

# SAP Commerce Platform *Upgrade*

SAP Commerce Platform upgrade allows commerce solution to maintain support ability and/or take advantage of new features available in the latest release.



# Upgrade Process Overview

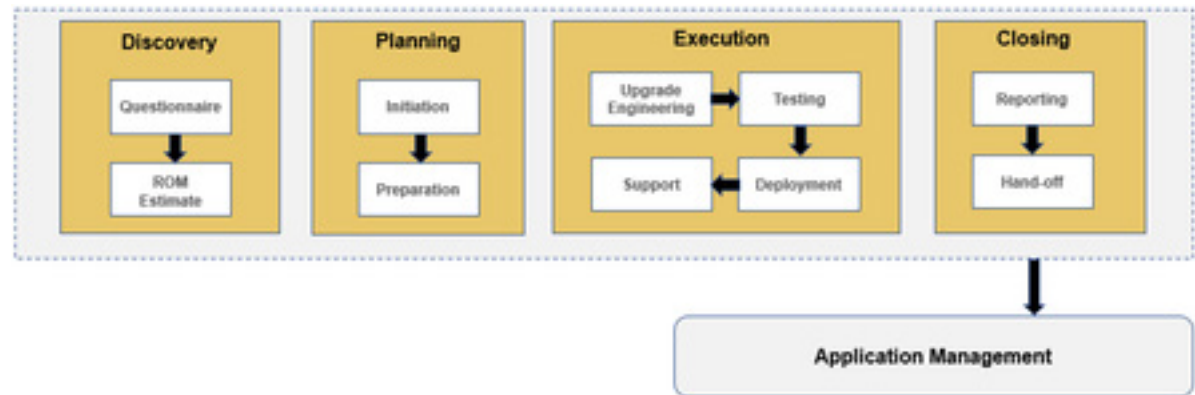
SAP Commerce Platform upgrade allows commerce solution to maintain support ability and/or take advantage of new features available in the latest release.

Outlined below industry recommended approach and steps involved in the upgrade project framework and the milestones that should be achieved in each phase.

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# Upgrade Project Phases

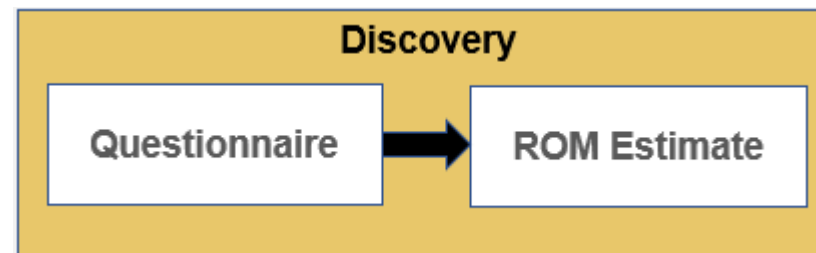
Upgrade project framework consists of 4 key phases Discovery, Planning, Execution and Closure.



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# Discovery

Discovery phase helps to determine upgrade version that fits your business digital strategy and determines the effort required to perform the upgrade. During discovery phase upgrade approach (Functional, Like for Like (technical) or Extended (technical)) will be determined.



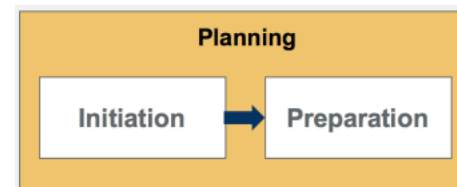
A discovery questionnaire will help to decide on the upgrade type. A Rough Order of Magnitude(ROM) estimate of the upgrade effort is made, once the type of upgrade is determined. Discovery questionnaire that could drive initial upgrade assessment be

1. Does the data model need to be redesigned?
2. What is the level of technical debt in the code?
3. What is the level of customization versus out of box functionality in the code?
4. What new enhancements or features of SAP Commerce are needed?
5. What kind of compliance and security requirements are there?

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# Planning

The Planning phase covers the work to analyze the existing application and establish the requirements for the upgrade. Based on the analysis' results and any new requirements, an estimate of the upgrade effort is made, a plan for the upgrade is created, then the plan is completed during the Execution phase.



The goal of the initiation activity is to let the customer and the project team to kick-off the Upgrade Project. The goal of this initiation activity is to introduce all stakeholders and starts a discussion between the customer and members of the project team. It includes gathering the information with high level questionnaire

**why** – business goals and objectives of the project

**what** – high-level scope and prioritization (security vs. new features)

**how** – approach, methodology, and ways of working

**when** – high-level project plan, milestone and resource planning

**cost** – estimated project costs including project team, infrastructure, licensing, and so on

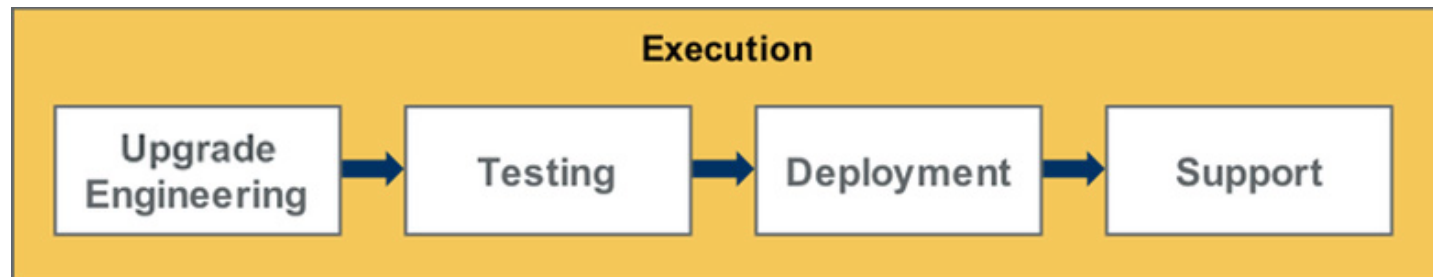
**risks** – business/project/technical risks of the project

Preparation activity captures identification of team size and responsibilities, existing problems, high level upgrade estimates and project execution plan.

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# Execution

During this phase, upgrade is performed. The end result of this phase is an upgraded code base that was tested thoroughly and ready for deployment.



Upgrade engineering activity is to upgrade current custom part and platform (source version). Upgrades platform binaries to a new version (target version), perform technical migration / re-generate custom code, and perform technical migration of configuration and database, in order to be compatible with target binaries version.

During Testing activity, a full regression test should be carried out to make sure existing functionality works, performance testing to understand if the application's performance has changed, acceptance testing to ensure any existing/new functionality works as expected, and security testing to test for any new security issues that may have risen during the code upgrade.

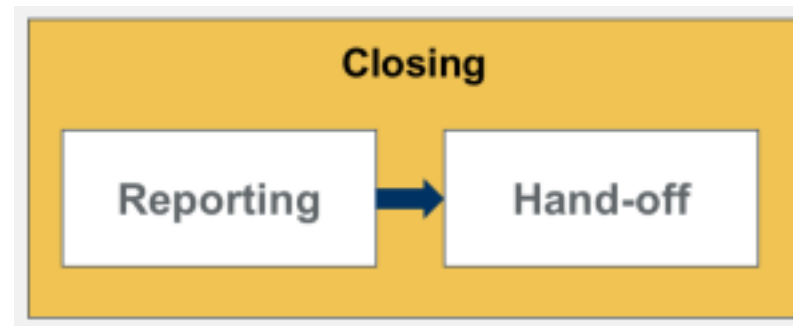
During deployment activity, code will be deployed to the necessary environment(s) and run any additional update steps as documented.

System will be handed to the Application Management team during Support activity.

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# Closing

The Closing phase represents the final activities before regular Application Management resumes.



Reports are created with updated list of open issues and list of documents handed over to support team and final hand-off to application support team.

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# SAP Commerce Upgrade Technical Approach

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Upgrading SAP Commerce system deals with

- The upgrade of the software
- Managing Upgrade Dependencies
- Migration of existing system data

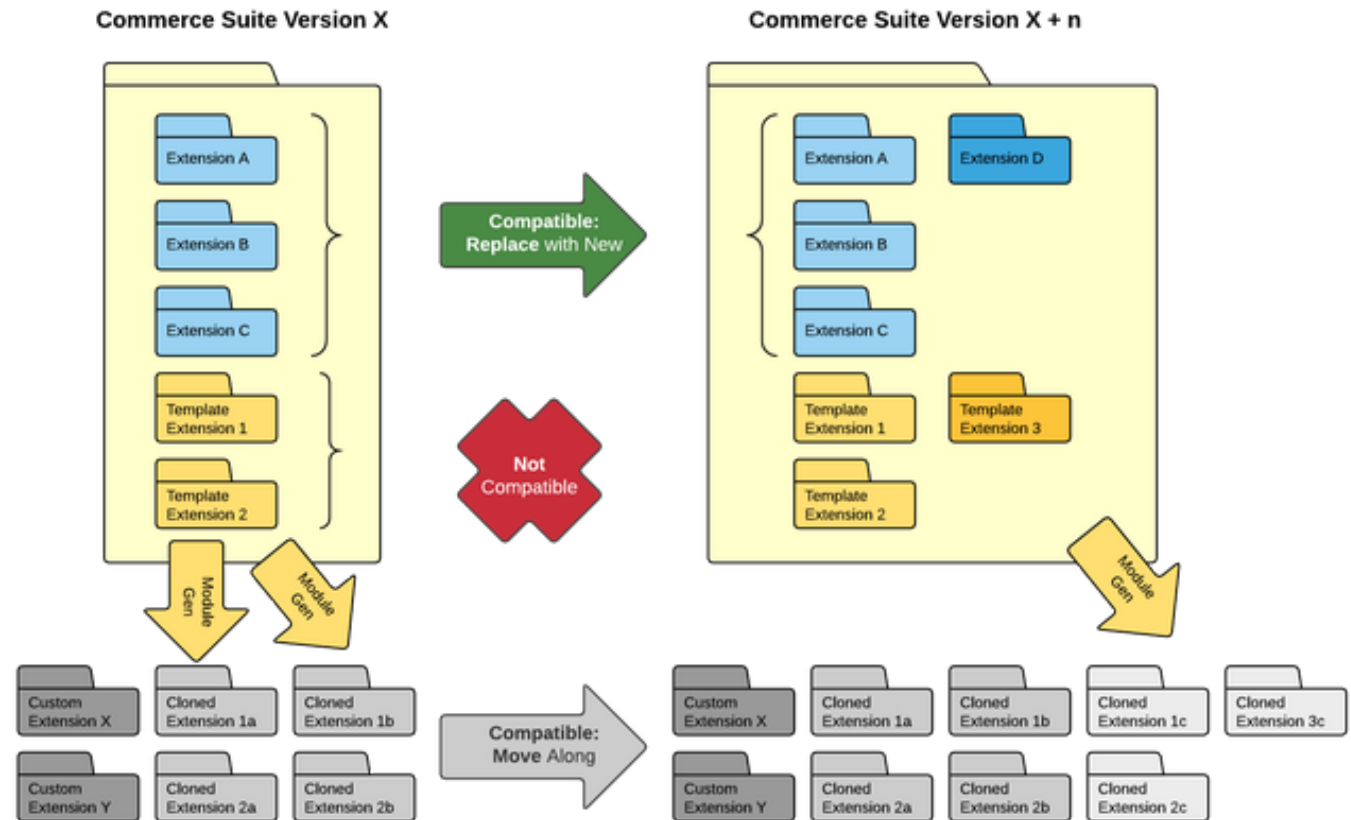
For latest SAP Commerce Platform Features visit the new/enhanced features.



# Upgrading the Software

While upgrading a SAP Commerce system, for each extension type

- Upgrade all regular extensions (for example solr facet search, back office)
- Do not upgrade template extensions (for example the Accelerator extensions)
- Reuse custom extensions



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# Managing Upgrade Dependencies

To upgrade your installation of SAP Commerce, find and compare the packages correspond to installed version. Follow the guidelines provided for relevant upgrade pages, including all packages that are listed as dependencies as per the target SAP Commerce version.

For example, to upgrade B2B Accelerator, you also need to upgrade Platform, commerce web services, and B2B Accelerator, so you would start by opening the relevant pages for all these packages.

Package	Dependencies	Standard Upgrade Steps	Release-Specific Upgrade Steps	Additional Information	Link
Platform	Not applicable	🟢	🟢	🟢	Upgrading Platform from 1808 to 1811
Data Hub	Platform	🟢	🟢	🟢	Upgrading Data Hub from 1808 to 1811
Integration API	Platform	🔴	🟢	🔴	Upgrading Integration API from 1808 to 1811
Backoffice	Platform	🔴	🟢	🟢	Upgrading Backoffice from 1808 to 1811
Commerce Web Services	Platform	🔴	🟢	🔴	Upgrading Commerce Web Services from 1808 to 1811
B2C Accelerator	Commerce Web Services	🟢	🟢	🟢	Upgrading B2C Accelerator from 1808 to 1811
B2B Accelerator	B2C Accelerator	🟢	🟢	🔴	Upgrading B2B Accelerator from 1808 to 1811
B2C accelerator for China	B2C Accelerator	🟢	🟢	🔴	Upgrading the accelerator for China for B2C Commerce (b2c_china Recipe) from 1808 to 1811
B2B accelerator for China	B2B Accelerator	🟢	🟢	🔴	Upgrading the accelerator for China for B2B Commerce from 1808 to 1811
Assisted Service Module		🔴	🟢	🔴	Upgrading Assisted Service Module from 1808 to 1811
Customer Service Module		🔴	🟢	🔴	Upgrading Customer Service Module from 1808 to 1811
Customer Ticketing System		🔴	🔴	🔴	Upgrading Customer Ticketing System from 1808 to 1811
Subscriptions		🔴	🔴	🔴	Upgrading Subscriptions from 1808 to 1811
SmartEdit	B2C Accelerator B2B Accelerator	🔴	🟢	🔴	Upgrading SmartEdit from 1808 to 1811
Personalization (based on SmartEdit)		🔴	🟢	🔴	Upgrading Personalization from 1808 to 1811
Promotion Engine		🔴	🔴	🟢	Upgrading Promotion Engine from 1808 to 1811
Search and Navigation		🔴	🔴	🟢	Upgrading Search and Navigation from 1808 to 1811
CPD for product configuration	B2C Accelerator	🔴	🔴	🔴	Upgrading SAP Product Configuration (On-Premise Edition) from 1808 to 1811
Order Management	B2C Accelerator	🔴	🔴	🔴	Upgrading Order Management from 1808 to 1811
yForms	B2C Accelerator	🔴	🟢	🟢	Upgrading yForms from 1808 to 1811
Configurable Bundle		🔴	🟢	🔴	Upgrading Configurable Bundle Module from 1808 to 1811
Samt SingleSignon		🔴	🔴	🔴	Upgrading Samt SingleSignon Module from 1808 to 1811

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# Upgrading the Data

Once the SAP Commerce system upgraded with the new software version, adjust the data to work seamlessly with the new software version by running the system update procedure.

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1. Carry out the standard upgrade steps
2. Carry out the release-specific steps
3. Migrate Data

# Standard Upgrade Steps

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Upgrade steps are more or less the same between all releases.

1. Shut down the SAP Commerce instance
2. Replace Commerce Platform and SAP Commerce extensions
3. Migrating Custom Extensions by copying and adjust customized extensions
4. Migrating System Configuration by copying the previous system configuration
5. Migrating File Data by copying the media files into the same directory in the new SAP Commerce location
6. Building SAP Commerce Platform
7. Migrate Data
8. Reinitialize Solr Facet Search indexes

# What makes upgrade / migration projects so difficult?

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- Underestimated complexities related to custom code and understanding data requirements for the legacy systems.
  - Missing key area stakeholders, or legacy system experts.
  - Too many meetings and unclear scope of migration, and requirements.
  - Business users not fully engaged in migration, and validating the new system.
  - All stake holders lacking training on how the new system will work. Training provided early in the process.
  - Did not account enough time for the production cut over and in-flight data migration.
  - Exhaustion due to overnight data loads failures and manual tasks.
  - Too much time spent firefighting and fixing data.
  - Performance issues found in new system and data import throughput is too slow.

# Keys to successful implementation

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## ○ **Requires a process**

- Project governance and proper co-ordination with key data stake holders on a day to day basis to collect requirements, plan, design, develop, test, release, validate, execute.
- deliver small but fully tested increments, often and early
- manage data quality rules and issues by engaging right stake holders who own the data, understand the data, and act on it.

## ○ **Requires a dedicated team**

- technology experts(Hybris ImpEx Import/Export, Groovy, middleware, data analysis and cleansing tools)
- close collaboration with the engineering team of the new platform
- engagement of all key data stakeholders (incl. business). Prioritizing data issues, and validating the new system with the new data.
- Test the data mapping and migration procedure of each data type on a small subset of data With this “fail fast” approach, involve business at earlier stage.
- Design and document solution to handle inflight transactions. Identify stakeholders who will be impacted by the in-flight transactions. Assign resource to perform these tasks into the cutover plan



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## ◦ Requires specific tools

- version the migration procedure
- Check for regressions like with any code change ? including performance regressions
- Have at least 2 environments for tests to help triage the defects to the correct backlog/delivery team one with latest migrated data one with the old or sample data. This way will know if problem existed or it occurred after the data migration.
- script/automate processes, such as create CICD pipeline using Jenkins for faster deployment cycles.

# Royal Cyber expert add on services


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- Enhance user experience with SearchSpring
  - AI Chatbot/ CyberShop/ TEAF
  - SEO Support with Hybris
  - Site Performance gain with load testing and performance tuning services
  - Hybris Managed support team for post go live production monitoring and run activities.
  - Integration with third party plugin/services (BazaarVoice, PowerReviews, Paypal, Cybersource, Applepay etc)
  - Middleware services to integrate with b2b partners (Miracl, Ariba, Amazon, SFDC )
  - Infrastructure services (Devops solutions, Infrastructure recommendations, Akamai setup, & security updates)
  - Hybris Certified Resources and Training services.

# Implementation Timeline

Usually will take 2-6 months for SAP Commerce Platform upgrade. It depends and varies on customization complexity and current SAP Commerce version.

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Royal Cyber Inc. Headquartered in Naperville, IL is a leading software organization that provides services ranging from application development and deployment to training and consultancy. We commenced the operations in the year 2002 as a specialized Technology provider striding in as a software deployment service provider, assisting clients to meet the standards and demands of doing business in the rapidly changing marketplace.

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