AVANTRA

RISE with SAP: Are You RISE Ready?

What SAP's own roles and responsibilities document says you still own after the move to Cloud ERP Private and what it takes to be ready for it.



RISE with SAP changes who hosts your infrastructure.

It does not change who answers for the business running on top of it. This paper is about the distance between those two things, and the framework we use to close it.

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A Note on Names

SAP changed the vocabulary at Sapphire 2025.

RISE with SAP is the methodology: the journey, toolchain and transition program. SAP Cloud ERP Private (previously S/4HANA Cloud, private edition) is the product one runs. Cloud ERP Public is what SAP sells as GROW. Most of the market still says RISE. Often, so do we in this paper because that is the word that ends up in board papers and search boxes. When we use it here, we mean the product operating model you inherit under Cloud ERP Private.

The distinction matters at contract time. What you are buying is a private-cloud managed service with a published, line-by-line split of responsibilities. It is not a SaaS product in which the vendor operates everything above the metal. Nearly every surprise described in this paper comes from teams who assumed the second and signed the first.

RISE is how you get there. Cloud ERP Private is what you run when you arrive. The responsibility split belongs to the second one.

RISE is a big step. Readiness is the bigger one.

Most of the SAP customers we talk to are having a RISE conversation internally, and many have already made a RISE decision. The commercial case is real: one contract, one primary provider, infrastructure off your books and a defined migration from ECC ahead of the 2027 end of standard support. For a decision that used to take eighteen months and four vendors, that is genuine simplification.

What the contract does not do is run your business systems for you.

Read SAP's roles and responsibilities carefully – it's an essential part of the product specification. SAP manages the infrastructure below the application layer including the data center, hardware, operating platform, database and core availability. Above that, most tasks stay with the customer. A significant number are options available as Cloud Application Services (CAS) at an additional cost. A few are not offered at all.

Your Basis team keeps nearly everything it had. What it gives up is the access, the tooling and the freedom of action it used to fix things with. Root access is gone. The change window belongs to somebody else's process. A task that took an afternoon now takes a service request, a scoping call and, sometimes, a change order.

Same accountability. Less control.

We call the work of preparing for it RISE Readiness.

Let's explore how Avantra supports RISE customers, and how firms considering RISE can benefit during the transition.

The Work Doesn’t Leave. The Controls Do.

SAP Basis is the layer nobody discusses until it stops working.

RISE takes real weight off it. Hosting, physical infrastructure, operating-system provisioning, database platform maintenance and core availability all move to SAP. That is a meaningful reduction in scope and it is the easiest part of the RISE case to sell internally. It is also the smaller half of the picture. The tasks that keep landscapes healthy and operational day-to-day are still there, and for almost every RISE customer we work with, they land on the same Basis team that owned them before the migration. They fall into six categories.

1. **Application-layer operations.** Short dumps, update terminations, lock entries, qRFC and tRFC queues, work-process and memory management. If it lives above the platform, it is almost certainly yours. Two examples that reliably raise eyebrows: temporary heap and extended memory changes via RSMEMORY, and terminating dialog work processes during an incident. Both are customer tasks. So is monitoring the heap utilization that tells you the change is needed.

2. **Landscape provisioning and refresh.** Client copies, system copies, refresh cycles, N+1 project landscapes. A local client copy is a standard service only up to 500 GB depending on which RISE version and your contract; above that threshold you are into a system copy, which is a different service with different consequences. Pre- and post-processing including BDLS, RFC destinations, and other post-refresh activities are left to your team or separately scheduled services under a CAS option.

3. **Change, patching and upgrade.** SAP Notes, support packages, feature pack stacks, version upgrades. SAP keeps its own managed stack current. Deciding which application-layer notes apply to your configuration, implementing them, and running the pre- and post-Basis tasks around an upgrade are customer or chargeable activities.

4. **Interfaces and integration.** RFC connections to systems you manage, the web service runtime, certificates and trust relationships for your own domains, and every integration point outside the RISE boundary. This is the category that grows every year and RISE specifically excludes from service as a customer responsibility.

5. **Security, compliance and audit.** Client settings, segregation of duties, access reviews, profile parameters, audit evidence. If you are in a regulated industry, the compliance-grade wrappers around all of this include records management, change and configuration management, problem management, periodic audit review and controlled decommissioning, among others, each of which is an optional, additional service.

6. **Service management and tooling.** SAP requires its own channel for technical requests. If you run a central service desk, connecting the two is your project, not a feature of the contract.

None of this is exotic; it’s the ordinary Tuesday work of a Basis team. And none is hidden: the split is published in SAP’s own documentation. The problem is the overwhelming scale of minutia: very few buying committees read with a comprehensive understanding of the Basis team impact before signing, and the consequences land on the team that wasn’t in the room.

Appendix A sets out these six categories against the specific line items in SAP’s roles and responsibilities document, with the service classification for each. While not light reading, it’s the most useful two pages in this paper if you are inside a negotiation.

How to read the responsibility split

SAP classifies each task in the roles and responsibilities document into five service classes. In practice they resolve into four questions to ask of every task your team performs today.

Standard Services Included
Several of these are narrower than the title suggests, and the limitation is usually in the note underneath rather than the heading.

Optional & Additional Services
Several of these are narrower than the title suggests, and the limitation is usually in the note underneath rather than the heading.

Cloud Application Services (CAS)
Effort-based, per execution. A large catalogue of work priced by the run. Familiar to anyone who has bought consulting. Unfamiliar to anyone who assumed that "cloud" means "included".

Excluded Tasks not offered
Your responsibility, outright.

Five things that surprise experienced Basis teams:

- Routine dump checking is not included. SAP will inform you of serious application issues that fall within its own scope. Regular ABAP dump review and classification sits on your side of the line. For most operations teams this is a daily task and an early-warning signal they would not choose to give up.
- You own memory behavior. Monitoring heap utilization, deciding when peak demand requires more, and making the temporary allocation change are all customer responsibilities despite being inside a service whose entire premise is that SAP runs the system.
- The client copy ceiling is 500 GB. Above it, SAP performs a system copy instead. For an enterprise ERP estate, that ceiling is small enough that the exception is the rule, and the substitute service carries longer timelines, more preparation and more cost.
- Refreshes are rationed. A defined number of system copies per year to spare infrastructure, extra-regional refreshes as an optional service, additional refreshes billable, non-NetWeaver systems excluded, and all pre- and post-processing on you. If your delivery model depends on frequent, production-like non-production environments, price this before you sign.
- Your ticketing system is not the system of record. Technical requests go through SAP's channel. Integrating that with ServiceNow or an equivalent is customer work, and there is no elegant remedy inside the contract.

Two places to watch, one FinOps and one SysOps:

- "SAP manages patching and platform maintenance." True of the platform. Not true of what your applications do to it. Growth analysis, archiving strategy, execution and monitoring of archiving, and identifying your fastest-growing tables all remain customer responsibilities; increased infrastructure consumption arising from them is a change request.
- "SAP manages security." True of the managed cloud infrastructure, and of certificates for SAP-owned domains within the contracted scope. Everything at the application layer is yours: your certificates, your trust relationships for custom interfaces, your segregation of duties, and the integration of SAP into enterprise-wide security operations and incident response.

Cloud Application Services are sold in packages and each package is uniquely coded. Map your own operations to packaged requirements, and the RISE/CAS decision can be scoped for ROI in a straightforward way. Six packages account for most of what a normal Basis operation does in a year:

- Application Operations: the largest bucket by some distance. Dumps, locks, update terminations, notes, transports, batch administration, refresh pre- and post-processing. Be careful with "transports" because that doesn't include "change management": it's just the transport import run, and it's not audit and compliance grade.
- Customer Application Monitoring: critical business transactions, interface health, job monitoring, anything you want watched that isn't system availability.
- Secure Users and Authorizations: user administration, roles, profiles.
- Data Lifecycle Management and Data Volume Optimization: growth analysis, archiving execution, table reorganization.
- Release Version Upgrade: upgrade planning, coordination, pre- and post-Basis tasks.
- Performance Optimization: root cause analysis on anything outside the technical service scope.

Most of the work inside those packages is repetitive, rule-driven and well suited to automation. For larger customers, it's probably work that will continue to exist in legacy landscapes still in transition. That is the commercial argument for readiness: the tasks are yours either way, so the question is only whether you buy them by the execution or automate them all at once.

Several of the SAP tools a Basis team would previously reach for reach the end of standard support in December 2027. EarlyWatch Alert, Solution Manager, ChaRM and everything configured inside it, plus TDMS and Business Connector all have a varying schedule of retirement and extended support options through 2033.

These are worth careful consideration since Cloud ALM is here, and it covers some of the functionality of legacy tools. Extended maintenance will be more expensive in the future, plus require a Solution Manager system hosted as a Cloud ERP instance – a very significant additional cost.

RISE reduces technical overhead. It does not reduce accountability. Read the notes under the headings.

RISE has an edge. The enterprise doesn't.

Almost no enterprise landscape is entirely RISE, even after a clean migration.

The typical estate we see is RISE-managed production, non-production or satellite systems on-premises or with a hyperscaler, a growing set of SAP BTP services, and an ever-expanding set of interfaces into non-SAP applications. RISE draws a box around the systems SAP operates. Monitoring, service levels and support all stop at the edge of that box, by design.

The important part is that it is not only a monitoring boundary. It is an operations boundary. The moment an incident involves anything a hair's width beyond the container, the detection, diagnosis, coordination and remediation are yours. It might be an interface to a warehouse system, a BTP integration flow, a satellite system on a hyperscaler, a non-production landscape you kept in-house for cost reasons, or any other system you use in addition to SAP. The incidents worth worrying about almost always involve connected systems.

That leaves four parties each holding one slice of the picture. SAP sees what SAP operates. The hyperscaler sees infrastructure. The systems integrator sees the project. Your team sees whatever is left. Nobody sees the whole landscape, and the RISE support channel is not designed to give it to them.

In practice, mean time to resolution across a hybrid estate is mostly mean time to agreement about whose problem it is. That is the cost of fragmented observability, and a significant risk for customers with Hybrid and transitioning estates.

The Avantra RISE Readiness Framework

Closing the gap between migrating to RISE and running it with confidence takes more than a RACI chart. It takes a deliberate operating discipline across three dimensions.

01

Anticipate

Landscape and visibility readiness. See the whole estate across RISE and non-RISE, SAP and BTP before a problem reaches production.

02

Automate

Operational readiness. Put the recurring Basis work on autopilot so it stops depending on manual effort and spare capacity.

03

Accelerate

Compliance and business readiness. Turn the time and risk you recover into a standing audit trail, and a team free to work on what comes next.

RISE Readiness is not a migration checklist; it's the operating model. Get it right and it keeps paying back long after the project team has moved on, because the work it addresses never stops arriving.

The next three sections explore what it means in practice, and how Avantra gets you there.

01

Anticipate: Landscape and Visibility Readiness

Anticipate means one view across everything that keeps SAP running: RISE-managed production, on-premises and hyperscaler-hosted non-production systems, BTP workloads, and the interfaces that tie them together. It also means the kind of monitoring an experienced operator would know as monitoring.

Standard RISE monitoring is scoped to availability and critical system states, which tells you a system has failed, not the more useful will-fail-soon. The second is correlation: an alert inside RISE and an alert outside it are two tickets in two systems, and the relationship between them is a human's job.

With Avantra, Anticipate readiness looks like this:

- One estate view across all RISE and non-RISE systems, anywhere SAP runs. An incident or predictive analysis spanning the boundary is one investigation rather than two.
- Forward-looking metrics, not just critical thresholds. Trend analysis and capacity trajectory on the measures that predict trouble: table growth, memory behavior, queue depth, job runtime drift.
- Coverage for what RISE monitoring doesn't reach: batch jobs, IDocs and interface health, cross-system communication, short dumps, lock and update behavior, certificate expiry.
- Critical business transaction monitoring, so the question "is the business working?" has an automated answer rather than a manual check.
- Full visibility into BTP workloads and consumption, so cost and performance decisions rest on evidence rather than estimates.



02

Automate: Operational Readiness

The same task now crosses an organizational boundary. A refresh that used to be a scheduled internal job becomes a request, a queue position, a set of pre-processing steps that remain yours, and depending on size, region and frequency a billable event. Multiply that by the number of times a year your delivery model needs a production-like environment and the operational cost of RISE stops being theoretical.

Automate readiness means the recurring work runs on its own, reliably, every time instead of when someone remembers or finds the hours:

- Automated system refresh and landscape management, including the pre- and post-processing: BDLS, RFC destinations, interface reinstatement, client configuration, test data preparation.
- Patching and security workflow, so SAP Note assessment and implementation follow a repeatable process
- Certificate and interface monitoring to catch expirations and failures before they become outages, on both sides of the boundary.
- User, authorization and housekeeping automation: provisioning, cleanup, log and job hygiene, batch scheduling, all automated to a standard.
- Native integration with SAP Cloud ALM and ServiceNow, using the tools your team already runs rather than adding another console.

Automation does not remove your team from the process. It removes the parts of the process that never needed a person.



03

Accelerate: Compliance and Business Readiness

Every RISE customer retains responsibility for demonstrating systems are operated securely and compliantly: client settings, segregation of duties, access reviews, profile parameters, audit evidence. RISE does not remove that obligation. Distributed responsibility can make it considerably harder to prove.

For regulated industries, the compliance-grade services wrapped around change, records, problem management and periodic audit review sit in the Optional Services column. You can buy them from SAP, which places a material part of your compliance posture in a vendor's hands, or you can retain the capability yourself.

Accelerate readiness means compliance stops being a scramble before an audit and becomes a byproduct of how the landscape already runs:

- Every automated action is logged and traceable, so audit evidence exists before anyone asks for it.
- Continuous, automated security and compliance checks in place of point-in-time reviews.
- Evidence beyond the RISE boundary: one record covering RISE and non-RISE systems.
- Capacity returned to the business: the hours recovered from Anticipate and Automate go back to new BTP use cases, S/4HANA innovation, and the business innovation roadmap paused for the migration.

This topic is easily missed in a RISE evaluation. Readiness is not only about surviving the transformation. It is about what your team is free to do once the operational load is off their plate.



RISE Readiness, By The Numbers

Across SAP landscapes running RISE, hybrid and on-premises, Avantra delivers impact for SAP customers:

UP TO

95%

reduction in unplanned downtime.

UP TO

90%

of false positives eliminated.

UP TO

70%

less manual operational effort.

UP TO

60%

faster mean time to resolution.

350+

automations available out of the box.

<3m

typical ROI payback period.

How Avantra Helps

Avantra was built for any SAP estate, anywhere SAP runs: part of it inside the RISE boundary, a good deal of it outside, all of it your responsibility to the business.

Hybrid by default. One view across RISE-managed systems, on-premises landscapes, hyperscaler environments and SAP BTP. One investigation when something breaks.

Automation where RISE stops. System refreshes and their pre- and post-processing, patching, certificate management, user administration and the housekeeping.

Compliance built in. Continuous automated checks and a standing audit trail across the whole estate, so demonstrating control is a report rather than a project.

Avantra does not compete with RISE and does not replace anything SAP does well. It covers the responsibilities that stayed yours. Native integration with SAP Cloud ALM, ServiceNow and the major hyperscalers means it fits what you already run, from day one.

Conclusion

RISE is a milestone. Readiness is what you do with it. Moving to Cloud ERP Private is a well-considered choice for many organizations. Cloud ERP Private still means significant customer responsibility; the published responsibility split says so plainly.

That work still belongs to your team across everything RISE does not manage and everything it reduces without removing. RISE Readiness is how we think about closing the gap: seeing the whole landscape, automating the work that keeps it healthy, and turning the recovered time and reduced risk into room to move on to what is next. The best time to get ready is before the next milestone forces the question. See where your landscape stands.

Ask Avantra for a RISE Readiness assessment of your SAP environment.

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Appendix A · What stays with you

Avantra's internal analysis of the SAP roles and responsibilities catalogue for Cloud ERP Private tracks 265 individual line items that fall outside standard service. Every one of them is classified either as a Cloud Application Service available from SAP, priced by execution or by package or as an Excluded Task, which SAP does not offer at all.

The extract below is organized by the six categories in section 02. For each line item it shows the identifier, how SAP classifies it, and what closing it looks like with Avantra. Where a CAS package code appears, it is the package you would otherwise be buying.

How to use this. Take your own operational runbook, walk it against these categories, and mark each task three ways: what it costs you today, what SAP would charge to take it, and whether it can be automated instead.

Appendix A.1 · Application-layer operations

Task	Ref	Under RISE	With Avantra
Regular ABAP dump check and classification	TO_NWABAP_1.1.22	CAS (A1)	Automated monitoring — SHORTDUMPS check
Analyse update terminations, determine impact and action	TO_NWABAP_1.1.07	CAS (A1)	Assisted — UpdateRecErrStat / UpdateStat checks
Clean up terminated updates	TO_NWABAP_1.1.08	CAS (A1)	Manual (SM13)
Analyse lock entries, determine impact and action	TO_NWABAP_1.1.10	CAS (A1)	Assisted — LOCKTABLE check
Analyse SAP application log, recommend fixes	TO_NWABAP_1.1.23	CAS (A1)	Assisted — SAP_ApplicationLog check
Reorganise qRFC / tRFC queues	TO_NWABAP_1.1.24	CAS (A1)	Scheduled housekeeping
Temporary heap / extended memory change (RSMEMORY)	TO_NWABAP_1.1.28_AE	CAS (A1)	Skilled manual task; Avantra supplies the signal
Terminate dialog work processes	TO_NWABAP_1.1.29_AE	CAS (A1)	Skilled manual task
ICM restart (non-responsive, or post SSL renewal)	TO_NWABAP_1.1.30_AE	CAS (A1)	Skilled manual task
SAP J2EE: adjust and configure Java applications	TO_J2EE_1.1.02	CAS (A1)	Skilled manual task
Event management for types outside Standard Service	BASIC_1.15.03	CAS (A1)	Automated — SAP system monitoring
Incident, change and service request fulfilment outside Standard Service	BASIC_1.15.01/02/04	CAS (A1)	Skilled manual task

Appendix A.2 · Landscape Management

Task	Ref	Under RISE	With Avantra
Homogeneous system copy for non-NetWeaver systems, initial build	BASIC_1.3.01	Excluded	Not offered by SAP at all
Pre-processing not covered by post-copy automation	BASIC_1.3.11	CAS (A1)	Run-book automation
Post-processing — embedded search, BDLS, pre-existing systems	BASIC_1.3.07	CAS (A1)	Run-book automation
Pre-processing — suspend jobs, lock users, export old configuration	TO_NWABAP_1.2.07	CAS (A1)	Automated — sap-users, sap-jobs (25.0)
Post-processing — enterprise search, Fiori launchpad, unlock users, release jobs	TO_NWABAP_1.2.08	CAS (A1)	Run-book automation
Re-enable technical integration points after system or client copy	TO_FIORI_1.1.12_AE	CAS (A1)	Automated — sap-rfc (25.0)
Update global change parameters and default system settings	BASIC_1.2.26_AE	CAS (A1)	Automated — sap-basis-se06 (24.3)

Appendix A.3 · Change, patching and upgrades

Task	Ref	Under RISE	With Avantra
Implement SAP Notes and manual corrections, application-related	BASIC_1.5.03	CAS (A1)	Automated — sap-notes (24.3)
Implement security notes, application-related	BASIC_1.2.28	CAS (S1)	Automated — sap-notes (24.3)
Implement ABAP and application security notes with manual activities	BASIC_1.2.29	CAS (custom scope)	Skilled manual task
Version upgrade / update: planning and coordination	BASIC_1.1.01	CAS (U3)	Software maintenance check and dates report (26.0)
Version update: pre- and post-Basis tasks	BASIC_1.5.22	CAS (U3)	Run-book automation
Version upgrade: pre- and post-Basis tasks	BASIC_1.5.22A	CAS (U3)	Run-book automation
Application-related technical tasks in continuous release and change management	BASIC_1.5.08	CAS (U3)	Skilled manual task
Transfer, release and execute transports	TO_ NWABAP_1.5.02/03	CAS (A1, U2)	Automated — sap-transports (26.0)
Implement SAP Note transport-based correction instructions	TO_NWABAP_1.5.13	CAS (A1)	Automated (26.0)
Maintain transport management system, routes and configuration	TO_NWABAP_1.5.11A	CAS (A1, U2)	Skilled manual task

Appendix A.4 · Interfaces, integration and certificates

Task	Ref	Under RISE	With Avantra
Monitoring of interfaces and interface-related functions	TO_NWABAP_1.3.26	CAS (A1, M1, M2)	Automated — qRFC in/out, RFC destination, PI/PO and Cloud Integration checks
Configure interface functions — IDocs, scripts and jobs, qRFC/tRFC/ bgRFC, ALE	TO_NWABAP_1.3.25	CAS (A1)	Skilled manual task
Configure RFC connections to customer-managed systems	TO_NWABAP_1.1.19	CAS (A1)	Automated — sap-basis-rfc (24.3)
Manage Web Service Runtime (WSRT)	TO_NWABAP_1.1.17	CAS (A1)	Assisted — web service and HTTP response checks (26.0)
Establish trust relationships between NetWeaver ABAP systems	TO_NWABAP_1.6.03	CAS (A1)	Skilled manual task
Send certificate signing request to certificate authority	BASIC_1.11.02	Excluded	Automated — sap-certificates (26.0)
Monitor validity period of certificates	BASIC_1.11.06	CAS (M1, M2)	Automated — sap-certificates (26.0)
Renewal of expiring certificates	BASIC_1.11.12	CAS (M1, M2)	Automated — sap-certificates (26.0)
SAP Cloud Connector service monitoring	TO_SCC_1.1.05	CAS (A1, D3)	Automated — Cloud Connector monitoring
Manage BTP certificates; create or change connectivity destinations	TO_BTP_1.1.05/06	CAS (A1)	Skilled manual task

Appendix A.5 · Performance, capacity and business monitoring

Task	Ref	Under RISE	With Avantra
Monitor critical business transactions	BASIC_1.7.07	CAS (M2)	Automated — custom checks
Analyze and troubleshoot performance issues outside service scope	BASIC_1.7.06	CAS (P2)	Assisted — observability
Identify root cause of failing KPIs, define corrective action	BASIC_1.7.12_AE	CAS (P2)	Assisted — smart root-cause analysis
Identify, analyze and optimize expensive SQL statements	HANA_1.1.15	CAS (A1, D1, P2, P3)	Automated monitoring — HDB_ ExpSQL
Review and analyze impact of data volume and load on performance	INFRA_1.5.04_AE	CAS (D6)	Automated — data volume growth and performance monitoring
Determine whether existing hardware can meet growth	INFRA_1.5.05_AE	CAS (D6)	Automated — data volume growth monitoring
Develop alternative plans — archiving, consolidation, upgrades	INFRA_1.5.06_AE	CAS (D6)	Skilled manual task
Regularly check fastest-growing tables, recommend archiving or reorg	TO_NWABAP_1.1.25	CAS (A1, D3, D6)	Skilled manual task
Execution and monitoring of the archiving process	TO_NWABAP_1.1.21	CAS (D3)	Assisted — sap-jobs
Administer application batch jobs — monitor and troubleshoot	TO_NWABAP_1.4.15	CAS (A1, M1, M2)	Automated — JOBS, JOBSTAT, SAP_JOB checks
Analyze faulty output requests	TO_NWABAP_1.7.02	CAS (A1)	Automated — spool checks

Appendix A.6 · Security, compliance, audit and service management

Task	Ref	Under RISE	With Avantra
Administer customer users — creation, change, deletion, profiles, roles	BASIC_1.2.18	CAS (S2)	Automated — sap-users with ServiceNow integration (24.3)
Definition, maintenance, review and audit of roles, profiles, authorisations	BASIC_1.2.17	CAS (C1, S2)	Assisted — sap-users, user profile and authorisation checks
Customer-specific security audit log analysis	BASIC_1.2.19	CAS (C1)	Automated monitoring — SECURITY_AUDIT_LOG
Application security monitoring and security KPI reporting	BASIC_1.2.32	CAS (S8)	Automated — security and compliance checks
Segregation of duties check and risk assessment report	CAS_2.2.01	CAS (S3)	Automated monitoring — authorisation and profile checks
Create service requests via the SAP service request platform	SM_1.2.01	Excluded	Automated — service request creation add-in (26.0)
Design and implement security concept for the application	BASIC_1.2.22	Excluded	Skilled manual task
Single sign-on design and implementation	BASIC_1.2.24/25	Excluded	Skilled manual task
Validate logical integrity and consistency of restored information	INFRA_1.8.06	Excluded	Skilled manual task

Appendix B · Ten questions to ask yourself about your RISE project

1. Which version of the roles and responsibilities document applies to our contract?
2. Of the operational tasks in our current runbook, which are Standard, which are Optional or Additional, which are CAS, and which are Excluded?
3. What is our annual allowance for system copies and refreshes, on what infrastructure, and what does the eleventh one cost?
4. Which of our systems exceed the 500 GB client copy threshold today, and what does that change about how we refresh them?
5. Does standard monitoring meet our needs? What exactly is monitored under standard service, at what interval, against what thresholds?
6. Which non-NetWeaver and satellite systems in our estate fall outside the contract entirely?
7. How do technical requests reach SAP, and what is the supported path for integrating that with our service desk?
8. For our regulatory obligations, which Optional Services would be required, and what is the three-year cost?
9. When an incident spans the RISE boundary, who owns coordination, and what is the SLA on the parts that are ours?
10. At renewal, which of these classifications can be renegotiated, and which are fixed by the service description?