

A Closer Look at the Partner Advisor Service

Under this service, Implico supports the implementation of the solution, helps bring the project to a successful completion and ensures the products are used correctly.

Like all our quality assurance services, also the **Partner Advisor Service** is based on **SAP's Activate method** for introducing S/4. Our aim with the Quality Assurance Program is to assure that SAP solutions can be utilized effectively, leveraging the full potential of our product and **RISE with SAP** offerings.

We focus on SAP's **clean core strategy** to guarantee that your company will always benefit from the latest release status as well as cloud-compliant extensions and customizations with minimal changes.

Implico's advisory activities – along with your responsibilities as our partner – are set out below:

Explore Phase

Activity	Implico	Partner
Fit-to-standard/gap workshops	Leading workshops	Shadowing & taking notes
Process consulting	Advisory role	Leading
Business design Documentation & functional Specifications of WRICEFs	Reviewing	Creation

Stage 1 (SQA1) (as described in the Partner Governance Service) plays no role in the Advisory Approach, as Implico's consultants are already involved in the project. WRICEFs are discussed and verified during the fit-to-standard sessions.

As our partner, you remain responsible for preparing the solution design documentation, including all business process documents, flows and WRICEFs (in terms of their functional specifications).

Stage 2a (SQA2a) enters the frame only after you have prepared the solution design documents. The scope for the required activities are the same as in the Governance Service, though the work involved and throughput time will likely be reduced, as the involvement and process knowledge on the part of Implico is higher.

Realization Phase

Activity	Implico	Partner
Customization & process conformity	Advisory	Responsible
Development	-	Responsible
System integration testing	-	Responsible
Go-live	-	Responsible

Stage 2b (SQA2b) has the same scope as in the Governance Approach. As mentioned before, Implico's involvement and strong project knowledge means that less overall work is anticipated.

Although advisory activities for WRICEF developments are not part of the advisory approach, Implico consultants/developers can still be retained – for a surcharge on a T&M basis – to provide their expert input. As the partner, you are responsible for deciding on this.

Activities and collaboration level within our Partner Advisor Service:

	Advisor		
	Partner	Implico	
SDM & RFNO Deep Dive Partner	-	R	Implico will provide training to you as our partner in SDM & RFNO solutions along with ongoing support as you work through the planning and setup stages. This ensures that the project is based on a comprehensive understanding of the modules and accurate estimations are in place before it kicks off.
Project Planning	R	C	
Business Process Map	R	C	
System Setup	R/C	C	
Phase Closure (S4SCSD)	C	-	
Fit-Gap Analysis	C	R	Implico takes the lead in conducting the design workshops. You will be in attendance at these workshops, during which you will help document the proceedings. The next step is for you to independently draft all design documents, seeking advisory support from Implico as required. Implico will then conduct SQA2a to verify that the design is accurate and adequate.
SQA 1 Assessment	-	-	
Process Design Documentation	R	C	
Functional WRICEF Specification	R	C	
Configuration Rationale	R	C	
SQA 2a Assessment	-	R	Implico will provide you with advisory support as required during the customization and development phases. Additionally, Implico will guarantee quality by conducting Service Quality Gates prior to start of the development phase.
Phase Closure (S4SCSD)	C	-	
Customization of S4SCSD	R	C	
Technical WRICEF Specification	R	C	
SQA 2b Assessment	-	R	
WRICEF Development	R	C	
System Integration Testing	R/C	C	
User Acceptance Test	C	C	
Training	R/C	-	
Phase Closure (S4SCSD)	C	-	
Go Live Preparation	R	-	
Go Live & Hypercare	R	C	
Transfer to Support Organization	R	-	
Project Closure (S4SCSD)	C	-	

C = Communication

R = Responsible

General Information about Implico's Quality Assurance Program

as described on [Implico.com](https://www.implico.com)

Implico wants to ensure the implementation of SAP SDM/RFNO solutions is professional and error-free – not only when **doing so ourselves** but also when external companies are contracted to oversee implementation. This is why we also offer **two partner services** that are designed to supplement the implementation projects based on a methodological approach and with highly skilled consultants, both of which help to achieve the defined targets: the **Partner Governance Service** and the **Partner Advisor Service**.

*While the Governance Approach puts the focus of Implico's support on the **most important phases**, the Advisor Approach guarantees a **higher level of engagement** by Implico.*

Let's meet the challenges together!

With our Quality Assurance Program, our aim is to assure that our SAP solutions can be used as effectively as possible and that processes are designed in a way that harnesses the full potential of our product's standard capabilities. We want to mitigate risks and avoid negative consequences of inaccurate implementation.

- **Deviations from the standard:** By providing very specific products for a very specific industry, Implico's SAP solutions require expertise and experience in their implementation. Customer-specific developments have to be minimized to avoid unnecessary expenses and additional maintenance costs.
- **Integration challenges:** SAP S/4 HANA SDM and RFNO implementations always involve integration with various SAP modules like SD and MM. The use of the SAP standard ensures a seamless data flow between the various SAP modules.
- **User adoption:** Without comprehensive training of the processes and solutions, end user may encounter unexpected issues or difficulties in adapting to the new system, thus impacting productivity and efficiency.
- **User adoption issues:** Without comprehensive testing, end users may encounter unexpected issues or difficulties in adapting to the new system, thus impacting productivity and efficiency.

By integrating these quality assurance measures into our approach, we aim to **enhance the overall reliability, performance and outcome** of the SAP S/4HANA SDM and RFNO implementation trajectory and foster a smooth transition to ensure the success of the project.

3 Service Offerings

1. Full implementation

Scope of work:

Under the Full Implementation Approach, Implico is contracted by a partner or customer and **takes care of the entire implementation process from the discovery phase to the run phase**. All measures and activities are completely integrated into these process phases. This setup means that additional quality gates to assess the results of the project phases are redundant, since the Implico project methodology includes these steps as standard. **Services such as project analysis, control and validation across different stages are part of the full implementation methodology.**

Scope of responsibility:

In contrast to our Governance and Advisory approach, **Implico takes over responsibility for the majority of tasks** related to the implementation of our solutions. This much higher level of involvement offers considerable synergy for the entire project, especially when it comes to quality assurance.

2. Partner Advisor Service

Scope of work:

Under the Advisor Approach, Implico is contracted by a partner or client to **provide consulting and advisory services for the project lifecycle** to help complete the project successfully and use our products correctly. Implico conducts different solution assessments over multiple stages of the project.

Scope of responsibility:

In contrast to the Governance approach, Implico is directly involved in the project activities and **takes over responsibility for certain tasks**. Therefore, the tasks and outputs of each SQA stage differ, too. The Advisor approach does not follow the SQA stages of the Governance approach in their full scope, as Implico consultants have a higher level of involvement in the project activities.

3. Partner Governance Service

Scope of work:

Under the Governance Approach, Implico is contracted by a partner or client to **ensure that the design of the processes and solution proposal is aligned with the market best practices and product capabilities**. Implico conducts different solution assessments over multiple stages of the project.

Scope of responsibility:

Implico does not bear any responsibility for the solution design or the implemented solution. Implico's service **exclusively consists of evaluating the work by the integrator and customer and listing potential for improvement**.


Implico's Quality Assurance Program in comparison

As a partner, Implico offers services such as **analysis, control and validation** of the project for different stages, including:

Stage 1: An assessment of the project and pre-validation of business processes and WRICEFs.

Stage 2a: The validation of business process design documents and functional specifications and configuration rationales.

Stage 2b: Advisory to partners for the realization of the solution and validation of technical specifications.

	 Full Implico	Advisor Partner Implico		Governance Partner Implico	
SDM & RFNO Deep Dive Partner	-	-	R	-	-
Project Planning	R/C	R	C	R/C	-
Business Process Map	R/C	R	C	R/C	-
System Setup	R/C	R/C	C	R/C	-
Phase Closure (S4SCSD)	C	C	-	C	-
Fit-Gap Analysis	R	C	R	R	-
SQA 1 Assessment	-	-	-	-	R
Process Design Documentation	R	R	C	R	-
Functional WRICEF Specification	R	R	C	R	-
Configuration Rationale	R	R	C	R	-
SQA 2a Assessment	-	-	R	-	R
Phase Closure (S4SCSD)	C	C	-	C	-
Customization of S4SCSD	R	R	C	R	-
Technical WRICEF Specification	R	R	C	R	-
SQA 2b Assessment	-	-	R	-	R
WRICEF Development	R	R	C	R	-
System Integration Testing	R/C	R/C	C	R/C	-
User Acceptance Test	C	C	C	C	-
Training	R/C	R/C	-	R/C	-
Phase Closure (S4SCSD)	C	C	-	C	-
Go Live Preparation	R	R	-	R	-
Go Live & Hypercare	R	R	C	R	-
Transfer to Support Organization	R	R	-	R	-
Project Closure (S4SCSD)	C	C	-	C	-

C = Communication

R = Responsible

Benefits for everyone involved

Our implementation partners immediately benefit from:

- Reduced individual development efforts – optimized WRICEF lists
- Fewer risks, fewer errors
- Validated specifications
- Optimized process design
- Increased efficiency and a more streamlined workflow

For SAP costumers, our Quality Assurance Program results in a considerable increase in immediate and long-term satisfaction with the implementation project and solution

- Higher sustainability of solutions
- Less maintenance effort
- Enhanced performance
- Security of investment

Contact us now!

Implico understands that each implementation of SDM and RFNO is unique. To address the challenges associated with a lack of dedicated quality assurance, we work closely with our clients to offer tailored quality assurance strategies that align with specific project requirements and objectives.

With our experienced consultants and our focus on seamlessly integrating SAP S/4 SCSD solutions, we offer an excellent level of quality assurance. Reach out to us to safeguard your implementation projects.



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