

FREQUENTLY ASKED QUESTIONS SAP BUSINESS ONE 8.8

Internal and Partner Use



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This document provides SAP partners and internal employees with the most frequently asked questions and answers about the next product version of SAP Business One.

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What is new about the latest release of SAP Business One?

In SAP Business One 8.8 release family, SAP provides a series of innovations and enhancements in the following key areas that will be delivered in major (8.8) and minor releases (8.81 & 8.82):

Business Needs	Enhancements
Visibility to timely, accurate data	<ul style="list-style-type: none"> • Fully integrated Crystal Reports • Support for Xcelsius; role-based dashboards* • Mobile integration*
User productivity	<ul style="list-style-type: none"> • New user interface • Enhanced system messages and online help • Personalized work center
Streamlined transaction management	<ul style="list-style-type: none"> • Improved product features including negative invoicing, down payments, units of measure, cost accounting, available-to-promise, and aging
Robust, scalable platform to support growth	<ul style="list-style-type: none"> • Source code improvements in product architecture • Unified code base (merged A & B clusters) • “Solution Packager” • Enhancements and new business objects in SDK • Expanded integration framework (B1i) to include on-demand, mobile and web store integrations
High system performance	<ul style="list-style-type: none"> • Application performance improvements • New data archiving tool
Lower cost of operations	<ul style="list-style-type: none"> • SAP remote support platform (RSP) for system monitoring, maintenance and repair • New upgrade wizard

* Will be introduced with the 8.81 minor release in Q4 2010.

* Extra purchase might be necessary. More information about timing and pricing will be provided during the first half of 2010

What benefits does SAP Business One 8.8 provide to customers?

SAP Business One is a world-class, integrated ERP application that addresses the core business requirements of the small businesses. With the latest release of SAP Business One, SAP is delivering the following benefits to customers' business:

- **Enhanced user experience and productivity** – New product release introduces a new graphical user interface with a more modern look and feel, enhanced error message clarity, error tracing and online help, as well as significant performance improvements that increase the user experience and simplify daily operations and transactional activities.
- **Greater visibility into operations and financial performance** – SAP Business One 8.8 is fully integrated with the Crystal Reports® software and enables embedding Xcelsius visualizations into Crystal Reports, providing easy-to-use reports and embedded analytics designed to increase the transparency of business operations, improve decision making, and drive performance. For example, executive dashboards can track key performance indicators (KPIs) such as inventory levels and sales revenue. Or enable you to drill down from KPIs to directly take actions and adjust operations.
- **New functionality and improved processes** – There are major improvements in financials, banking, sales, purchasing and inventory that streamline and automate core business processes. Enhanced features include negative invoices, down payment, payment wizard, support for multiple units of measure in various documents, pick and pack, available to promise (ATP), aging, and cost accounting
- **A solid, flexible foundation ready to support growth** – Refined system architecture with improvements in the source code, and unified code base for localizations significantly reduce the complexity of the product. These enhancements not only reduce the cost of supporting and maintaining the software but also enable timely access to latest enhancements, product releases, and upgrades for all customers around the world. In SAP Business One 8.8, several enhancements have also been made to the various components of the software development kit (SDK) that will now allow software solution partners (SSPs) to innovate with greater speed and less resources.
- **Reduced total cost of ownership** – With SAP Business One 8.8, customers have the opportunity to reduce total cost of ownership by simplifying their IT support and maintenance through remote support platform (RSP), leveraging the new Upgrade Wizard and the Data Archiving tool that are developed through years of experience. For example, RSP can proactively monitor customers' systems and prevent issues from happening by automatically sending status reports, alerts and healing tasks, securing customers daily operations. The new data archiving feature, on the other hand, allows customers to improve the utilization of their database and achieve leaner, faster system performance.

Where can I find more detailed information about the new functionalities of the new release?

You can find more information about the new functionalities as well as sales & implementation related materials on the SAP Channel Partner Portal at <http://channel.sap.com>. Please visit the 'Documentation' section within the SAP Business One 8.8 Information Center at <http://channel.sap.com/sbo/88>.

Are there training support materials available yet?

Yes, please refer to the [Delta Training for SAP Business One 8.8](#) on the SAP Channel Partner Portal at <http://channel.sap.com>. We will communicate what additional materials will be available via e-mail and all other regular channels we use to distribute information throughout the year.

Will there be any future improvements to SAP Business One 8.8?

Yes. SAP plans to introduce two minor release versions of SAP Business One 8.8 (i.e., 8.81 in Q4 2010, and 8.82 in the second half of 2011), which will deliver new and improved business functions and/or changes in legal requirements or accounting regulations that can be implemented and adopted quickly. Detailed information about what minor releases include and when they will be released will be announced over the course of 2010 and 2011.

In addition, until the end of the mainstream maintenance – i.e. through June 2013 –, SAP will provide continuous delivery of bug fixes and other support-related services to keep customers' infrastructure secure and up-to-date.

What are the pricing and licensing changes in this latest release of SAP Business One?

There are no changes to pricing, licensing or material codes in SAP Business One. The new pricing & licensing delivery model that has been effective since May 1, 2008 as well as the PartnerEdge ordering process for licensing is still valid.

Below are the pricing details:

SAP Business One Named User	Prices (EUR)			
	Professional User	Limited CRM User	Limited Financial User	Limited Logistic User
	2,500	1,250	1,000	1,000
<u>Minimum</u> license requirement: 1 (one) SAP Business One Professional User				

You can refer to the latest "Global Master Reseller Price List" for details. For a localized version of your price list, please contact your channel manager.

What is the status of the Crystal Reports integration with SAP Business One?

The full Crystal Reports integration with the SAP Business One application is completed in this new release. Now, customers can easily create, edit and view reports and layouts with the new Crystal Reports functions in SAP Business One. Reports and layouts can be created using a new user-friendly abstraction layer with readable metadata information from database tables in the core application. In addition, with the "What You See Is What You Get" (WYSIWYG) component of the Crystal Reports, which is an integral part of the core product in the new release, customers will be able to get an accurate print preview of reports and documents, and export them into commonly used formats such as PDF, XML, and Microsoft Excel.

For additional information, visit <http://channel.sap.com/sbo/crystal>.

I've heard that the reports available in PLD today will not be available in Crystal Reports in release 8.8?

Migration of the most commonly used built-in PLD reports into Crystal Reports layouts will be completed during the 8.8 general availability (GA) in 2010. SAP plans to release these enhancements to countries on a rolling basis, and will provide details about the release dates together with 8.8 GA announcements in May 2010.

Do customers have to pay additional price to deploy Crystal Reports?

All customers and partners who are current on their SAP Maintenance and all new SAP Business One customers will be entitled to receive and deploy a single named user of Crystal Reports 2008 for SAP Business One for free. This special version of Crystal Reports 2008 has been designed to work only with data from your SAP Business One solution. Fundamentally this is the same version of Crystal Reports 2008 that you can buy off the shelf with one restriction: it is licensed for use only with SAP Business One data and associated Software Solution Provider data that reside on a Microsoft SQL Server, the only supported database for SAP Business One 8.8. Also, the redistributable .Net components are not included in this version. Partners and customers who wish to deploy the runtimes as part of their solutions to other organizations must acquire a full license of Crystal Reports 2008.

How many customers are using the new solution? Can I talk with a customer?

As of late February, there are over 150 customers live on SAP Business One 8.8 and 450+ implementation projects in progress. There are many customers who are available to comment on the implementation experience and benefits of the new release so please reach out to your channel manager if you would like to speak with a customer.

What are a Software Solution Partner's expected development costs to migrate add-ons to this new product version?

To some extent, the cost will depend on the complexity of the SSP solution being migrated. However, based on feedback received from partners who have already migrated their solution to version 8.8, the process is relatively easy and typically does not require any major code changes.

How do SAP and its partners support existing customers in upgrading?

SAP has developed an extensive portfolio of tools and content dedicated to assist its partners with their upgrade projects across the entire project cycle – i.e. from introduction and evaluation to actual implementation and training. Detailed information regarding the new features and enhancements, benefits, how to upgrade, and training materials can be found on the SAP Business One 8.8 Information Center at <http://channel.sap.com/sbo/88>. Refer to "[Introduction to SAP Business One 8.8](#)" presentation to learn about all the key enhancements and new features to get started.

In addition, SAP has introduced a brand new Upgrade Wizard that significantly simplifies the upgrade process and reduces the time and effort, while ensuring the safety of the whole process. To learn more about the tool and how to leverage it, check out the recorded session or the presentation on the SAP Business One 8.8 Information Center at <http://channel.sap.com/sbo/88>

What production downtime should we expect during the technical upgrade?

The downtime period depends on various factors, primarily on hardware power, database size and release that is being upgraded and therefore contingent on each individual situation. Technical part of a typical upgrade for smaller databases can be performed in 2-3 hours whereas for larger databases the technical upgrade may take up to 5-6 hours, or more in complex business cases.

Does an upgrade to the new release require additional training for existing users?

It depends. Unless the customer will be using new functionalities, there will be no need for additional training. Enhancements such as the new user interface, system messages, application performance improvements, architectural changes, support for new local requirements and etc. act behind the scenes. However, if a customer wants to leverage new functionalities, then some level of training will be required to enable the users on the new features as well as to simplify and/or enhance existing business processes.

Are there any changes in terms of hardware and software requirements? More specifically, what impact does an upgrade to SAP Business One 8.8 have on the hardware?

Supported hardware and software platforms have been slightly updated to meet most recent industry standards for optimal performance but there hasn't been any major requirements change compared to the previous SAP Business One 2007 product release. For detailed information about which configurations SAP Business One 8.8 supports, please visit the [Supported Platforms Overview](#) and the [System Requirements Guide](#) on the channel partner portal.

In general, the impact on existing IT infrastructure depends on the following criteria:

- The release that's being upgraded from
- Extent of IT infrastructure utilization such as number of users
- Scope of functional enhancements including industry specific and horizontal add-ons

Therefore, the answer to the 2nd part of the question varies depending on the customer scenario. With the help of the [System Requirements Guide](#) and the [Best Practice System Setup](#) information published on the [SAP Community Network](#), you can get a good estimate on what impact the upgrade would have on your customer's system.

How can customers on older versions convert licenses to upgrade to 8.8?

There is no need for contract conversion when upgrading; all the contract terms with SAP can remain the same. Also, the licensing mechanism of SAP Business One 8.8 supports all license types that were sold in the past so when customers wish to upgrade their system, all they should do is the following:

- Remove the old license manager and install the new one for SAP Business One 8.8.
- Submit a new license file request for version 8.8 under the current installation number.
 - Request should include the current user types such as 5 Professional users, 10 CRM Sales users, and 15 Basic add-on users. (Customers can view the licenses they are entitled to, on the Contract Terms link located in the license request page).
 - If customers have a mix of both old and new license user types, they can combine them in the same request. For example, 5 Professional users and 10 CRM Sales users can be combined with 2 Limited Financials users in the same license file request. Please note that Limited user types that were previously promoted into Professional user types will now be converted back into the original user types and be restricted in functionality.

For information about the access rights each license type is assigned to, please refer to the [License Comparison Chart](#) on the New Pricing and Licensing Page at <http://channel.sap.com/sbo> (SAP Business One Home Page > Sales Snapshot > Pricing and Licensing).

When will SAP Business One 8.8 be generally available and in what countries?

SAP Business One 8.8 has been in ramp-up since August 4 2009, and is planned to be generally available in May 2010 for the following countries:

Australia, **A**ustria,
Belgium, **B**razil,
Canada, **C**hile, **C**hina, **C**osta Rica, **C**zech Republic,
Denmark,
Finland, **F**rance,
Germany, **G**uatemala,
Hong Kong, **H**ungary,
India, **I**reland, **I**srael, **I**taly,
Japan,
Mexico,
Netherlands, **N**ew Zealand, **N**orway,
Panama, **P**oland, **P**ortugal, **P**uerto Rico,
Russia,
Singapore, **S**lovakia, **S**outh Africa, **S**outh Korea, **S**pain, **S**weden,
Switzerland,
United Kingdom, **U**nited States

Which SSP solutions are currently available for version 8.8?

As of February 10 2010, 26 SSP solutions are ready for SAP Business One 8.8 and the number is growing. For a complete list of partner solutions that support version 8.8, visit the SSP Solutions section at the [SAP Business One 8.8 Information Center](#).

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