



# SAP Certification for Operations Partners

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## Agenda

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01 Introduction and Positioning

02 Process and Scope

03 Benefits

04 Criteria in Detail

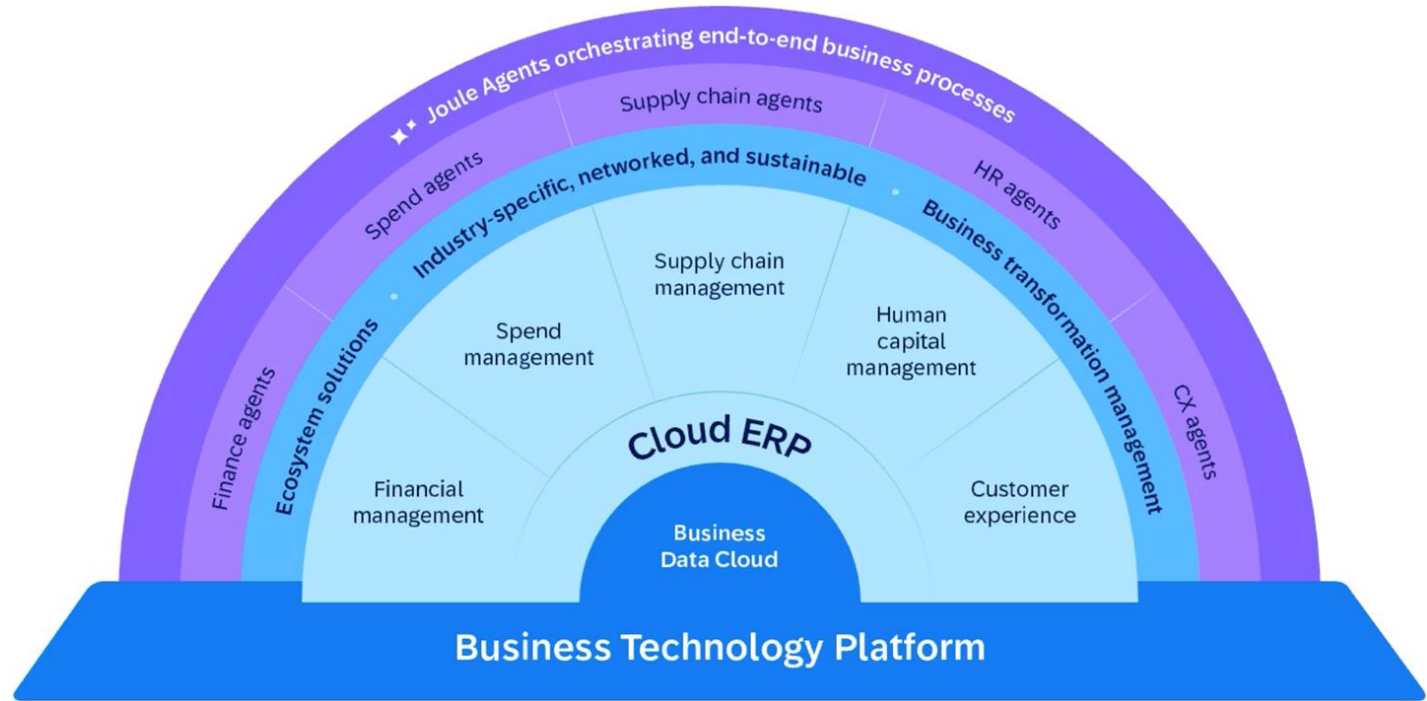
01

# Introduction and Positioning

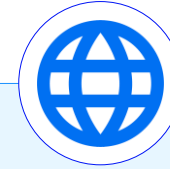




Bring out  
the best in  
your  
business  
with SAP.



# Partner Innovation Lifecycle Services (PILS)



**A Global Network to Help Our...**



**Customers**



**Partners**

- Safeguard Customer Investments
- End to end framework and frictionless experience for partners
- Scale and accelerate adoption of SAP and partner portfolio

# Leverage services of **Partner Innovation Lifecycle Services**



## **Infrastructure**

- SAP Remote Access and Connectivity service
- Customized landscapes



## **Software certification**

- Software certification



## **Operations**

- SAP Certification for Operations Partners



## **Hardware & infrastructure**

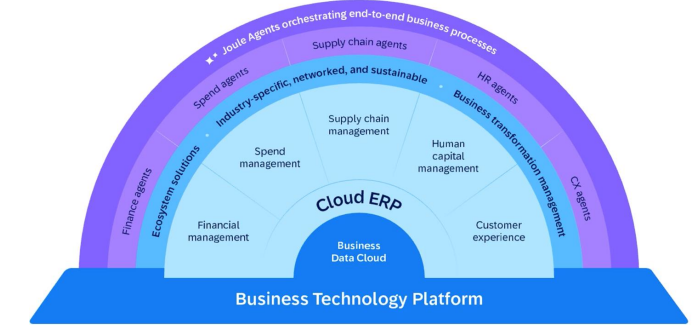
- Hardware certification
- IAAS certification



## **Support services**

- Premium qualification
- Premium certification
- OEM use-case validation
- Industry Cloud Readiness Check

# Certification Offerings – Build for Partner Success



## SAP Business Suite

- SAP Business AI (HY2/25)
- Cloud-ERP-Apps
- SAP Business Technology Platform
- SAP Business Data Cloud

## Cloud Journey

- SAP HANA Cloud
- RISE with SAP
- GROW with SAP

## Operational Excellence

- SAP Security
- BPO
- DevOps
- SAP Business Transformation Management

# Coverage of our Certifications

## Supporting customers' business transformation

These topics are top of mind for our customers – thus we are serious about addressing and covering these issues with our partner certifications.



### RISE with SAP

RISE with SAP is designed to help organizations undergo comprehensive digital transformations towards an *Intelligent Enterprise* that stays adaptable in a rapidly changing business landscape. It goes beyond traditional software implementations by offering a holistic approach that encompasses technology, services, and support. It aligns with the broader industry trend of moving towards cloud-based services.



### SAP BTP

An important component of RISE with SAP is SAP Business Technology Platform (SAP BTP), as it brings together application development and automation, data and analytics, integration, and AI capabilities in one unified environment. It empowers SAP developers, customers and partners alike to develop, integrate and extend their SAP applications across enterprise networks. This makes SAP BTP the foundation for the *Intelligent Enterprise*.



### Artificial Intelligence (AI)

Companies are adopting artificial intelligence (AI) in a number of different ways to increase efficiency, save time and cut costs. By improving and streamlining their processes, AI is increasingly becoming a valuable resource for companies across all industries, highlighting the transformative potential of AI.



### Sustainability

SAP supports customers bring sustainability into the core of their business, not run it as a separate initiative or approach. SAP has a comprehensive approach to helping our customers drive sustainable practices inside their organization and enable visibility of disaggregated data for compliance, holistic steering, and supply chain transparency.



### Clean Core

Clean Core means a system which follows standardized guidelines – mainly regarding custom code and its integration touch points with standard SAP processes and external systems – for all elements of the core. With that, upgrading this system does not imply significant and costly efforts.



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# Process and Scope



# Certification process

## Return, Review, and Preparation

The provider returns the completed questionnaire to SAP. SAP reviews it and prepares the audit. Both define the schedule for the next steps together.

## Questions and Answers

SAP sends a questionnaire to the provider. SAP offers to conduct a Q&A session to clarify the questionnaire's content.

## Application

The provider applies for initial certification or recertification, SAP sends a quotation, and the partner prospect confirms the order.



## On-Site Audit

A provider on-site audit session is conducted. The agenda is based on the documents.

## Completion

SAP prepares an audit report based on the checklist and the on-site certification audit. After completion of the process a certificate is awarded to the provider. Feedback on our process and services can be provided as a final step.



# Certification – geographical coverage options

## Local Certification Requirements



## Regional Certification Requirements



## Global Certification Requirements



### Regarding Customers

- |   |   |   |
|---|---|---|
| <ul style="list-style-type: none"><li>• Productive SAP customers in the selected country</li><li>• Customer relationship in the selected country (customer service manager or other local contact)</li><li>• Understanding of local markets and regulations</li></ul> | <ul style="list-style-type: none"><li>• Productive SAP customers in three countries of the selected region (Americas or Asia-Pacific or EMEA)</li><li>• Customer relationship in three countries of the selected region (customer service manager or other local contact)</li><li>• Understanding of regional-specific markets and regulations</li><li>• Regional reference customers</li></ul> | <ul style="list-style-type: none"><li>• Productive SAP customers in all three regions (Americas, Asia-Pacific, and EMEA)</li><li>• Customer relationship in all three regions (customer service manager or other local contact)</li><li>• Understanding of country-specific markets and regulations</li><li>• Global reference customers (at least one that covers two regions)</li></ul> |
|---|---|---|

### Regarding Operations

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"><li>• Significant part of service delivery from within the selected country</li><li>• Local language service capabilities</li></ul> | <ul style="list-style-type: none"><li>• Shared service delivery centers in the selected region (scope depends on certification type)</li><li>• Significant part of service delivery from the selected countries in the region</li><li>• Service delivery covering the region's time zones</li><li>• Multilingual service capabilities (English and local languages of the selected countries mandatory)</li></ul> | <ul style="list-style-type: none"><li>• Shared service delivery centers in the regions (scope depends on certification type)</li><li>• Global service delivery organization, service management processes and tools</li><li>• 24x7 service delivery</li><li>• Multilingual service capabilities (English and local languages of selected countries in the regions mandatory)</li></ul> |
|---|---|--|

# Certification fundamentals

## Scope varies by certification type

<b>SAP's standards</b>	<b>Service Portfolio</b> <ul style="list-style-type: none"><li>• SAP solutions skills</li><li>• Plans for new SAP solutions</li><li>• More</li></ul> <b>General Information</b> <ul style="list-style-type: none"><li>• SAP certificates</li><li>• Number of employees</li><li>• More</li></ul>	<b>Project Management</b> <ul style="list-style-type: none"><li>• Project methodology, experience (migration, upgrade or SAP enhancement package (EHP), and installation), and quality management</li><li>• Consultants' skills, third-party delivery, and training plan</li><li>• Sizing</li></ul> <b>Application Management</b> <ul style="list-style-type: none"><li>• SAP IT Service Management</li><li>• SAP Support Standards</li></ul>
	<b>Infrastructure Setup</b> <ul style="list-style-type: none"><li>• Network security</li><li>• High availability and adaptive computing, including backups, and disaster recovery (DR) and business continuity (BC)</li></ul>	<b>Service and Support</b> <ul style="list-style-type: none"><li>• Technical architecture, support infrastructure, and service desk</li><li>• IT service management processes</li><li>• Customer and supplier relations</li></ul> <b>Application Operations</b> <ul style="list-style-type: none"><li>• SAP system administration</li><li>• SAP security concept</li><li>• Monitoring and reporting of key performance indicators (KPIs) and performance management</li><li>• SAP Solution Manager, SAP Cloud ALM</li></ul>

<b>Underlying IT standards<sup>1</sup></b>	<b>ITIL and International Organization for Standardization (ISO) 20000</b> <b>ISO 9001, ISO 27001, and International Standard on Assurance Engagements (ISAE) 3402</b>
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<sup>1</sup>The ISO and ISAE certifications listed are not a prerequisite for SAP certification.

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# Benefits

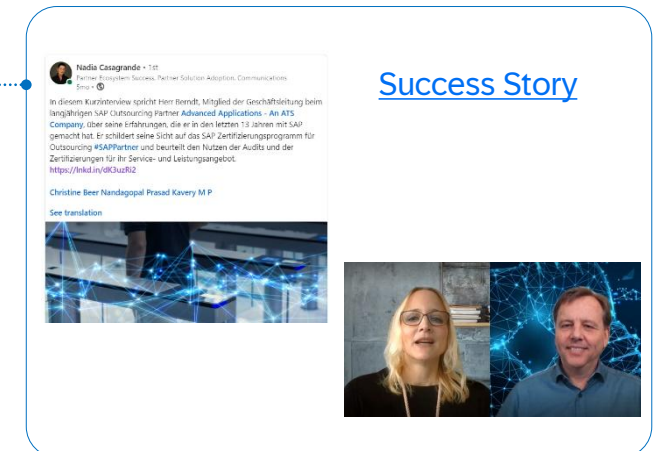
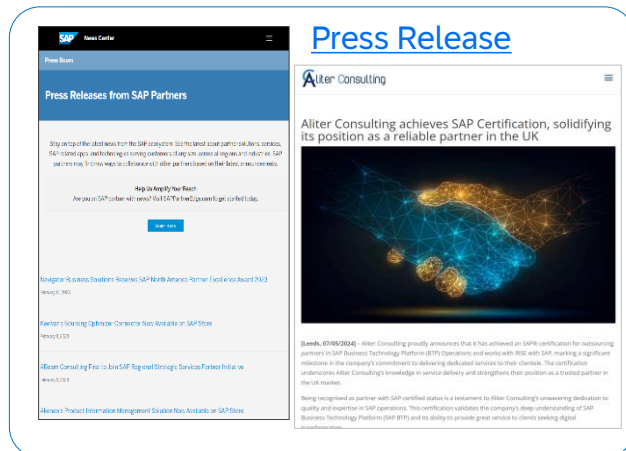
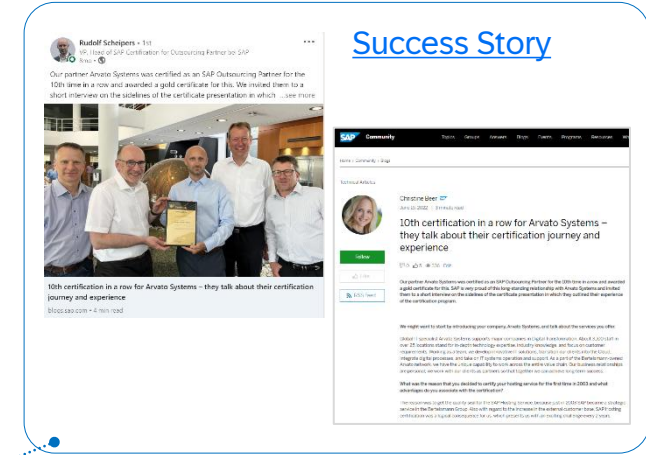
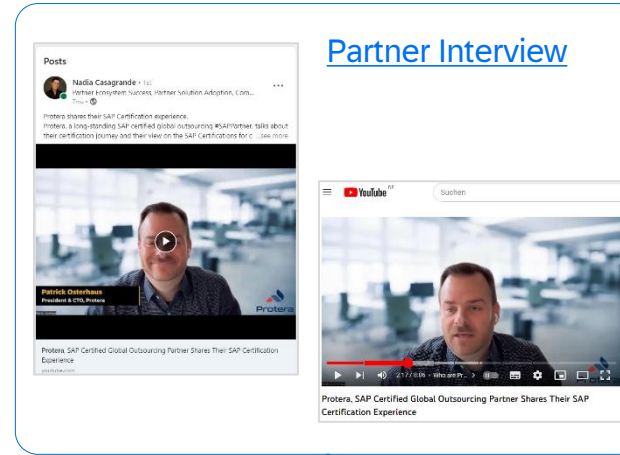
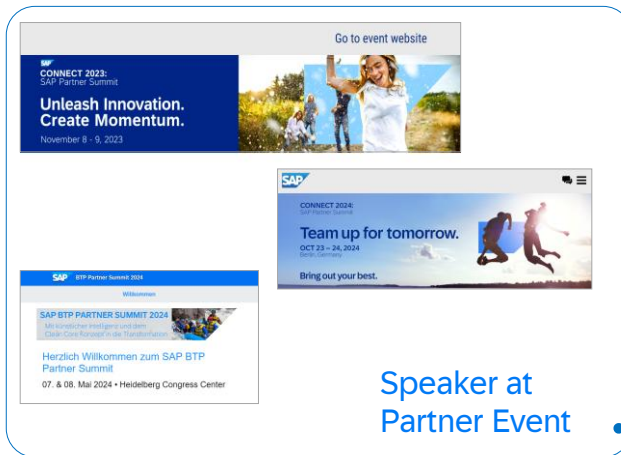




# SAP Certification for Operations Partners – **benefits progression**



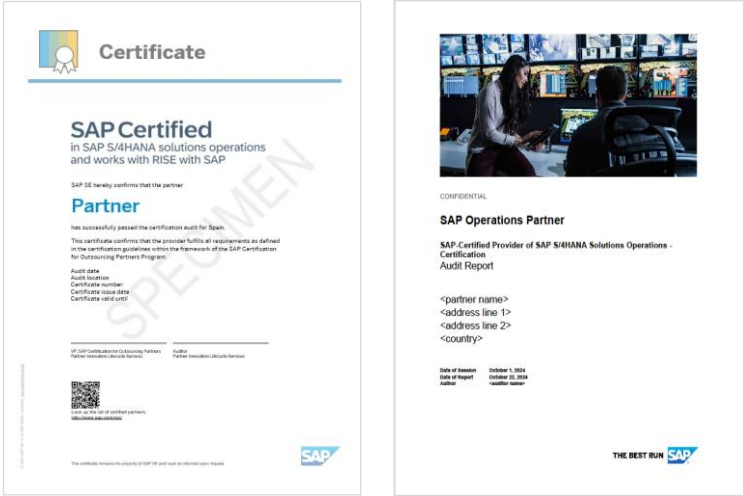
# Opportunities for joint marketing activities\*



- Partner Success Stories
  - Press Releases
  - Speaker at SAP Partner event
- ➔ **Spreading the message via various social media channels**

\*examples randomly selected

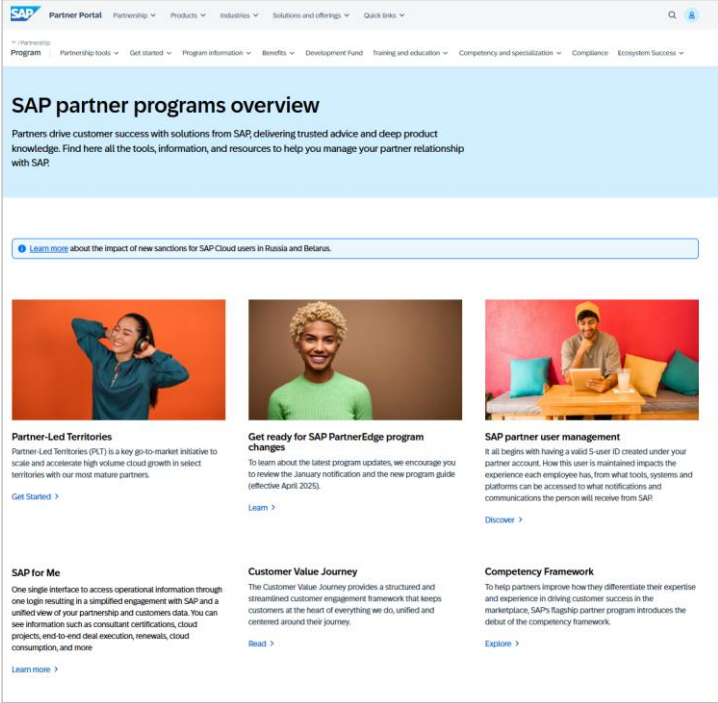
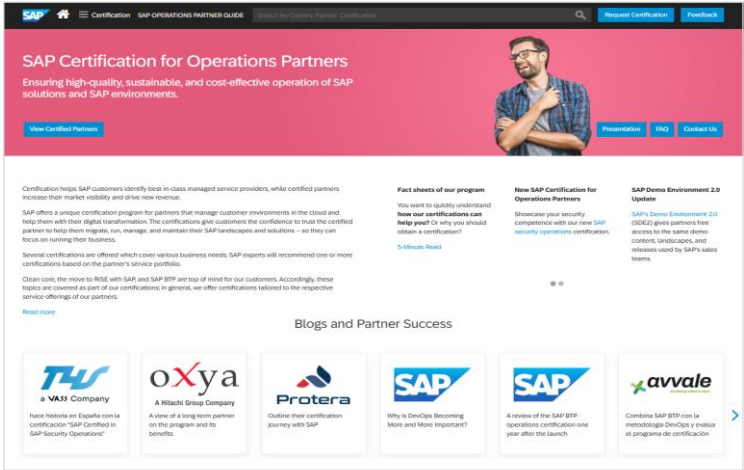
# Partner certification benefits – overview



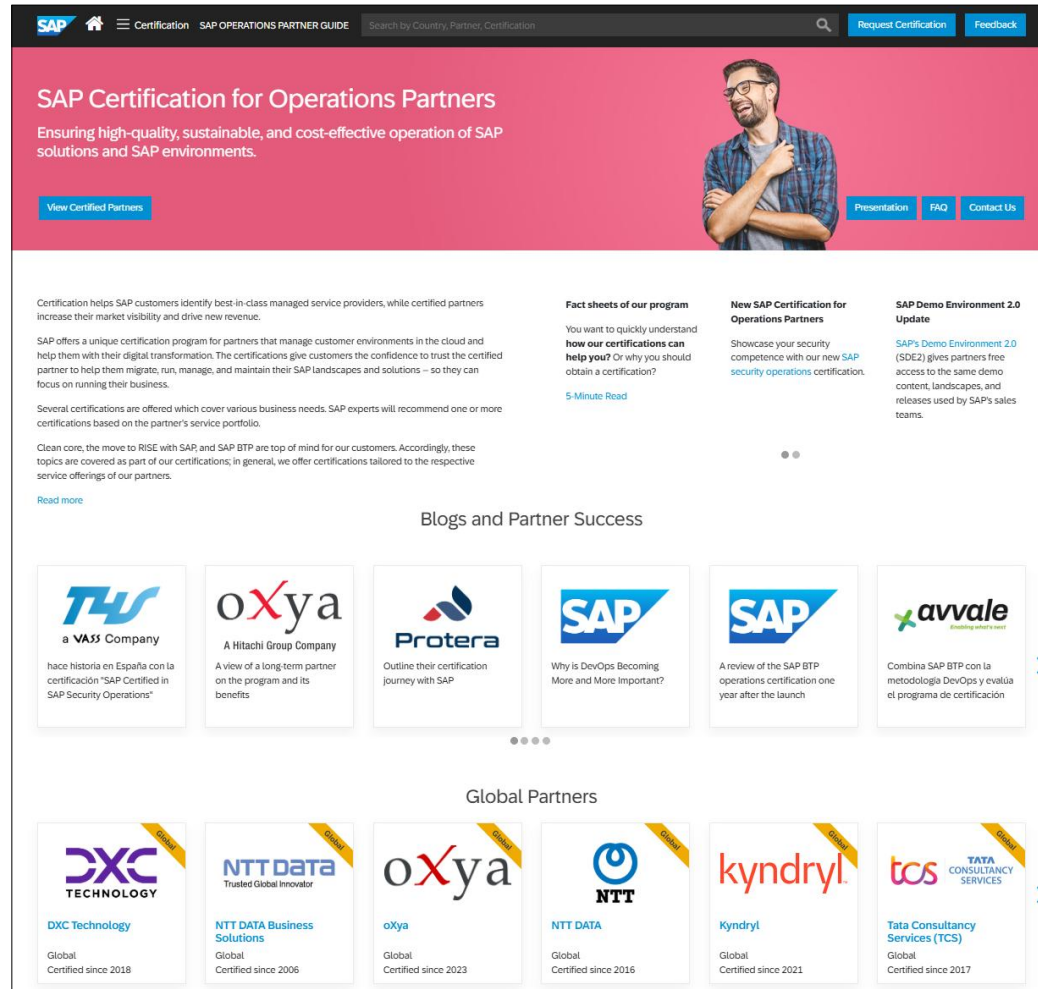
**SAP Certified**  
in global SAP BTP operations  
and works with RISE with SAP

**SAP Certified**  
in regional SAP HANA Cloud  
and database operations

**SAP Certified**  
in SAP SuccessFactors solutions operations

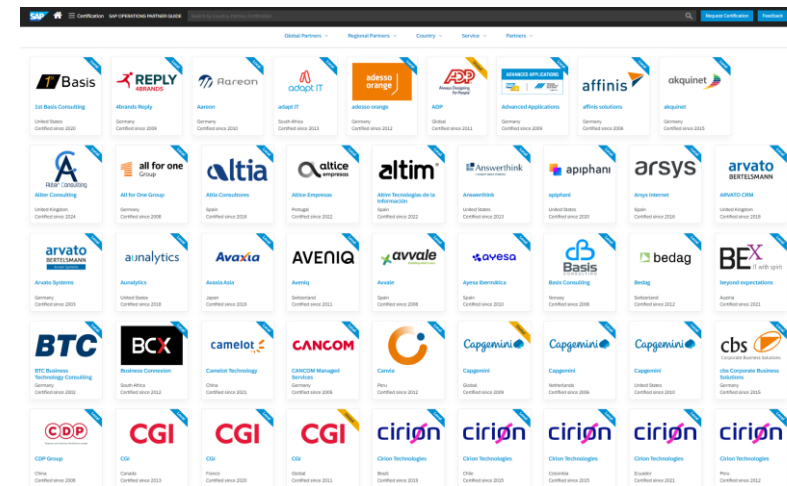


# SAP Operations Partner Guide: [official listing of certified partners](#)

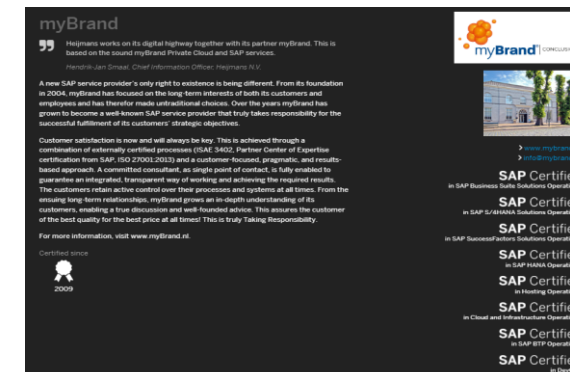


[www.sap.com/opc](http://www.sap.com/opc)

## Listing of all SAP-certified Operations Partners



### Partner positioning via profile\*



\*partner profile randomly selected

## External recognition – reference quotes from partners



“Being a certified SAP operations partner is very important to us; it is one of several proof points to customers, that we are one of the best-in-class service providers. This certification also reassures our customers that their SAP system is in good hands at Syntax.”

**Jesus Martinez, VP Operations, Syntax Systems**



“SAP certifications offer a range of benefits that have a positive impact on various areas of our business. The recommendations resulting from the audits provide us with opportunities to continuously improve, fine-tune our operations, and keep up with the latest industry best practices.”

**Ignacio Artiaga, Director of SAP Strategic Business Development, Inetum**



“SAP's global certifications are a good opportunity for us to have our performance in the various relevant service categories reviewed and officially confirmed by SAP. We regularly discover potential areas for improving our services during the preparation and audits, which we then implement.”

**Uwe Birkenhauer, Head of Portfolio Management, T-Systems**



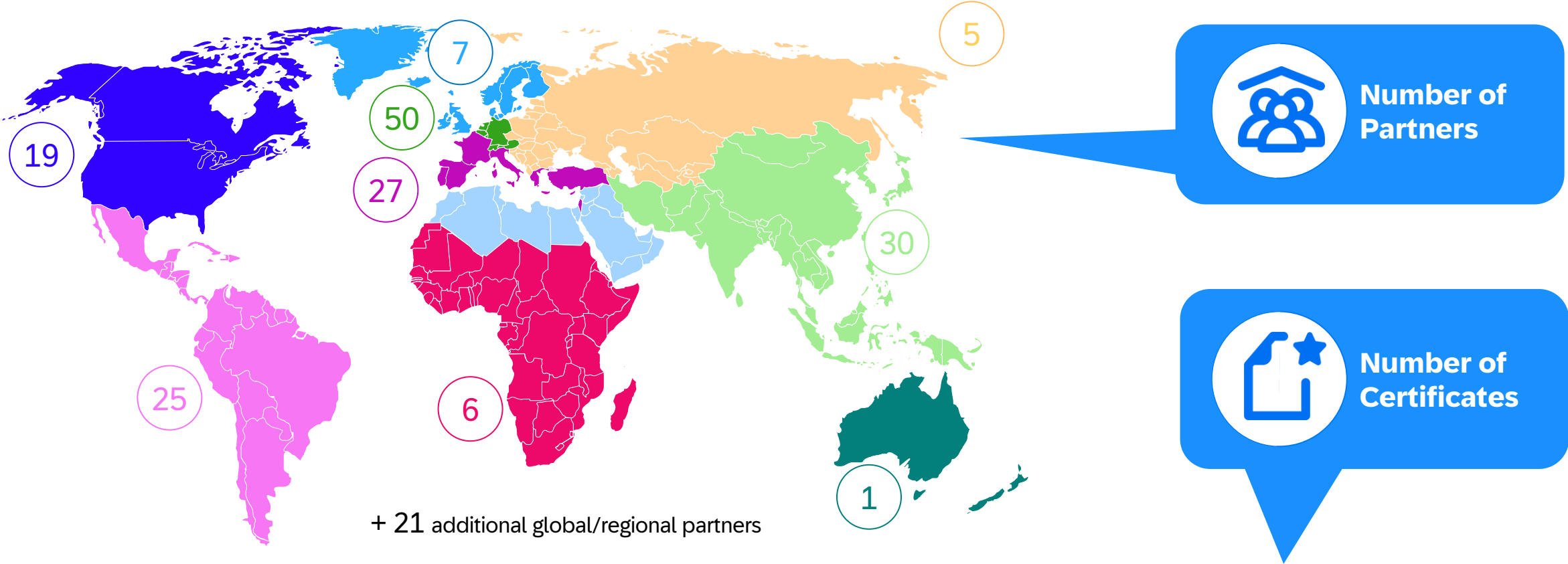
“This certification accentuates our expertise, emphasizing our dedication to excellence, helps to differentiate us in the market and lends a competitive edge in winning new business. The audit provided valuable insights, spotlighting areas for enhancement and driving us to identify and implement best practices. This helps us ensure our continuous refinement in delivering top-notch solutions.”

**Sivakumar Varadananjayan, AVP SAP Cloud & Technology, Cognizant**





# SAP Certification for Operations Partners – certification status



	SAP S/4HANA <sup>*</sup> solutions operations	SAP HANA operations	SAP SuccessFactors <sup>*</sup> solutions operations	SAP BTP operations	BPO operations	DevOps	Security operations
Global/Regional	12	16	10	12	6	7	1
Local	80	137	33	49	10	22	6

04

# Criteria in Detail



# SAP Certification for **Operations Partners**

## Scope of certification program

- SAP S/4HANA® solutions operations and works with RISE with SAP
- SAP HANA® Cloud and database operations
- SAP BTP operations and works with RISE with SAP
- SAP SuccessFactors® solutions operations
- SAP security operations
- BPO operations (BPO based on SAP solutions)
- DevOps (SAP related solutions developed and operated according to DevOps methodology)





# Common operations capabilities



## Quality and knowledge management



- Quality management
- Document management
- Knowledge management
- Knowledge transfer

## IT service management processes



- Event management
- Service desk, incident management, and request fulfillment (implementation, tool support, system monitoring, integration, escalation, and inclusion of SAP support providers)
- Problem management (implementation, integration, and known-error database)
- Change management (process, integration, workflow, risk analysis, and tool support)
- Service asset and configuration management (concept, configuration management system (CMS) and configuration management database (CMDB), and impact analysis)
- Service-level management (implementation, reporting, and standard service catalog), continual service improvement, and customer satisfaction
- Capacity management
- Availability and IT service continuity management
- Security management, company security policy, security audits, and vulnerability tests

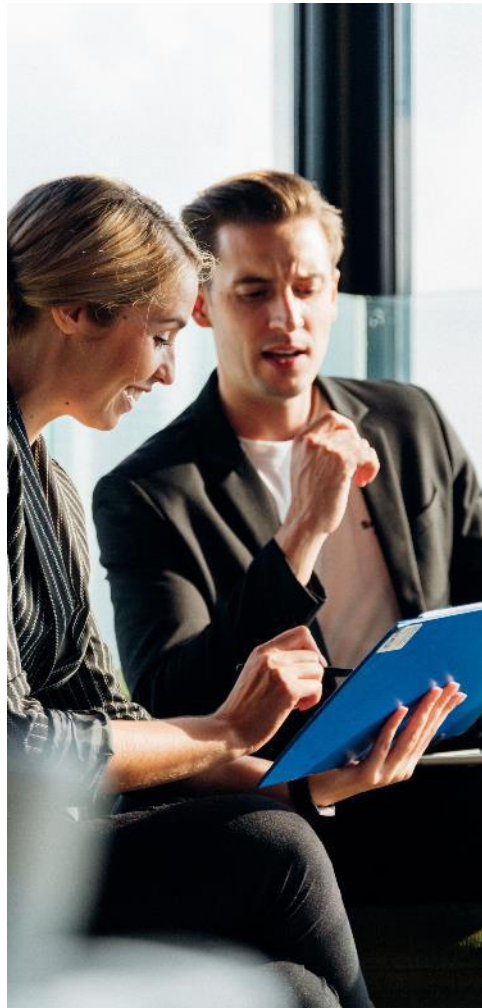
## Project management



- Project management guidelines and methodology
- Use of SAP methodology
- Sizing methodology (Quick Sizer tool and partners)
- Installation and upgrade experience
- Standards, checklists, and procedures

# Certification scope – SAP S/4HANA / SAP SuccessFactors solutions operations

Common operations capabilities (page 22)



## SAP services portfolio\*



- Number of application management customers
- Number of application management consultants
- SAP product experience
- Industry experience
- RISE with SAP (only for SAP S/4HANA solutions operations)

## Overview of SAP application management services\*



- Application management offering and delivery setup
- Employees, skills, and training
- Quality and knowledge management
- IT service management organization

## Application management lifecycle



- Customer requirement documentation and evaluation
- Design methodology for application management offering
- Service implementation standards
- Clean Core for SAP S/4HANA
- Authorization concept and security guidelines
- Project and user documentation
- Knowledge transfer of customer-specific business processes
- Application and business process monitoring
- Application management go-live methodology
- Event management, service desk, incident management, and request fulfillment
- Problem management (implementation and integration)
- Change management
- Service-level management
- Improvement process and optimization concepts

\* Scope depends on certification type



# Certification scope – SAP HANA Cloud and database operations

Common operations capabilities (page 22)



## Service portfolio for SAP HANA



- Assessment services
- Application management services
- Development services
- Consulting services
- SAP HANA Platform operations, SAP HANA Cloud operations
- RISE with SAP

## Experience, skills, and certifications with SAP HANA



- Training plans
- Certified ITIL skills
- Trained and certified SAP HANA Platform and SAP HANA Cloud skills
- Certified project management skills
- Operations experience

## Additional services for SAP HANA



- Assessment and advisory
- Onboarding and migration

## Operations capabilities



- Operations manual and system landscape diagrams
- SAP tools
- Monitoring
- Security best practices for SAP HANA Platform and SAP HANA Cloud
- Management of administration users and SAP administration
- SAP HANA landscape, SAP HANA Cloud instance
- Backup, high availability, and disaster recovery

# Certification scope – SAP BTP operations and works with RISE with SAP

Common operations capabilities (page [22](#))



## Service portfolio for SAP BTP



- SAP BTP services
- Number of customers with productive extensions, applications, or integrations on SAP BTP
- RISE with SAP

## Skills and certifications



- Training plans
- Certified ITIL skills
- Experts trained in SAP BTP, SAP Integration Suite, and SAP Extension Suite, etc.
- Certified skills in the areas of SAP Integration Suite, SAP Extension Suite, SAP Analytics Cloud, etc.

## SAP BTP – Setup and operations



- Used services on SAP BTP
- Authentication and authorization for application endpoint access
- Tools used to develop, manage, and connect applications
- Monitoring of SAP BTP applications and services

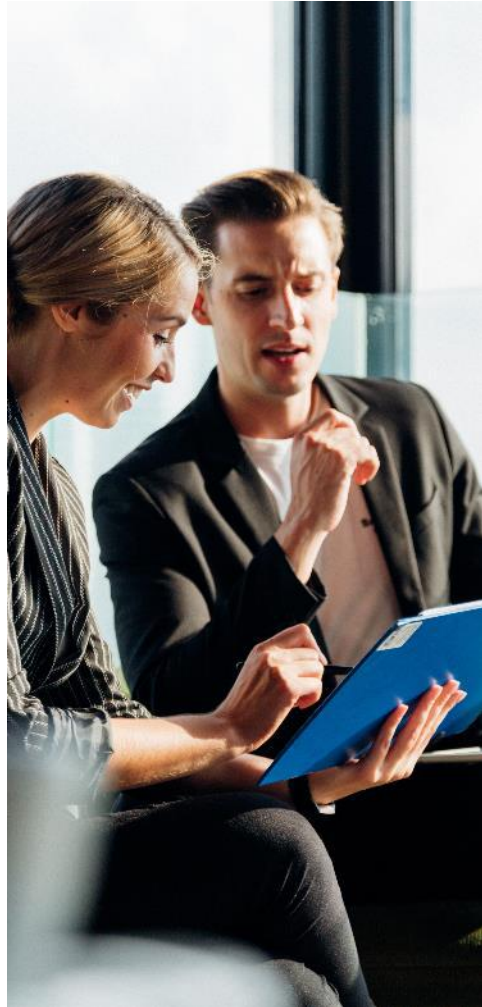
## SAP BTP – Integration, Data-to-Value, Extensibility



- Integration scenarios on SAP BTP
- Data-to-Value scenarios on SAP BTP
- Developed / operated extensions and applications on SAP BTP

# Certification scope – SAP security operations

Common operations capabilities (page [22](#))



## Service portfolio for SAP security



- Number of SAP security services customers
- Number of SAP security specialists
- SAP security product experience
- SAP security operations services

## SAP security operations services



- SAP configuration
- System configuration
- SAP solutions and SAP developments
- Security services
- SAP vulnerability management & penetration testing
- Attack surface reduction
- SAP Application Security
- SAP GRC
- SAP ETD
- SAP IAM
- Additional services and management: connectivity to hyperscalers and SAP services

## Provider's internal security



- Governance, risk, and compliance (GRC)
- Endpoint protection
- Data privacy and protection
- Connectivity, authentication, business continuity

# Certification scope – BPO operations

Common operations capabilities (page [22](#))



## Skills and certifications



- ITIL, SAP administration, and project skills
- SAP consulting skills

## SAP application management



- Monitoring
- SAP tool usage and integration
- User and security management

## BPO solution development and maintenance



- Quality management
- Methodology
- SAP services

## BPO solution operations



- Scope of SAP as part of the offering
- Service-level agreements (SLAs) with end customers and subcontractors
- BPO lifecycle
- Service center

# Certification scope – DevOps



## Principle of FLOW



- Team setup and cross staffing
- Definition of the pipeline (coding, one repository of truth, tools, test setup, product standards, deployment to production)
- Infrastructure (landscape provisioning, scaling, lifecycle management, backup & restore, promise for availability)
- Resilience principles (failure units, data handling, caching)
- Business metrics
- Change management

## Principle of FEEDBACK



- Getting feedback (automated tests, manual tests, infrastructure monitoring, security monitoring, alerts)
- Action triggered (incident management, error correction, scaling mechanisms)
- Load tests / extreme testing

## Principle of CONTINUOUS LEARNING



- Team meetings (on a regular basis and on demand)
- Continuous improvement process including metrics
- Community work
- Training plans to support continuous growth



# Thank you.

## Contact information:

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<http://www.sap.com/opc>