Hosted by AFSUG African SAP User Group

In collaboration with SAP

Capitec Bank
SAP S/4HANA RISE migration

Werner Carstens

SAP S/4HANA RISE migration:
The good, the bad, the ugly, and the beautiful.

Capitec Bank

CAPITEC BANK

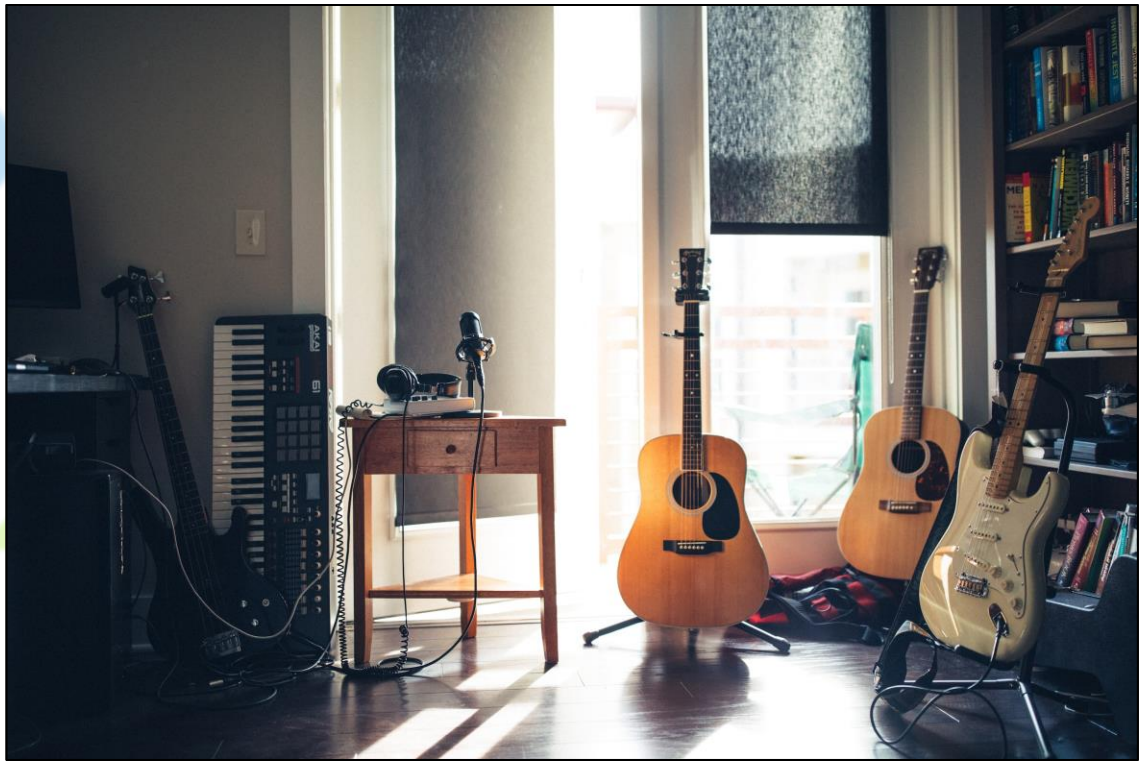
SAPHILA 2023 ASPIRE

Hosted by AFSUG African SAP User Group

In collaboration with SAP

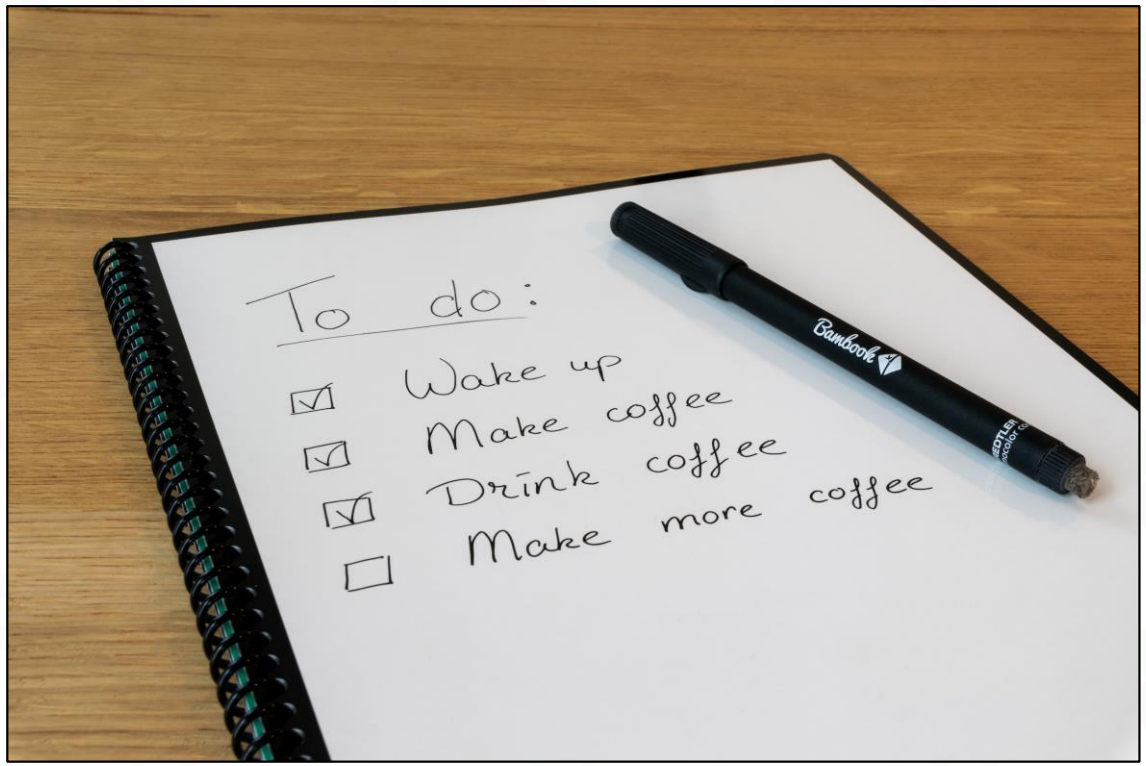
About me

Architect. Creative. Coach.



Agenda

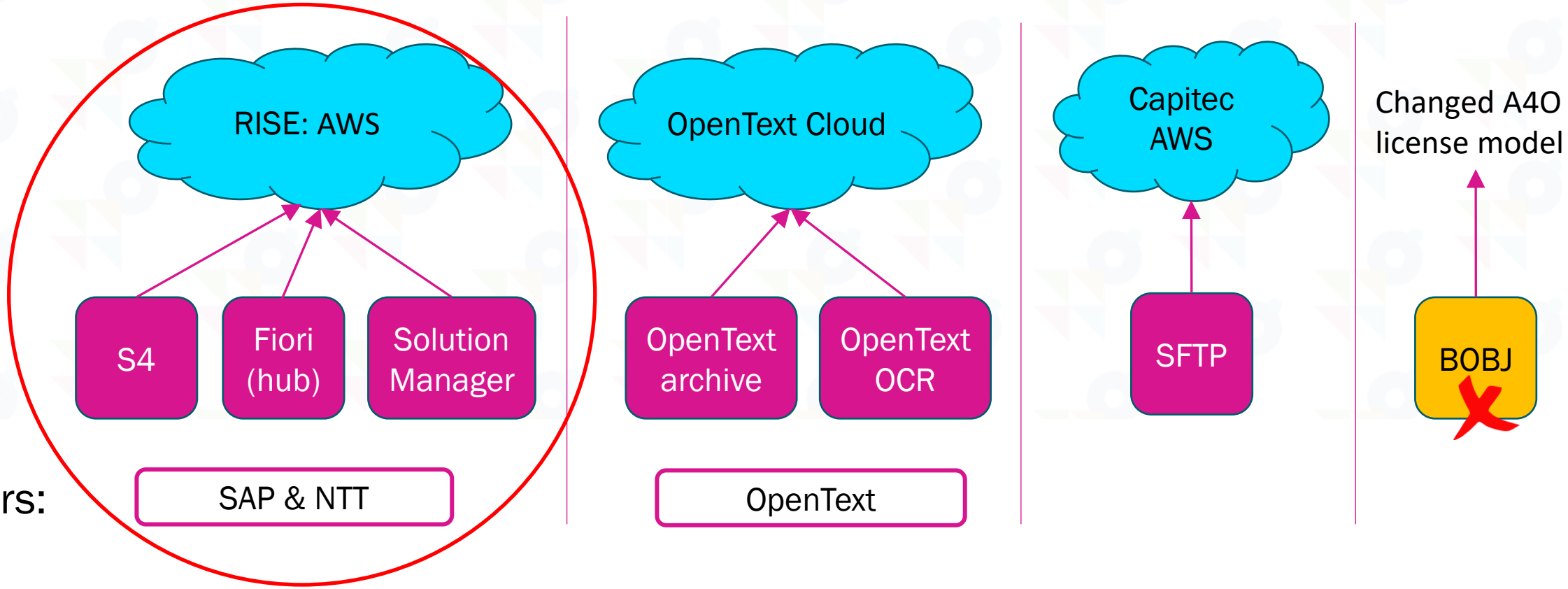
- Context and project details
- The good: the things that worked well
- The bad: the things that frustrated us
- The ugly: the surprises and struggles
- The beautiful: the sigh of relief
- RISE experience since migration



CONTEXT | THE PROJECT

CONTEXT | LANDSCAPE AND PARTNERS

- Migrated SAP/S4HANA 2020 FS2 (lift and shift) to AWS private cloud
- Systems migrated from NTT datacenter:



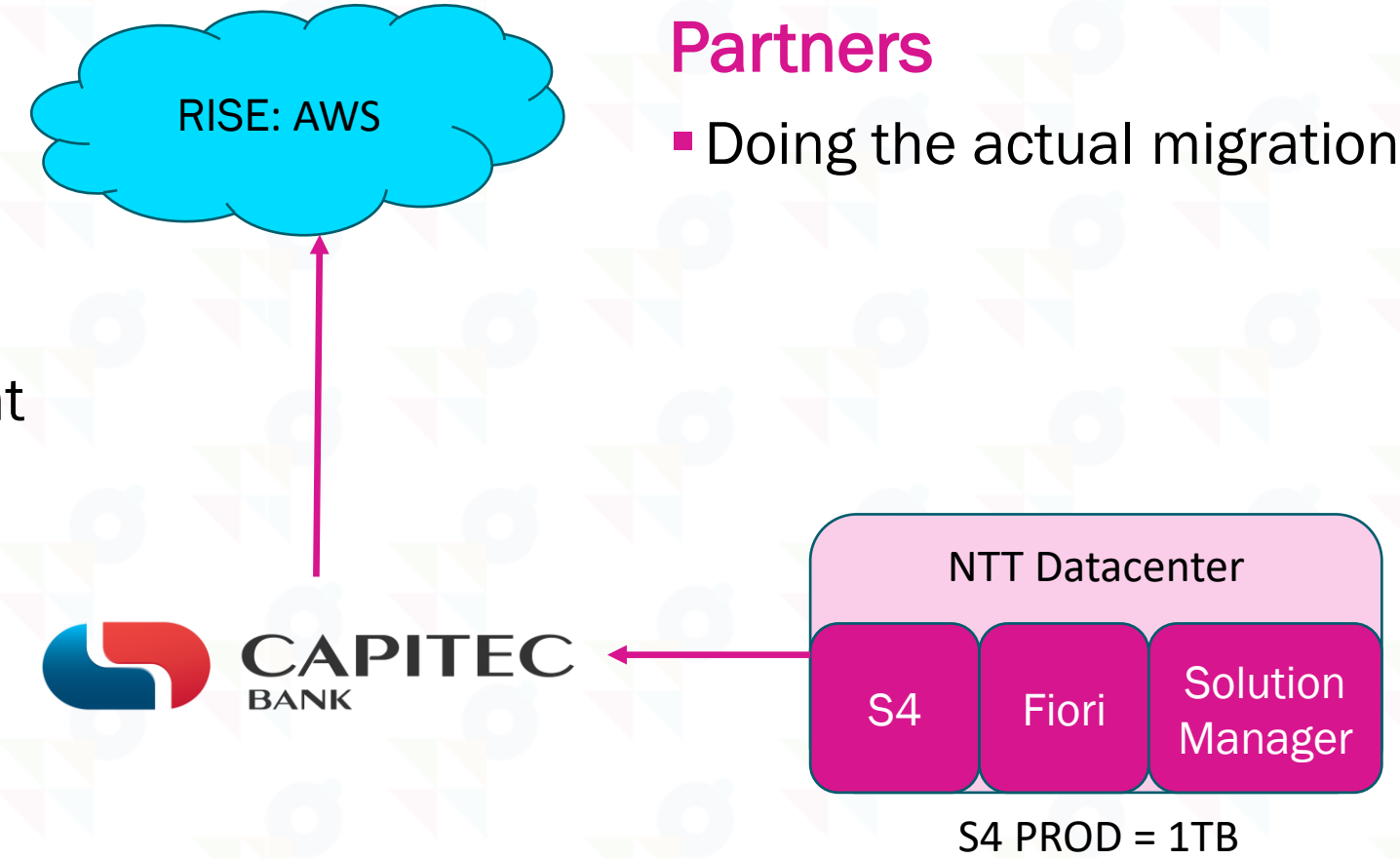
- Partners:

CONTEXT | RESPONSIBILITIES

Customer

- Apply new RISE license model
- Agreement on the SAP AWS architecture
- Connectivity to AWS RISE tenant

- Interface design
- Functional impact
- SSO



Partners

- Doing the actual migration

CONTEXT | TIMELINES

Tasks	Aug & Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Deploy RISE architecture								
Establish connectivity to RISE tenant								
Migrate S4 sandbox								
Migrate S/4 & Fiori DEV								
				Freeze				
Migrate S/4 & Fiori QA								
Migrate Solman DEV & PRD								
						Freeze		
Dress rehearsal: S/4 and Fiori PRD								
Migrate S/4 & Fiori PRD								

THE GOOD | THINGS THAT WORKED WELL

THE GOOD | THINGS THAT WORKED WELL

- Both partners knew their stuff technically
- Great support from SAP CDM and Account Management to expedite issues
- Minimal functional impact (expected with a lift and shift right?)

THE BAD | FRUSTRATIONS

THE BAD | FRUSTRATIONS

- Clash of project methodology
  - Project handover to BAU
  - Incidents for project work with BAU SLA
- Handover between SAP teams
- Certain RISE limitations
  - SFTP and supported interface protocols
  - No Fiori SBX – prefer embedded
  - Did not support our preferred DR location

THE UGLY | SURPRISES AND STRUGGLES

THE UGLY | SURPRISES AND STRUGGLES

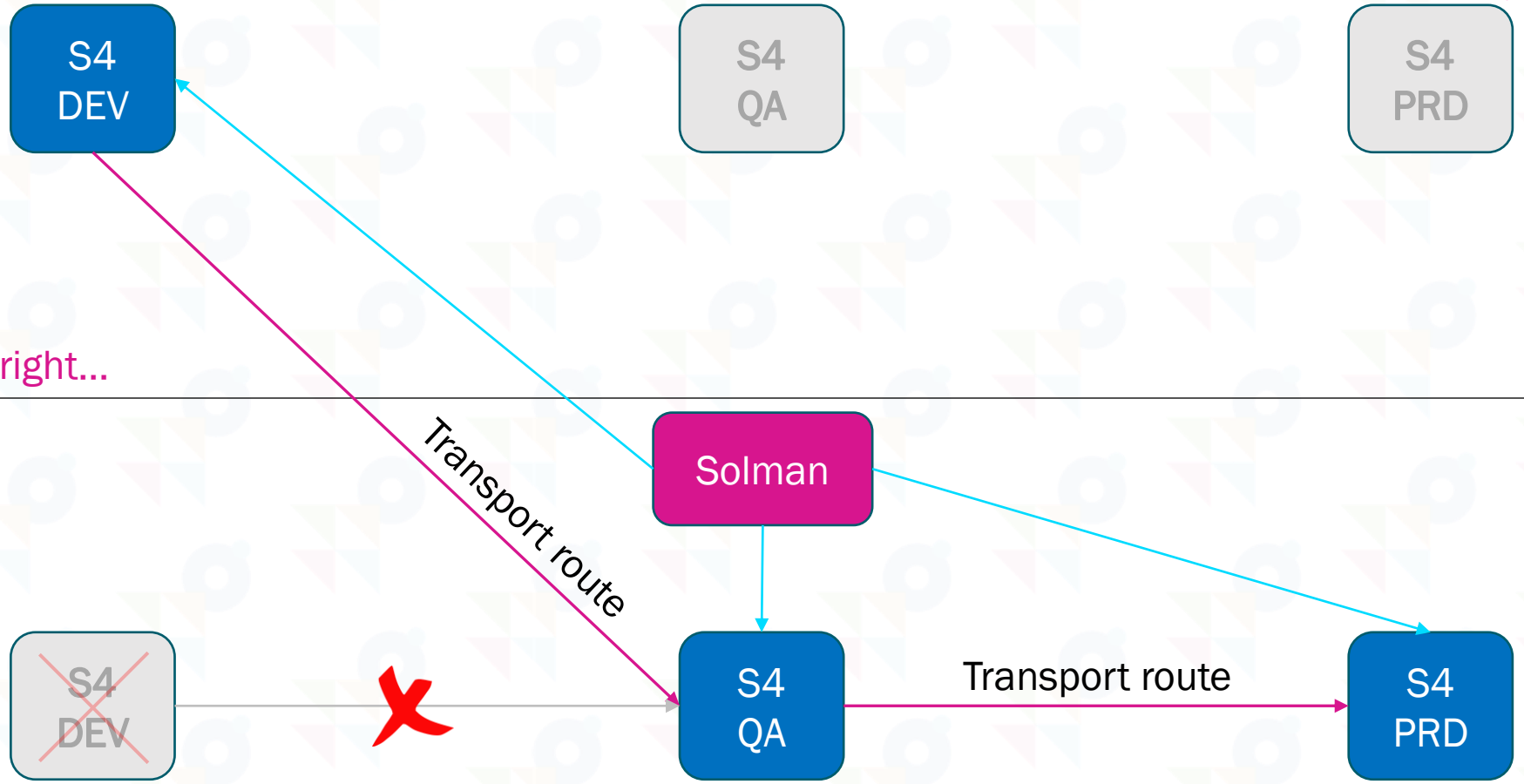
- RISE did not support preferred connectivity option in AWS (new architecture, security, configuration)
- SSO (external and internal traffic)
- The reality of the RISE support model within the project
- ChaRM complexity and extended development freeze periods

THE UGLY | CHARM POST S/4 DEV MIGRATION

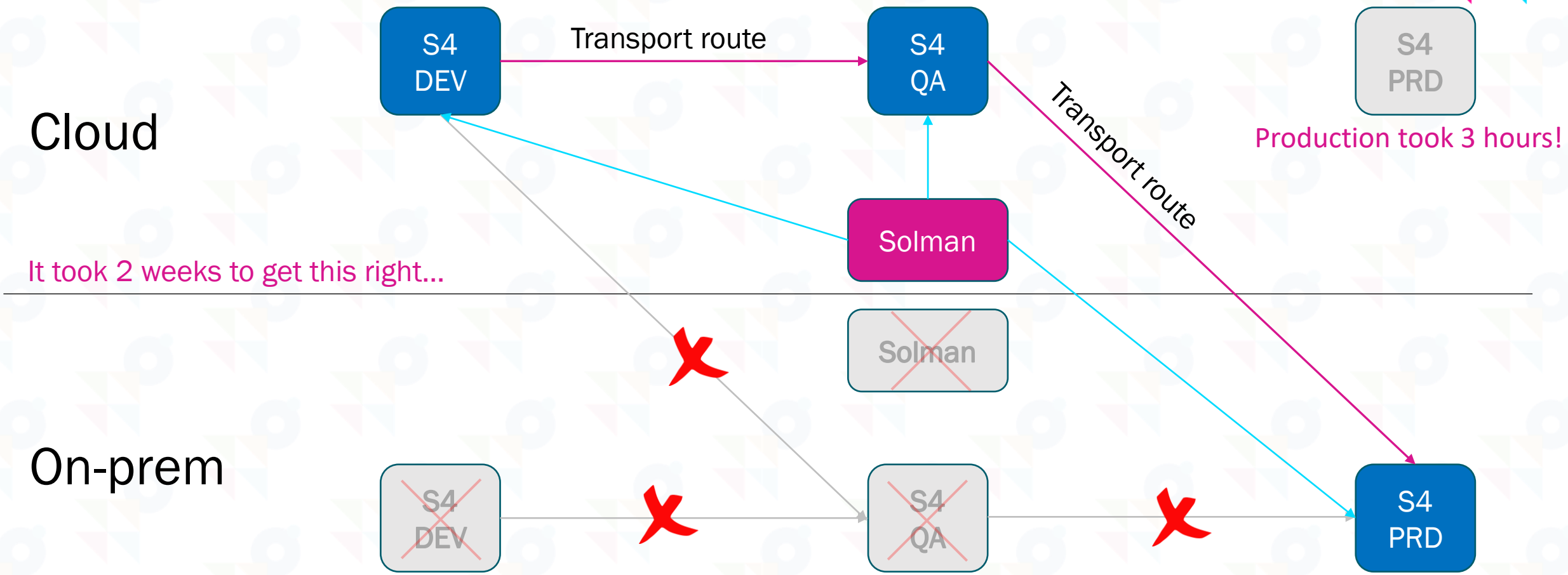
Cloud

It took a month to get this right...

On-prem



THE UGLY | CHARM POST S/4 QA MIGRATION



THE BEAUTIFUL | THE SIGH OF RELIEF

THE BEAUTIFUL | GO-LIVE WEEKEND

Task	Thursday	Friday	Saturday	Sunday
Interface cutover	20:00			
Business downtime started		10:00		
Capitec pre-migration tasks		10:00		
NTT migration tasks		11:00		
SAP migration tasks (SLA of 14h)		23:30		
Capitec post-migration tasks & RISE fixes			12:00	
Activate interfaces			23:00	
Systems technically available			23:00	
Business validation				09:00
ChaRM setup				09:00
Interface cutover				16:00

This could have been 15:00

Hosted by AFSUG African SAP User Group

We negotiated 3 days downtime with business

In collaboration with SAP

THE BEAUTIFUL | THE FIRST DAY

- Monday morning was business as usual

Issues?

- PO release short dump (no user impact)
- PO release Fiori app (custom app)
- PM emails

RISE experience since migration

Experience since migration

- We were worried…
- Early days, but quick response and pro-active support
- Great guidance from CDM and Account Management to help us navigate the RISE support model

Questions

CAPITEC BANK

SAPHILA 2023

ASPIRE

Contact Details

Name : Werner Carstens

Company : Capitec Bank

Email : wernercarstens@capitecbank.co.za

Website : www.capitecbank.co.za

SAPHILA 2023

ASPIRE

Thank you