



**You've Paid For It,
So Let's Use It!**

Public



Confidently power your own success

with **SAP Enterprise Support** to drive both immediate and long-term measurable results.



Empower your team using the SAP Enterprise Support Academy program to gain knowledge and skills.

Collaborate with experts in real-time for answers to support-related questions.

Receive guidance and realize value through continuous innovation, value maps, accelerators, best practice content, remote quality checks, and embedded services.

Protect business continuity with proactive and preventative mission-critical support.

Transform your end-to-end landscape with application lifecycle management solutions for implementation and operations.

[Learn More >](#)

SAP Support Portal Home

support.sap.com



SAP Enterprise Support

Key deliverables



Collaboration



Empowerment



Innovation and value realization



Mission-critical support

Expert guidance

- SAP Enterprise Support value maps ([link](#))
- SAP support advisory services
- Customer Interaction Center ([link](#))

Enablement

- SAP Enterprise Support Academy ([link](#))
- SAP Support Portal ([link](#))

Services and tools

- Remote services ([link](#))
- Releases, updates, patches
- Intelligent tools ([link](#))
- SAP Enterprise Support Advisory Council ([link](#))

Digital support experience

- Service-level agreements
- Real-Time Support ([link](#))
- SAP for Me ([link](#))



Application Lifecycle Management ([link](#))

Find more information about SAP Enterprise Support [here](#)



Collaboration

Receive expert guidance

As part of SAP Enterprise Support, you have access to multiple collaborative resources, that have a **defining impact on your success**.

- Expert access through collaborative social communities
- Rely on functional and technical expertise on key areas
- Get expert advice on the support deliverables and assets
- Receive guidance for enhanced consumption of services and educational content
- Explore the best options to drive innovations



Collaboration – SAP Enterprise Support Value Maps

Your fast lane to support expertise

SAP Enterprise Support value maps – a collaboration program, which leads you through the knowledge, skills, experts and services needed to address business challenges and adopt intelligent technologies. Learn more [here](#).



Guidance

Structured content enables guided journey, simplification, and accelerated consumption of content



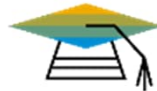
Social collaboration

Forums allow you to exchange ideas and best practices with SAP experts and peers



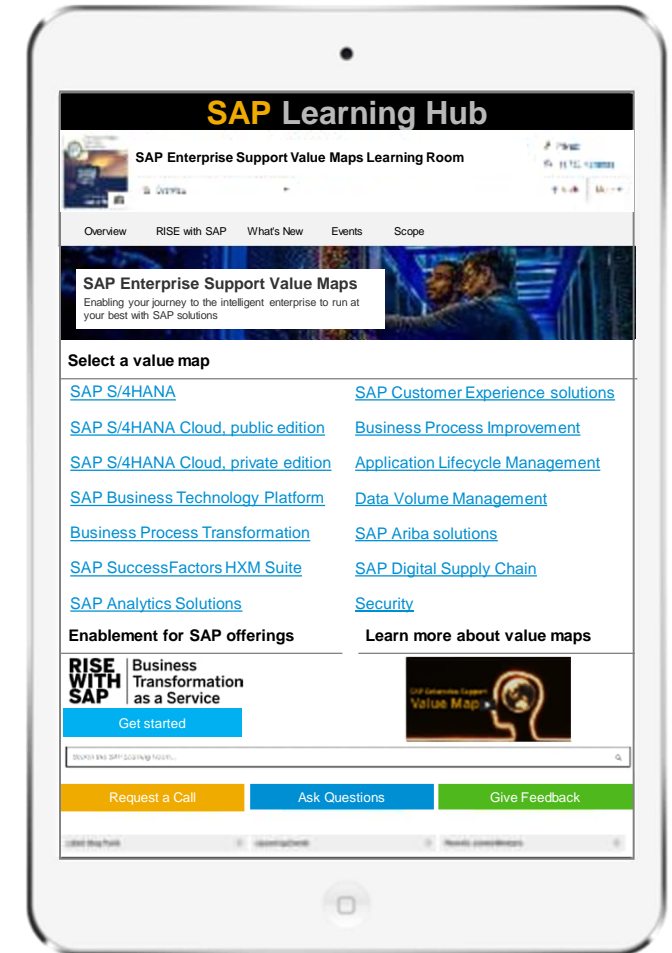
Expert access

SAP experts provide prescriptive guidance, best practices and technology insight



Enablement

Carefully curated learning content to empower you with the knowledge and skills for realizing your deployment strategy



Collaboration – SAP Enterprise Support Value Maps

Your fast lane to support expertise

SAP Enterprise Support Value Maps

Explore the value map for SAP S/4HANA

The value map will enable you to adopt and run SAP S/4HANA. It will guide you from the very beginning: from the discovery stages of this journey through the planning, implementation, and run phases of your project.



- Learn how to create your own product map, build your own business case based on your own system data, and plan your own digital transformation journey with SAP tools, products, and services
- Discover the business value of SAP HANA and SAP S/4HANA and learn about new innovations
- Understand how to leverage SAP Activate framework and SAP Best Practices to implement a successful SAP S/4HANA project
- Understand how to perform an SAP S/4HANA migration by New Implementation, System Conversion, or Landscape Transformation
- Have a comprehensive overview of the required prerequisites for the system conversion, the potential risks, and main effort drivers.
- Prepare your SAP S/4HANA implementation by preparing business processes and custom code, and by managing data volume
- Support the migration of your database to SAP HANA
- Learn how to operate and monitor your SAP HANA database
- Learn about SAP Fiori implementation
- Leverage Continuous Quality Check services to ensure a smooth Go-live

Collaboration – SAP Enterprise Support Value Maps

The screenshot shows the SAP S/4HANA Value Map website. At the top, there is a navigation bar with links: Overview (selected), What's New, Continuous Quality Checks, Events, Ask Questions, and About Us. The main content area features a large banner with a speedometer background. A white box on the banner contains the title "SAP S/4HANA Value Map" and a description: "The value map will enable you to adopt and run SAP S/4HANA from the discovery stages of this journey through the planning, implementation, and run phases of your project." Below the banner are three main sections: "Implement", "Operate", and "Upgrade". Under "Implement", there are icons for Discover, Prepare, and Explore. Under "Operate", there are icons for Realize and Deploy. Under "Upgrade", there is an icon for "Understand how to upgrade with SAP S/4HANA". A horizontal bar below these sections contains a link: "Access CQC services for Implement , Operate & Upgrade". At the bottom left, there is a section titled "Outcome Based Learning Content" with three items: "SAP S/4HANA Finance", "SAP S/4HANA Central Finance", and "SAP S/4HANA Logistics". In the center bottom, there is a video player thumbnail for "Discover RISE with SAP Management in 2 minutes" with a "Watch the demo" button. On the right side, there are three buttons: "Request a Call" (yellow), "Ask Questions" (blue), and "Give Feedback" (green).

Collaboration – SAP Enterprise Support Value Maps

SAP Enterprise Support Value Map for SAP S/4HANA

Quick wins

A **learning program** will guide you through a set of expertly chosen SAP Enterprise Support offerings, assets, and tools in a sequential and interactive format to empower you to achieve the defined outcome.

Plan S/4HANA - Choose a deployment option and a transition path

[Access Learning Program >>](#)

Plan your Digital Transformation journey with SAP S/4HANA

[Access Learning Program >>](#)

Learn SAP S/4HANA Finance

[Access Learning Program >>](#)

Learn SAP S/4HANA Central Finance

[Access Learning Program >>](#)

Learn SAP S/4HANA Logistics

[Access Learning Program >>](#)

Application and Business Process Monitoring for SAP S/4HANA

[Access Learning Program >>](#)

Data Volume Management for SAP S/4HANA

[Access Learning Program >>](#)

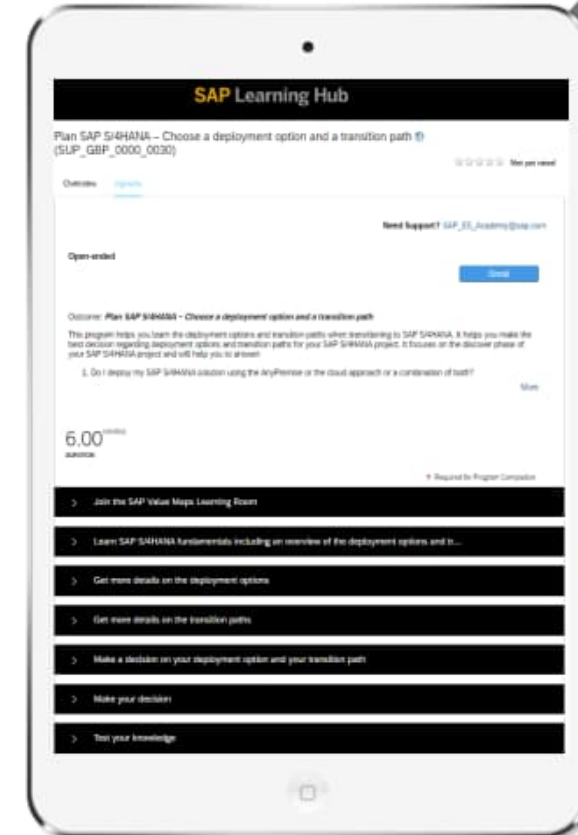
Prepare your custom code for SAP S/4HANA

[Access Learning Program >>](#)

Prepare your transactional data and master data for migration to SAP S/4HANA

[Access Learning Program >>](#)

Access more learning programs [here](#)

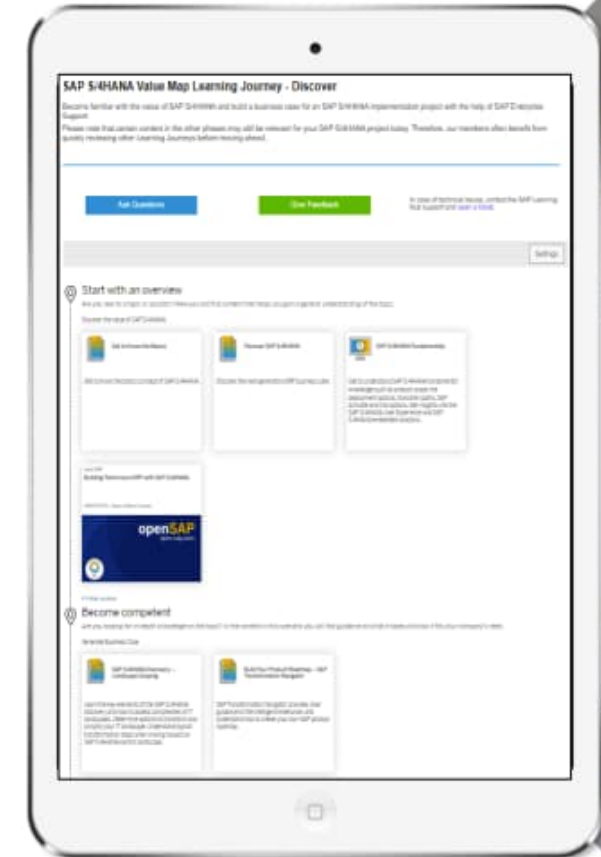
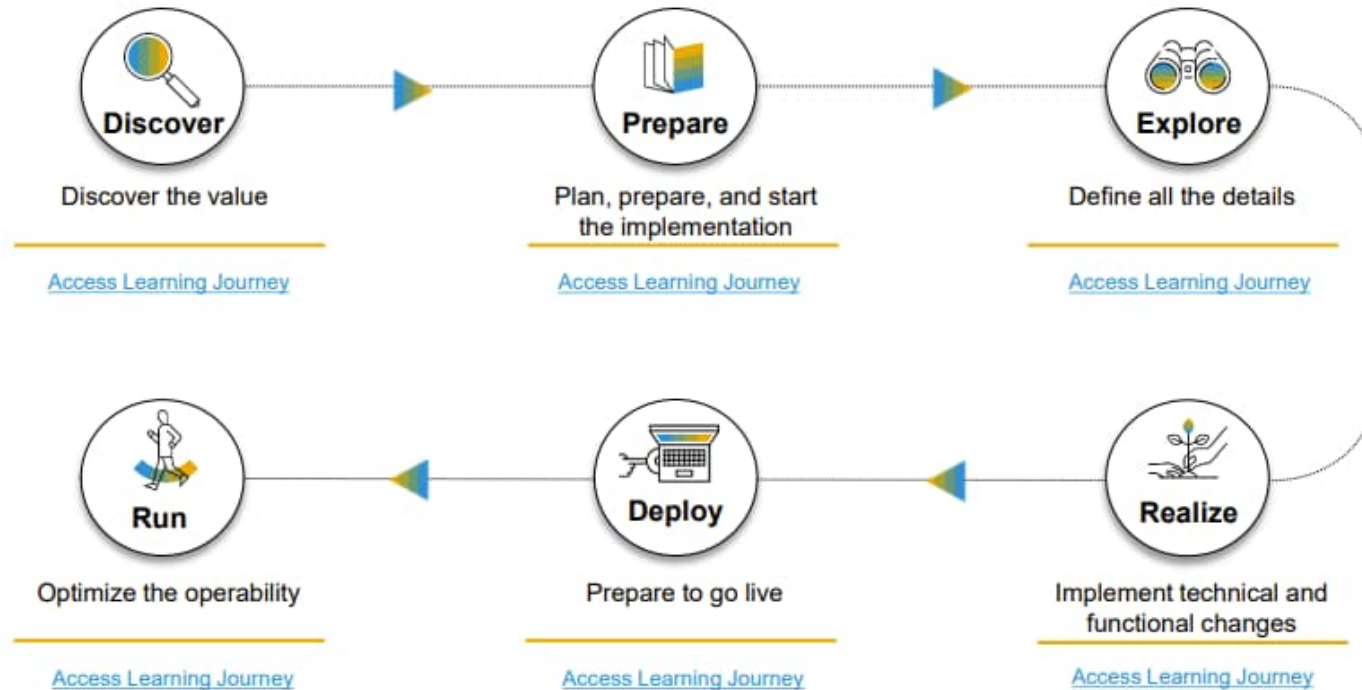


Collaboration – SAP Enterprise Support Value Maps

SAP Enterprise Support Value Map for SAP S/4HANA

Learning Journeys

A **learning journey** is an interactive visual guide designed to help you complete your learning and empowerment path for a particular SAP topic by exploring, filtering, and accessing a curated set of SAP Enterprise Support offerings and learning assets.



All SAP Learning Journeys [Learn more about SAP Learning Journeys](#)

33 Results

HANA

Product Categories

Roles

Active Filter:

EDITION FOR SAP ENTERPRISE SUPPORT X Clear All

- Administrator
- Architect
- Business User
- Consultant
- Data Analyst
- Developer
- IT Lead
- Project Manager

SAP Learning Journey
Get Onboarded with SAP S/4HANA Cloud, private edition – Go-Live Preparation



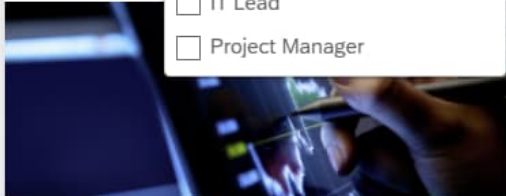
SAP Enterprise Support Academy
Available for
Administrator, Business User, IT Lead, Proje...

SAP Learning Journey
Get Onboarded with SAP S/4HANA Cloud, private edition – Project Guidance



SAP Enterprise Support Academy
Available for
Administrator, Business User, IT Lead, Proje...

SAP Learning Journey
Get Onboarded with SAP S/4HANA Cloud, private edition – Project Readiness



SAP Enterprise Support Academy
Available for
Administrator, Business User, IT Lead, Proje...

SAP Learning Journey
Get Onboarded with SAP S/4HANA Cloud, private edition – Project Readiness



SAP Enterprise Support Academy
Available for
Administrator, Business User, IT Lead, Proje...

Collaboration – Customer Interaction Center

Getting the most from support

The Customer Interaction Center (CIC) is one of the main interfaces between customers and the SAP support organization. It's available 24 hours a day, 7 days a week, 365 days a year, and provide a central point of contact for queries not related to the functionality of your SAP solution. CIC can help you with:

- New and existing incidents
- SAP for ME and supporting applications
- S-user queries and support
- SAP remote service requests



Chat with CIC



Call CIC



Email CIC

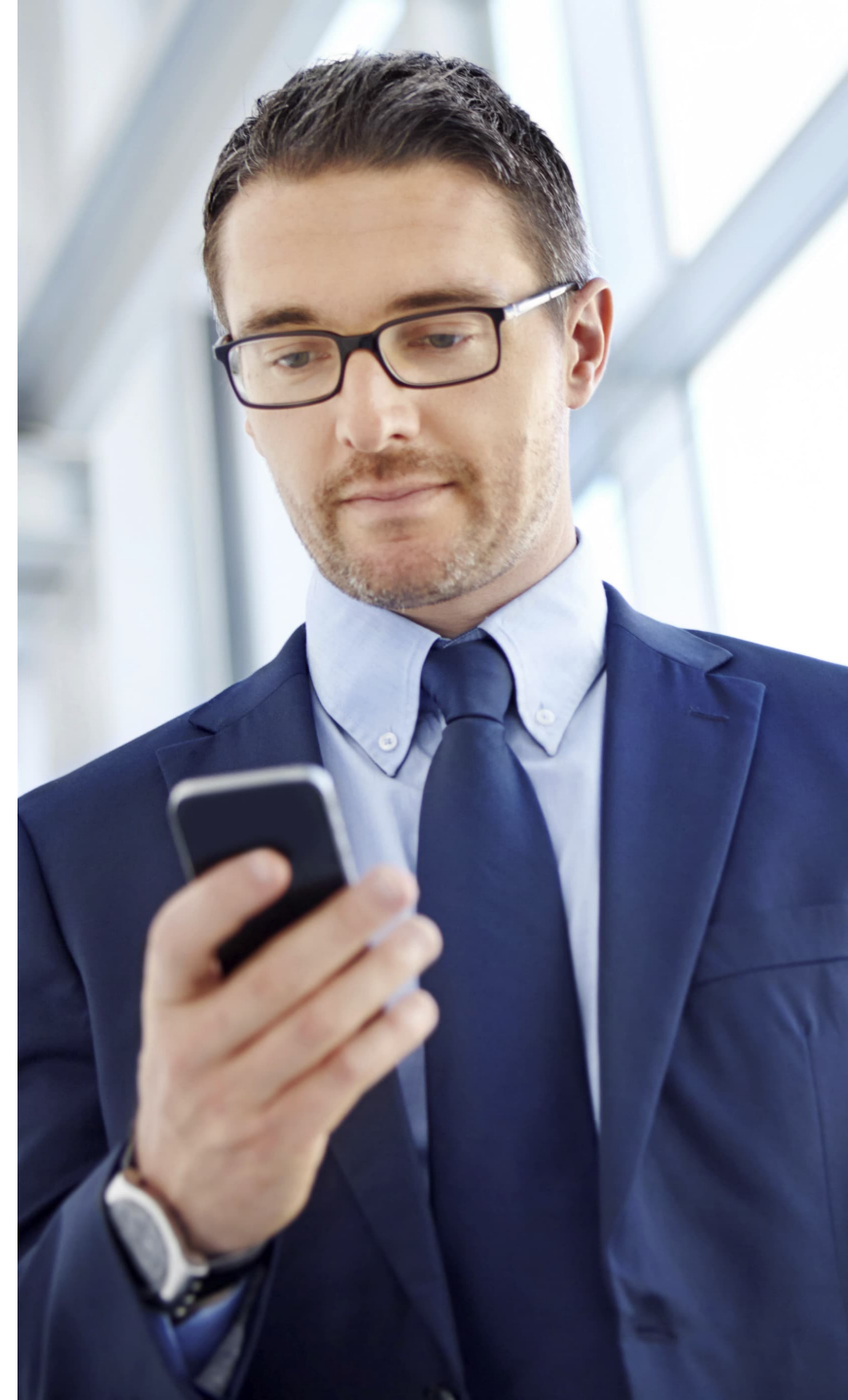


Empowerment

Gain required knowledge and skills

Through the **SAP Enterprise Support Academy**, we help you **build the digital skills needed to drive continuous success.**

- Get empowered by enriched learning and education offerings
- Easily access learning content and services via the SAP Learning Hub platform anytime, anywhere
- Leverage expert content in various delivery formats and levels of detail to build the right digital skills
- Learn how to optimize your software solution to run at peak performance





Empowerment - SAP Enterprise Support Academy

Enablement for digital transformation

SAP Enterprise Support Academy empowers you with a wide range of educational content to help you adopt and run your SAP solutions. Gain the skills needed to increase value and business outcomes with self-paced learnings, expert-led live sessions, and guidance.



High-impact knowledge transfer

services on integration, deployment, and system operations tailored for you, to improve digital business processes and performance



Enhanced learning

with expert and social-driven guidance through live and on-demand support offerings and a personalized learning plan



Trusted expertise

from SAP helps to close the skills gap of key users, IT and line-of-business experts to succeed in achieving your business outcomes, while boosting proficiency and fostering continuous innovation

Highlights

>> [Home page & sign-up](#)

1,400+
learning assets
and services

All
deployment scenarios
covered (cloud,
on-premise, hybrid)

Included
in SAP Enterprise
Support at no
additional cost

14
SAP Enterprise
Support value maps
for more guidance
and collaboration

Empowerment - SAP Enterprise Support Academy

Enablement for digital transformation

The screenshot shows the SAP Enterprise Support Academy website. At the top is a navigation bar with the SAP logo and 'Support' text, followed by menu items: My Support, Products, Tools, Maintenance, Offerings & Programs, ALM, and Explore SAP. Below this is a breadcrumb trail: Offerings & Programs / SAP Enterprise Support. The main header includes 'SAP Enterprise Support Academy' and 'Quick Access' with sub-links for Highlights and Upcoming Sessions, SAP Enterprise Support Related Services, and a More dropdown. The main content area features a search box with the text 'Data Volume Management' and a 'Search' button. To the right of the search box are four navigation links: 'New and Popular Learning Courses', 'Search Recommendations', 'Regional Upcoming Live Sessions', and 'SAP Enterprise Support Academy Newsletter'.

Highlights and Upcoming Sessions

The carousel displays six cards for highlights and upcoming sessions. The first three cards are on the left, and the last three are on the right, with navigation arrows between them. Each card includes an image, a title, a brief description, and a call-to-action link.

- Sales Processes**: with cross-industry project control for SAP S/4HANA Cloud, public edition. [Join the webcasts in May >](#)
- Goodbye SAP ONE Support Launchpad!**: Welcome SAP for Me! Make SAP for Me your new entry point. [Learn more >](#)
- Service Contract Management**: Are you looking to increase your service revenue? [Join our session on May 23 >](#)
- Your Conversion to SAP S/4HANA**: Planning to take the next digital move to SAP S/4HANA / SAP S/4HANA Cloud? [Join the EGI session >](#)
- EmLa for Customer Data Cloud**: EmLA help, enable, and prepare your project team for your cloud deployment. [Access the learning journeys >](#)
- Real-Time Support Channels**: All about advantages and the importance of immediate, real-time support. [Read the article >](#)



Empowerment - SAP Enterprise Support Academy

Enablement for digital transformation

SAP Learning Content ▾ **SAP Learning Hub** Search Learning Rooms 🔍 ⌂ 🗲 👤

[My Learning Content](#)

Results for "Data Volume Management"

439 **Titles** 479 **Social Learning**

Calendar View 🗓️ 📄 📑 Sort By Title ▾

Refine By

Learning Type ▾

Course Level Clear

Service and Support x ▾

Delivery Method ▾

Subject Areas 📄

<p>Expert Guided Implementation</p>  <p>SAP Enterprise Support Academy</p> <p>Business Process Change Analyzer (EXPERT_LED SUP_EDE_0090_1312)</p> <p>★★★★★ (4.3 out of 5 stars from 10 ...)</p> <p>📅 See Classes</p> <p>Save for Later ↓ More</p>	<p>Expert Guided Implementation</p>  <p>SAP Enterprise Support Academy</p> <p>Change Request management advanc... (EXPERT_LED SUP_EDE_0030_1512)</p> <p>★★★★★ (4.59 out of 5 stars from 1...)</p> <p>📅 See Classes</p> <p>Start Course ↓ More</p>	<p>Expert Guided Implementation</p>  <p>SAP Enterprise Support Academy</p> <p>Component Based Test Automation (C... (EXPERT_LED SUP_EDE_0020_1412)</p> <p>★★★★★ (4.7 out of 5 stars from 20 ...)</p> <p>Start Course ↓ More</p>	<p>Expert Guided Implementation</p>  <p>SAP Enterprise Support Academy</p> <p>E2E Monitoring & Analysis of SAP Fiori... (EXPERT_LED SUP_EDE_0480_1312)</p> <p>★★★★★ (3.8 out of 5 stars from 10 ...)</p> <p>Save for Later ↓ More</p>
 <p>SAP Enterprise Support Academy</p> <p>Enterprise Support Advisory Council C... (SELF_PACED SUP_EBW_1010_1605)</p> <p>★★★★★ (4.5 out of 5 stars from 2 r...)</p>	 <p>SAP Enterprise Support Academy</p> <p>Paths to SAP BW4HANA. Remote and ... (SELF_PACED SUP_ELT_0470_2104)</p>	<p>Expert Guided Implementation</p>  <p>SAP Enterprise Support Academy</p> <p>Roles and Authorization Concept. (EXPERT_LED SUP_EDE_0080_1312)</p> <p>★★★★★ (4.7 out of 5 stars from 30 ...)</p>	<p>Expert Guided Implementation</p>  <p>SAP Enterprise Support Academy</p> <p>SAP HANA: Monitoring and Troublesho... (EXPERT_LED SUP_EDE_0400_1312)</p> <p>★★★★★ (4.69 out of 5 stars from 2...)</p>



Empowerment - SAP Enterprise Support Academy

SAP Enterprise Support Related Services – Embedded Launch Activities

... / SAP Enterprise Support / SAP Enterprise Support Academy

Embedded Launch Activities | Solutions | Focus Areas | Additional Resources

Embedded Launch Activities



Embedded launch activities (EmLA) help, enable, and prepare your project team for your cloud deployment. It is a standardized approach which guides you through the initial steps along a successful cloud journey. It provides focused guidance regarding how to best start enablement and learning, allows you to get early insight into the system, and offers touchpoints to track user enablement and solution-specific adoption metrics.

These activities do not include implementation, review, or advisory services related to customer-specific customizations for which you may engage a service partner.

Embedded launch activities (EmLA) are available for selected solutions.

Solutions

A valid S-user ID to access SAP Learning Hub, edition for SAP Enterprise Support is required. [Click here to sign up](#)

> SAP SuccessFactors

> SAP Customer Experience solutions

Empowerment - SAP Enterprise Support Academy

SAP Enterprise Support Related Services – Onboarding Resource Center

... / Products

Onboarding Resource Center



● ● EXPLORE YOUR SOLUTION-SPECIFIC PAGES BY OPENING THE DROPDOWNS BELOW ● ●

We have an Onboarding Journey designed to support your success.
Select the solution of interest for access to the relevant onboarding resources.

- > SAP Business Technology Platform
- > SAP Enterprise Resource Planning and Finance
- > SAP Training and Adoption
- > SAP SuccessFactors
- > SAP Intelligent Spend and Business Network
- > SAP Customer Experience
- > SAP Supply Chain Management

▼ SAP Enterprise Resource Planning and Finance



Discover key assets, explore best practices, and register for live onboarding events in the SAP Onboarding Resource Center.

Please select your corresponding solution and enjoy the onboarding experience we have created for you.

Enterprise Resource Planning

- ✓ [SAP S/4HANA Cloud, Public Edition](#)
- ✓ [SAP S/4HANA Cloud, Private Edition](#)

Finance Management

- ✓ [SAP CPQ](#)
- ✓ [BlackLine](#)

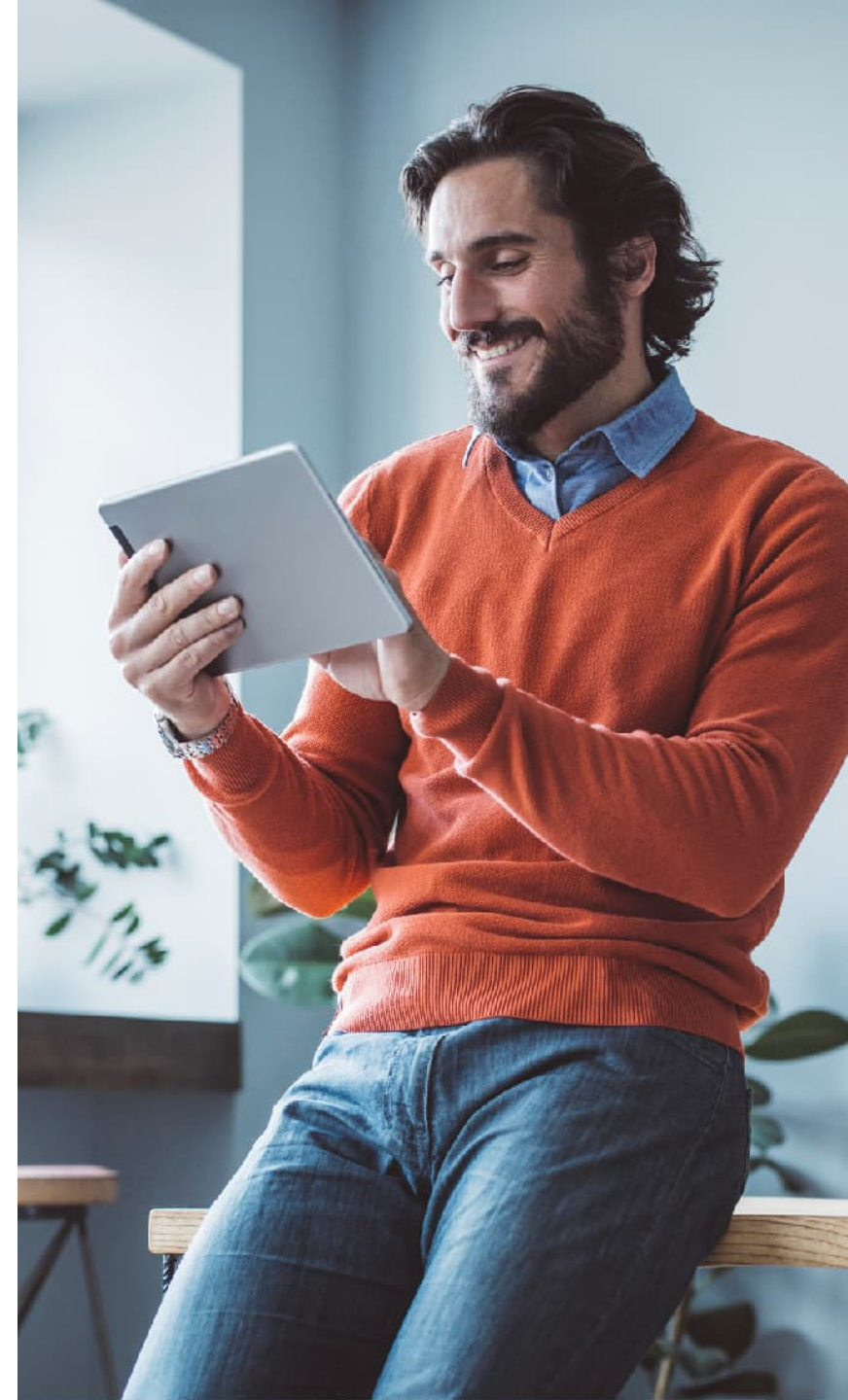


Innovation & Value Realization

Benefit from continuous innovations

We provide you with tools and proactive services that **help in identifying and realizing business value.**

- Benefit from usually quarterly releases to develop an appropriate strategy that increases feature adoption
- Become an early adopter of support innovations and help improve the support offering by innovating on SAP solution deliverables





Innovation & Value Realization – Remote Services

Proactive and preventive remote services for the intelligent enterprise

SAP Enterprise Support provides a wide range of **continuous quality checks** and **improvement services** to connect you with our experts to analyze your system and/or specific situation. You can learn more [here](#).



Huge variety

of topics to address your pain points and improvement areas



Detailed analysis

based on actual data from your systems or solution



Action plan

to mitigate risks or improve your situation

Examples

Business Process Improvement

Transformation Assessment

Security Optimization

Going Live Support

Data Volume Management

...and many more

Innovation & Value Realization – Remote Services Examples

SAP Continuous Quality Checks	SAP Improvement Services
<ul style="list-style-type: none"> • SAP CQC Business Process Improvement (only applicable for SAP ERP software) • SAP CQC Business Process Performance Optimization • SAP CQC Data Volume Management • SAP CQC Deployment Readiness • SAP CQC EarlyWatch Check • SAP CQC Financial Data Quality • SAP CQC Going Live Support • SAP CQC For Implementation 	<ul style="list-style-type: none"> • SAP CQC Interface Management • SAP CQC OS/DB Migration Check • SAP CQC Security Optimization Check • SAP CQC Technical Performance Optimization • SAP CQC Upgrade • SAP CQC Upgrade Assessment

SAP Support Portal

- [SAP Enterprise Support Delivery \(CQCs & Improvement Services\)](#)
- [Remote Support](#)

SAP Note

- [Central preparatory note \(91488\)](#)
 - Open a customer incident on component “SV-BO-REQ” to request a remote service
 - Contact your SAP Enterprise Support advisory to get a tailored service plan

Innovation & Value Realization – Remote Services

Business Process Performance Optimization Example

- Customer provided 3 transactions (Highlighted in yellow) to SAP for optimization. However the service engineer analyzed 3 extra transactions (in grey) as they were part of the same process chains and had significant scope for optimization.

No.	Priority	Issue Description
1	High	Long Running ZPAK_3Z0NTWZQ9E30P6X3QYDR6BCX1
2	High	Long Running ZPAK_3RLC4US3X8WU4YR5VKQ4RZJFP
3	High	Long Running ZPAK_3YQ12OO3DSCAFX3FMLD38OILH
4	High	Long Running DTP_00O2TMDWZ3G2LYQLZR9NOC28O
5	High	Long Running ZPAK_438OKSBC583DX0RGCJGUM0XLX
6	High	Long Running ZPAK_518LUG5UGR81FWB0CACFN4F1Z

Performance Improvement runtime results after the CQC recommendations were applied to BW's Production environment.

No.	Priority	Issues Description	Pre-Implementation Runtime (in mins)	Post-Implementation Runtime(in mins)	Reduction %
1	High	Long Running ZPAK_3Z0NTWZQ9E30P6X3QYDR6BCX1	54.46 m	3.091 m	94%
2	High	Long Running ZPAK_3YQ12OO3DSCAFX3FMLD38OILH	2.24 h	37.66 m	72%
3	High	Long Running DTP_00O2TMDWZ3G2LYQLZR9NOC28O	56m 14s	13m 34s	77%
4	High	Long Running ZPAK_438OKSBC583DX0RGCJGUM0XLX	40.217 m	16.026 m	60%
5	High	Long Running ZPAK_518LUG5UGR81FWB0CACFN4F1Z	3.089 h	1.899 h	39%

- SAP Service Engineer noted there were lots of code changes as part of the recommendation.
- SAP Service Engineer worked with the ABAP consultant team to make the code changes in DEV environment.
- Successfully tested in the QA environment and eventually implemented in BWP Production.

Innovation & Value Realization – Remote Services

Data Volume Management Services Example

- SAP identified a potential of halving the DB size for just one system and just as an immediate quick win
- Customer is currently in the process of going through this exercise.

ARCHIVING / DELETION

Document Type	Current Size [GB]	Reduction Potential [%]	Reduction Potential [GB]	Remaining Size [GB]
Intermediate Documents	587,12	90	526,47	60,65
Application Logs	525,54	70	367,30	158,24
FI NewGL: Accounting Documents	69,72	65	45,46	24,26
Work Items	50,97	60	30,52	20,45
Billing Documents	27,88	78	21,74	6,14
Secondary Index for GL Accounts	27,07	50	13,56	13,51
Accounting Interface Documents (MM)	22,00	86	19,01	2,99
Material Documents	14,13	77	10,86	3,27
Sales Documents	13,55	27	3,68	9,87
Delivery Documents	12,85	65	8,35	4,50
Table Change Protocols	8,77	73	6,42	2,35
Total	1.359,60	77	1.053,37	
Total DB-Size	2.476,53	43	1.053,37	1.423,16

Innovation & Value Realization – Intelligent Tools

Tailored Recommendations



SAP Innovation and Optimization Pathfinder on Spotlight

Innovation recommendations, industry benchmarks, and optimization potentials

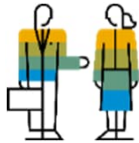
<http://www.sap.com/pathfinder>



SAP Road Map Explorer

Roadmap of software innovations

<https://www.sap.com/products/roadmaps.html>



Process Discovery

SAP S/4HANA recommendations

www.s4hana.com



SAP Transformation Navigator

Creation of the plan for your digital transformation journey

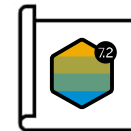
<http://www.sap.com/transformationnavigator>



SAP Fiori Apps Library – Recommendations Self-Service

Improvement through SAP Fiori Apps

<http://www.sap.com/fiori-apps-library>



SAP Readiness Check

Identification of prerequisites for migration, setup and usage of SAP solutions

https://help.sap.com/viewer/p/SAP_READINESS_CHECK

Innovation & Value Realization – SAP Enterprise Support Advisory Council

Collaborate with SAP on strategic support topics

As part of the [SAP Enterprise Support Advisory Council](#) program, participants collaborate closely with SAP to innovate, pilot or confirm latest support innovations. They also profit from a bigger investment from SAP's side and can directly influence SAP's support offering in a meaningful way based on their own requirements.





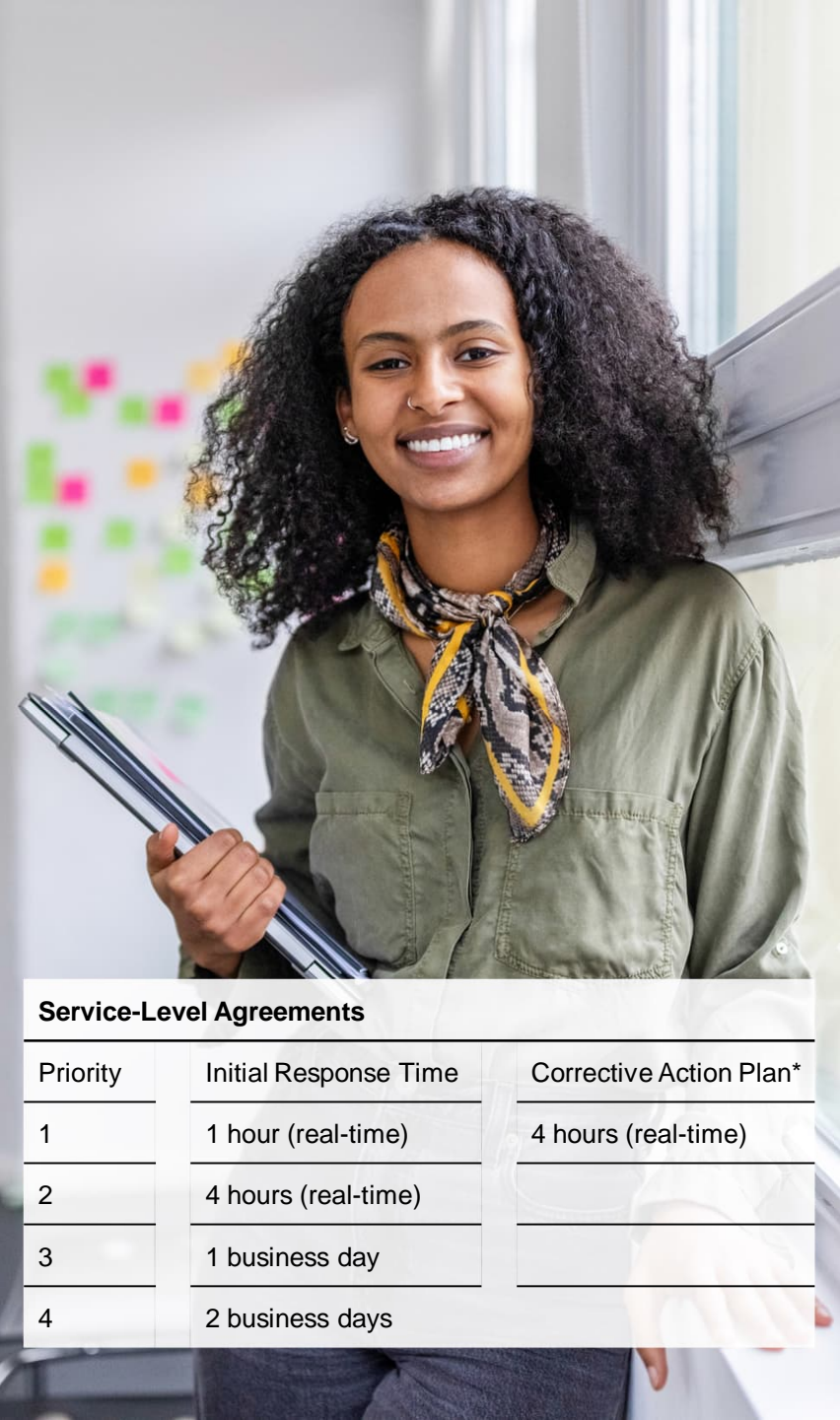
Mission-Critical Support

Protect business continuity

We help to relieve you of critical situations and provide various cutting-edge access points to **facilitate rapid collaboration with SAP support experts.**

- Rely on service-level agreements for faster issue resolution, whereat initial response time typically already includes a first qualified answer
- Easily access support resources via the SAP for Me including incident dashboard and cloud availability center
- Benefit from Real-Time Support features such as Schedule an Expert product sessions and Expert Chat, if available for the solution
- Count on 24x7 mission-critical support and speed up incidents through the Customer Interaction Center if needed

* SAP will provide a resolution, workaround, or action plan for very high customer incidents within four hours after the initial response. More details can be found [here](#).



Service-Level Agreements		
Priority	Initial Response Time	Corrective Action Plan*
1	1 hour (real-time)	4 hours (real-time)
2	4 hours (real-time)	
3	1 business day	
4	2 business days	

Mission-Critical Support

Reliable end-to-end support across all deployment scenarios

Through **mission-critical support**, SAP Enterprise Support provides problem resolution for system incidents and critical projects, minimizes business disruption and reduction of unforeseen downtime. This is further enriched by SAP's Real-Time Support features.



SAP for Me

is the personalized central entry point to SAP's support. SAP for Me provides transparency across all SAP solutions and ensures a harmonized support experience. SAP for Me makes support-related tasks easy with an end-to-end view of the product portfolio all in one place.



Real-Time Support

provides always-on support, including direct access to our support experts. This includes live support channels, context-sensitive help and support built into our software, and AI-driven self-service access to our vast knowledge base and user community.



Service-level agreements

for a timely initial reaction and a corrective action to minimize business disruption and accelerate problem resolution.

Mission-Critical Support – SAP for Me

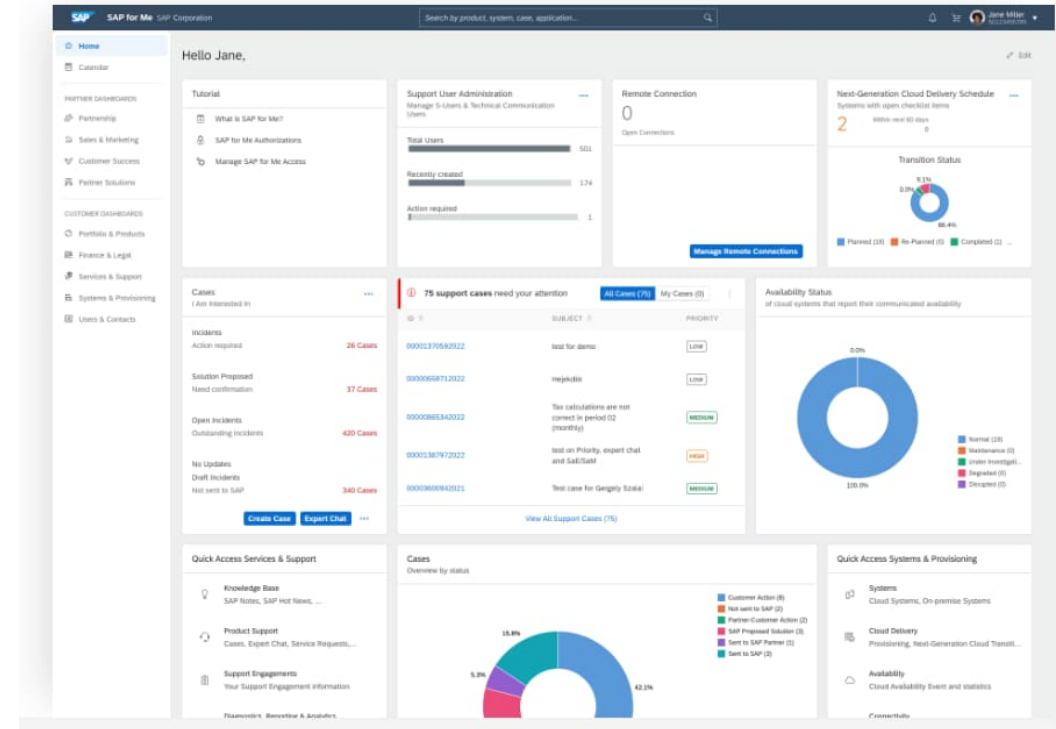
Your personalized central entry point to SAP's support

SAP for Me is the personalized central entry point to SAP's support. SAP for Me provides transparency across all SAP solutions and ensures a harmonized support experience. SAP for Me makes support-related tasks easy with an end-to-end view of the product portfolio all in one place.

Engaging with SAP's support with SAP for Me means to:

- have a single-entry point for all support-related topics and questions
- easily find information and help needed
- perform self-services, such as cloud system provisioning
- get a holistic view of licenses, orders, and consumption status

SAP for Me is made for you.



Mission-Critical Support

Live Business needs live support



Self-service and incident prevention

[Real-Time Support](#) has several comprehensive solutions to provide prompt answers to your questions.

- [SAP Support Portal](#)
- [SAP Knowledge Base Articles \(KBAs\) via Google search](#)
- [Automatic translation](#)
- [Guided Answers](#)
- [SAP BusinessObjects BI support tool](#)
- [Automated search for SAP Notes](#)
- [Performance Assistant](#)
- [SAP Community](#)
- [Support by Product](#)
- [Product Support Accreditation program](#)



Real-time interactions

We offer real-time support channels with live and direct access to SAP's support experts.

- [Expert Chat](#)
- [Schedule an Expert](#)
- [Ask an Expert Peer](#)
- [Schedule a Manager](#)
- [Call-1-SAP & Customer Interaction Center \(CIC\)](#)



Digital support experience

Benefit from an intuitive support experience with personalized, context-sensitive support when and where you need it.

- [Incident creation and management application](#)
- [Social Media integration](#)
- [Built-in support](#)
- [Cloud Availability Center](#)
- [SAP Trust Center](#)
- [SAP for Me Customer Portal](#)



AI / Machine Learning

SAP constantly innovates to improve our products and provide you with an amazing support experience.

- Artificial Intelligence / Machine Learning
- [Incident Solution Matching](#)

Thank you.



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Learn more

by visiting the Power Your Success website:

<https://sap.com/enterprise-support>

Check out

what other SAP Enterprise Support customers say:

[SAP Enterprise Support customer references](#)



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