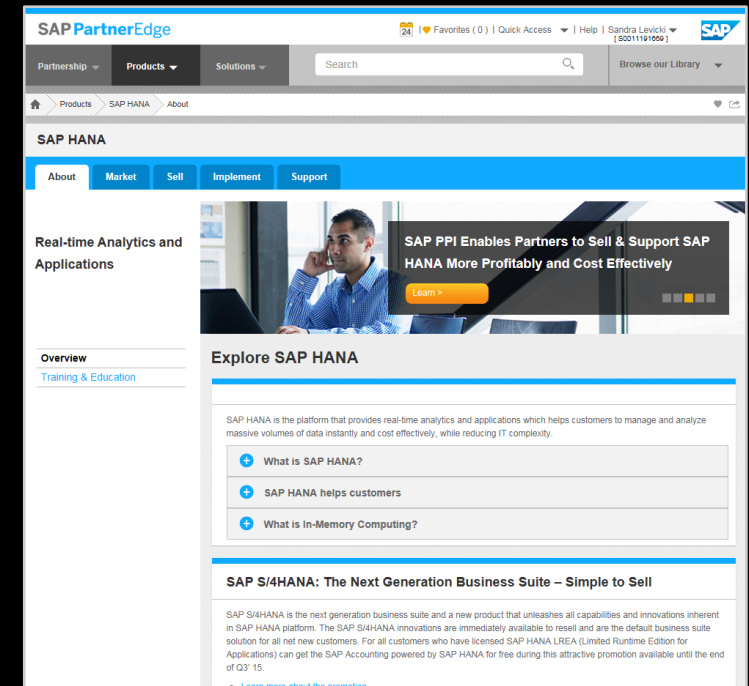
Partner certification benefits – overview



SAP Certified
in **Global** Cloud and Infrastructure Operations

SAP Certified
in **Regional** SAP HANA Operations

SAP Certified
in SAP SuccessFactors Solutions Operations



SAP Outsourcing Operations Partner Guide: official listing of certified partners

SAP Outsourcing Operations Partner Guide
Ensuring high-quality, sustainable, and cost-effective operation of SAP solutions and SAP environments.

[View Certified Partners](#) [Presentation](#) [Contact Us](#)

Certification helps SAP customers identify best-in-class service providers, while certified partners increase market visibility and drive new revenue.

Certification helps SAP customers identify best-in-class service providers, while certified partners increase market visibility and drive new revenue. SAP offers a certification program for partners that manage customer environments in the cloud or on-premise. These certifications help SAP customers identify best-in-class service providers to meet their requirements in terms of quality, scope, and geography.

SAP offers several certifications to cover various business needs. SAP experts will recommend one or more certifications based on your service portfolio.

The certification process for SAP outsourcing operations partners includes:

1. Formal application for certification
2. Preparation for an on-site audit by the partner and an auditor
3. On-site audit at the partner location, followed by an SAP audit report

After a successful audit session, SAP issues a certificate to the partner and grants permission to use the appropriate certification logo for two years. A re-certification audit is mandatory every two years.

[Read more](#)

Special promotion to become an SAP Certified Service Provider at reduced entry costs.

Follow this link for more information or send us an email: [Register](#)

Ainda não é um parceiro do programa SAP Outsourcing Operations Partner?

Thursday, November 18, 2020
11:00 AM - 12:00 PM
(UTC-03:00) Brasília)

[Register](#)

Global Partners

 Capgemini Global Certified since 2009	 CGI Global Certified since 2011	 Lumen Technologies Global Certified since 2014	 Hitachi Global Certified since 2010	 Alight NGA HR Global Certified since 2012	 NTT Global Certified since 2020	 Tata Consultancy Services (TCS) Global Certified since 2017	 ADP Global Certified since 2011
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[View Certified Partners](#)

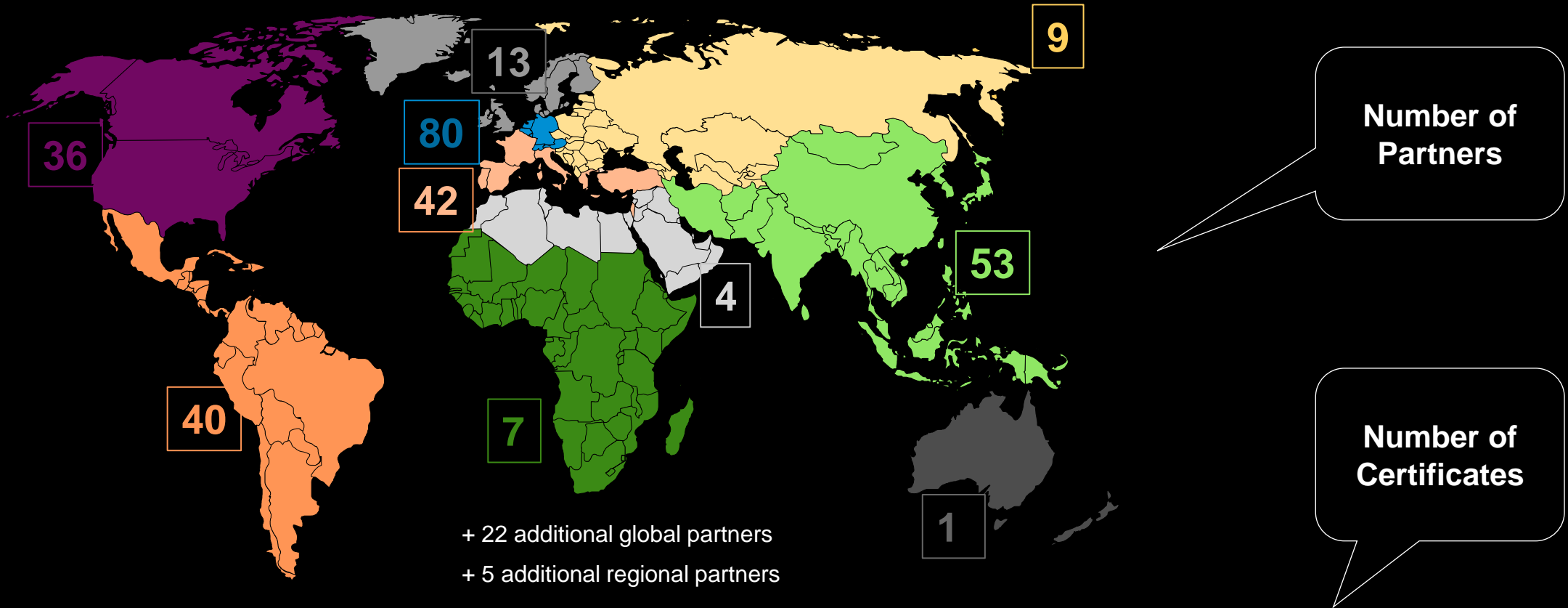
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www.sap.com/outsourcing-partner-guide

SAP Certification for Outsourcing Partners – certification status



	Hosting operations	SAP HANA® operations	Cloud and infrastructure operations	SAP® Business Suite solutions operations	SAP S/4HANA® solutions operations	SAP SuccessFactors® solutions operations	BPO	DevOps
Global	18	18	14	13	14	10	3	9
Country	200	176	202	83	83	32	12	27

Criteria **in Detail**

Common operations capabilities



Quality and knowledge management

- Quality management
- Document management
- Knowledge management
- Knowledge transfer



IT service management processes

- Event management
- Service desk, incident management, and request fulfillment (implementation, tool support, system monitoring, integration, escalation, and inclusion of SAP support providers)
- Problem management (implementation, integration, and known-error database)
- Change management (process, integration, workflow, risk analysis, and tool support)
- Service asset and configuration management (concept, configuration management system (CMS) and configuration management database (CMDB), and impact analysis)
- Service-level management (implementation, reporting, and standard service catalog), continual service improvement, and customer satisfaction
- Capacity management
- Availability and IT service continuity management
- Security management, company security policy, security audits, and vulnerability tests



Project management

- Project management guidelines and methodology
- Use of SAP methodology (Run SAP methodology)
- Sizing methodology (Quick Sizer tool and partners)
- Installation and upgrade experience
- Standards, checklists, and procedures

Certification scope – hosting operations



Common operations capabilities

(Page 18)

SAP service portfolio

- Number of hosted customers
- Number of hosted SAP systems
- SAP product experience

Skills and certifications

- Training plans
- Certified ITIL skills
- Certified skills in the areas of SAP NetWeaver, SAP HANA, and SAP standards for solution operations
- Certified project management skills
- SAP technical consulting skills
- SAP application consulting skills (also from a third party)

Operations and infrastructure

- Operations manual and system landscape diagrams
- System monitoring (ping, hard disk, CPU, and basic network monitoring)
- SAP system monitoring (update tasks, tablespaces, short dumps, and so on)
- Operations service times
- Use of SAP EarlyWatch Alert service and SAP Solution Manager
- Implementation of SAP standards for solution operations
- SAP security guidelines
- Operating system (OS) access
- Management of administration users and SAP administration
- OS security patch handling
- Backup and disaster recovery

Certification scope – SAP HANA operations



Common operations capabilities

(Page 18)

Service portfolio for SAP HANA

- Hosting services
- Application management services
- Development services
- Consulting services
- SAP HANA operations
- Infrastructure and license

Experience, skills, and certifications with SAP HANA

- Training plans
- Certified ITIL skills
- Trained and certified SAP HANA skills
- Certified project management skills
- Operations experience

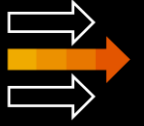
Additional services for SAP HANA

- Assessment and advisory
- Onboarding and migration

Operations and infrastructure

- Operations manual and system landscape diagrams
- SAP tools
- Monitoring
- Security best practices
- Management of administration users and SAP administration
- SAP HANA landscape
- Backup, high availability, and disaster recovery

Certification scope – BPO operations



Common operations capabilities

(Page 18)

Skills and certifications

- ITIL, SAP administration, and project skills
- SAP consulting skills

SAP application hosting

- Monitoring
- SAP tool usage and integration
- User and security management

BPO solution development and maintenance

- Quality management
- Run SAP phases
- SAP services

BPO solution operations

- Scope of SAP as part of the offering
- Service-level agreements (SLAs) with end customers and subcontractors
- BPO lifecycle
- Service center

Certification scope – cloud and infrastructure operations (1/2)



Common operations capabilities

(Page 18)

Service portfolio

- Number of hosted customers (cloud/non-cloud)
- Number of hosted SAP systems (cloud/non-cloud)
- SAP service catalog (services tailored to SAP customers)
- Cloud building blocks
- Cloud scalability and flexibility
- Data migration

Skills and certifications

- Training plans
- Certified ITIL skills
- Certified skills in the underlying building blocks of the cloud and infrastructure offering
- Certified project management skills

Cloud and infrastructure operations

- Operations manual
- System and cloud monitoring (ping, hard disk, CPU, and basic network monitoring)
- Operations service times
- Security guidelines
- Operating system (OS) access
- Management of administration users
- Virus scanning
- OS and cloud security patch handling
- Security and data isolation in the cloud
- Cloud management

Certification scope – cloud and infrastructure operations (2/2)



Data centers

- Impact of external risks
- Fire detection and suppression systems
- Fire risk in server rooms
- Infrastructure redundancy and failover testing (power and cooling)
- Physical security and perimeter protection
- Access control
- Regular audits

Network and connectivity

- Telecommunication provider setup
- Network topology (customer landscapes, administration network, and customer DMZs)
- Port blocking
- Intrusion detection and protection; protection against distributed denial of service (DDoS) attacks
- Cloud-specific network topics (data transfer, virtual firewalls, monitoring, self-services, and access blocking)

Managed backup and disaster recovery

- Backup concept and storage options
- Recovery testing
- Maximum loss of productive data in the event of a disaster
- Cloud-specific backup topics (backup of configuration and of individual customers)
- Availability of DR data center and customer DR scenarios
- Cloud-specific DR services

IT service management processes

- Cloud-specific service-level management (customer individual SLAs, provisioning SLAs, and real-time information)
- Cloud-specific capacity management (general capacity management, resource monitoring, and capacity conflicts)

Certification scope – SAP Business Suite/SAP S/4HANA/ SAP SuccessFactors solutions operations



SAP services portfolio*

- Number of application management customers
- Number of application management consultants
- SAP product experience
- Industry experience
- RISE with SAP (only for SAP S/4HANA solutions operations)

Overview of SAP application management services*

- Application management offering and delivery setup
- Employees, skills, and training
- Quality and knowledge management
- IT service management organization

Application management lifecycle

- Customer requirement documentation and evaluation
- Design methodology for application management offering
- Service implementation standards
- Authorization concept and security guidelines
- Project and user documentation
- Knowledge transfer of customer-specific business processes
- Application and business process monitoring
- Application management go-live methodology
- Event management, service desk, incident management, and request fulfillment
- Problem management (implementation and integration)
- Change management
- Service-level management
- Improvement process and optimization concepts

* Scope depends on certification type

Certification scope – DevOps



Principle of FLOW

- Team setup and cross staffing
- Definition of the pipeline (coding, one repository of truth, tools, test setup, product standards, deployment to production)
- Infrastructure (landscape provisioning, scaling, lifecycle management, backup & restore, promise for availability)
- Resilience principles (failure units, data handling, caching)
- Business metrics
- Change management

Principle of FEEDBACK

- Getting feedback (automated tests, manual tests, infrastructure monitoring, security monitoring, alerts)
- Action triggered (incident management, error correction, scaling mechanisms)
- Load tests / extreme testing

Principle of CONTINUOUS LEARNING

- Team meetings (on a regular basis and on demand)
- Continuous improvement process including metrics
- Community work
- Training plans to support continuous growth

Certification scope – SAP BTP operations



Common operations capabilities

(Page 18)

Service portfolio

- SAP BTP services
- Number of customers with productive extensions, applications, or integrations on SAP BTP

Skills and certifications

- Training plans
- Certified ITIL skills
- Experts trained in SAP BTP, SAP Integration Suite, and SAP Extension Suite, etc.
- Certified skills in the areas of SAP Integration Suite, SAP Extension Suite, SAP Analytics Cloud, etc.

SAP BTP - Setup and Operations

- Used services on SAP BTP
- Authentication and authorization for application endpoint access
- Tools used to develop, manage, and connect applications
- Monitoring of SAP BTP applications and services

SAP BTP – Integration, Data-to-Value, Extensibility

- Integration scenarios on SAP BTP
- Data-to-Value scenarios on SAP BTP
- Developed / operated extensions and applications on SAP BTP

Thank you.

Contact information:

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<http://www.sap.com/outsourcing-partner-guide>