

Upgrade Solution

Following SAP's release of its ERP version ECC 6.0 in July 2006, it has released four Enhancement Packs while the fifth is already in ramp up. From 4.7 to 6.0, SAP has released more than 350 new functionalities. Subsequent Enhancement Packs have brought in 1770 more functionalities. While all functionalities are not applicable across industries, some in the finance module like the New GL and the Fast Closing Cockpit offer immense benefits to all industry segments.

On the other hand, the mainstream window for the support of both R/3 4.6c and 4.7 ended long ago and time is running out for the extended support window.

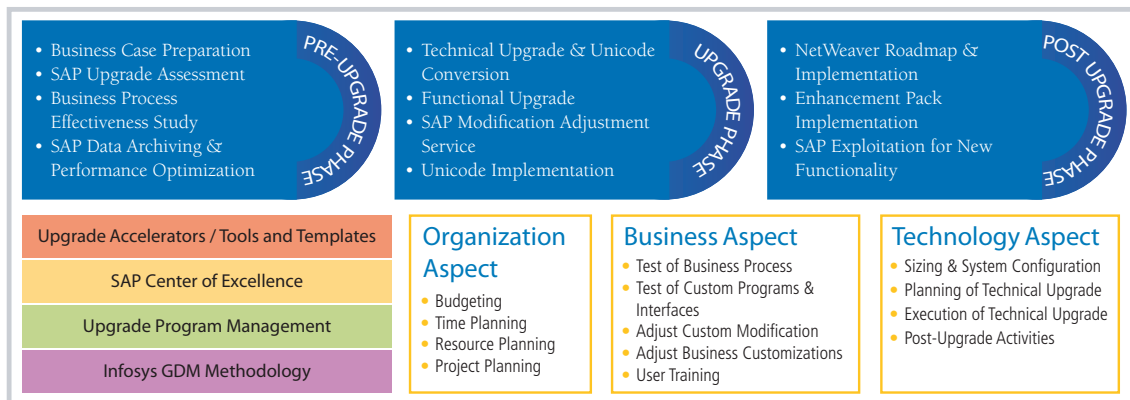
Considering the changes in the product architecture, organizations need to assess whether:

- Business is losing out by failing to utilize some of the new features SAP has introduced
- The cost of paying penalties for remaining on unsupported versions outweighs the cost of upgrading
- The current version along with the hardware is sustainable
- The cost of postponing the upgrade will make it prohibitive in future

Infosys can help you answer these questions and formulate a plan of action to meet your business goals. With a unique assessment-based approach and a proven methodology founded on the Global Delivery Model, Infosys assures you a seamless upgrade experience.

Upgrade Solution Offerings

Infosys has successfully executed more than 50 upgrade projects for global organizations over the past few years. This experience has enabled Infosys to develop a methodology using an array of tools that makes its upgrade process predictable and affordable. There is wide acknowledgement of the accuracy of the Infosys estimation model.



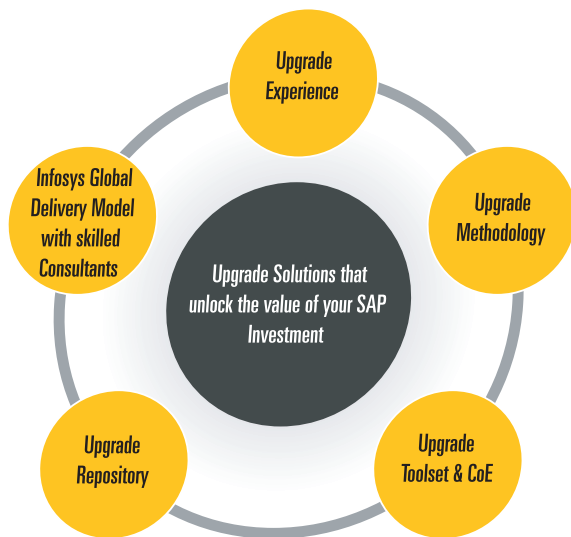
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A leading pharmaceutical company - based in Switzerland - had 7 independent large landscapes that had to be upgraded from 4.6c to ECC 6.0 and converted to Unicode. Infosys used its assessment toolset to accurately predict and plan the upgrade. It was executed using the Combined Upgrade and Unicode Conversion method. The 'go-lives' were staggered over a period of 18 months. Being a validated environment, the team followed stringent quality processes adhering to GxP framework. Infosys used its Fast-track tool that automated the process of fixing more than 75% of the impacted objects thus bringing down the project cost significantly.

A major chemical manufacturer - based in United States - having operations in 6 continents had 3 outdated systems, one for ERP on 4.0, another for HR on 4.6c and a third that was a BW system on 2.1c. All three systems were upgraded together using the Infosys Global Delivery Model. Infosys used the Twin Upgrade and Unicode Conversion method to do a one-step upgrade from 4.0 to ECC 6.0. As R/3 4.0 did not support role-based authorizations, the profiles were converted to roles during the upgrade. The HR system on 4.6c was upgraded and Unicode converted using the CU&UC method. The project was completed on time and within budget.

Superior Value for Upgrades @ Infosys

- More than 50 upgrades to ERP 6.0; over 70 upgrade assessments.
- Supported by Upgrade Centre of Excellence (CoE) that has deep understanding of upgrades
- State-of-the-art tool set that makes the upgrade process highly predictable and reduces the effort significantly
- Accurate and optimal estimation of timelines by assessing what to fix and what to test
- Experience in upgrading landscapes that do not offer a single path to upgrade to ERP 6.0
- Huge database for known upgrade issues and best practices provides considerable savings in time and effort
- R3 Methodology (Repair, Retire and Replace) for functional upgrades



Upgrade Accelerators

A well-planned upgrade is a well-executed upgrade.

Infosys has a proven methodology and a state-of-the-art toolset that enables a template approach to upgrades. The templates and tools have been developed and fine-tuned with experience from various engagements. This helps accurately estimate the effort and budget, accelerate the upgrade process and ensure smooth transition.

Infosys' Upgrade Solution is classified into 5 major components for better estimation and tracking.

Accelerators for Upgrade components

PROJECT MANAGEMENT	Readymade templates and trackers available for various phases of the project help track the project and provide accurate status. Upgrade Execution tool is used periodically to assess progress in fixing custom objects.
BASIS	SOP's and guides created Pool of Qualified and Certified Consultants
TECHNICAL	The proprietary toolset developed by Infosys includes: Object Analyzer Tool - Provides an inventory of custom objects, with failure cause for precise effort estimation during assessment Fast Track Tool - Facilitates automatic ABAP adjustments for Unicode issues. Automates fixing of 80% of Unicode defects SAP Health Check Tool - Identifies obsolete custom objects; helps keep the system clean of unwanted code Transport Management & Conflict Resolution Tool - Helps create, document and release change requests as well as re-organize requests in development landscape; creates summary report of transports created for a project and status of the transports
FUNCTIONAL	Business Profiler Tool - Identifies standard and custom processes with transaction volume and helps prioritize testing of business processes, devises optimal test planning and sequencing, significantly reduces KT time Repository of Issues - Minimal turnaround time in fixing issues
SECURITY	Identifies the required authorization adjustments

Gartner

Infosys has been positioned in the leaders quadrant of Gartner's 'Magic Quadrant for SAP ERP Implementation Service Providers, North America.

Authors: Susan Tan and Alex Soejarto. Report publication date: 2 November 2010.

According to Gartner, Inc., "Leaders are performing well today, gaining traction and mind share in the market; they have a clear vision of market direction and are actively building competencies to sustain their leadership position in the market."

Read this Gartner report in the Infosys SAP Insights newsletter. It features, research, from Gartner analysts, and, practical advice from our thought leaders for building tomorrow's enterprise.

Newsletter can be accessed from http://imagesrv.gartner.com/media-products/pdf/infosys/infosys_issue2.pdf

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