



*Campus Management:  
The future perspective of  
how 'non-pilots' can  
influence the  
development path*

**SAP for Higher Education & Research**

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■ Campus Management Release Cycle

■ Which stages did we take?

■ What is our proposed model for the future?

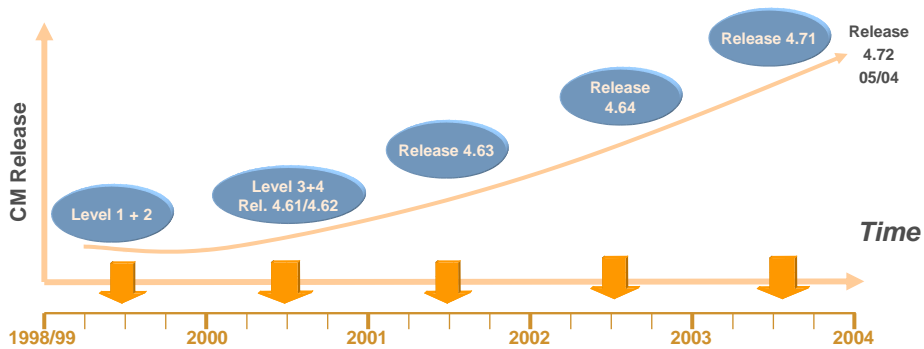
■ The next steps - proposal

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## Campus Management Release Cycle



1998/99	2000	2001	2002	2003
• Start Development	• Start Focus Group	• Start Pilot Phase	• Early Go Lives	• Full Go Lives

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## The question is?

### Question

What is the relationship, going forward, between SAP and our CM customers around the world?

- how do we work in close partnership with our CM customers to continue to develop new functionality within the CM solution, to increase integration within SAP and with 3rd parties, to ensure smooth upgrade paths, and to ensure successful projects.
- Development so far has been managed by working closely with a small number of Pilots, and then a larger circle of Early Adopters, followed by a further circle of CM projects.
- The training of CM users and consultants, both internal and external, has also followed this “multiplier” model as we grow the solution and its user base.

What is our proposed model for the future?

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## Which stages did we take?

### Pilot Phase

In the first phase of the development, an intense roll-in process was necessary

- SAP achieved that by working closely with pilot sites from various countries. The pilots were involved in the complete scope of current functionality. The roll-in process included a lot of questionnaires, on-site workshops and focus group meetings.
- The pilots were not only partners to discuss business requirements, but also experts at the pilot site actually were able to discuss concepts and architectural issues. In the role of a pilot the institutions had also an important role in determining the priorities in the development planning phase
- Within this partnership both sides were focused on allowing the pilot customers to go live with Campus Management.
- After the go-lives SAP gathered the feedback from the projects to include it in the future development
- As a result Campus Management has achieved the degree of maturity to become generally available. The “core functionality” is mainly completed – basic changes in the data model and architecture are very unlikely. The pilots have gone live starting with CM 4.64 - some continue their second phase with the release 4.72.



## Which stages did we take?

### Early Adopter

This included roll-in from customers who were not strictly defined as “Pilots” – such as CMU, PASSHE, Basel.

### Today

Campus Management is still a young product. The CM development still needs to get input from customers for enhancements of the solution. But the needs have been changed:

- New developments are mainly additional functionality which add value to the solution and ensure intergration with other SAP modules
- The requirements from pilot sites are mainly known, additional input for continuous enhancements come from other customer sites
- The scope of CM extends from traditional universities to support other type of business processes and more complex organizational environments
- The pilots are not always still available for rollin for topics which are not within their major scope of the project
- The pilots are sometimes even too much involved into CM and discussions start to become rather technical than business related
- Within prioritization the requirements from more projects need to be considered
- The solution management needs to build up new business cases for enhancements in the solution



## Which stages did we take?

### Today

From the field and customer base we got several requests for new customers which like to be involved in the development process. To continue to work by extending the pilot group is not suitable at all:

- **Just to manage the communication will cost resources which are better allocated to development related tasks.**
- **New customers and pilots are not on the same level of knowledge within the product.**
- **Not all customers are interested in all topics anymore**

## Our Perception

### Resume

Of course SAP has a Development request process in place, but this is not perceived as sufficient to bring in requirements. The formal process seems not to be yet appropriate.

It is not only bringing in requirements - actually the value of the pilot group was not only to provide input for the development, but also

- To be involved in the development planning
- To get early information on the delivered functionality
- To get early knowledge about the functionality
- To have the SAP development involved in the project
- Network: To exchange experience with other institutions on best business practices, Mutual support of the institutions on technical level.

### Our Approach

- a) SAP Ramp-Up Process
- b) Campus Management User Group

## What is our proposed model for the future?

Ramp-up is an integral part of SAP's Solution Development Life Cycle...



Planning Development / Test Production / Assembly Production Ramp-Up Mainstream Roll-Out

...and a joint Consulting, Support, Education, and Development effort to successfully launch new solutions



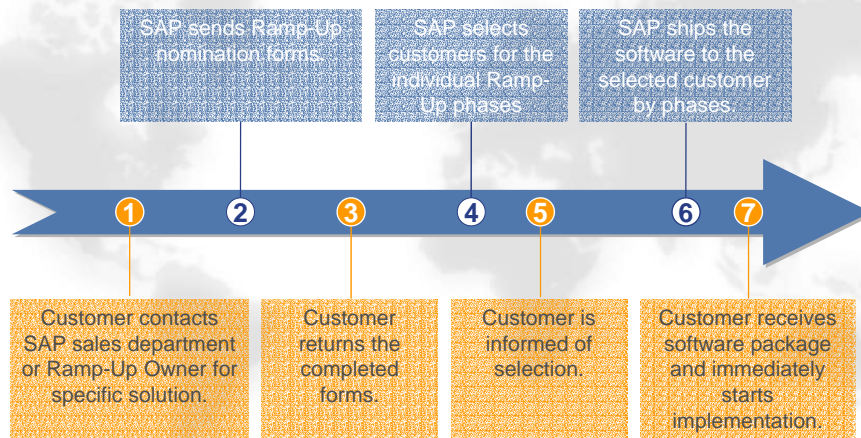
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## How Can You Participate in Ramp-Up?

### SAP



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## Customer Value Proposition

### Ramp-Up Benefits to Customer

- **"First Mover" advantage**  
You will be part of a community that has early access to software that satisfies your business requirements.
- **Ramp-Up teams across globe share Ramp-Up community experiences regularly**  
You benefit from access to the most informed resources.
- **Special attention services:**
  - **Safeguarding Services**  
Through a support advocate you get access to remote services, including Go-Live check
  - **Fast feedback channel**  
Consultants working on implementation will provide regular project status updates and have fast-track access to extended Ramp-Up team.
  - **Extended Ramp-Up team provides special attention to Ramp-Up projects.** Team participants include:
    - Development
    - Quality Assurance
    - Solution Management
    - Professional services and support
- **Reduced implementation time and cost**  
Our special services for Ramp-Up projects will have a significant effect on your project's spending and timeline.
- **Access to the most knowledgeable consultants**  
Your implementation consultant will be trained on implementing the latest functionality.



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## Your Success Is Our Success: What Is Expected from You?



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### Expectations from You (Customer)

- Take part in feasibility check during sales cycle to create a customized service plan and risk management plan
- Commit to:
  - Install the new software within 2-3 weeks of receipt
  - Apply support packages as soon as available
  - Install and implement SAP Solution Manager
  - Go live
- Be a reference before and after going live

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## Your Success Is Our Success: What Is Expected from You?



### Expectations from Your Project Team

- Regular feedback (via project manager to regional Ramp-Up owners)
- SAP technology consultant involvement during installation
- Selection of (SAP/partner) implementation consultants that have been trained on the new solution through the Ramp-Up knowledge transfer (RKT) process

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## Customer Success is our Success:

### Requirements for Customer Implementation Projects

- **Feasibility check** during sales cycle to create a customized service plan and risk management plan
- Commitment to **install** the new software and to **go live**
- Installation and implementation of **Solution Manager**
- Commitment to **apply support packages** as soon as available
- **Regular feedback provision**  
(CPI maintenance, conf. call via regional Ramp-up owners)
- **Direct Project involvement** of at least one SAP contact person
- Selection of **(SAP / Partner) Implementation Consultants** that have been **trained on the new solution**

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## Proposal: Campus Management User Group

To address the needs for becoming involved in the development planning and rollin process and to build a network, SAP is willing to support a Campus Management user group (subgroup of HERUG)

- Representatives from the ISM HER and the CM development will attend meetings of that user group up to two times a year.
- Development requests can be submitted by this user group.
- The ISM HER will discuss the direction of development with the user group.
- The ISM HER will present the user group in the planning phase the development plan for feedback.
- The ISM HER will approach the user group on proposals who is involved in the detailed rollin process. SAP reserves the right to decide on the rollin partners, but will most likely not reject the proposal of the user group.
- The ISM HER will have continuous direct contact with the chair/ board of the user group.
- The ISM HER and CM development is willing to support an information network on best business practices and project experiences
- The ISM HER will invite the user group to rollin workshops.



## The next steps - proposal

SAPs expectations:

- The user group consolidates and prioritizes requirements.
- The user group accepts new customers on request.
- The user group allows SAP field organizations of involved customers to attend their meetings and access the information network.
- The user group provides timely feedback on SAPs requests for rollin partners.
- The user group is also willing to support SAP and SAPs field organization with references.
- The user group organizes themselves



## Appendix

