

How Customers Are Responding to the Planned End of ECC6 Mainstream Maintenance Deadline

Our survey of 148 North American professionals shows that enterprises plan to run their current SAP applications to at least 2025 or beyond

SAP's Agenda

versus

Customer Focus

<p>2027</p> <p>End-of-mainstream maintenance for core ECC6 applications</p>	<p>S/4HANA</p> <p>Migration to an early-stage product</p>	<p>SAP Cloud</p> <p>Higher long-term operating costs¹</p>	 <p>Run proven core SAP applications</p>	 <p>Continue to evaluate S/4HANA</p>	 <p>Question the value of SAP support</p>
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5 Survey Takeaways

1 Respondents cite cost optimization, improving business productivity and investing in digital transformation initiatives as their top priorities.

Top 3 Mission-Critical Priorities



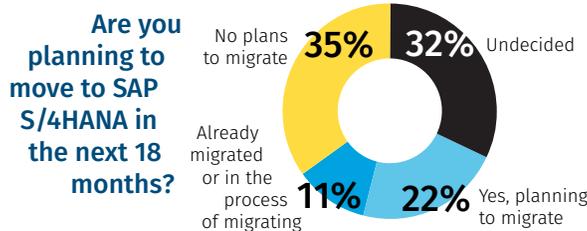
2 Nearly 80% of SAP licensees surveyed plan to continue to run their customized, mature SAP systems at least or beyond SAP's planned 2025 end of ECC6 mainstream maintenance date.



3 A majority of respondents running ECC6 are not running the latest Enhancement Pack 8 release.



4 67% of respondents either have no plans to migrate or are undecided about moving to S/4HANA.



\$35M

average cost to migrate to S/4HANA³

Top 3 Reasons for not moving to S/4HANA:

- Lack of resources
- No business justification
- Maximize current applications

5 Only a 5% of respondents said they felt the fees they paid for SAP support were "well worth the value we receive" in return.

What are your biggest challenges with SAP support today?



Which Path Will You Choose?

STAY

- Continue with SAP's roadmap.
- Invest in costly upgrades and migrations.
- Receive limited ROI.



TAKE CONTROL

- Transform IT to support business goals.
- Leverage SAP's software on your terms.
- Drive growth and competitive advantage.

Read the full report

<https://www.riministreet.com/research-report-sap-customers-respond-ecc6-deadline>

^{*} On Feb. 4, 2020, SAP had announced mainstream support for SAP Business Suite 7 until 2027.

¹ "SAP Presentation, SAP Investor Symposium," Feb 4, 2014

² <https://diginomica.com/saps-restructuring-hunger-games-game-of-thrones-or-both>

³ Rimini Street SAP S/4HANA Cost Calculator

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