



Reise in die Cloud: Digitalisierung vorantreiben, Kosten signifikant senken

Hosting & Managed Services

Christian Lenz | 22.03.2022



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## Inhalt

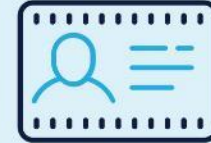
- EPI-USE
- Cloud & Managed Services
- Gut zu Wissen
- Kostenvergleich
- Info-Quellen



## EPI-USE Überblick



SERVICES AND  
DEVELOPMENT  
PARTNER



SOFTWARE AND SERVICES  
FOR BUSINESS-CRITICAL, NON-CORE  
PROCESSES, FOR LARGE ENTERPRISES



SOFTWARE  
UTILITIES  
TO COVER ALL  
SAP MODULES



20+ TRADING  
BRANDS

>3,000  
EMPLOYEES

1,500+  
SAP IMPLEMENTATIONS



40+  
PAYROLL COUNTRY  
VERSIONS



35+  
YEARS OF  
EXPERIENCE



PRESENCE IN  
COUNTRIES  
34



6,200+  
PROPRIETARY SOFTWARE  
LICENSES SOLD

97% LICENSE  
RENEWAL RATE

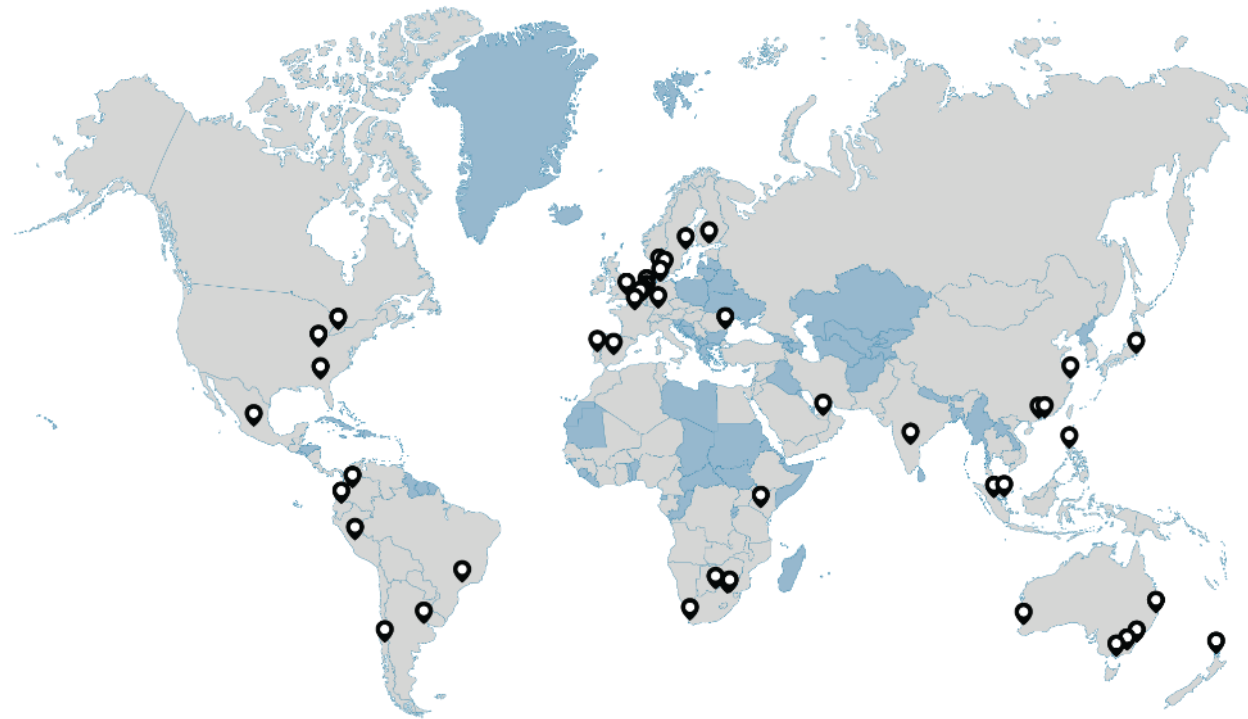


BEYOND CORPORATE PURPOSE  
1% of revenue channelled in to the  
(ELEPHANTS, RHINOS & PEOPLE) PROGRAM



# EPI-USE Global

We employ more than 3,000 people in 34 countries



 Regional Offices

 Implementation Experience



## Europe

- Belgium
  - Denmark
  - Finland
  - France
  - Germany
  - Netherlands
  - Portugal
  - Romania
  - Spain
  - Sweden
  - United Kingdom
- Antwerp
  - Copenhagen, Aarhus, Fredericia
  - Helsinki
  - Lille, Paris
  - Hamburg, Frankfurt, Walldorf
  - Maarsbergen
  - Porto
  - Bucharest
  - Madrid
  - Stockholm
  - London

## Americas

- Argentina
  - Brazil
  - Canada
  - Chile
  - Colombia
  - Ecuador
  - Mexico
  - Peru
  - United States
- Buenos Aires
  - São Paulo
  - Toronto
  - Santiago
  - Bogotá
  - Quito
  - Mexico City
  - Lima
  - Atlanta, Indianapolis

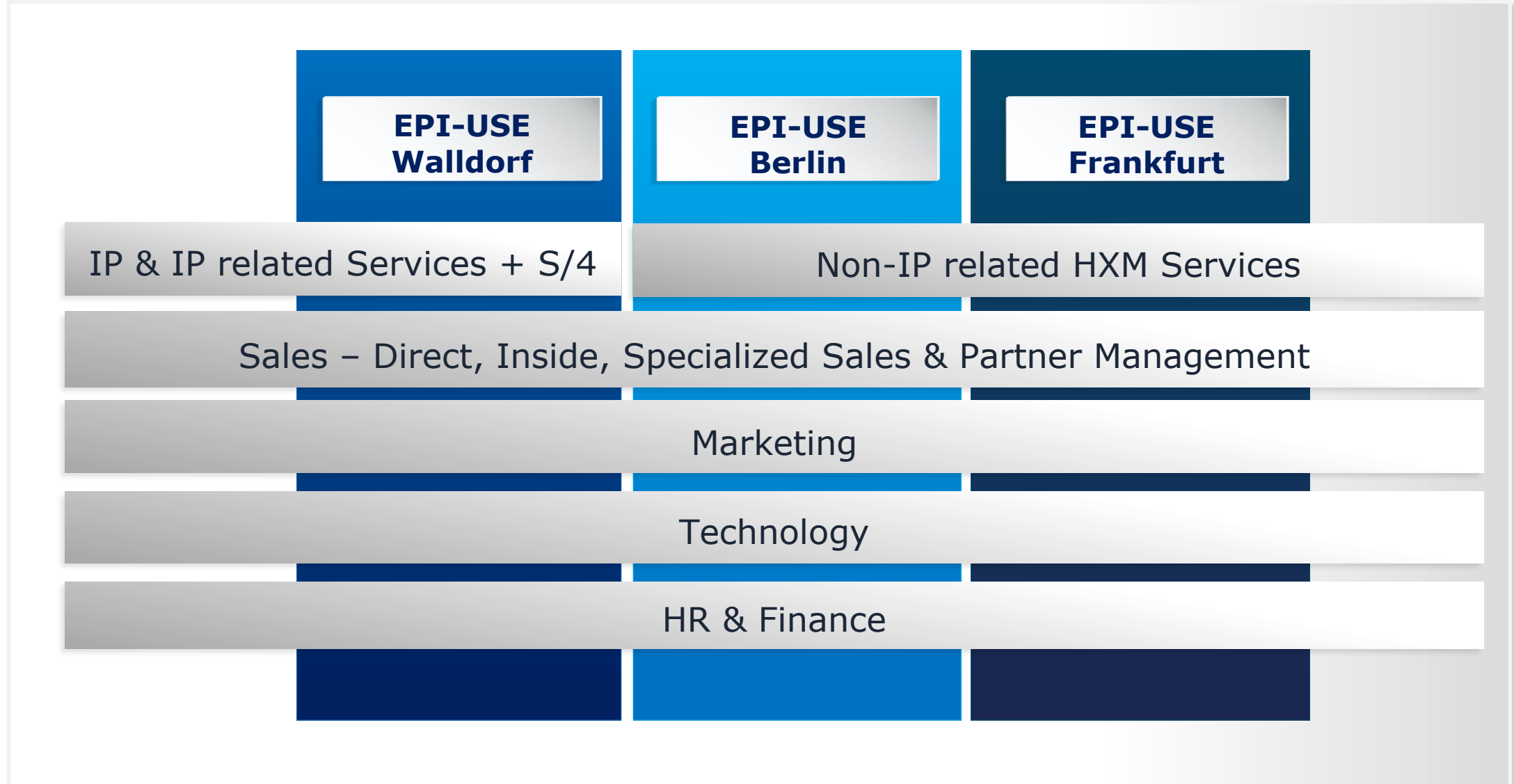
## Asia Pacific

- Australia
  - China
  - Hong Kong
  - India
  - Japan
  - Macau
  - Malaysia
  - New Zealand
  - Philippines
  - Singapore
- Brisbane, Canberra, Melbourne, Perth, Sydney
  - Shanghai
  - Hyderabad
  - Tokyo
  - Kuala Lumpur
  - Auckland
  - Manila

## Middle East & Africa

- Kenya
  - Botswana
  - South Africa
  - The UAE
- Nairobi
  - Cape Town, Pretoria, Johannesburg
  - Dubai

# EPI-USE in DE



# EPI-USE Leistungsspektrum





# Leistungsspektrum EPI-USE

## SAP HCM REPORTING/VALIDATION

- Query Manager™:
  - Fiori App
  - Document Builder™
  - Microsoft Excel Plug-In
  - SFSF Integration
  - oData Generator
- HCM reporting as a services
- Variance Monitor for HCM

## TEST DATA OPTIMIZATION

- Data Sync Manager™ product suite:
  - Client Sync™
  - Object Sync™
  - Data Secure™
  - System Builder™
- Refresh as a Service

## DATA SECURITY & DSGVO/GDPR

- DSGVO/GDPR Compliance Suite:
  - Data Disclose™
  - Data Redact™
  - Data Retain™
  - GDPR Pre-System Check
- Data Secure™
- Soterion

## SAP HCM TRANSFORMATION (PRISM)

- System Landscape Optimization (SLO)
  - SAP HCM Migration
  - SAP HCM Carve Out
  - SAP HCM Merger
  - ECP Migration
- SAP Readiness Check for S/4, EC, SLO

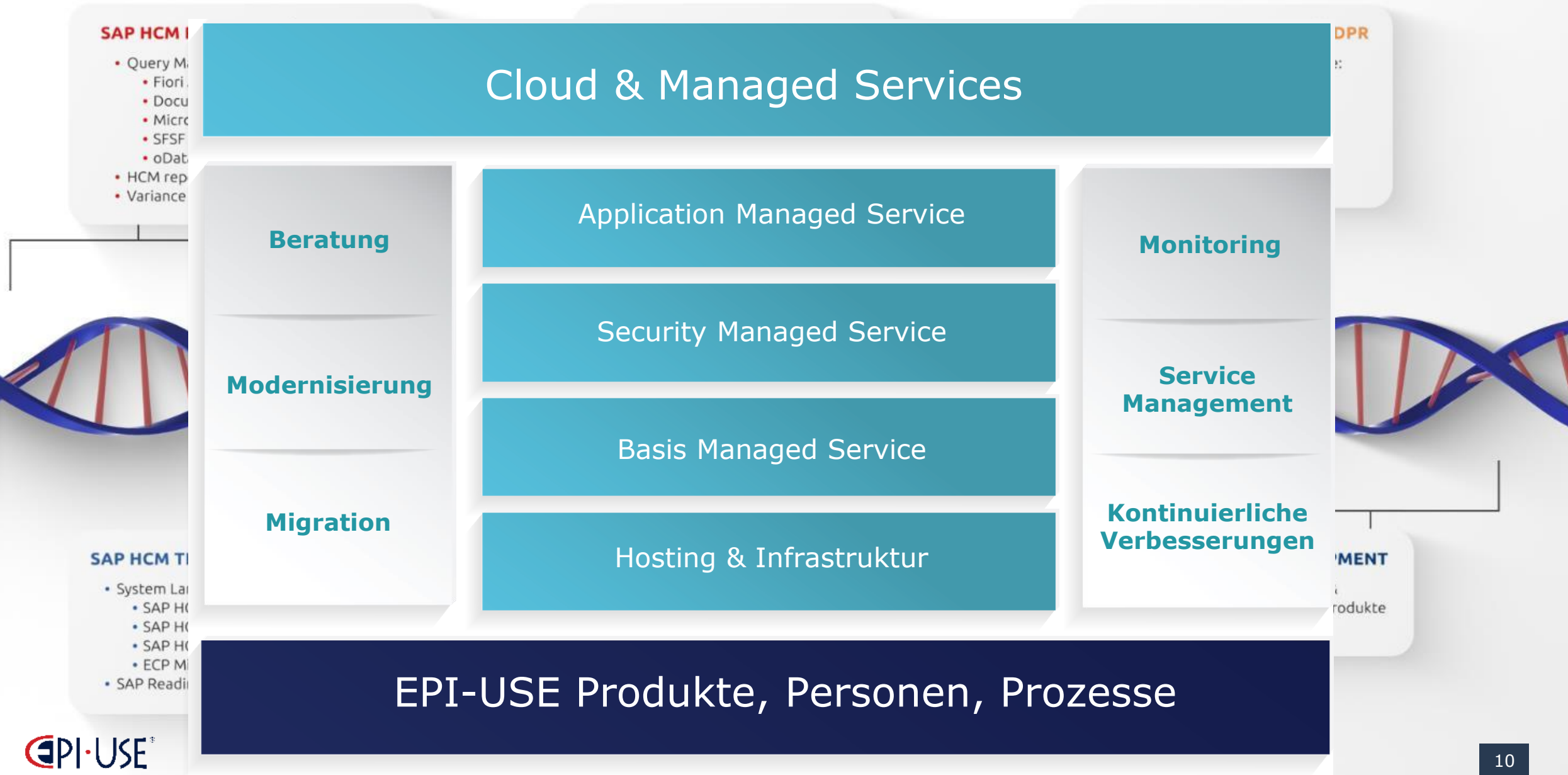
## CLOUD AND MANAGED SERVICES FOR SAP

- SAP Managed Services
- SAP Licenses
- Hosting Services
- AMS Services
- S/4 Sandbox on demand

## CUSTOM DEVELOPMENT

- Individualisierung & Automatisierung Produkte
- Fiori Erweiterung

# Leistungsspektrum EPI-USE

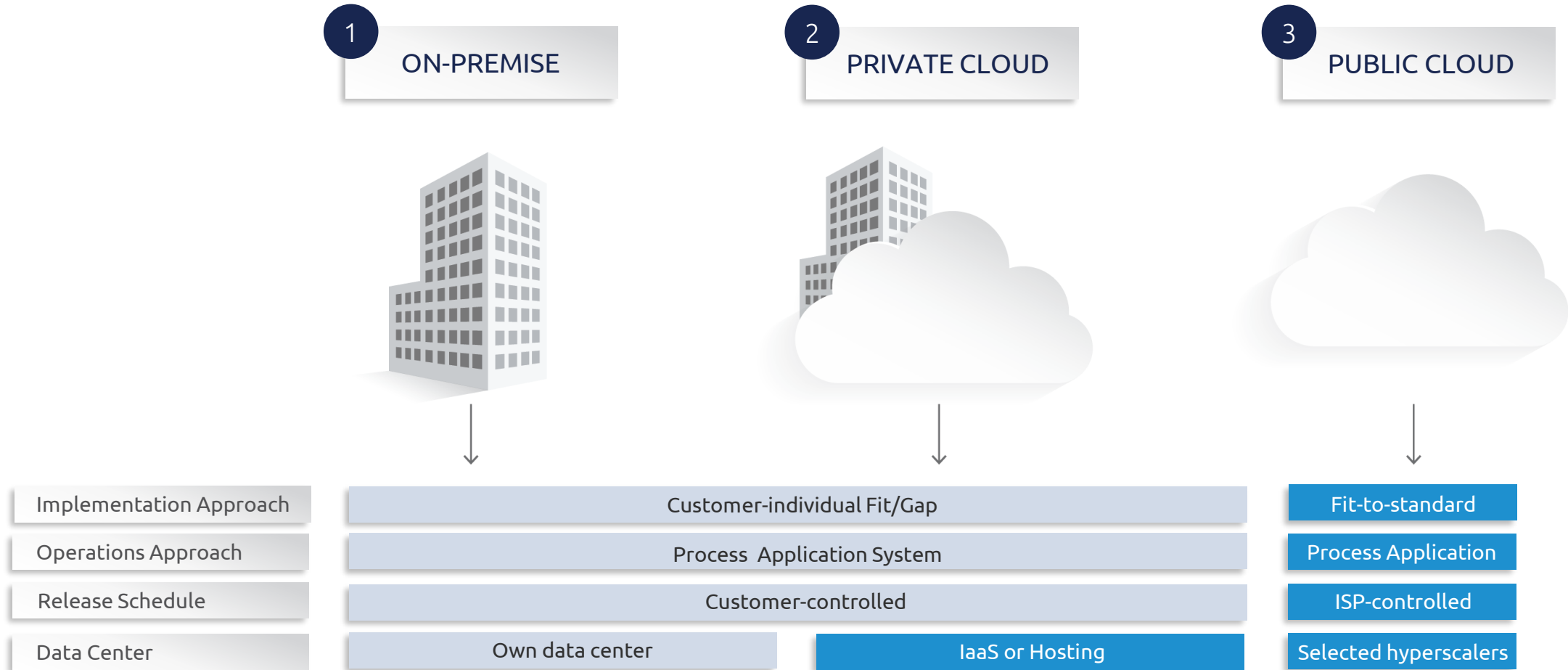




EPI·USE<sup>®</sup>

## Cloud Infrastruktur

# On-Premise, Private and Public Cloud



# Cloud Service Modelle

## Infrastructure as a Service (IaaS)

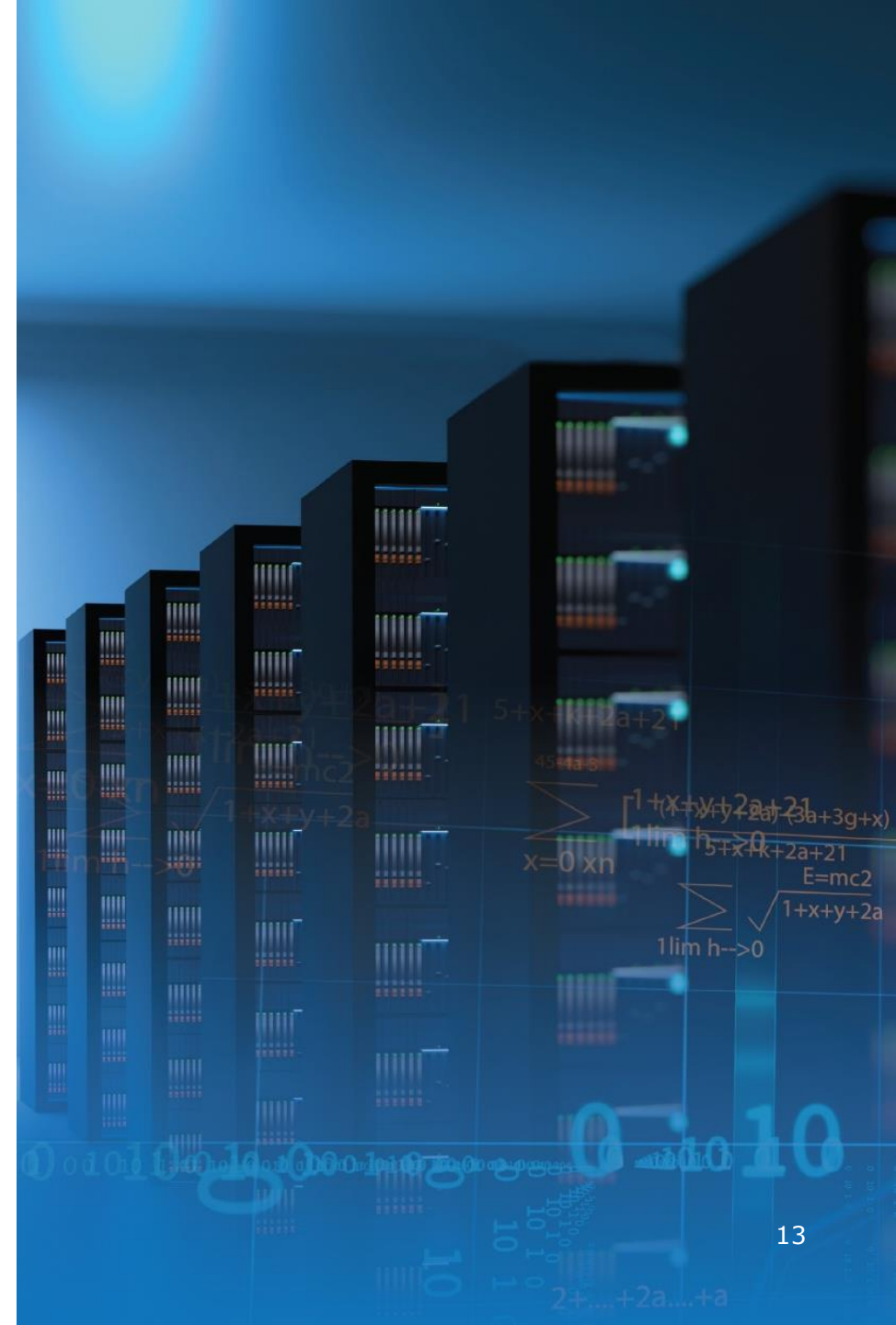
Bei IaaS werden IT-Ressourcen wie Rechenleistung, Datenspeicher oder Netzwerke als Service angeboten. Ein Cloud-Kunde erwirbt diese virtualisierten und hochstandardisierten Services und baut eigene Services für den internen oder externen Gebrauch auf.

## Platform as a Service (PaaS)

Ein PaaS-Anbieter stellt eine gesamte Infrastruktur zur Verfügung und bietet dem Kunden auf der Plattform standardisierte Schnittstellen, die von Diensten des Kunden genutzt werden.

## Software as a Service (SaaS)

Diese Kategorie umfasst alle Angebote von Anwendungen, die die Kriterien des Cloud Computing erfüllen. Dem Angebot sind keine Grenzen gesetzt.



# Cloud Angebote von EPI-USE

## SAP Hosting bei EPI-USE

### Private Cloud

- Modernste Rechenzentren bei EQUINIX weltweit und dediziert in der EU
- HANA (iHANA) und non-HANA (iHost)
- eigene Systemumgebung (kein shared System)
- Betrieb rund um die Uhr

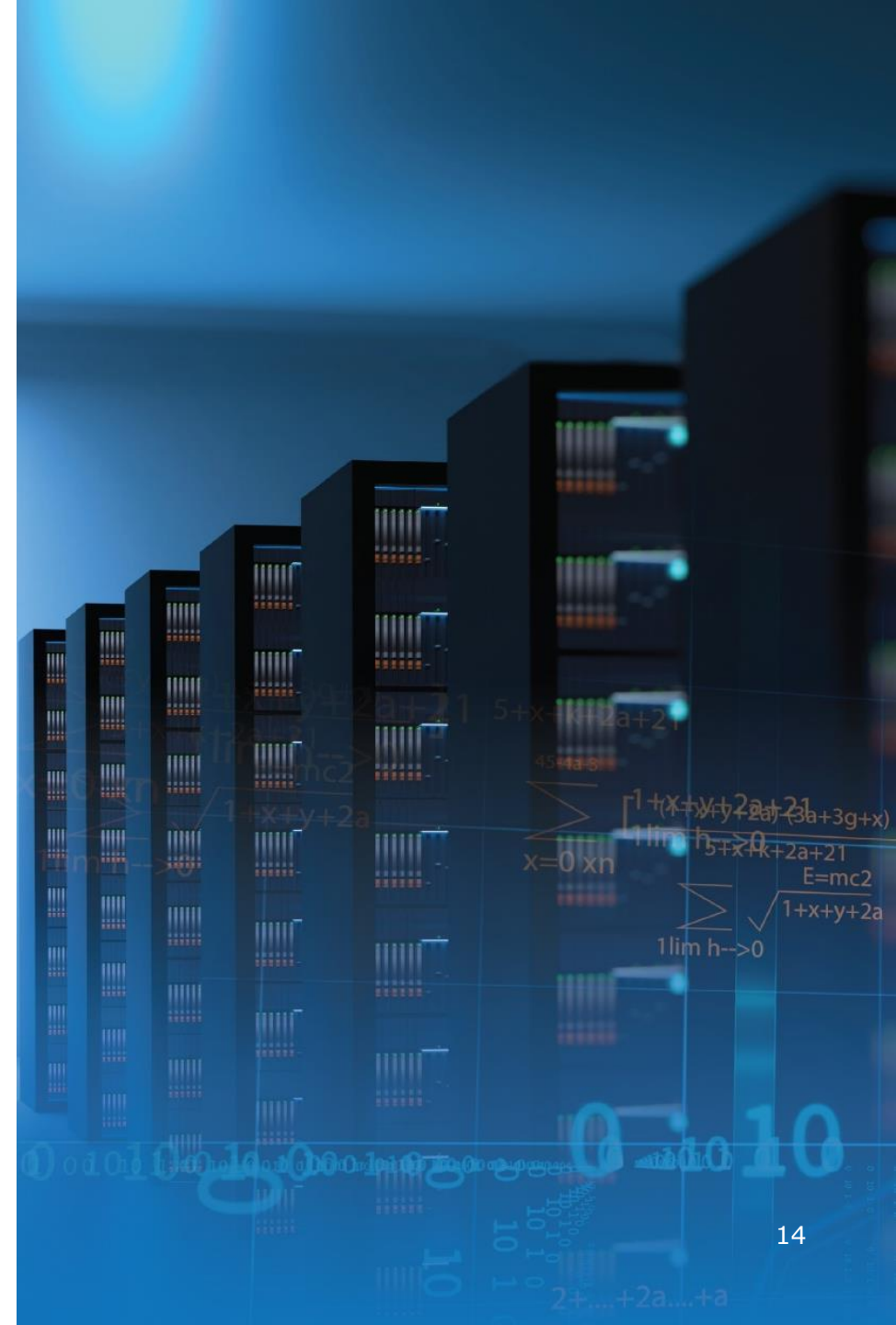
### Public Cloud

- Systembetrieb auf AWS und Azure

### Hybrid Cloud

- Beliebiger Mischbetrieb von Private, Public und on-premise

siehe auch Blog: [SAP Cloud - ein Überblick im Schnelldurchlauf](#)



# Cloud infrastructure for SAP

## Cloud Infrastruktur

- Private Cloud, Public Cloud oder Hybrid Cloud
- SAP Workloads für SAP HANA and non-HANA Umgebungen
- Non-SAP Workloads auf Linux and Windows
- Microsoft Silver Partner für SAP on Azure
- Disaster recovery und/oder Geo-Redundanz
- Bereitstellung umfassender Netzwerkkonnektivität

## Globale IT Infrastruktur

- Private Cloud in EQUINIX Rechenzentren mit SAP-certified Fujitsu-Architektur
- Public Cloud Bereitstellung für AWS, MS Azure

## Security & Compliance

- SSAE16/ISO27001
- SOC1 & SOC2 Type 2
- Global Data Processing Agreement for SAP Cloud Services



SAP® Certified  
Powered by SAP NetWeaver®

SAP Certified  
Integration with SAP S/4HANA

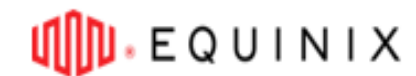
SAP® Certified  
in Hosting Services

SAP® Certified  
in SAP HANA® Operations



Silver  
Microsoft  
Partner

Advanced  
Consulting  
Partner



# 24x7 Service-Hubs und Rechenzentren

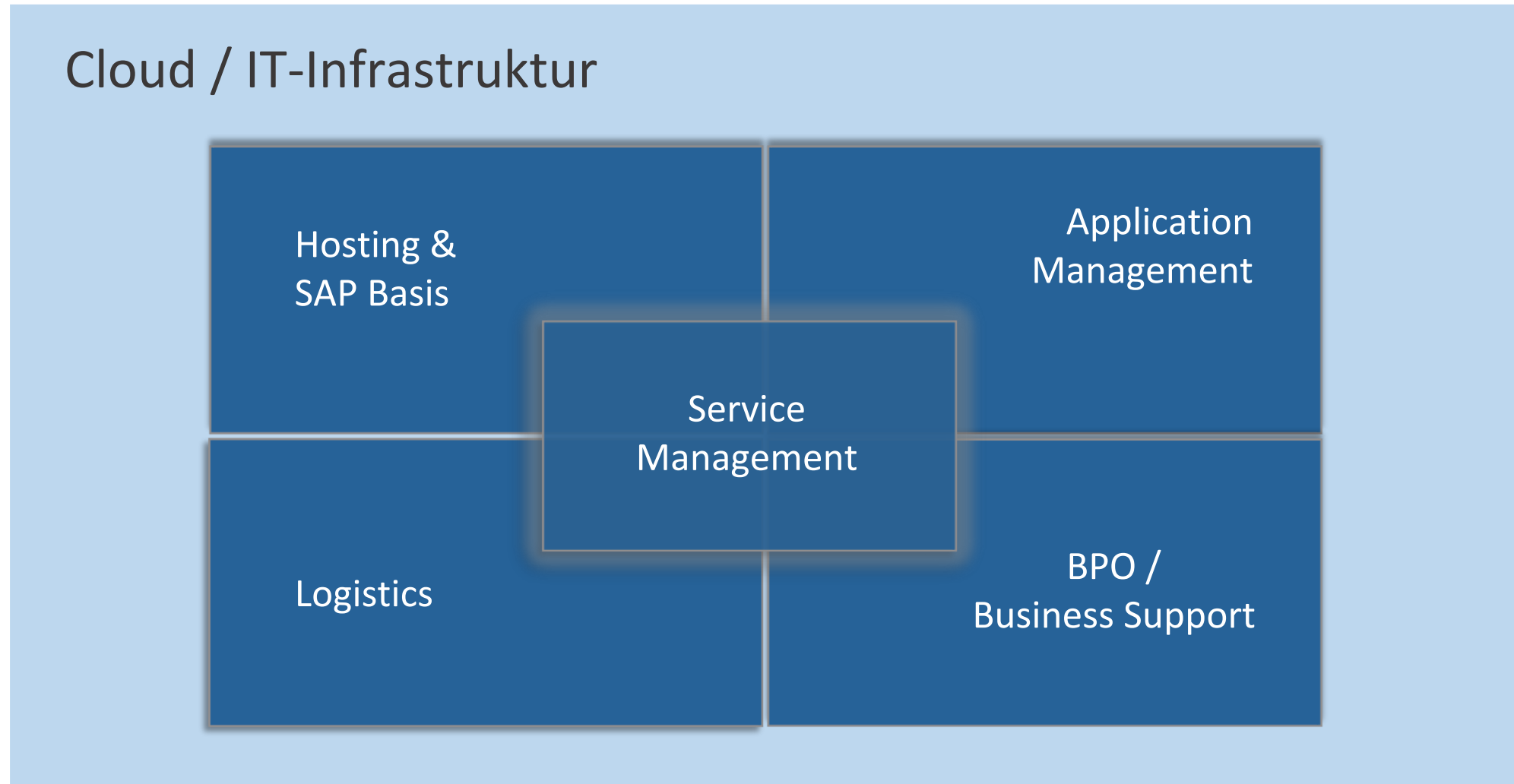






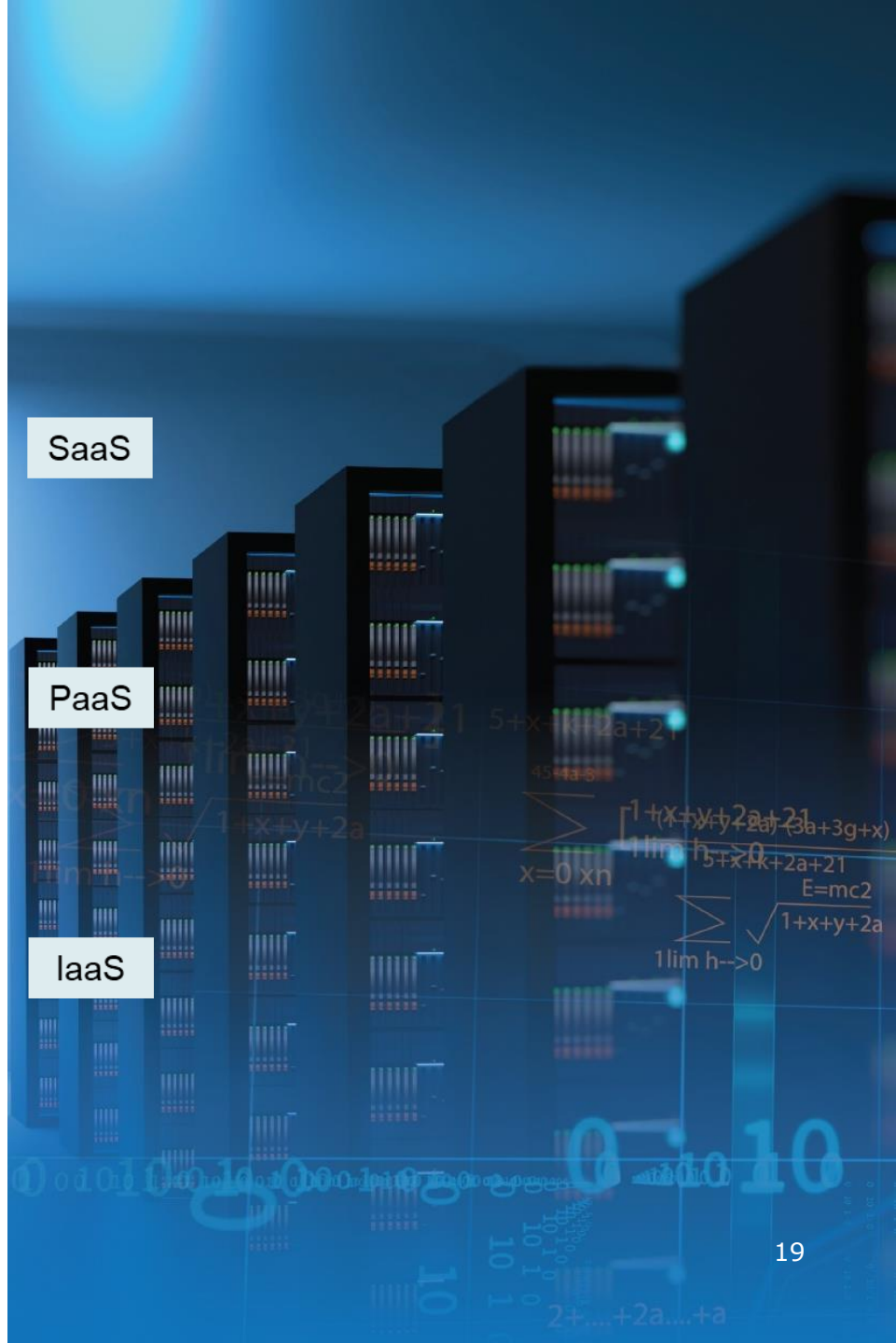
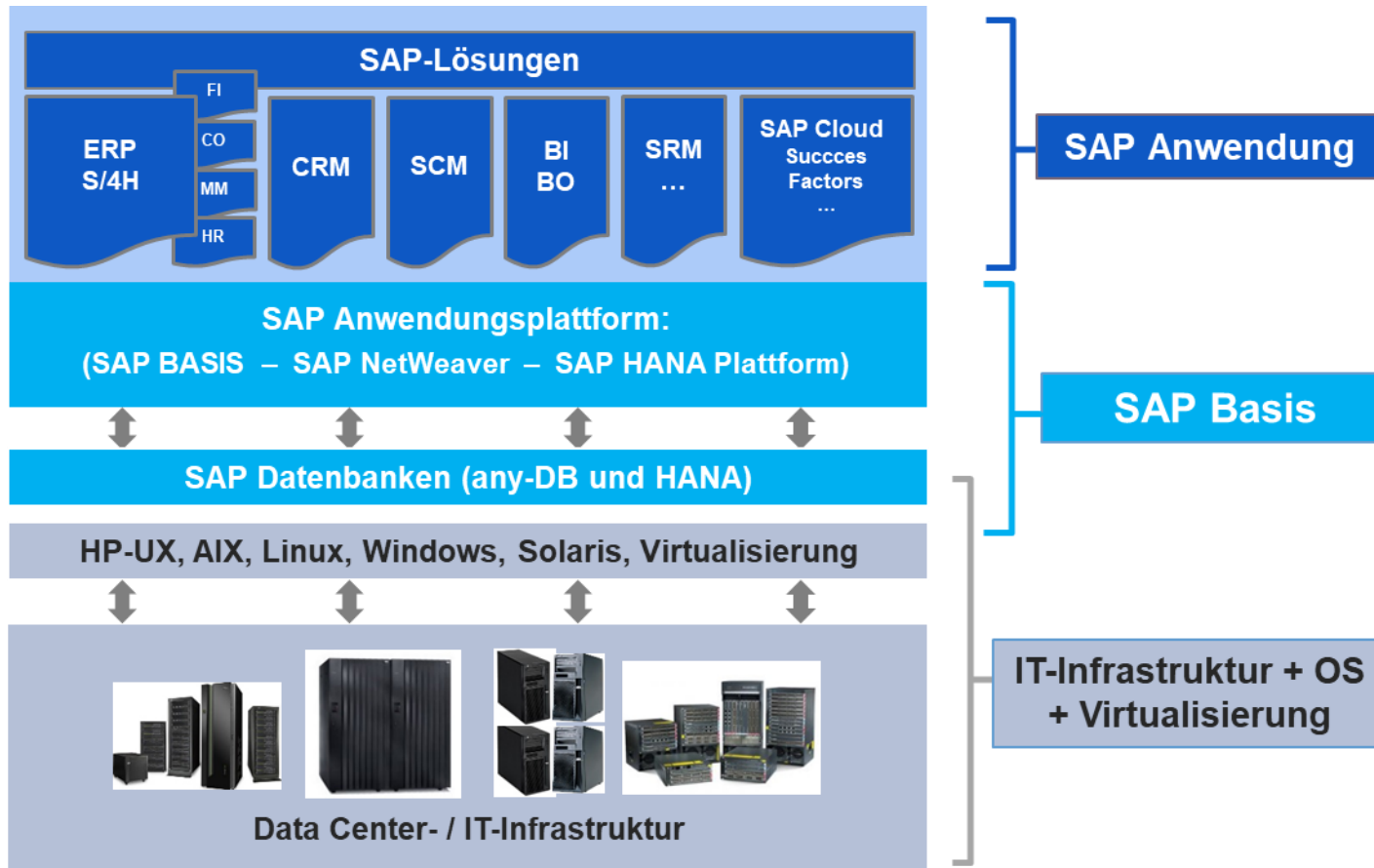
## Managed Services für SAP

# SAP Cloud & Managed Services



# SAP C&MS

SAP Managed Services Layer – HANA und Non-HANA



# Managed Services von EPI-USE

AMS and BPO

SAP BASIS  
Managed Service

HOSTING  
(IT-Infrastructure)

PUBLIC CLOUD  
(IT Infrastructure)

	Remote Service (on-premise)	Private Cloud (Hosting at EPI-USE)	Public Cloud (at Hyperscaler)	Hybrid (Mixed Sourcing)
	Application Management* und/oder Business Process Outsourcing*			
	SAP Kernel Data Base Operating System** Virtualisierung**	SAP Kernel Data Base Operating System** Virtualisierung**	SAP Kernel Data Base Operating System** Virtualisierung**	SAP Kernel Data Base Operating System** Virtualisierung**
	Server Storage Network Data Center	Server Storage Network Data Center	Server Storage Network Data Center	Server Storage Network Data Center
	Azure (MS) AWS (Amazon) GCP (Google)	Azure (MS) AWS (Amazon) GCP (Google)	Azure (MS) AWS (Amazon) GCP (Google)	Azure (MS) AWS (Amazon) GCP (Google)



\* Optionally delivered by affiliates or partners

\*\* Optionally available within the managed service SAP Basis or hosting or public cloud provider



## Managed Service SAP Basis

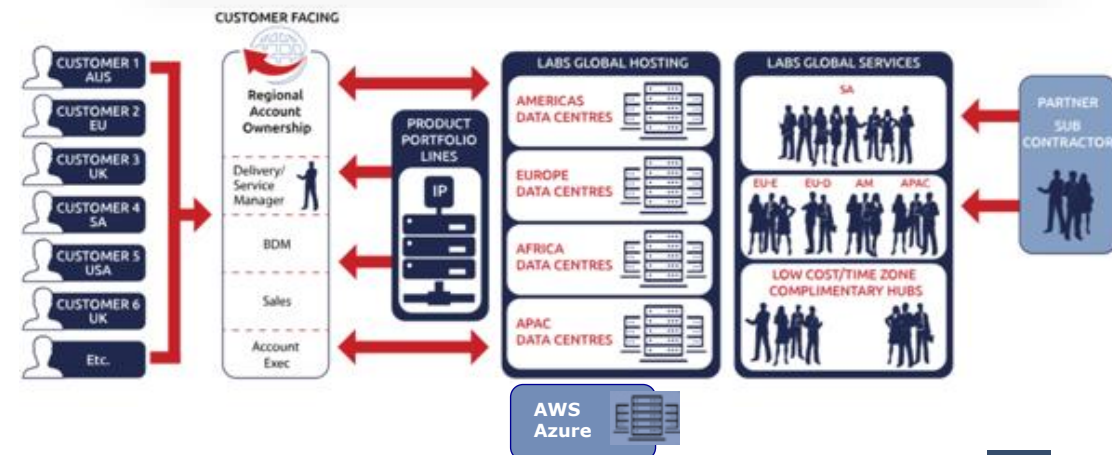
# C&MS - SAP Basis Managed Services

## SAP Basis Managed Services

- Kompletter oder reduzierter SAP Basis Managed Service
- Vollständiges SAP Systemmanagement, einschließlich S/4HANA
- Globales ITIL-Service-Modell unter Verwendung von Client Central™
- SAP-Monitoring mit Unified Platform™
- Vollständige Migrationen mit Data Sync Manager™
- SAP Landscape-Transformation-Services

## Regionale und globale Service-Teams

- 4 weltweit verteilte Service-Standorte
- 8x5 bis 24x7 Support
- SAP OS/DB, SAP Basis, zertifizierte Experten (Lösungen, Branchen)
- Softwareunterstützte intelligente Dienste
- Unterstützung aller gängigen Cloud-Plattformen



# Client Central – inkl. Service Desk

## Client Central

The screenshot shows the Client Central interface for a customer view. The header includes the logo, the name 'ROSSING URANIUM LTD - Managed Services', and navigation links for Account, Administration, and Help. Below the header is a large image of a mining site. A dark overlay at the bottom of the image contains the text 'customer view –managementservices'. Below the image are three icons: Tickets, Knowledge base, and Downloads. At the bottom, there is a table with columns for Type, Open, Waiting, and Closed. The table lists various ticket types and their counts.

Type	Open	Waiting	Closed
Incident	0	0	329
Service request	1	2	638
Access request	0	0	88
Automatic backup	0	0	0
Product build request	0	0	2
Internal_Change request	0	0	10
Internal_Problem	0	0	5
Internal_KB	0	0	0
Internal_M3Workspace	0	0	0
Unified Platform alert	0	0	0

Abb.: Client Central-Benutzeroberfläche

The screenshot shows the Client Central interface for a ticketing view. The header includes the logo, the name 'RU', and the word 'Tickets'. Below the header is a large image of a mining site. A dark overlay at the bottom of the image contains the text 'customer view –managementservices'. Below the image are three icons: Tickets, Knowledge base, and Downloads. At the bottom, there is a table with columns for Id, Subject, Type, and Priority. The table lists three tickets. There are also filters for Status (Open) and Workspace (Rossing Uranium Ltd - Managed Services). A search bar is visible at the top left of the ticket list area.

Id	Subject	Type	Priority
#P92942	Proof that write debug access has been removed	Service request	P3 Medium
#P92795	FlexFrame Upgrade for Monitoring Tools	Service request	P3 Medium
#P91634	Data Sync Master data tables to Dev and QA	Service request	P3 Medium

Abb.: Client Central - Ticketing

# Flexible Service Level Agreements

Incident Response Times			
Priority	Response Time	Resolution time	Communications
P1	< 1 hour	< 4 hours	Every 1 hour
P2	< 4 hours		Every 6 hours
P3	< 1 business day		Every 3 business days
P4	< 2 business days		Every 1 week

Countryside	support
Production	24x7
Non-Production	8x5

Infrastructure	uptime*
Data centers	99.99999%
Production systems	99.50%
Non-production systems	99.00%

Operational recovery	
default backup	disaster recovery
RTO: 24-48 Hours	RTO: 16 hours
RPO: 24 hours	RPO: 8 hours



# C&MS: SAP Basis-Tätigkeiten (Auszug)

Aufgabe (Standard)	Auftraggeber	EPI-USE Labs
Systembetrieb		X
SAP stoppen und starten		X
Leistungsüberwachung, -optimierung		X
Profilparameter konfigurieren		X
Wöchentliche Frühwarnmeldungen		X
Mandanten-Kopien erstellen (x pro Jahr)		X
Systemkopien erstellen (x pro Jahr)		X
Support Packs und Security Patches/Notes etc. einspielen; LCP zum Jahreswechsel		X*
Fehlerkorrekturen, OSS-Meldungen auf Anforderung/nach Bedarf	(X)	X
SAP GUI (Unterstützung ggfs. remote Support auf Anforderung)	X	(X)**
Regelmäßige Prüfung, ob Releasestände aktuell in der Wartung sind		X
SAP Kernel Updates		X*
Datenbank: Wartung, Optimierung, Patches		X
Backup: online, offline		X
Betriebssystem und Hypervisor (Lizenzen)		X
Überwachung Schnittstellen zu ext. Systemen lt. SLA		X
Benutzerverwaltung	X	
Berechtigungsentwicklung	X	
Auftragspflege und -überwachung	X	

\* Updates innerhalb eines EhP Release sind inkludiert, EhP-Upgrades werden wie SAP Upgrades behandelt

\*\* Unterstützung ist remote auf Anforderung durch den Auftraggeber möglich.

# Cloud & Managed Services

## Unsere Vorzüge:

- SAP Hosting & Operations Partner (u.a. in DE)
- Flexible SLAs (8x5 bis 24x7) und flexible Laufzeiten (ab 3 Monaten)
- Client Central als zentrale Service-Plattform inklusive
- Globales Team mit 35+ Experten
- Supportsprachen u.a. DE, EN
- Attraktive Preise

## Weitere Vorzüge/Optionen:

- Kostenvorteil durch Downsizing in der Transition
- SAP Lizenzen (BYOL oder über EPI-USE Labs)
- Bundling mit EPI-USE Labs Produkten (DSM, GDPR etc.)
- AMS und BPO

>>> Unser Kunde bleibt immer „Herr des Verfahrens“! <<<

# C&MS – Kennzahlen EPI-USE

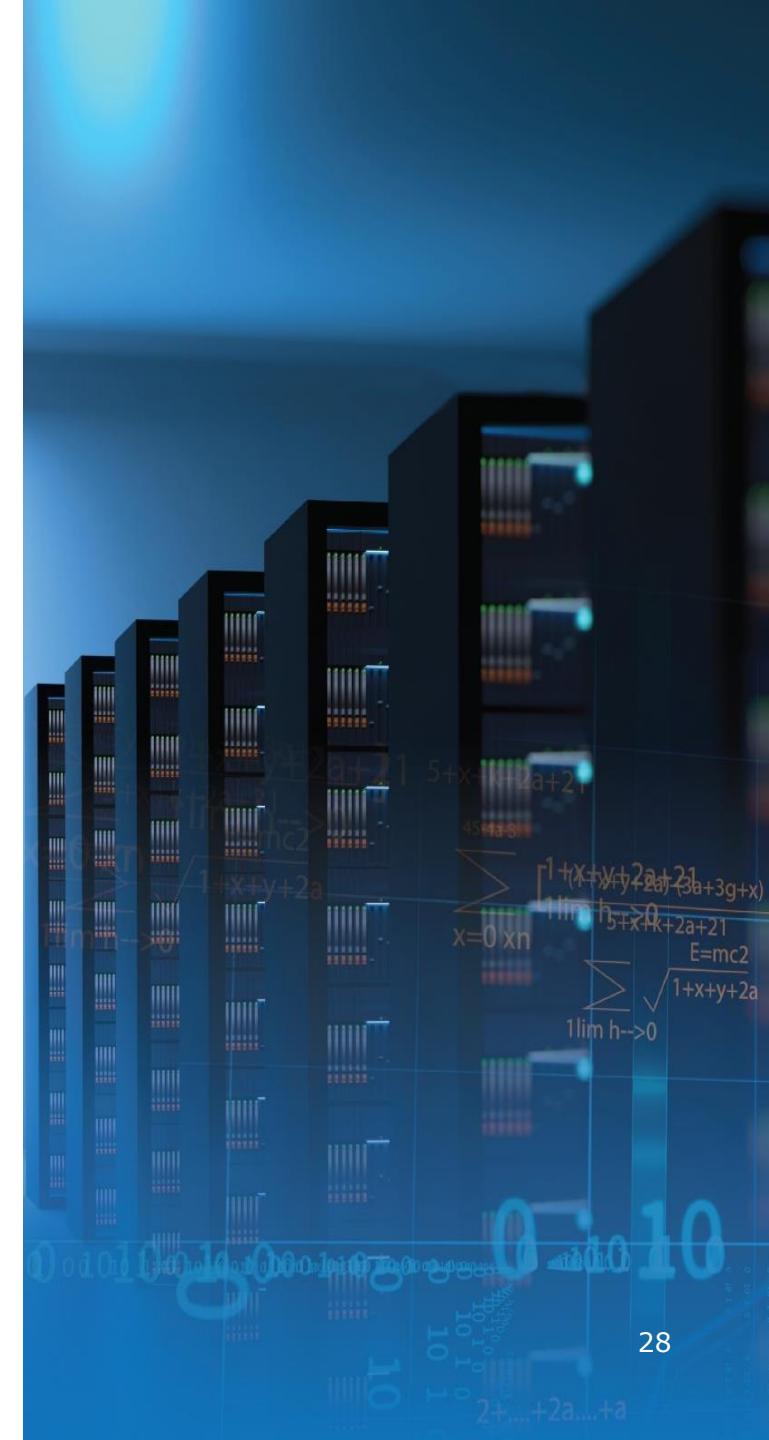
- CMS-Kunden: 30+
- Prod. SAP Systeme ca. 250
- Non-Prod SAP Systeme ca. 550
- SAP Hosting/Outsourcing Partner Zertifizierungen:



- SAP System-Admins gesamt 35+
- davon SAP HANA 25+



# Zeitlicher Ablauf



# C&MS - kurz und knapp

- Betreiben, Überwachen, Warten von IT-Systemen
  - IT-Infrastruktur (Server, Storage, Netzwerk, Schnittstellen etc.)
  - SAP Basis mit SAP Applikationsplattform (NetWeaver, HANA)
  - Application Management Services (Funktionaler Support über Partner)
- „eigene“ Systemumgebung für jeden Kunden (kein shared System)
- Flexible SLAs (Service Level Agreement) und Laufzeiten
- Persönliche, lokale Ansprechpartner (SPoC, Service-Manager)
- Service Desk (Client Central)
- SAP Lizenzen (BYOL oder über EPI-USE Labs)
- EPI-USE Labs Produkte integrierbar (DSM, GDPR etc.)
- Attraktive „Flatrate-Preise“
- C&MS ist strategisches Thema (intern und extern)

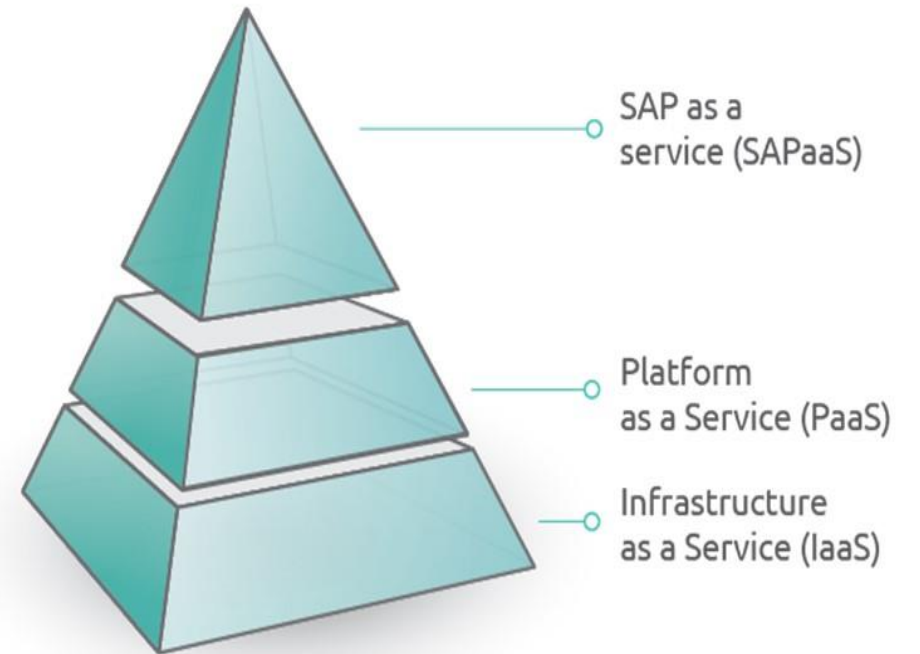
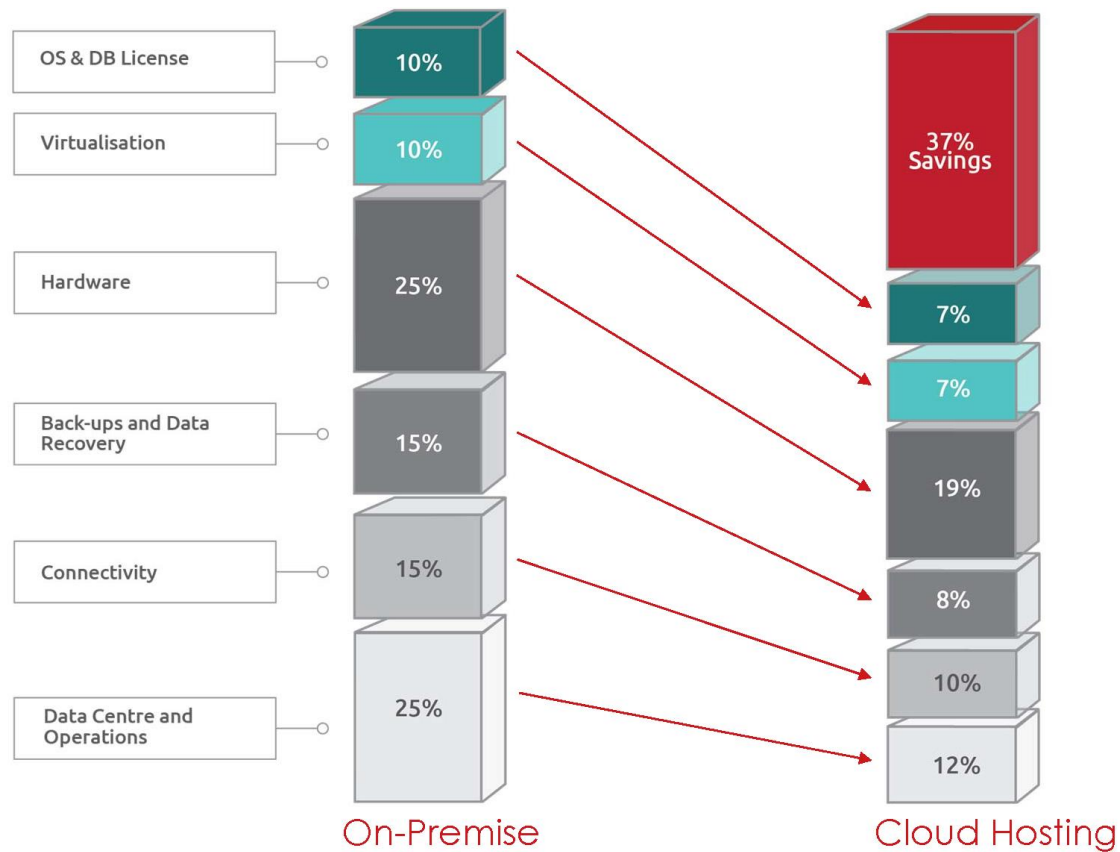
Siehe auch Blog: [Was sind SAP-Managed-Services](#)





# Kostenvergleich - Beispiele

# Cloud Infrastruktur – hohes Einsparpotential



# Einsparpotenzial - Downsizing vor einer HANA-Migration

<i>HANA DB-Server (marktübliche Beispieldaten)</i>				
<i>Server No.</i>	<i>Usage Type</i>	<i>Memory Size [GB]</i>	<i>HANA Server [€/Mon] (all SAP compliant)</i>	<i>Remark</i>
1	PRD	8192	30.920,50 €	Mandatory DR for HANA PRD server!
2	QAS	8192	18.120,37 €	
3	DEV	512	1.423,99 €	
			<b>50.464,86 €</b>	

<i>Reduzierte HANA DB-Server (marktübliche Beispieldaten)</i>				
	PRD	4096	15.962,15 €	Mandatory DR for HANA PRD server!
	QAS	2048	4.789,62 €	
	DEV	512	1.423,99 €	
			<b>22.175,76 €</b>	



# MS Azure pricing example: Pay as you go vs. 3Y term

Microsoft Azure Estimate			Estimated monthly cost	3Y term discount 62%
Your Estimate				
Service type	Region	Description		
Virtual Machines	Germany North	1 D8ds v4 (8 vCPUs, 32 GB RAM) x 1 Month (Pay as you go), Linux, SUSE Linux Enterprise + Patching only (Pay as you go); 1 managed disk – P20; Inter Region transfer type, 5 GB outbound data transfer from Germany North to East Asia	€554,87	€210,85
Virtual Machines	Germany North	1 D8ds v4 (8 vCPUs, 32 GB RAM) x 1 Month (Pay as you go), Linux, SUSE Linux Enterprise + Patching only (Pay as you go); 1 managed disk – P20; Inter Region transfer type, 5 GB outbound data transfer from Germany North to East Asia	€554,87	€210,85
Virtual Machines	Germany North	1 D4s v3 (4 vCPUs, 16 GB RAM) x 1 Month (Pay as you go), Linux, SUSE Linux Enterprise + Patching only (Pay as you go); 1 managed disk – P15; Inter Region transfer type, 5 GB outbound data transfer from Germany North to East Asia	€244,53	€92,92
Virtual Machines	Germany North	1 D2s v5 (2 vCPUs, 8 GB RAM) x 1 Month (Pay as you go), Linux, SUSE Linux Enterprise + Patching only (Pay as you go); 1 managed disk – P20; Inter Region transfer type, 5 GB outbound data transfer from Germany North to East Asia	€192,12	€73,01
			<b>compute resources:</b>	<b>€587,63</b>
Azure Backup	Germany North	Azure VMs, 4 Instance(s) x 512 GB, GRS Redundancy, Moderate Average Daily Churn, 6,932 GB Average monthly backup data, 61 GB Average monthly snapshot usage data	€612,02	€612,02
Azure Firewall	Germany North	Standard tier, 1 Logical firewall units x 1 Month, 1 TB Data processed	€833,15	€833,15
VPN Gateway	Germany North	VPN Gateways, Basic VPN tier, 720 gateway hours, 10 S2S tunnels, 128 P2S tunnels, 1 TB, VPN outbound VPN gateway type	€96,37	€96,37
Azure Monitor	Germany North	Log analytics: 1 GB Daily logs ingested, 1 month Data retention; Application Insights: 0 GB Daily logs ingested, 3 months Data retention, 0 Multi-step Web Tests; 1 VM	€104,59	€104,59
Storage Accounts	Germany North	Block Blob Storage, General Purpose V2, LRS Redundancy, Hot Access Tier, 1 TB Capacity - Pay as you go, 10 x 10,000 Write operations, 10 x 10,000 List and Create	€24,74	€24,74
Bandwidth		Internet egress, 1024 GB outbound data transfer from Germany North routed via Microsoft Global Network	€79,97	€79,97
Support		<b>Support</b>	€0,00	€0,00
			<b>other resources needed:</b>	<b>€1.750,85</b>
			<b>MS-Azure Total</b>	<b>€2.338,47</b>

# EPI-USE Private Cloud vs. MS Azure

## Microsoft Azure Estimate

Your Estimate

Service type	Description	Estimated monthly cost	3Y term discount 62%	EPI-USE Private Cloud
Virtual Machines	1 D8ds v4 (8 vCPUs, 32 GB RAM) x 1 Month (Pay as you go)	554,87 €	210,85 €	included in flat price
Virtual Machines	1 D8ds v4 (8 vCPUs, 32 GB RAM) x 1 Month (Pay as you go)	554,87 €	210,85 €	
Virtual Machines	1 D4s v3 (4 vCPUs, 16 GB RAM) x 1 Month (Pay as you go)	244,53 €	92,92 €	
Virtual Machines	1 D2s v5 (2 vCPUs, 8 GB RAM) x 1 Month (Pay as you go)	192,12 €	73,01 €	
<b>compute resources:</b>		<b>1.546,39 €</b>	<b>587,63 €</b>	<b>all in flat</b>
Azure Backup	Azure VMs, 4 Instance(s) x 512 GB, GRS	612,02 €	612,02 €	included in flat price
Azure Firewall	Standard tier, 1 Logical firewall units x 1 Month, 1 TB	833,15 €	833,15 €	
VPN Gateway	VPN Gateways, Basic VPN tier, 720 gateway hours,	96,37 €	96,37 €	
Azure Monitor	Log analytics: 1 GB Daily logs ingested, 1 month	104,59 €	104,59 €	
Storage	Block Blob Storage, General Purpose V2, LRS	24,74 €	24,74 €	
Bandwidth	Internet egress, 1024 GB outbound data transfer	79,97 €	79,97 €	
Support	<b>Support</b>	0,00 €	0,00 €	
<b>other resources needed:</b>		<b>1.750,85 €</b>	<b>1.750,85 €</b>	<b>all in flat</b>
<b>MS-Azure Total</b>		<b>3.297,23 €</b>	<b>2.338,47 €</b>	
<b>EPI-USE Private Cloud incl. Client Central</b>				<b>1.207,26 €</b>
<b>Savings with EPI-USE Private Cloud</b>				<b>1.131,21 €</b>





EPI·USE<sup>®</sup>

## SAP Nutzungsrechte und Transformation

# On Premise, Private and Public Cloud

## EPI-USE ist SAP VAR (Value Added Reseller)

- für SAP Lizenzen und Subscription (zeitlich begrenzte Nutzungsrechte)
- On-Premise und Cloud-Lösungen

## Lizenzkauf

- Lizenzverkauf und Wartung (zertifiziertes PCoE)
- EPI-USE als „General Contractor“ (Vertragspartner: SAP ⇔ EPI-USE ⇔ Kunde)

## Lizenzmiete / Subscription

- Zeitlich befristet
- Obligatorisch für Cloud-Lösungen

## SAP Cloud-Lösungen (nur Subscription)

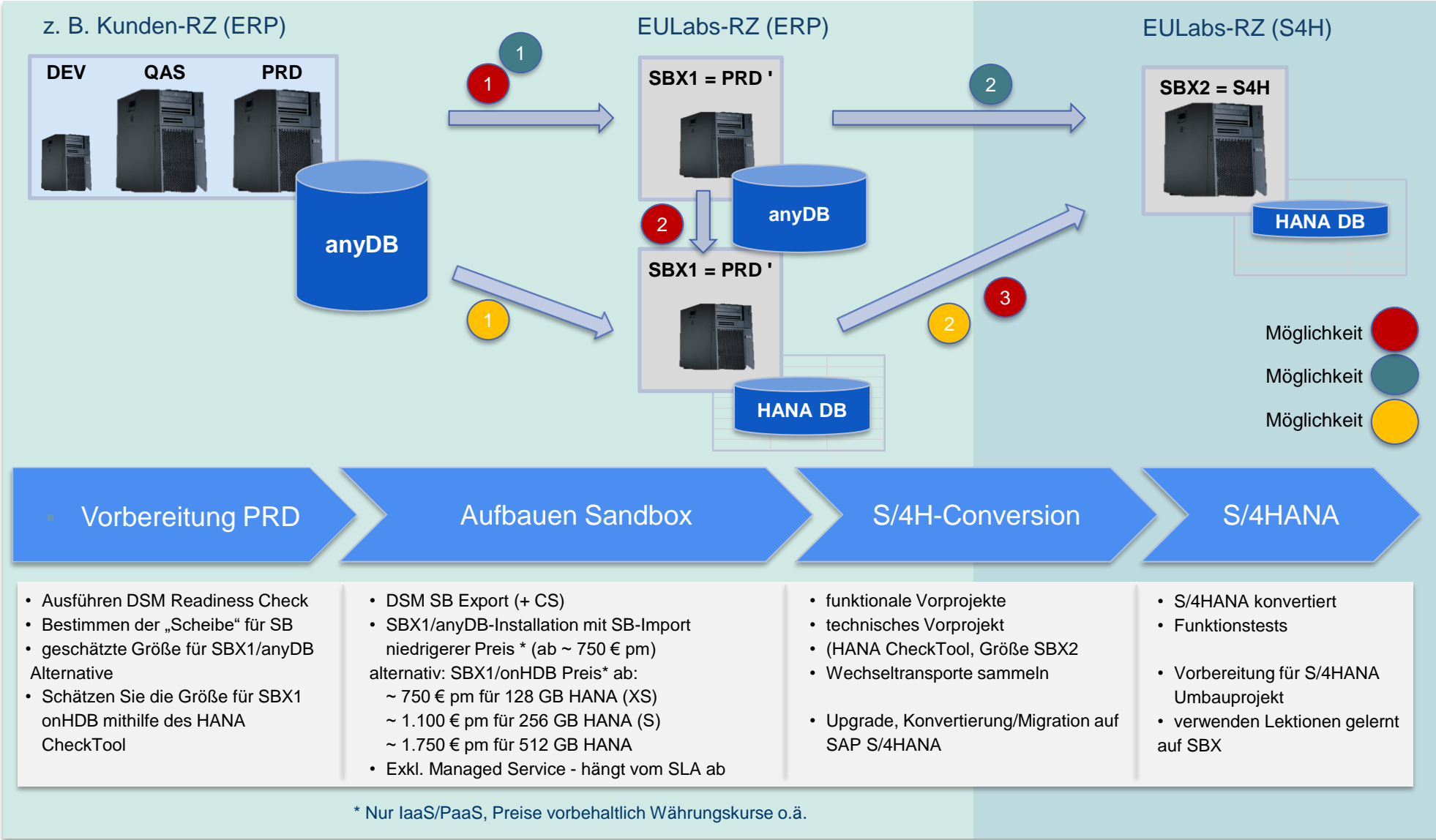
- Reine Cloud-Lösung: z.B. SuccessFactors oder S/4HANA Cloud
- Hosting/Betrieb durch SAP in SAP RZ (Bsp.: S/4HANA Cloud)

## Weitere SAP-Nutzungsmodelle mit begrenzter Laufzeit

- PMC = Partner Managed Cloud (Bundle-Price: Service + Nutzung)
- PCE = Private Cloud Edition (Private Cloud bietet EPI-USE schon immer!)



# Migrationansatz mit Sandbox





# Informationsquellen

# Infoquellen und Infomaterial

## EPI-USE Services

- [Optimierung SAP-Landschaften](#)
- [Cloud Hosting Services \(EPI-USE\)](#)
- [Cloud & Managed Services](#)

## Client Central

- [Client Central](#)

## SAP und EPI-USE

- [SAP Partner Finder](#)
- [SAP Outsourcing Operations Partnerguide](#)

## Success Stories

- [Customer Success Stories](#)
- [mhplus BKK Success Story](#)

## Blogs

- [Let's Talk Cloud](#)
- [SAP Cloud - ein Überblick im Schnelldurchlauf](#)
- [Was sind SAP Managed Services und wie können Sie davon profitieren?](#)

## Experteninterviews

- [SAP Cloud Migration: die passende Strategie finden](#)
- [SAP Cloud Migration - Wahl, Umzug und Kosten](#)
- [meHRsalz startet durch - passgenaues SAP-System für Entwicklung, Demo und Training](#)

## Webinare

- [EPI-USE Labs Webinare](#)
- [Sorgenfreier Wechsel zu neuem SAP-Partner für Hosting](#)
- [Neues SAP HR Entwicklungssystem auf HANA für iCon\\_Berlin](#)
- [Sandbox für SAP S/4HANA Conversion: Risiko- & Kostenminimierung](#)

## Videos

- [Hosting/Cloud & Managed Services](#)
- [Hosting/Cloud & Managed Services für SAP S/4HANA](#)



EPI·USE<sup>®</sup>

Ende der Präsentation