



Shared Responsibilities After Moving to SAP RISE

20TH OF OCTOBER 2026

Common misconception

«We moved to RISE and SAP takes care of everything»

In reality,

SAP takes over many operational platform activities, but the customer still owns the business outcome.



Customer concerns

What changes?

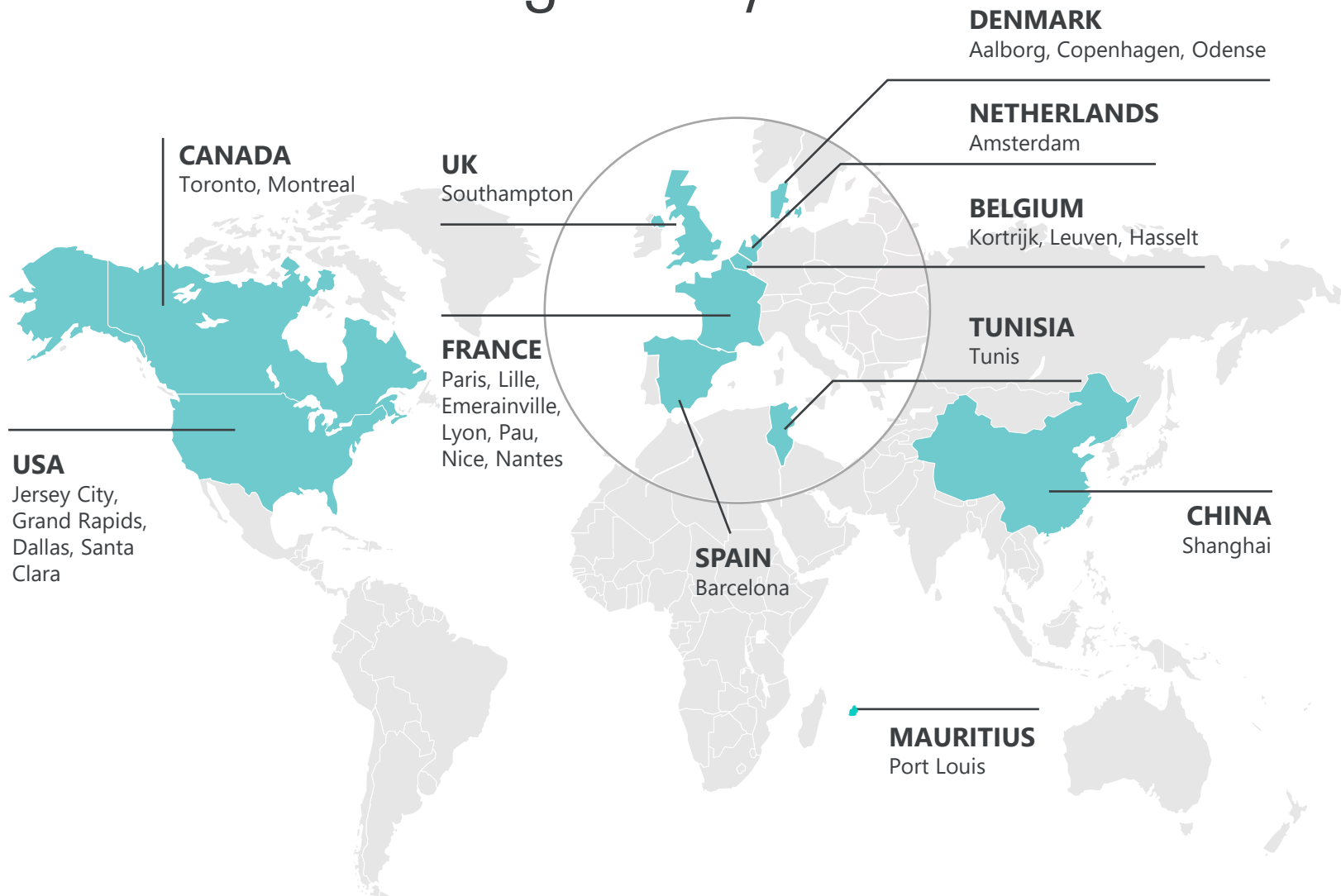
What remains my responsibility after moving to RISE?

How do I stay successful?

About oXya

01

oXya supports tech and digital transformations globally



1000+
Employees



400+
Clients worldwide



11
Countries



+82
NPS



Our delivery organization

Account manager

Service delivery manager



Monitoring

- **Technical** coordinators
- **24/7** operators



Operations
/ support

- **Assigned team of consultants**
Multiskilled in SAP (RISE and on
prem), DB, OS & DRP tools
Run & Projects
Steering Committees
SLAs
- **On-demand oXya experts**

Phases

02

oXya supports you throughout the entire project lifecycle



oXya does not approach SAP RISE as a one-off technical project, but as an enterprise-wide information systems transformation. Our offering brings SAP, surrounding applications, data, network, security and cloud together within one coherent transformation roadmap



DESIGN BEFORE RISE

We validate the target architecture and define the cloud and data strategies before the project begins.



BUILD&MIGRATE PROJECT DELIVERY

We support your migration to SAP RISE



RUN MANAGED SERVICES

Through our managed services, we operate, secure and continuously evolve your information systems.

SAP Cloud ERP support

03

SAP Cloud ERP Service Scope and Responsibility Model

SAP ECS

STANDARD TASKS

- SAP software and support, security, 99.7% cross-stack SLA
- Managed infrastructure: HA/DR, network, storage and backup
- OS/DB and Basis, 24/7 monitoring, upgrades and patching

OPTIONAL TASKS

- Scale compute (CPU/RAM) & storage
- Disaster Recovery : setup, failover, tests
- Enhanced SLAs: RTO/RPO and 99.9% Pacemaker cluster availability

ADDITIONAL TASKS

- IP changes, domain migration and ad-hoc backups
- Database partitioning and encryption, system rebuilds
- S/4HANA and BW/4HANA conversion, tuning and benchmarking

Customer / oXya

PACKAGED SERVICES

- Release & version management (notes, corrections)
- Application operations: transports and application notes
- Basis "Client 100" and pre-/post-processing
- 24/7 application monitoring — Find It / Fix It (KPIs and jobs)
- Regression testing: strategy, execution and test cases

EXCLUDED TASKS

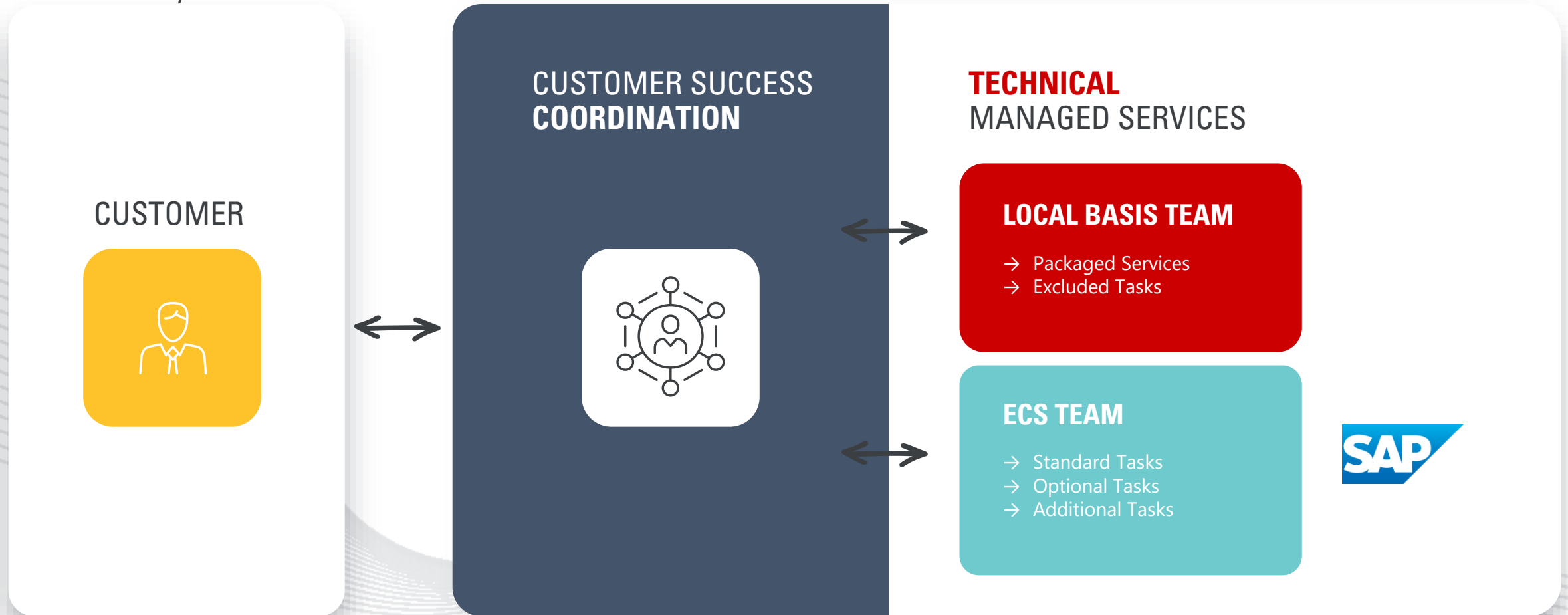
- SSO, client-side security concept and DR procedures
- Application customizing, ABAP and print forms
- Fiori configuration, DNS and X.509 certificates
- Third-party add-ons and Active Directory integration

The five service categories within an SAP RISE program and their scope. SAP operates Standard, Optional and Additional Tasks, according to SAP. Packaged Services and Excluded Tasks, can be entrusted to oXya.

Actual operational effort may be significantly higher depending on customer requirements.

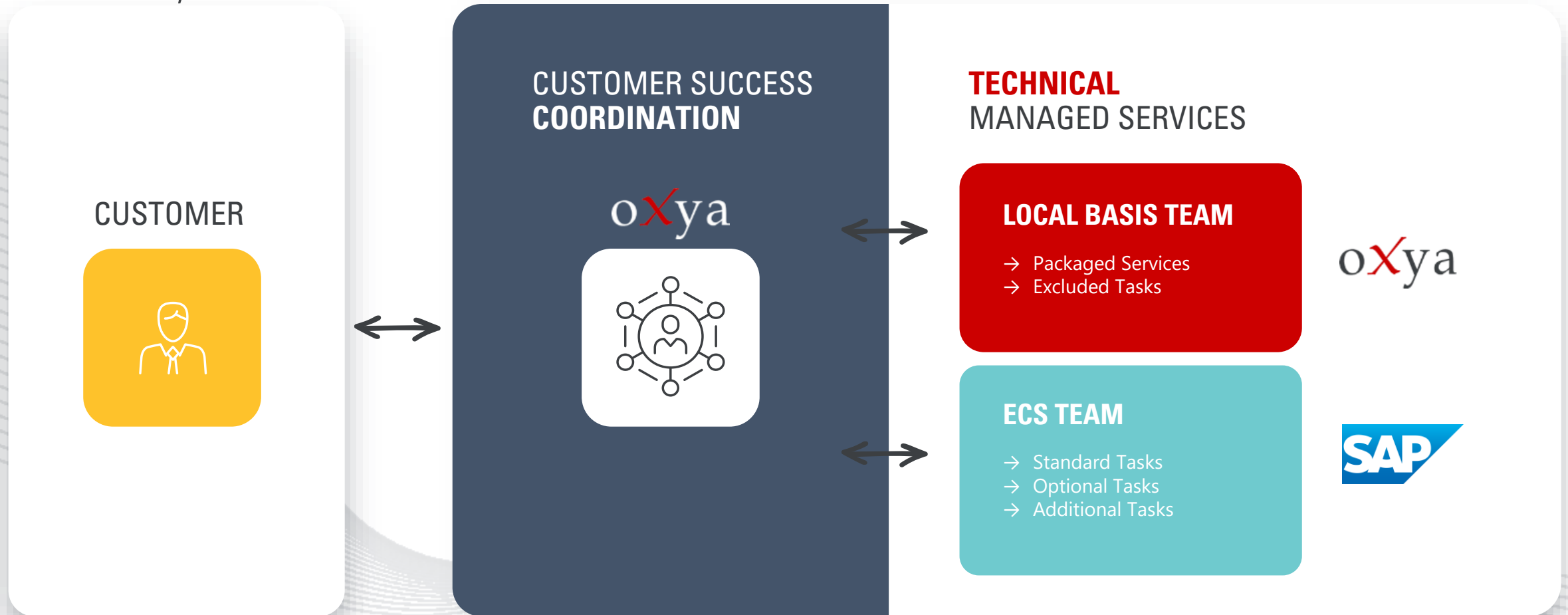
RUN – ORCHESTRATION & COORDINATION

In addition, end-to-end coordination of all administration tasks is needed.



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Where do Operations Teams need to Focus?

The focus shifts from technical execution to governance, optimization and business outcomes.

GOVERNANCE

- Set priorities
- Coordinate suppliers
- Manage risks

OPTIMIZE

- Performance
- Capacity
- Growth

VALIDATE

- Outcomes
- Security (ECS + customer policies)
- Business requirements

What Changes in the RISE Operating Model?

	Traditional SAP Operations	SAP Cloud ERP / RISE
Responsibility	Customer executes most technical activities directly	SAP executes many platform-related services
Technical ownership	Technical ownership and execution are often combined	Ownership and execution are often separated
Platform administration	Customer-managed	Follows SAP-defined services
Focus area(s) for customer	Focus on technical execution	Focus on planning, governance and outcomes
Tooling	Customer tools and procedures	Standardized SAP operating model
Maintenance windows	Maintenance window may contain multiple tasks that can be performed in one downtime window	Maintenance window may contain multiple service request needing multiple downtime windows

Why a partner like oXya alongside RISE
- *introduces a different model that changes where responsibilities sit.*



Operational Excellence in RISE

- › Complementing services to SAP RISE

Bridge between customer and SAP

- › Technical planning & coordination

Customer Knowledge

- › Understand customer SAP landscape and business requirements.

Proactive Optimization

- › SAP provides platform operations.
- › Continuous optimization, performance management, growth management, security follow-up and automation remain customer responsibilities.

R&R matrix

04

oXya



Understanding the Roles & Responsibilities

Define not only ownership, but also how services are delivered within the RISE operating model

- › Services scope
- › Responsibilities for SAP & customer
- › Prerequisites
- › Lead times(*)
- › Expected outcomes
- › Service Delivery conditions

Where to find it

What information is missing in the Roles and Responsibility?

Scenario

1 Business Need

Database growth and performance require action to support future business needs.



- ! Database size increasing
- ! Large tables
- ! Slower performance
- ! Need to prepare for future growth



Database growth



Large tables



Performance considerations



Future growth

2 Assessment

We work with the customer/partner to analyze the impact and define the right partitioning strategy.

Table Analysis

Table	Size	Growth	Impact
VBAP	1.2 TB	High	High
BKPF	800 GB	Medium	Medium
BSEG	2.5 TB	High	High
MARA	600 GB	Medium	Low

Partitioning Strategy



Customer / Partner



Analyze affected tables



Determine partitioning strategy



Validate business impact

3 Service Definition

The service is defined in the SAP Service Catalog with clear scope, prerequisites, and lead times.

SAP Service Catalog

Database Table Partitioning
Optimize large tables by implementing database partitioning.

Service Scope

- Analyze and implement table partitioning
- Follow SAP best practices
- Validate technical completion

Prerequisites

- System access
- Required authorizations
- Agreed downtime window
- Customer approval



SAP Service Catalog



Defined service scope



Defined prerequisites



Defined lead times

4 SAP Execution

SAP ECS executes the approved service, following SAP procedures and validating technical completion.

Execution Steps

- ✓ Prepare environment
- ✓ Implement partitioning
- ✓ Run validation checks
- ✓ Follow SAP procedures
- ✓ Complete service



Technical Completion Validated



SAP ECS



Execute approved service



Follow SAP procedures



Validate technical completion

5 Business Outcome

The customer confirms the objectives are achieved, monitors results, and continues optimization.

Results After Partitioning

- Database Size Optimized
- Improved Performance
- System Stability Increased
- Ready for Future Growth



Customer



Confirm objectives achieved



Monitor results



Continue optimization

Patch Tuesday

05

Patch Tuesday 13th of October

23 SAP Security CVEs

- › mixture of OSS note corrections, Kernel Updates (downtime required) and parameters.

Customer is responsible to analyze the CVEs and the systems impacted and then request implementation through Service Requests where fit.

Priority	# of Notes	Time to production (*)
Critical (9.0 – 10.0)	4	5 days
High (7.0-8.9)	3	10 days
Medium (4.0 – 6.9)	15	15 days
Low (0 – 3.9)	1	30 days
Total	23	

Patch Tuesday – detailed view

SAP Note	CVE	Priority	Score	Impact Summary	Downtime	Impacted SAP system landscapes
GHSA-4mv3-jxxm-9cx2	CVE-2026-89111	Critical	10	No - Component not used	No	None
3797111	CVE-2026-89110	Critical	9.9	No - Component not used	No	None
3805589	CVE-2026-89107	Critical	9.9	Yes - Note to Implement	No	2
3798788	CVE-2026-89108	Critical	9.1	Yes - Java update component	Yes	None identified
3800517	CVE-2026-89113	High	8.8	No - Component not used	No	None
3765424	CVE-2026-58249	High	7.5	Yes - Kernel to update	Yes	12
3626303	CVE-2026-89120	High	7.1	Yes - Kernel to update	Yes	1
GHSA-8rcv-xqgf-8743	CVE-2026-89112	Medium	6.5	No - Component not used	No	Not a RISE component
3798823	CVE-2026-76972	Medium	6.5	No - Java update component	Yes	None identified
3689080	CVE-2026-24316	Medium	6.4	Yes - Note to Implement	Yes	12
3629325	CVE-2025-42938	Medium	6.1	No - Note to Implement	No	None identified
3779985	CVE-2026-89117	Medium	6.1	Yes - Java update component	Yes	3
3794572	CVE-2026-76975	Medium	6.1	Yes - Update SAP_UI	Yes	6
3790401	CVE-2026-89122	Medium	6.1	Yes - Java update component	Yes	3
GHSA-vm9q-mf35-jwpx	CVE-2026-89116	Medium	5.9	No - Component not used	No	Not a RISE component
3671819	CVE-2026-76976	Medium	5.4	Yes - Note to Implement	Yes	9
3789825	CVE-2026-89118	Medium	5.3	Yes - Java update component	Yes	3
3680888	CVE-2026-76974	Medium	5.3	Yes - Note to Implement	No	5
3799621	CVE-2026-89121	Medium	4.7	No - Note to Implement	No	None identified
3799054	CVE-2026-89106	Medium	4.4	Yes - Update SAP_UI	Yes	8
3810872	CVE-2026-89124	Medium	4.3	No - Component not used	No	None
GHSA-857v-p42q-f3qf	CVE-2026-89105	Medium	4.2	No - Component not used	No	Not a RISE component
3767634	CVE-2026-58242	Low	3.5	No - SAP Cloud Connector to Update	Yes	None identified

Key Takeaways



- › RISE changes how operational services are delivered
- › SAP operates the platform, customers remain accountable for business outcomes
- › oXya helps bridge the two.
- › Understanding the Roles & Responsibilities is key to success
- › Peer Exchange @Tjuvholmen 16:20
- › The oXya Stand B9

The background features a dark blue field filled with numerous thin, curved lines of light in shades of blue, purple, and pink, creating a sense of motion and depth.

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