Migration from SAP CRM Service to SAP S/4HANA Service

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Preparation & Analysis
- Assess current SAP CRM Service configurations, service request flows, and ticketing integrations.
- Analyze S/4HANA Service capabilities in the Customer Management module.
- Run Readiness Check via SAP tools (e.g., Maintenance Planner, Readiness Check 2.0).
- Conduct alignment workshops with SAP, SI partner, and business leads.

Migration Planning
- Identify gaps and overlaps between CRM and S/4 processes (e.g., one-order framework vs. S/4 Service Order).
- Determine migration approach (Greenfield for redesign, or selective data lift).
- Stakeholder engagement and ramp-up resource planning.

Execution
- Use SAP Migration Cockpit and BAPIs for data transfer (e.g., service orders, installed base).
- Implement custom conversions for CRM-specific service products or status profiles.
- Validate and simulate data mapping (e.g., item categories, SLA configurations).
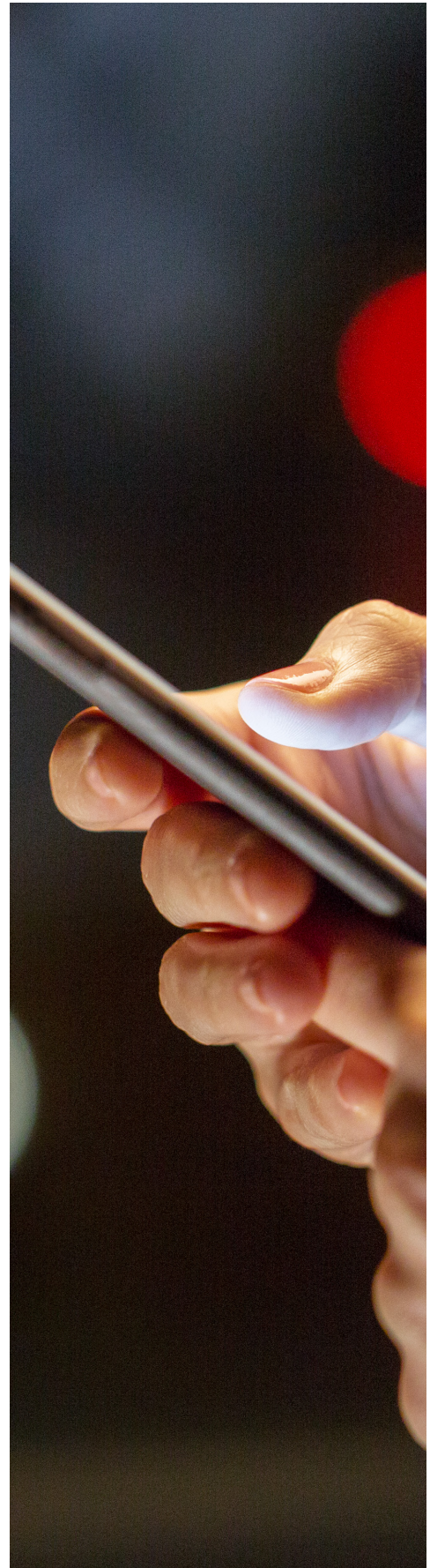
Testing & Enablement
- Conduct end-to-end service process testing (e.g., create–assign–complete–billing).
- User training with emphasis on UI differences (SAP Fiori apps).
- Document training and UAT signoffs.

Go-Live & Support
- Cutover planning and dry-run.
- Post-go-live monitoring via SAP EarlyWatch and Application Monitor.
- Hypercare and support transition.

Migration from SAP CRM Service to SAP S/4HANA

Preparation & Analysis

- Inventory current CRM-IU structures, MDF/claims workflows, and partner hierarchies.
- Review Incent4 functional coverage: rebate management, MDF, claims automation.
- Engage Incent4 and SAP/partner team for discovery sessions.

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Migration Planning

- Define data transfer strategy for channel partners, sales org, and programs.
- Map CRM Channel Mgmt objects to Incent4 schema (e.g., campaigns → programs).
- Assess need for middleware/ETL tools if hosted on separate platforms (e.g., CPI/PI).

Execution

- Use custom ETL jobs/APIs for transferring channel partner master data, past claims, accruals.
- Define new process flows in Incent4 and handle CRM legacy dependencies.
- Set up Incent4 configurations (program rules, fund limits, audit workflows).

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Testing & Enablement

- Simulate end-to-end claims and rebate cycles in Incent4.
- Ensure data consistency: accruals, disbursements, approvals.
- Train users on Incent4 UI, dashboards, and analytics capabilities.

Go-Live & Support

- Execute cutover strategy with Incent4 team.
- Establish claim tracking, audit controls, and partner visibility reports.
- Setup ongoing support and reporting cadence.

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Please reach out to Accrete at **accrete@acnsol.com/ +1 877-849-5838** for any additional information or help that you may need.

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