



Service Partners Guide – Greece 2011

Prerequisites, guidelines and situation analysis for SAP
Service Partners in Greece

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SAP Hellas has drawn up a Partners Program for 2011, as a result of which all Service Partners will be called SAP Service Partners.

- Recognition in the various cross-industry and industry-specific solutions will be based on meeting the criteria set for each of the areas.
- In addition to recognition as a SAP Service Partner, Partners can obtain recognition for each of the sectors (Public Sector, Finance, Distribution, Industry and Services) with the category of Special Expertise Partner or Alliance Service Partner, depending on the requirements they meet.

As a result of meeting the conditions specified in this guide, Partners will be publicly recognised in the SAP Partners matrices listed in this Partners Guide. In each of the matrices, Partners will be sorted by the following criteria:

1. In descending order of number of solutions for which they have obtained recognition
2. For equal numbers of solutions, in alphabetical order

RECOGNITION OF SERVICE PARTNERS IN CROSS-INDUSTRY SAP SOLUTIONS

SAP Hellas “SAP Service Partners” can obtain recognition in the various cross-industry SAP solutions if they meet the minimum requirements.

Criterion	Description
Sales Collaboration	<p>Action Items</p> <ul style="list-style-type: none"> • Collaboration with the sales force at each specific opportunity • Demand generation actions, including programs for specific product/industry, marketing events, executive’s round tables, etc. • Initiatives managed jointly by solution or solution group <p>Performance Indicators</p> <ul style="list-style-type: none"> • <i>“Collaborative revenue” as a result of jointly managed operations resulting from the actions described above</i> <ul style="list-style-type: none"> ➢ <i>Minimum requirement: 2 opportunities closed during 2011 implying the following amounts of license sales</i> <ul style="list-style-type: none"> ▪ ERP, LoBs, Industry solutions ▪ For the Business User Suite: (the products included in Business User are listed in point 1.A) • <i>New opportunities generated during 2011 from managed actions or initiatives in those solutions for which the Partner is recognised.</i> <ul style="list-style-type: none"> ➢ <i>Minimum requirement: 2 opportunities generated in 2011</i>
Knowledge	<p>Knowledge of the SAP solutions for which it is recognised (at least 1 cross-industry solution):</p> <ul style="list-style-type: none"> • Teams of consultants certified in the most recent version available (or trained in those solutions for which there is no certification) <p>Performance Indicators</p> <ul style="list-style-type: none"> ➢ <i>Teams of consultants qualified as laid down in point 1.B of this Partners Guide 2011</i> ➢ <i>Attendance on Ramp-Up 2011 training programs for the recognized solutions</i> ➢ <i>Demo licenses for the recognized solutions</i>

Implementation Quality	<p>This refers to the quality of the implementations.</p> <p>Performance Indicators</p> <ul style="list-style-type: none"> ➤ <i>Customer satisfaction: at least 7.5 points in the 2011 Satisfaction Survey</i> ➤ <i>OSS: analysis of messages reported due to product unawareness, and also of any projects that were critical or required escalation.</i> ➤ <i>Awareness of and compliance with the “Actions that are required during the lifecycle of SAP Solutions” (described in detail in Section 3 of this Partners Guide 2011)</i>
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TABLE OF CROSS-INDUSTRY SOLUTIONS REQUIRING RECOGNITION

1.A Business User Suite

The principal products comprising the Business User Suite are those areas that make up the matrices of:

- Business Intelligence
- Information Management
- Enterprise Performance Management
- Regulatory Compliance and Sustainability
- Technological Platform: Documentary Information Management

1.B Knowledge of SAP Solutions: The composition of the minimum teams required to have been trained or certified in cross-industry SAP solutions is as follows; this also specifies:

- product version
- calendar planned for the Ramp-up training required to maintain recognition
- Relevant comments

Tables of Cross-industry Solutions Requiring Recognition

1. BUSINESS INTELLIGENCE AND INFORMATION MANAGEMENT

BUSINESS INTELLIGENCE					
Mandatory/ Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	Reporting, Analysis & Display				
M	SAP BusinessObjects Enterprise	SAP BO XI 3.1	2		Certification Courses: - C_BOE_30
M	SAP BusinessObjects Web Intelligence	SAP BO XI 3.1	1		Certification Courses: - C_BOWI_30
M	SAP BusinessObjects Explorer	SAP BO XI 3.1		1	Training Courses: - OBOE31
M	SAP BusinessObjects Xcelsius	SAP BO XI 3.1		1	Training Courses: - BOX310 or BOX315
M	Netweaver BI	SAP NW BI 7.2		2	Training Courses: - BO100

ENTERPRISE INFORMATION MANAGEMENT					
Mandatory/ Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	Enterprise Information Management (1/4 optional to be included)				
M	Data Services	SAP BO XI 3.1		1	Training Courses: - BOI315
M	Data Integrator	SAP BO XI 3.1		1	Training Courses: - BOI300
M	Data Quality	SAP BO XI 3.1		1	Training Courses: - BOQ300
O	Text Analysis	SAP BO XI 3.1		1	- Ramp-up Training
O	Data Federator	SAP BO XI 3.1		1	Training Courses: - BOT315
O	Metadata	SAP BO		1	Training Courses:

	Management	XI 3.1			BOI355
O	SAP NW Master Data Management	SAP NW MDM 7.1		1	Training Courses: - MDM050

ENTERPRISE DATA WAREHOUSE					
Mandatory/Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	High Performance Analytics (1/3 optional to be included)				
M	SAP Netweaver BI	SAP NW BI 7.2	2		Certification courses: - C_TBW45_70
O	SAP Netweaver BI Accelerator (BWA)	SAP NW BI 7.2		1	Training Courses: - BW361
O	HANA	HANA 1.0		1	Training Courses: - TZAHANA_95
O	Sybase IQ	Sybase IQ 15.2		1	Training Courses: - EDB775

2. ENTERPRISE PERFORMANCE MANAGEMENT (EPM)

ENTERPRISE PERFORMANCE MANAGEMENT					
Process to be covered: 1/1					
Mandatory/Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	ENTERPRISE PERFORMANCE MANAGEMENT (1 optional to be covered) (1/3 optional to be included)				
M	SAP BO Business Planning & Consolidation	SAP BO BPC 7.5	1		Certification Courses: - C_TADM5x_70 - C_EPMBPC_70 or C_EPMBPC_75
M	SAP BO Financial Consolidation	SAP BO FC 7.5	1		Certification Courses: - C_EPMFC_75
O	SAP BO Supply Chain Performance Mgmt	SAP BO SCPM 7.5		1	Ramp-Up 2011 training e-learning course: OSCP10
M	SAP BO Xcelsius	SAP BO XI 3.1		1	Training Courses: - BOX310
O	Profitability and Cost Mgmt			1	Ramp-Up 2011 training: link
O	Strategy Management			1	Ramp-Up 2011 training link

REGULATORY COMPLIANCE AND SUSTAINABILITY					
Process to be covered: 1/1					
Mandatory/Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	REGULATORY COMPLIANCE AND SUSTAINABILITY				
M	Sustainability Performance Mgmt	Latest	1		Ramp-Up 2011 training e-learning course: OSPM10
M	Access Control	SAP BO GRC 3.0		1	Training Courses: - GRC300 Also 1 person trained in Systems Administration (C_TADM5x_70)

3. EXCELLENCE IN FINANCIAL MANAGEMENT

EXCELLENCE IN FINANCIAL MANAGEMENT					
Process to be covered: 1/1					
Mandatory/Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	EXCELLENCE IN FINANCIAL MANAGEMENT (1 optional to be covered)				
M	ERP- Finance and Management Control (FI, CO, AA)	ECC 6.0 EHP 5	3		3 certifications in FI and/or CO are required. CO: C_TFIN22_64 / P_FINACC_64 or C_TFIN22_65 / P_FINACC_65 (expected to be available in Q1-11) FI: C_TFIN52_64 / P_FINMGT_64 or C_TFIN52_65 / P_FINMGT_65 (expected to be available in Q1-11) Ramp-Up 2011 training
O	Financial Chain Management Credits, Collections and Claims (SAP FSCM)	ECC 6.0 EHP 4		1	Ramp-Up 2011 training e-learning course: OFS20S
O	Treasury and Risk Management	Latest		1	Training Courses: FSC110
O	Real Estate SAP REFX	ECC 6.0 EHP 5		1	Ramp-Up 2011 training Training courses: RE200

4. TECHNOLOGICAL PLATFORM & MOBILITY

TECHNOLOGICAL PLATFORM					
Process to be covered: 1/1					
Mandatory/Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	TECHNOLOGICAL PLATFORM (3 optional to be covered)				
M	ABAP Development – SAP NetWeaver AS	SAP NW 7.1	3		C_TAW12_04 or C_TAW12_70 or P_ABAP_70
M	SAP NetWeaver Portal, Knowledge Mgmt, Collaboration & Enterprise Spaces	SAP NW 7.1	2		C_TEP10_04S or C_TEP12_04S or C_TEP10_701 (expected to be available in Q3-11) Ramp-Up 2011 training (Enterprise Spaces)
M	SAP NetWeaver PI (Process Integration)	SAP NW PI 7.1	1		C_TBIT44_70 or C_TBIT44_71 or C_TBIT51_71 Ramp-Up 2011 training
O	SAP Document Access by OpenText & SAP Archiving by OpenText	Version 9.7.1		1	Ramp-Up 2011 training
O	SAP Archiving by OpenText	Version 9.7.1		1	Ramp-Up 2011 training
O	SAP NetWeaver BPM (Bus. Process Mgmt)	SAP NW BPM		1	Certification course: (associate) C_BPX_70 (professional) P_BPX_70
O	SAP NetWeaver BRM (Bus. Rules Mgmt)	Latest version		1	Ramp-Up 2011 training
O	SAP Composition Environment	SAP NW CE 7.3		1	e-learning: OCE72 Training course: WGB71D
O	SAP Interactive Forms by Adobe	SAP NW 7.0		1	Training courses PDEAFT
O	SAP Enterprise Duet	DUET 1.5 OECC 6.0		1	Ramp-Up 2011 training
O	SAP NW Enterprise Search	SAP NW CE 7.3		1	Optional (Delta Ramp-Up 2011 training)

MOBILITY PLATFORM					
Process to be covered: 1/1					
Mandatory/Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	MOBILITY PLATFORM				
O	SAP NW Web Application Server Administration	SAP NW 7.1	1		Certification MOB100
M	SAP NW Mobile	7.1	1		Certification MOB100
M	Sybase Afaria	6.6		2	Ramp-Up 2011 training, link
M	Sybase SUP	1.5.5		2	Training course SUP511, link
M	Sybase Mobile Sales for SAP CRM	1.2		1	Ramp-Up 2011 training
M	Sybase Mobile Workflow for SAP Business Suite	1.2		1	Ramp-Up 2011 training

5. HUMAN CAPITAL MANAGEMENT

HUMAN CAPITAL MANAGEMENT					
Process to be covered: 1/1					
Mandatory/Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	HUMAN CAPITAL MANAGEMENT (at least 1 optional to be covered)				
M	PA (Personnel Administration) PD (Personnel Development)	ECC 6.0 EHP 4	3		C_THR12_64 or C_THR12_65 (expected to be available in Q1-11) Or P_HCMTM_64 or P_HCMTM_65 or (expected to be available in Q1-11) P_HCMWPM_64 or P_HCMWPM_65 (expected to be available in Q1-11) • available in Q1-11)
M	PY (Payroll for Greece)	ECC 6.0 EHP 4		2	Training courses: HR110
M	Employee's Portal Manager's Portal	ECC 6.0 EHP4 SAP NW EP 7.0	1	1	Certification level (P_HCMTM_64)
O	E-Recruiting	ECC 6.0 EHP4 SAP E-Recruiting 6.00		1	Training courses: HR316
O	E-Learning	ECC 6.0 EHP4 SAP Enterprise Learning		1	Training courses: HR270

6. CUSTOMER MANAGEMENT EXCELLENCE

CUSTOMER MANAGEMENT EXCELLENCE					
Process to be covered: 1/1					
Mandatory/Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	CUSTOMER MANAGEMENT EXCELLENCE				
M	Sales	SAP CRM 7.1	2		2 people are required to be certified, of whom: C_TCRM20_60 or C_TCRM20_70 or C_TCRM20_71 (expected to be available in Q2-11) Or P_CRMSLS_70 Ramp-Up 2011 training
M	Marketing	SAP CRM 7.1	2		2 people are required to be certified, of whom: C_TCRM20_60 or C_TCRM20_70 or C_TCRM20_71 (expected to be available in Q2-11) Or P_CRMMKT_70 Ramp-Up 2011 training
M	Service	SAP BO XI 3.1 / SAP BO 4.0	1		1 people are required to be certified, of whom that: - At least 1 must have Associate Certification C_TCRM20_60 or C_TCRM20_70 or C_TCRM20_71 (expected to be available in Q2-11) Ramp-Up 2011 training

7. OPERATIONAL EXCELLENCE

7.1 Product Lifecycle Management

PRODUCT LIFECYCLE MANAGEMENT					
Process to be covered: 1/2					
Mandatory/Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	SAP PLM (1/2 optional to be covered)				
M	PLM (PM - Plant Maintenance) QM (Quality Management) PS -> PM (Project Mgmt)	ECC 6.0 EHP 5 PLM 7.0	2		PLM: C_TPLM30_05 or C_TPLM30_65 (expected to be available in Q1-11) QM: C_TPLM40_05 or C_TPLM40_65 (expected to be available in Q1-11) PS: C_TPLM22_05 or C_TPLM22_60 or C_TPLM22_64 C_TPLM10_71 (expected to be available in Q1-11)
O	SAP DMS (Document Management System)	ECC 6.0 EHP 5		1	PLM120
O	SAP PPM - Resource & Project Mgmt (Project Portfolio Mgmt)	PPM 4.5 ECC 6.0 EHP 5		1	e-learning course: PLM16E

7.2. Supply Chain

SUPPLY CHAIN MANAGEMENT					
Process to be covered: 2/4					
Mandatory/Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	SUPPLY CHAIN EXECUTION (1/2 to be covered)				
M	SD (Sales and Distribution) MM (Materials) PP (Production)	ECC 6.0 EHP 5	4		SD: C_TSCM62_64 / P_SD_64 or C_TSCM62_65 / P_SD_65 (expected to be available in Q1-11) MM: C_TSCM52_05 or C_TSCM52_60 or C_TSCM52_64 / P_PRO_64 or P_PRO_65 (expected to be available in Q1-11) PP: C_TSCM42_60 or C_TSCM42_60 or C_TSCM42_64 Delta Ramp-Up 2011 (EHP 5) training
O	Warehouse Management EWM	ECC 6.0 EHP 5 EWM 7.0	1		C_TSCM12_65 (expected to be available in Q1-11)
O	RFID (Radio Frequency Identification)	SAP All 7.1		1	SRF001(e-learning)
O	PLANNING AND OPTIMIZATION OF SUPPLY CHAIN (1/2 to be covered)				
O	PP/DS (SAP APO) – (Detailed Production Scheduling)	ECC 6.0 ehp 5 SAP SCM 7.0	1		C_TSCM44_05 or C_TSCM44_65 (expected to be available in Q2-11) Delta Ramp-Up 2011 (SCM 7.1) training
O	SAP APO – Demand Planning	ECC 6.0 ehp 5 SAP SCM 7.0			
O	SAP APO – Supply Network Planning (SNP)	ECC 6.0 ehp 5 SAP SCM 7.0			
O	Global ATP(Global Availability Checking)	Latest version			
O	Transportation Management (SAP TPVS)	Latest version		1	

O	Transport Management (SAP TM)	TM 8.0			Ramp-Up 2011 (TM 8.0) training
O	Collaboration in the Supply Chain				
O	Supply Network Collaboration (SAP SNC)	SAP SNC 7.0		1	Ramp-Up 2011 training
O	Outsourced Manufacturing			1	Ramp-Up 2011 training
O	PLANT OPTIMIZATION				
O	SAP MII (Manufacturing Integration and Intelligence)	MI 12.x		2	e-learning OMI122
O	SAP Manufacturing Execution (ME)				Ramp-Up 2011 training Link to catalog

7.3. SUPPLY AND COLLABORATION WITH SUPPLIERS

STRATEGIC RELATIONSHIP MANAGEMENT					
Process to be covered: 2/4					
Mandatory/Optional	Solution	Version	Consultants Certified	Consultants Trained	Comments
M	BASIC SCENARIOS				
M	SAP ERP – Supplies (MM)	ECC 6.0 EHP 5	2		C_TSCM52_05 or C_TSCM52_60 or C_TSCM52_64 P_PRO_64 or P_PRO_65 (expected to be available in Q1-11) Delta Ramp-Up 2011 (EHP 5) training
M	SAP SRM – Supplier Relationship Management	SRM 7.1 MDM 7.2	2		C_SRM_70 or C_SRM_71 (expected to be available in Q1-11) P_SRM_70 or P_SRM_71 (expected to be available in Q1-11) Delta Ramp-Up 2011 (SRM 7.1) training
M	EXTENDED SCENARIOS (1/3 to be covered)				
O	SAP Sourcing	Latest version		2	Ramp-Up 2011 training
O	SAP BO Spend Performance Mgmt	SAP BO SPM			
O	SAP CLM (Contract Lifecycle Management)	Latest version			

