

A Closer Look at the Partner Governance Service

Under this service, Implico ensures that the design of the processes and solution proposal is aligned with the market best practices and product capabilities.

Like all our quality assurance services, also the **Partner Governance 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 will conduct different solution assessments over multiple stages of the project, with the SQA stages being:

Stage 1

Assessment of project background and pre-validation of business processes and WRICEFs.

Timing: After fit-to-standard workshop

The purpose of **Stage 1 (SQA1)** is to evaluate the scope of the project and the business requirements and to review the list of WRICEFs, which is drawn up by the consulting company or system integrator after the design workshops are held. Ideally, Implico's consultant interviews the integrator and/or the customer in the form of a questionnaire. The answers give more information about the scope, timeline and criticality as well as a general overview of the project.

Having gained a better understanding of the project scope and requirements after this interview, the next step is to receive the WRICEF list either from you as the company that wants to implement our SAP solutions or the consulting company. Implico's consultant will then go through the WRICEF list to evaluate which enhancements are genuinely required and determine whether the standard solution is adequate for meeting the requirements. Implico's advisor will also conduct a review of the proposed solution architecture, making sure to focus on the S4SCSD functionalities.

A summary of the results will be presented to the customer at the end of this phase.

The outputs of this phase are:

- Determination of level of involvement and preparation of schedule
- Recommendation of standardization & potential for optimization for WRICEFs
- Recommendations derived from architecture review

Stage 2A

Validation of business process design documents, functional specifications and configuration rationales

Timing: After solution design / before explore phase closure

Here, Implico verifies the solution as a whole, including business process documents, flows, configuration rationale and WRICEF functional specifications. The aim is to validate the completeness and correctness of the solution design, as well as ensure the quality of the functional specifications and configuration rationales.

Implico will review the following in detail:

- Process flows: correct sequencing and modeling notation
- Process descriptions for completeness and comprehensiveness as well as clear identification of gaps. A check between WRICEFS and their assigned process will likewise be performed. The definition of the S4SCSD roles will be checked.
- The architecture will be checked as to what our solutions can or cannot provide. The different options will be analyzed and compared in order to reach a final decision on your side.
- The amount of work involved will be analyzed and recommendations for potential adjustments will be made if necessary – depending on the proposed solutions.

The outputs of this phase are:

- Recommendations to improve the design documents (flow charts / design document / functional specification).
- List of potential areas for standardization & optimization (KPIs as defined within the project)

Stage 2B

Validation of technical specifications before starting the developments / realization

Timing: After technical specifications are written (first few months of realization phase)

Implico verifies the WRICEF technical specifications to ensure all developments meet the requirements set out in the functional specifications and are compliant with the Implico S4SCSD development guidelines. The aim is to prevent further costs during the development, testing and run phases.

The outputs of this stage are:

- Recommendations for improvement
- KPIs, e.g. number of incidents indicating failure to observe the development guidelines

Activities and collaboration level within our Partner Governance Service:

		Governance		
		Partner	Implico	
SDM & RFNO Deep Dive Partner		-	-	As our partner, you manage the project independently, having already implemented SDM & RFNO successfully. You are therefore confident in your ability to navigate this stage without the need for additional advisory support.
Project Planning		R/C	-	
Business Process Map		R/C	-	
System Setup		R/C	-	
Phase Closure (S4SCSD)		C	-	
Fit-Gap Analysis		R	-	You have everything you need to conduct workshops and draft design documents independently. Implico primarily provides support in the form of quality assurance as carried out by validating results from fit-gap analyses and authenticating design documents through in-depth audits.
SQA 1 Assessment		-	R	
Process Design Documentation		R	-	
Functional WRICEF Specification		R	-	
Configuration Rationale		R	-	
SQA 2a Assessment		-	R	
Phase Closure (S4SCSD)		C	-	
Customization of S4SCSD		R	-	You independently oversee the implementation of the solution that has been designed. Implico will validate the WRICEF specifications prior to development and testing with an aim to minimize errors and enhance results.
Technical WRICEF Specification		R	-	
SQA 2b Assessment		-	R	
WRICEF Development		R	-	
System Integration Testing		R/C	-	
User Acceptance Test		C	-	
Training		R/C	-	
Phase Closure (S4SCSD)		C	-	
Go Live Preparation		R	-	
Go Live & Hypercare		R	-	
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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