Remote Support Platform (RSP) for SAP Business One

Overview and Value Proposition for Customers

SAP Business One Rollout, SAP
February 7, 2018

CUSTOMER

SAP Run Simple

Are You familiar with these situations?

Shocked to find out that there has been no backup of the database for a while?

- ✓ RSP can give you peace of mind by scheduling backups automatically. RSP will tell you when something goes wrong, immediately!

Frustrated with unplanned downtimes and sluggish system performance?

- ✓ Minimize business disruption with RSP and achieve peak system performance, stability and improved data consistency.

Have run out of space again on the server?

- ✓ Avoid nasty surprises by letting RSP alert you before there is a problem.

Want to be alerted as soon as an issue appears on the horizon?

- ✓ Regularly upload all RSP task results. It helps SAP prioritize related bug fixes and any issues may be fixed before it hits your SAP Business One installation.

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Benefits from RSP as a Customer

Run Simple with RSP for SAP Business One 24/7

Reduce your TCO due to increased operational effectiveness and decreased time for support

Minimize unplanned downtime and business disruption

Achieve peak system performance, stability and improved data consistency

Get accelerated and predictable problem resolution

Reduce time for system maintenance
(i.e. simplified upgrades, automated back-ups, and repairs)

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Remote Support Platform for SAP Business One

Primary Support Platform for SAP Business One Support Services

Remote Support Platform is:

- The primary support platform for receiving SAP Business One support services
- Simple, quick to install, and free for customers on maintenance. No additional hardware required
- Always up-to-date with automatic software upgrades

The latest version, RSP 3.2, supports:

- SAP Business One 9 Release Family, both on MS SQL and SAP HANA
- SAP Business One 8.8 Release Family, both on MS SQL and SAP HANA

Due to the retirement of an older part of SAP's IT infrastructure, RSP installations that run on **version 3.1 or lower** will lose their connection to SAP.
Action needed: **Upgrade all customer RSP installations to the latest patch of RSP 3.2.**
See SAP Note 2063077

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Remote Support Platform 3.2 for SAP Business One

Features Overview at Customer Installation

Embedded Tasks and Services

- ✓ Receive and execute SAP tasks, Partner tasks and customized solutions
- ✓ Heath checks for improved performance
- ✓ Self-Healing Wizard
- ✓ Support of big file and database transfer

Real Time System Monitoring

- ✓ Traffic lights indicate application readiness
- ✓ System Status Report provides comprehensive system assessment
- ✓ Automated notifications when issues are detected
- ✓ Overview of hardware and software configuration
- ✓ Overview of business setup and customization level

Flexible Backup Solution

- ✓ Schedule backup (MS SQL & SAP HANA)
- ✓ Choose MS SQL backup options: full, differential or delta
- ✓ Perform instance backups and delete old backups (SAP HANA)
- ✓ Set additional tasks e.g. consistency checks to be executed prior to backup
- ✓ Back up SAP Business One attachments automatically

Controlled Upgrade

- ✓ SAP Business One software updates and patch download
- ✓ Pre-upgrade tool always downloaded automatically by RSP
- ✓ Run upgrade test on company DB silently
- ✓ Upgrade performed only when database is ready

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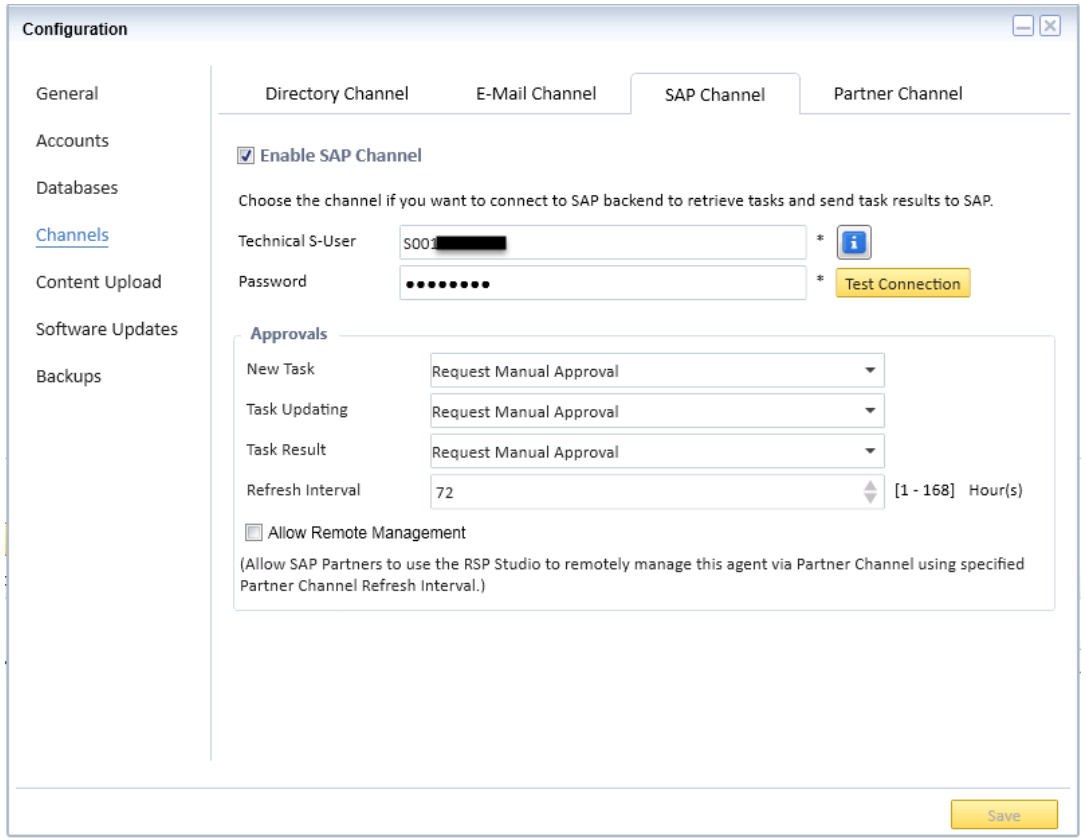
New features delivered in RSP 3.2

Video: Highlights of Remote Support Platform 3.2

Communication with the new SAP backend via a technical user in RSP 3.2



Feature

- Delivery of a technical user in RSP 3.2 to connect to new SAP Backend
- See SAP Note 2063077 to obtain the new technical user
- Request & Activate the technical user via the SAP Portal

Benefits

- Enhanced security, as the technical user is designed for data transfer only
- Minimized maintenance effort, as the password of a technical user no longer needs to be changed as often as for a personal S-user
- The technical user is free of charge for now

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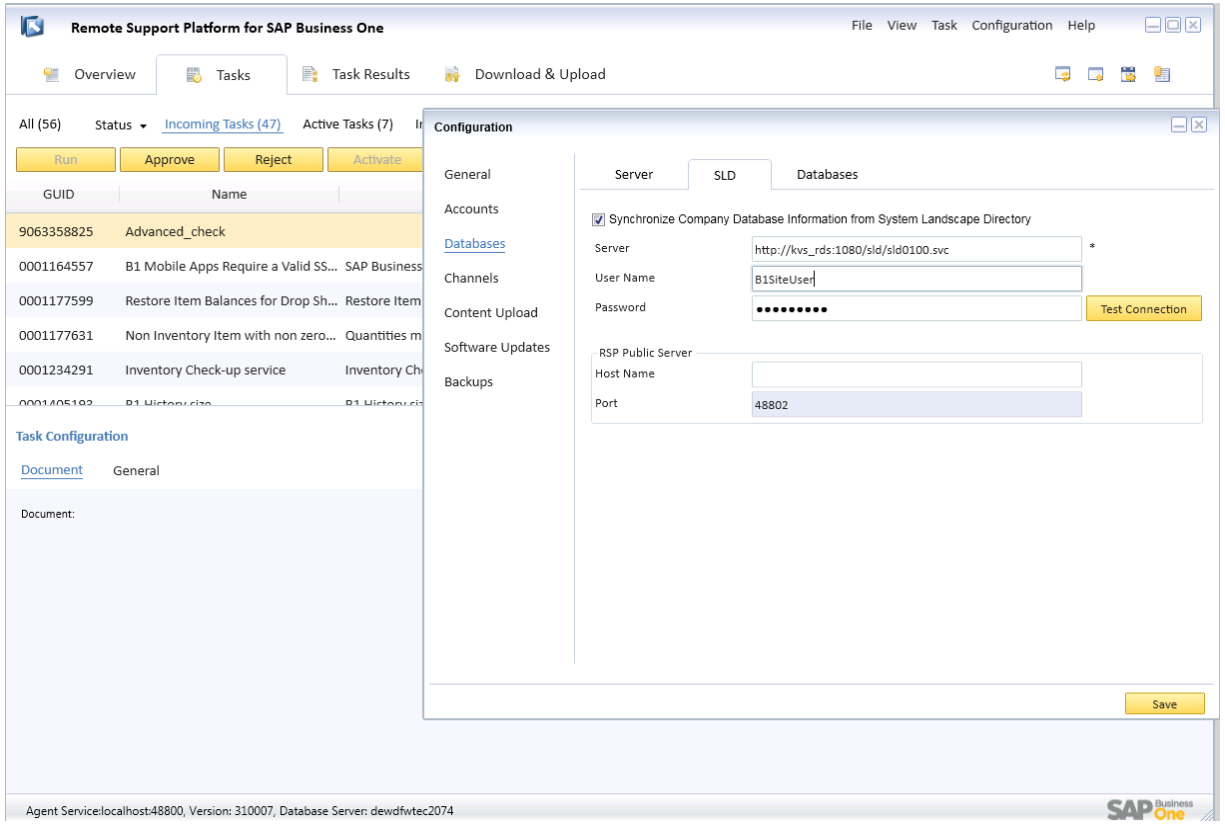
Landscape Synchronization with System Landscape Directory



Feature

- Synchronize company database information from System Landscape Directory (SLD) in RSP 3.2

Benefits

- Landscape changes done in SLD on customer site are automatically replicated to RSP
- RSP configuration and setup is much easier
- No disruption of RSP results in case of landscape changes (e.g. exchange of database server or password change)

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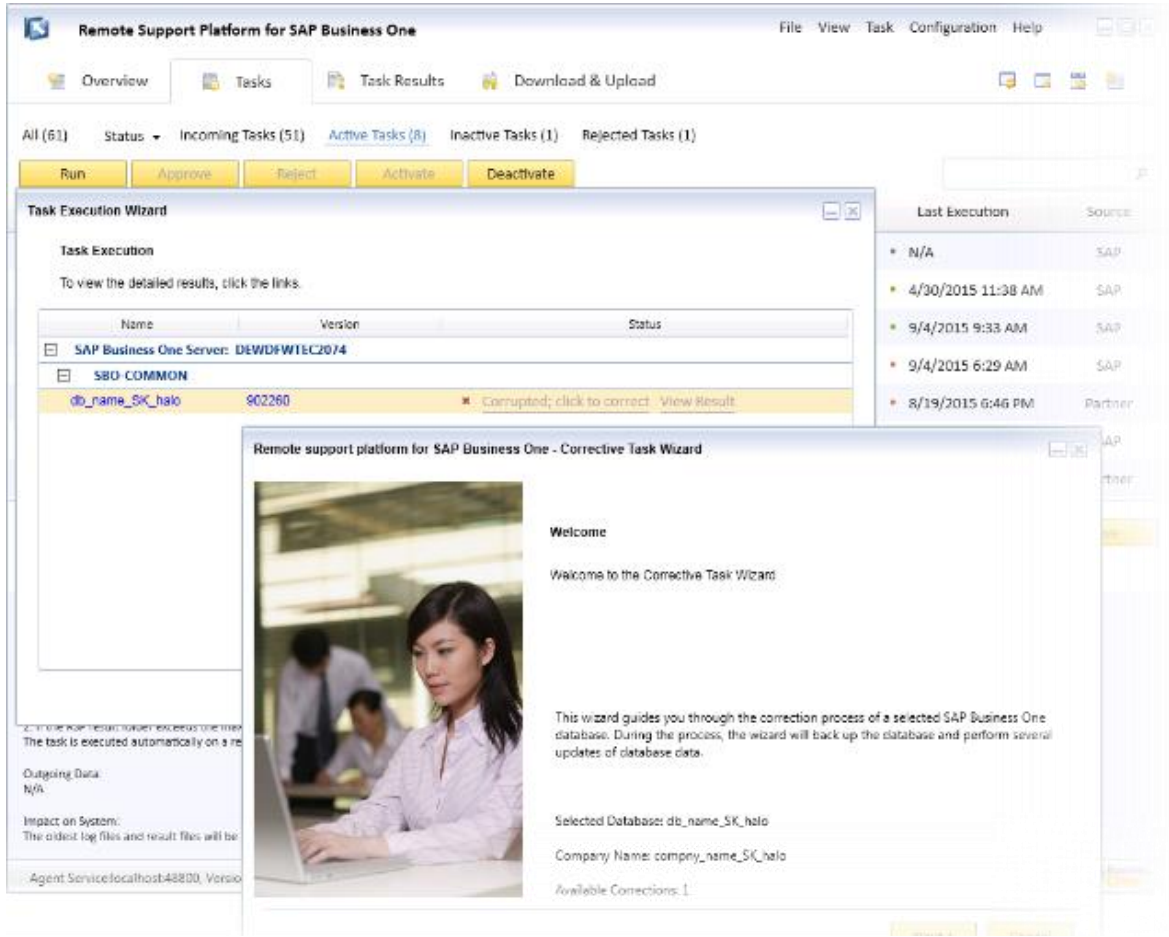
RSP 3.2 for SAP Business One, version for SAP HANA



Features

- Dedicated SAP HANA health checks
- Healing tasks for SAP Business One, version for SAP HANA
- Perform instance backups of SAP HANA databases, schedule backup or delete old backups
- Email notification for back-up results.
  See SAP Note 2348286
- SAP HANA schema consistency check performed prior to each back-up or schema export.
  See SAP Note 2348295

Benefits

- SAP HANA health checks allow to resolve issues with SAP HANA effectively by collecting necessary information
- SAP HANA databases can leverage the healing tasks delivered from RSP 3.2 to resolve any potential issues easily
- Scheduling regular backups of the SAP HANA database and deleting old backups automatically saves maintenance time
- Higher level of automation

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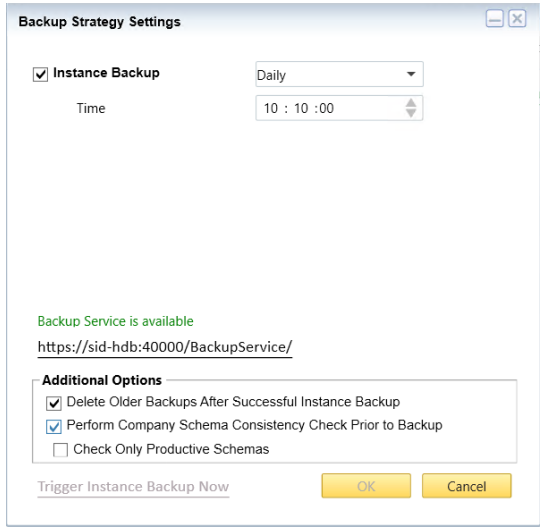
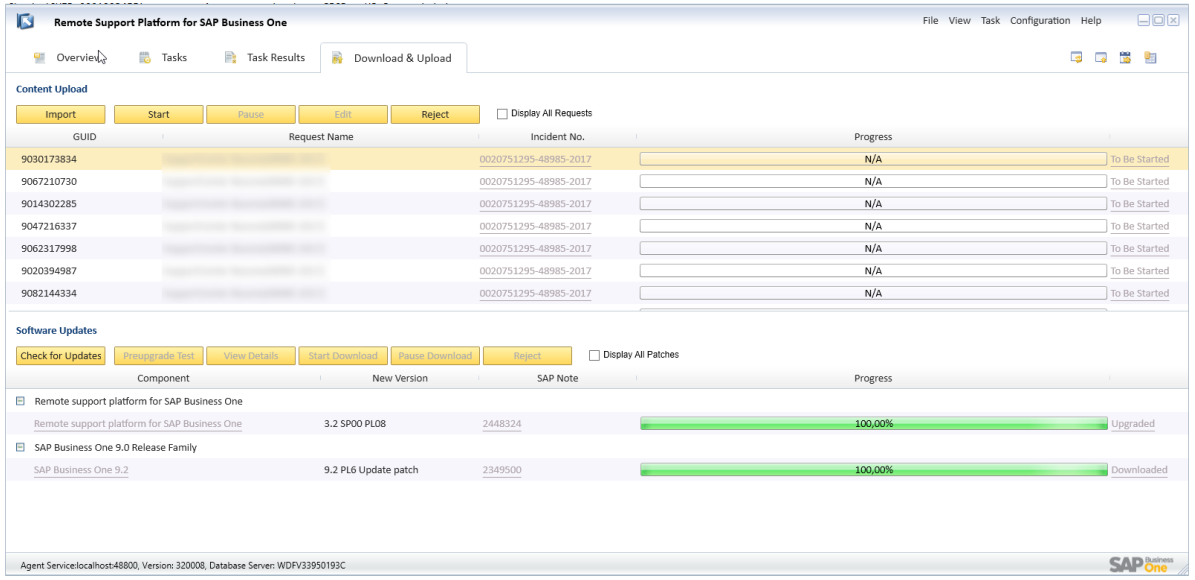
Remote Support Platform 3.2 for SAP Business One 9.3





Latest Features

- Schema Consistency Check enforcement to Instance Backup feature
  - RSP Task 2315090 performs SAP HANA schema consistency checks described in SAP Note 2116157
  - Ability to run on productive databases only
  - Ability to get email notification about status change
- Simplified Content Upload Requests (CUR) for upload of GoToAssist recordings
  - No need to email the Content Upload request and encryption key.

Benefits

- Consistency check strategy
- Quicker and more effective support

Note: As of SAP Business One 9.3, RSP's versioning is de-coupled from SAP Business One's versioning. RSP 3.2 patches will be delivered together with SAP Business One 9.3, thus allowing a flexible software delivery of RSP.

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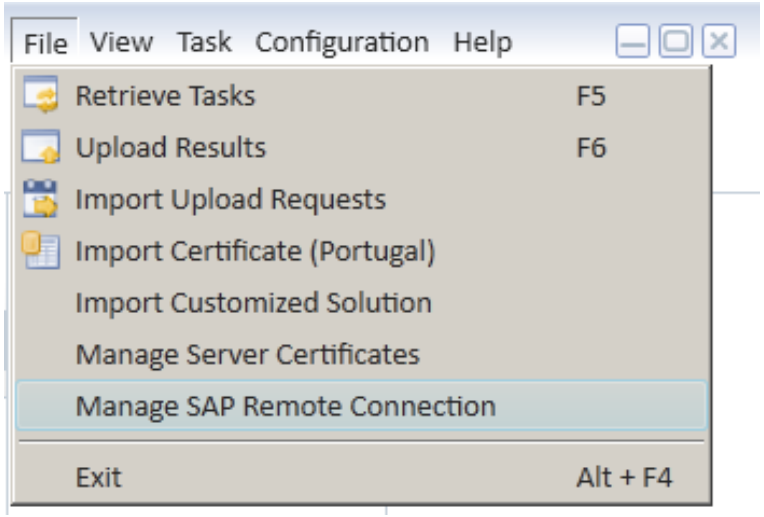
Remote Connection with RSP 3.2



Feature

- RSP 3.2 offers a Remote Connection service for all SAP Business One customers
- Remote Connection enables secure remote access between the customer and SAP
- Remote Connection leverages the SAProuter application
- Easy Booking of GoToAssist Service – This connection type offered by remote connection is free of charge and offers state of the art security level.
- The Remote Connection Wizard Package simplifies the implementation and configuration of SAProuter
- Mandatory for SAP HANA DB support

Benefit

- Secure remote access to SAP Business One Customer systems
- Speeds up resolution process with root cause analysis directly performed in customer environment
- Customer has full control to manage Remote Connection
- Logged remote sessions for auditing purposes

- Remote Connection for SAP Business One
- How to book a GoToAssist Service

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More Information

Visit the Remote Support Platform page on SAP Support Portal for:

- Information about security and Data Privacy
- Availability information
- Documentation and FAQs
- Best Practices Guides

- See the appendix slides to review key support services and tasks that are delivered only via RSP

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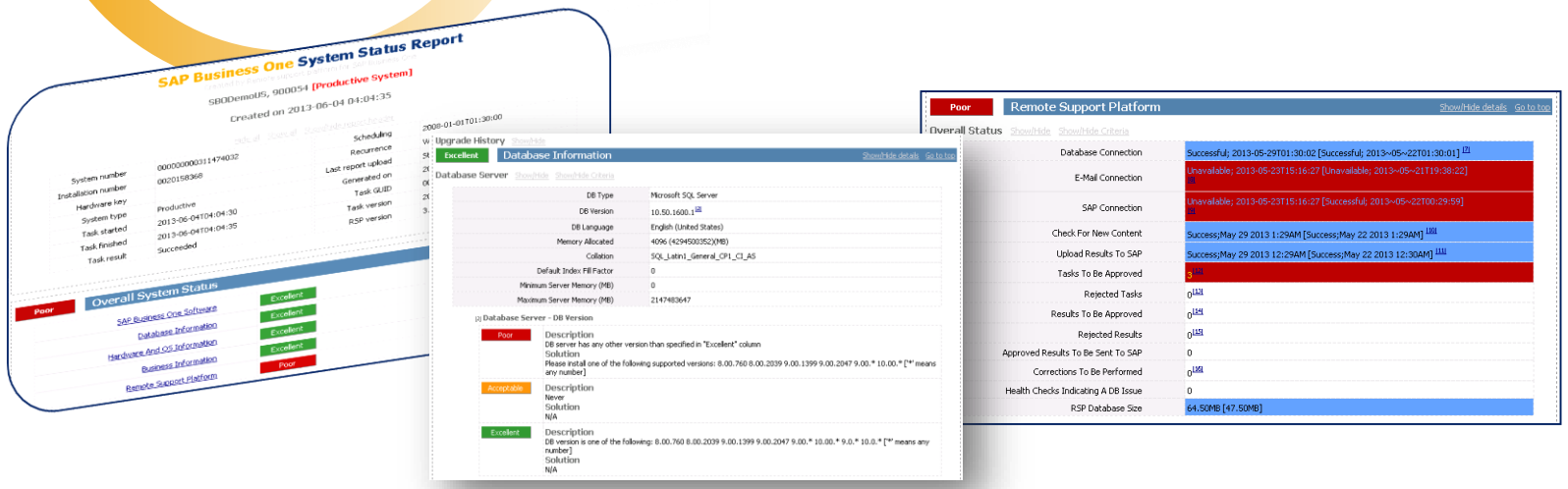
Appendix: RSP Tasks and Services

RSP Key Features - Real-time System Monitoring

✓ **RSP scans and reports on system readiness to ensure smooth daily business operations**

System Status Report provides comprehensive system assessment

- Automatic checks on important system factors such as disk space and back-up status
- Detailed information on business setup and customization
- Overview of hardware and software configuration
- Traffic lights to visually indicate system readiness and areas that need attention
- Reports highlight changes compared to the previous reports and include previous data



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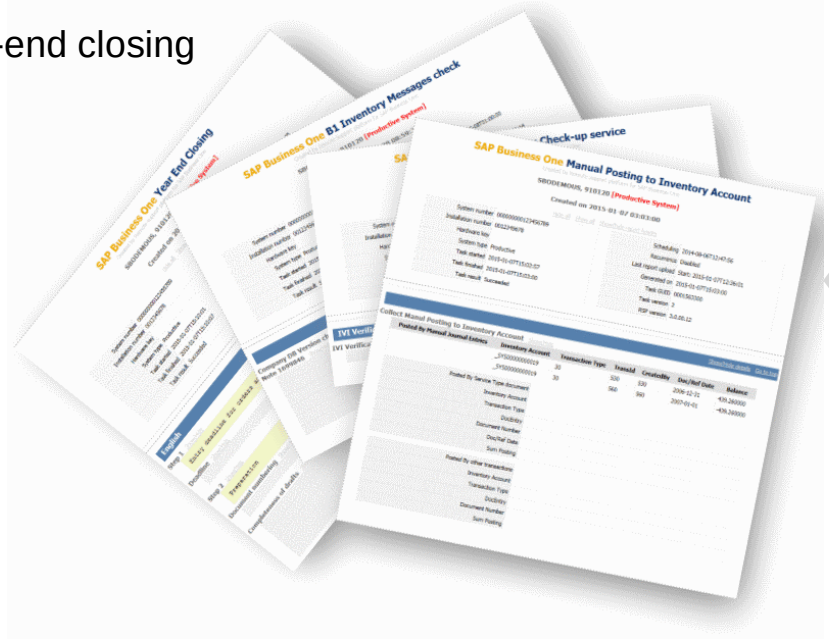
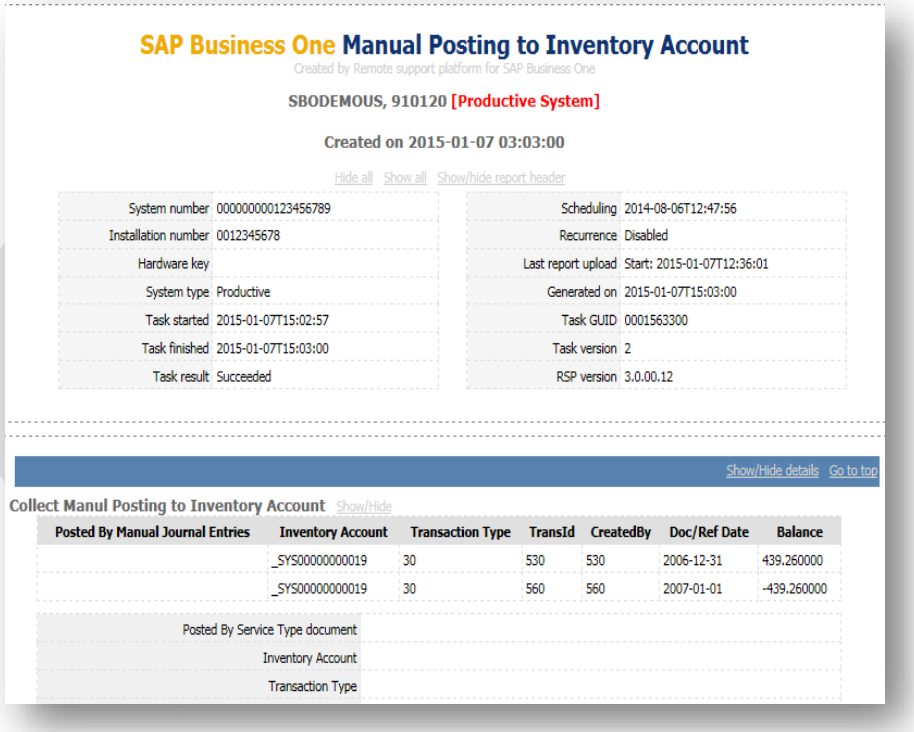
RSP Key Features - Health Checks for Improved Process Performance

✓ **Remote Support provides health checks on various areas of the customer application against data inconsistencies, and alerts for potential issues to eliminate performance bottlenecks at an early stage**

Over 60 Health checks:

- SAP HANA Checks
- Inventory valuation
- Financial consistency
- Year-end closing
- Pre-upgrade assessments
- Sales and purchase process evaluation
- And many more …





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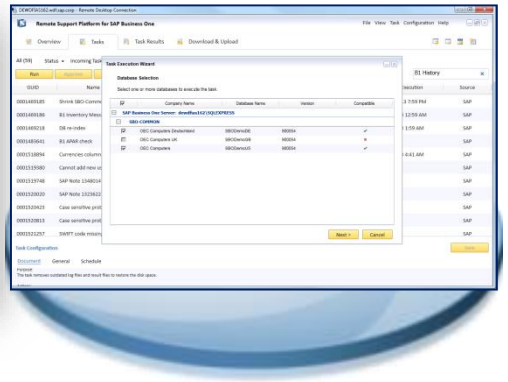
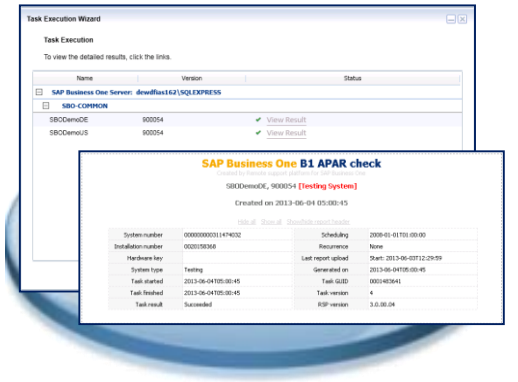
RSP Key Features- Accelerated Problem Resolution with Self-healing Wizard

✓ **Self-healing wizard allows you to remotely deliver fixes to SAP Business One installations with minimal intervention, maximizing accurate resolution**





Report with detailed issue description and resolution is sent to the Partner

Partner runs the task wizard and selects the DBs to apply the fix

Fixes are executed automatically; changes archived for future references

Detect, execute and document in 3 easy steps

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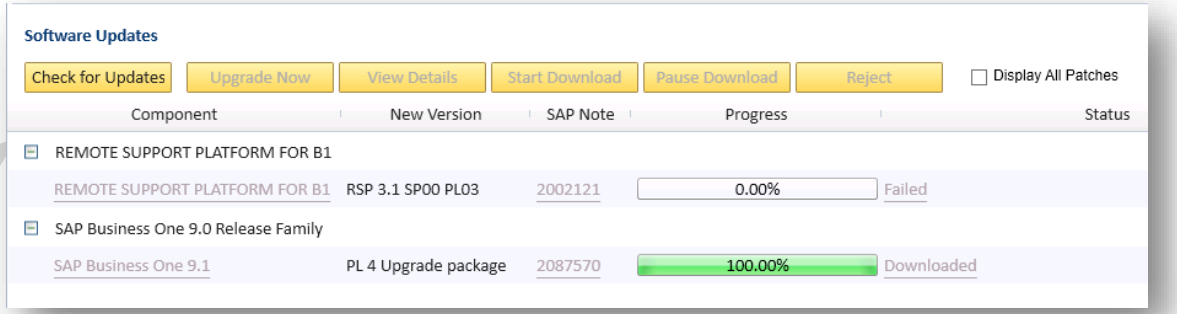
RSP Key Features - Streamlined Software Updates and Patch Downloads

One simple screen to view all software packages and monitor download status



- Customers and partners receive notifications on new software updates and can either set RSP to automatically download recommended updates, or choose to manually manage the updates.
- Configurable download settings - e.g. bandwidth speed, time of day - avoid connectivity lags during business hours.
- RSP keeps itself up to date through silent installations and upgrades, eliminating additional configuration or maintenance efforts.

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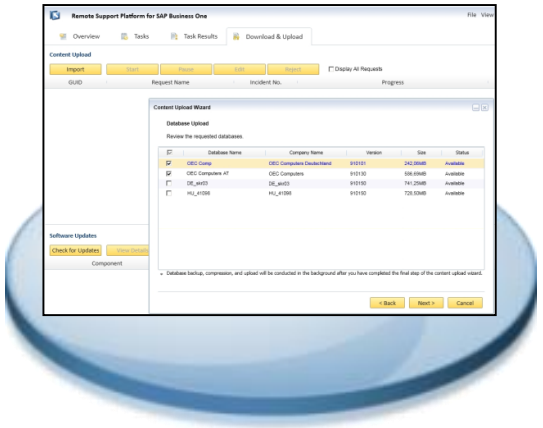
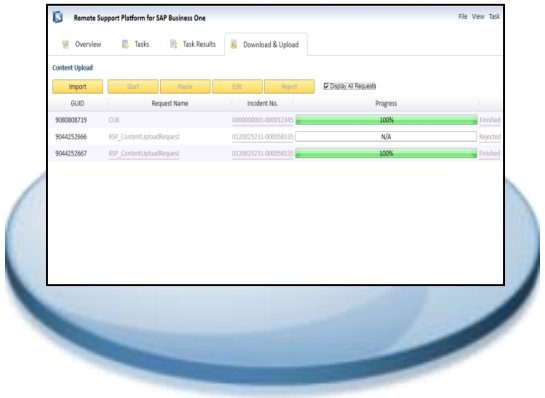
RSP Key Features - Simplified database and log file transfers to SAP

✓ **RSP simplifies the database or log file transfers to SAP systems by providing a simple guided procedure to select, compress, and upload**

Partners receive database requests from SAP either via SAP Service Marketplace or via RSP



From within RSP, they identify relevant databases and/or files and upload with only a few clicks



They can monitor progress, pause or resume activity if necessary

Select, Compress, and Upload in 3 easy steps
No file size restrictions

RSP for SAP Business One allows you to **specify bandwidth speed** and **time of day** for when the uploads should be performed so you can avoid connectivity lags during business hours.

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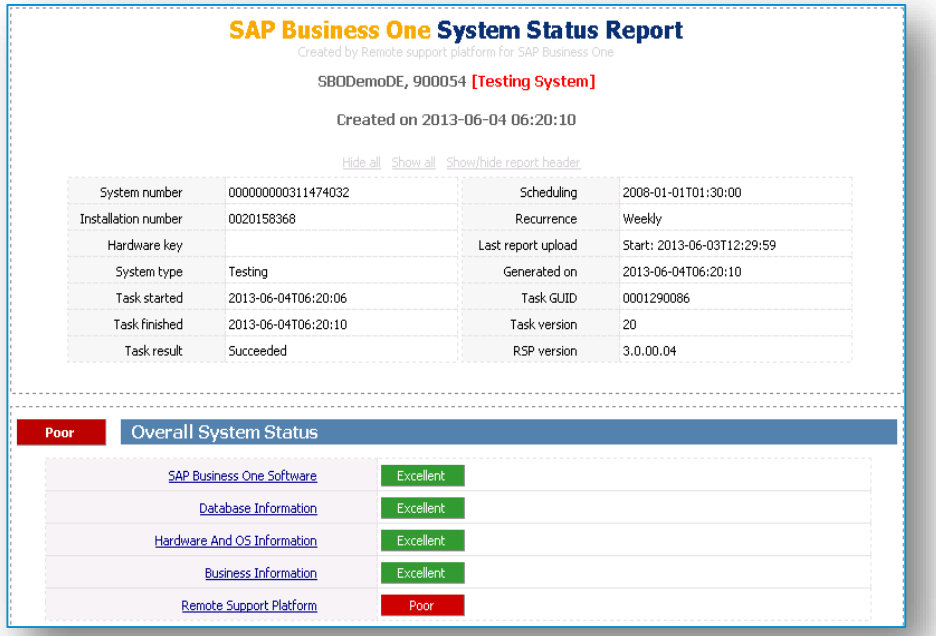
RSP Key Features - Automatic Data Maintenance in SAP Systems

✓ **RSP eliminates the need to manually update customers' system data on SAP Service Marketplace by automatically sending the installation data to SAP**



SAP Business One System Status Report

Created by Remote support platform for SAP Business One

SBODemoDE, 900054 [Testing System]

Created on 2013-06-04 06:20:10

Hide all Show all Show/hide report header

System number	000000000311474032	Scheduling	2008-01-01T01:30:00
Installation number	0020158368	Recurrence	Weekly
Hardware key		Last report upload	Start: 2013-06-03T12:29:59
System type	Testing	Generated on	2013-06-04T06:20:10
Task started	2013-06-04T06:20:06	Task GUID	0001290086
Task finished	2013-06-04T06:20:10	Task version	20
Task result	Succeeded	RSP version	3.0.00.04

Poor **Overall System Status**

SAP Business One Software	Excellent
Database Information	Excellent
Hardware And OS Information	Excellent
Business Information	Excellent
Remote Support Platform	Poor

- **What is System Data?**
  System Data provides technical information on SAP Business One customer installations such as database type and version, SAP software and add-ons, Windows version, and language setup.
- **Why should I maintain it?**
  Accurately maintained system data enables SAP to solve your problems more effectively and with higher quality results
- **What does RSP do?**
  By using RSP, your system data will be maintained automatically on SAP Service Marketplace so you and your customers can get targeted and receive higher quality resolutions based on specific customer situations

Avoid manual administration of data in SAP Systems

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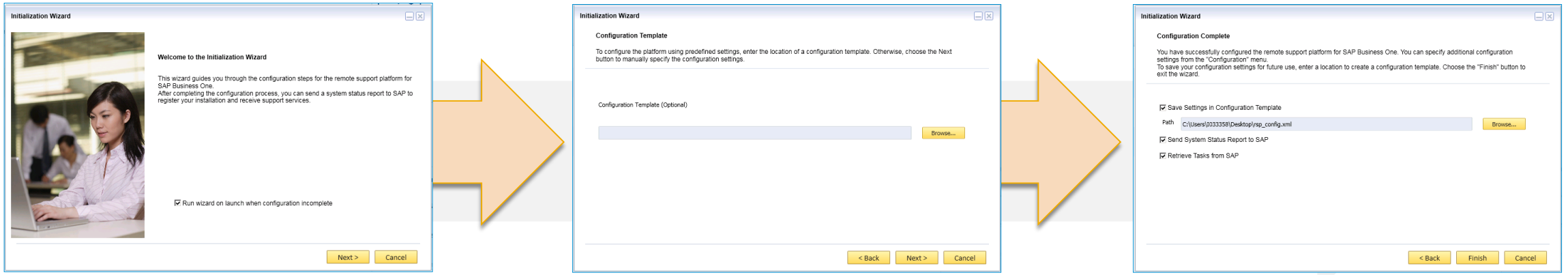
RSP Key Features - Initialization Wizard Supporting Fast Setup



Benefits to Partners

- Initialization wizard to guide you through entire setup process
- Configuration templates to speed up setup process for multiple installations
- Connection tests to various services, to ensure everything will work after setup
- Setup application in less than 1 minute (for simple environments)

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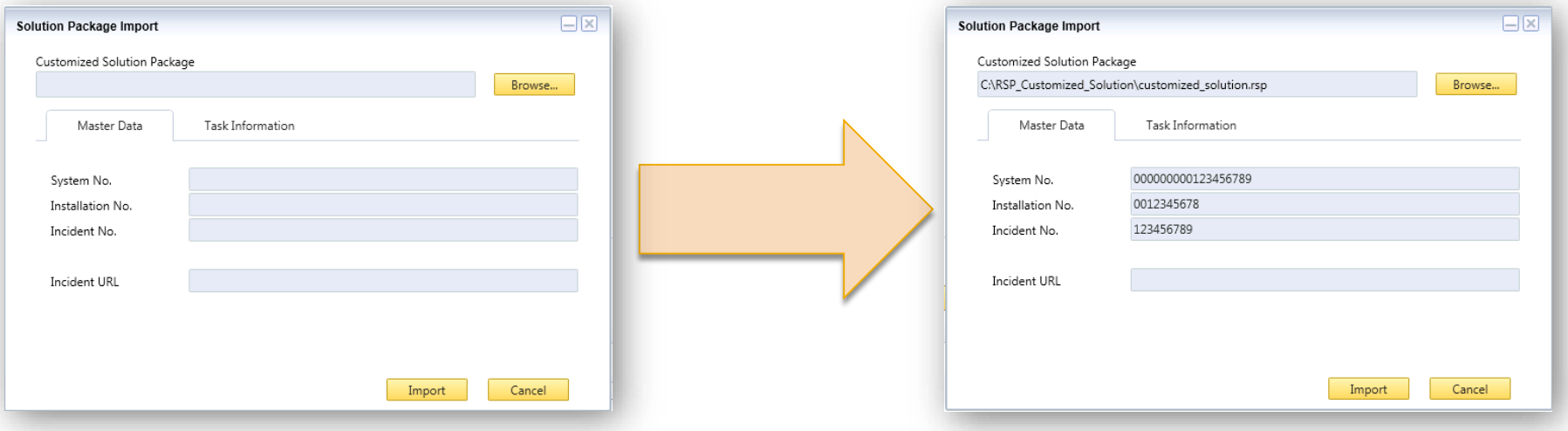
Customized Solution - Direct handling of Customer Message issues



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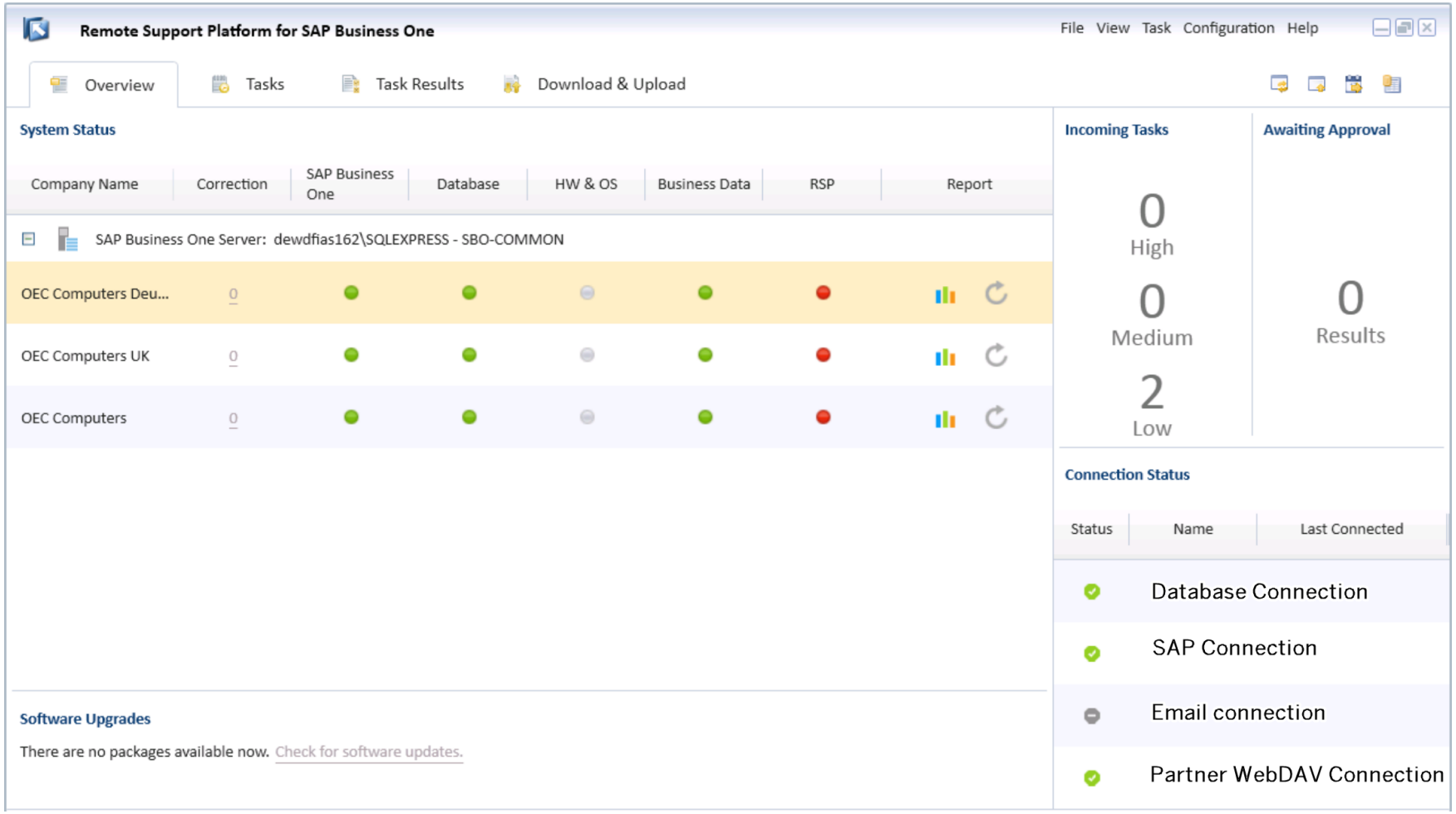
User Interface - Simple Navigation via Central Management Console



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SAP Business One Support Services: Delivery via RSP

RSP Active Installation Required *	Type of Services delivered by RSP	RSP Functionality to deliver Service	Benefits to Partner/Customer/SAP
YES	Detection of issue in customer database (Proactively and on demand)	▪ Health Check Task	▪ Proactively identify issues in customer databases ▪ SAP can detect issues without requesting customer databases and may request the database only when the issue is confirmed ▪ SAP developers can gain an overview of how often specific errors occur and can therefore proactively prioritize development improvements ▪ Partners and Customers are able to select which tasks they would like to execute ▪ SAP has delivered a number of health check tasks such as: ▪ Inventory Valuation Checks ▪ Database Physical Integrity Check s ▪ Financial Consistency Checks ▪ AR & AP Health Checks ▪ Year-End Closing Health Checks etc…
YES	General overview about customers installation	▪ Upload of results of System Status Report ▪ Upload Results of Health Checks	▪ The System Status Report provides important customer installation information allowing partners to mitigate any risks from potential issues. System Status Report details include: • Disk space and back-up status checks • Detailed information on business setup and customization • Overview of hardware and software configuration • Traffic lights to visually indicate system readiness and areas that need attention • The reports highlight changes compared to previous reports and includes previous data

*** RSP Active Installation Required => These support services will ONLY be delivered via the Remote Support Platform**

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SAP Business One Support Services: Delivery via RSP

RSP Active Installation Required *	Type of Services delivered by RSP	RSP Functionality to deliver Service	Benefits to Partner/Customer/SAP
YES	Database Requests	▪ Content Upload	▪ This can reduce database backup and uploading time for Partners and Customers ▪ Partners and Customers can set an upload limit to manage internet traffic during peak business hours ▪ Partners and Customers can schedule an upload time to reduce any internet traffic bottlenecks
YES	Partner Executing Queries (PEQs)	▪ Corrective Task	▪ PEQ's are tasks that allow automatic correction of well known issues ▪ Partners have the option to approve or reject these tasks remotely via the RSP Studio or directly via the customer's RSP Agent Console
NO	Delivery customer specific Health checks & fixes	▪ RSP Customized Solution	▪ Heath check results enable partners to proactively provide solutions or to approach SAP for assistance and a solution ▪ Avoid the use of WebEx sessions which removes the need for partners, customers and SAP consultants to be present when fixing customer databases. This is only limited to specific fixes. ▪ Partners have the option to test and approve or reject SAP solutions before applying them to customer databases ▪ Partners can setup their own testing environment in order to test the SAP solution on a customer database copy
NO	Download of SAP Business One patches	▪ Download of patches	▪ Ability to download patches of SAP Business One via RSP at the customer site

* **RSP Active Installation Required ->** **These support services will ONLY be delivered via the Remote Support Platform**

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