

## SNP's System Scan FAQs

### 1. *What is a System Scan?*

A System Scan is a function of SNP's CrystalBridge® software that analyzes over 300,000 data points of an SAP system to construct a summary of its usage, characteristics, customizations, data volumes, interfaces, and compatibility with S/4HANA.

### 2. *What value would I receive from a System Scan?*

A scan offers many benefits, such as:

- Knowing what data is generated by organization unit by location by year
- Understanding what % of the total DB size is current data vs historical data
- Identifying pre-projects are required for S/4HANA
- Planning information for future cloud or S/4HANA migrations
- Knowing extent to which current customizations are necessary or compatible
- Calculating the amount of data associated with unused org elements
- Measuring current process deviations from SAP best practices

### 3. *How is a System Scan performed?*

A simple executable file is transported to the system you want to scan. This loads the software, and the scan can begin. It is a single-threaded program that requires minimal system resources to run and can be stopped and started as required. The output file is typically no larger than 5-6MB and is uploaded to SNP's CrystalBridge® for rendering. A simple uninstall program removes the scan executable.

### 4. *What will I get as part of the free scan?*

You will receive a high-level analysis of the scan and a 30min discussion with one of our experts to review the output with you and any implications found. Further discussions can be scheduled as a result.

### 5. *Does a System Scan capture any PII, PHI, or other sensitive information?*

No. The scan captures metadata only. In fact, you can view the output file before sending it back to SNP for rendering so you can see for yourself.

### 6. *What if I don't want to run it on my production environment?*

Not a problem. The scan can be run on any SAP system. We recommend that, for the scan output to be valuable, that the system upon which it is run is a recent copy of production.

### 7. *Is there someone that can help us with the System Scan in case we run into an issue?*

Yes. SNP will provide support if required.

### 8. *What are the guidelines involving the free System Scan SNP is offering?*

At a high level:

- Only one free scan is available per customer per year. Additional scans may be provided for a fee.
- The free scan will be executed in a single SAP production or non-production environment.
- The free scan must be scheduled, and all licensing agreements signed, within 30 days of receiving the free scan offer. SNP may extend this period if a unique situation arises.
- SNP will render the scan output, and schedule and conduct the 30min walkthrough as soon as it is feasible to do so.
- SNP reserves the right to rescind this offer for any legitimate business reason.