

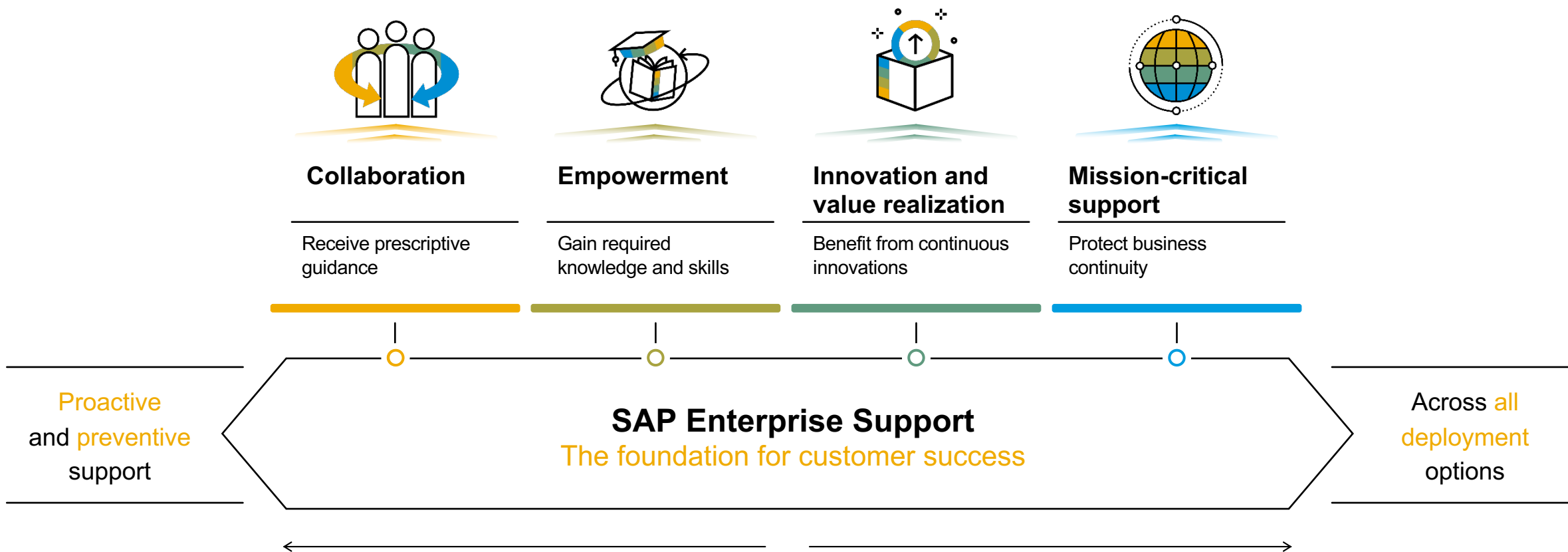
You've paid for it, so let's use it.

Dilshad Mehta - Director, Customer Evolution, US West, SAP

VerNeil Mesecher – Sr. Dir. - Customer Engagement Events Liaison, North America, SAP



SAP's Entire Support Portfolio



SAP Enterprise Support

Key deliverables for SAP on-premise solutions



Collaboration

Expert guidance

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



Empowerment

Enablement for digital transformation

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



Innovation and value realization

New features and business outcomes

- Remote services ([link](#))
- Releases, updates, patches
- Intelligent tools such as SAP Innovation and Optimization Pathfinder on Spotlight ([link](#))
- SAP Enterprise Support Advisory Council ([link](#))



Mission-critical support

Digital customer support experience

- Service level agreements
- SAP ONE Support Launchpad ([link](#))
- Real-Time Support ([link](#))

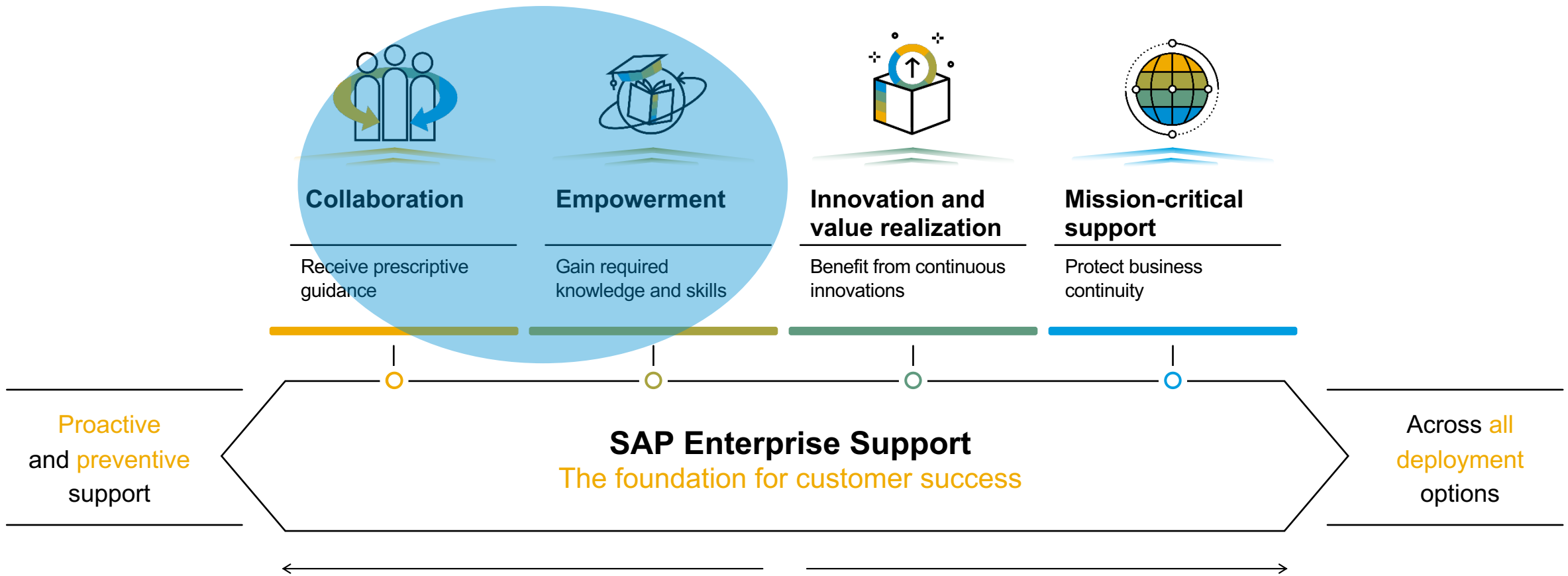


Application Lifecycle Management ([link](#))

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

support.sap.com

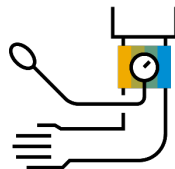
SAP's Entire Support Portfolio



SAP Enterprise Support provides a wide range of remote services connecting you with our experts to analyze your system and/or specific situation. After each service, you receive a report, findings and a detailed action plan to mitigate risks or improve your situation.



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
Performance
Optimization

Going Live
Support

Data Volume
Management

Early Watch
Check

...and many more



GETTING STARTED with Empowerment

Continuous Quality Checks (CQC)

SAP Continuous Quality Checks		SAP Improvement Services
<ul style="list-style-type: none"> • SAP CQC Business Process Operations (only applicable for SAP ERP software) • SAP CQC Business Process Performance Optimization • SAP CQC Configuration Check • SAP CQC Data Consistency Management • SAP CQC Data Volume Management • SAP CQC Downtime Assessment • SAP CQC EarlyWatch Check • 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 Transport Execution Analysis • SAP CQC Upgrade • SAP CQC Upgrade Assessment 	<ul style="list-style-type: none"> • SAP CQC SAP Modification Justification Check • SAP CQC SAP Custom Code Maintainability Check

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

Business Process Performance Optimization: Real Customer 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_3YQ12OO3DSCAFX3FMULD38OILH
4	High	Long Running DTP_00O2TMDWZ3G2LYQLZR9NOC28O
5	High	Long Running ZPAK_438OKSBC583DX0RGCJGUM0XLX
6	High	Long Running ZPAK_518LUG5UGR81FWB0CACFN4F1Z

- 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.

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_3YQ12OO3DSCAFX3FMULD38OILH	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%

Data Volume Management (DVM) Service: Real Customer 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

SAP Enterprise Support Academy – Benefit from expert guidance and high impact knowledge transfer services that enable you to innovate and be successful with SAP solutions.



Knowledge transfer
on digital transformation, integration,
and system operations



On-demand learning experience
by combining self-paced and expert-
led offerings, available on a 24x7
platform



High-quality vendor knowledge
from SAP Support experts helps to
close the digital skills gap of key
users, IT and line-of-business experts

Available Formats

70+	280+	15	17+	50+	740+	190+
Best Practices	Tutorials & Videos	Guided Self-Services	Continuous Quality Checks & Improvement Services	Expert-Guided Implementations	Meet-the-Expert Sessions	Accelerated Innovation Enablement

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](#).



Prescriptive guidance

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



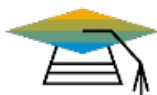
Social Collaboration

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



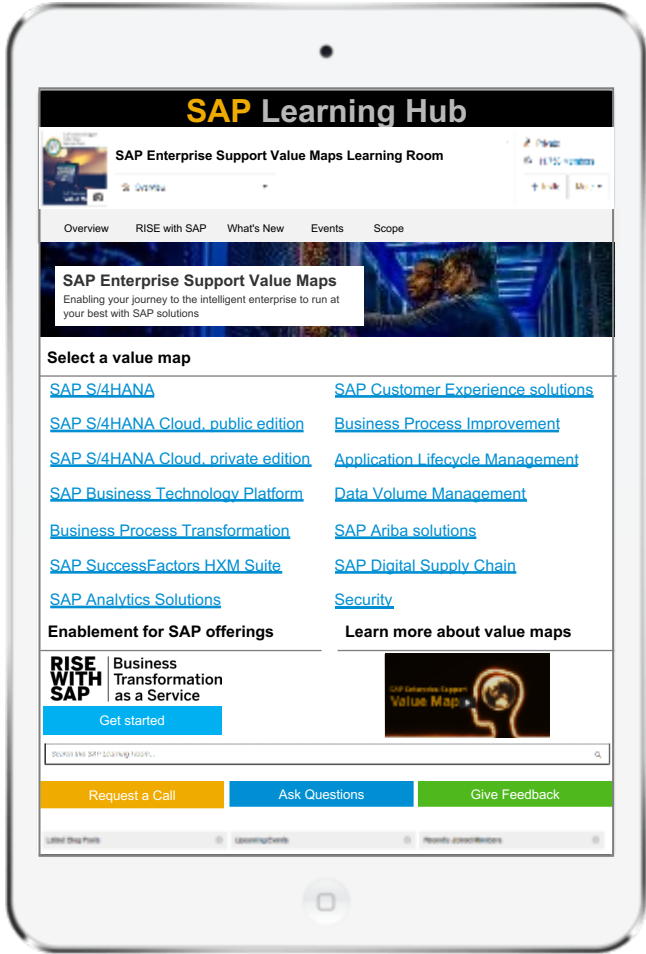
Expert access

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



SAP Enterprise Support Value Maps

[SAP S/4HANA](#)



[SAP Business Technology Platform](#)



[SAP S/4HANA Cloud](#)



[Application Lifecycle Management](#)



[SAP S/4HANA Cloud, private edition](#)



[Business Process Intelligence](#)



[SAP SuccessFactors](#)



[Business Process Improvement](#)



[SAP Customer Experience solutions](#)



[Data Volume Management](#)



[SAP Analytics Solutions](#)



[Security](#)



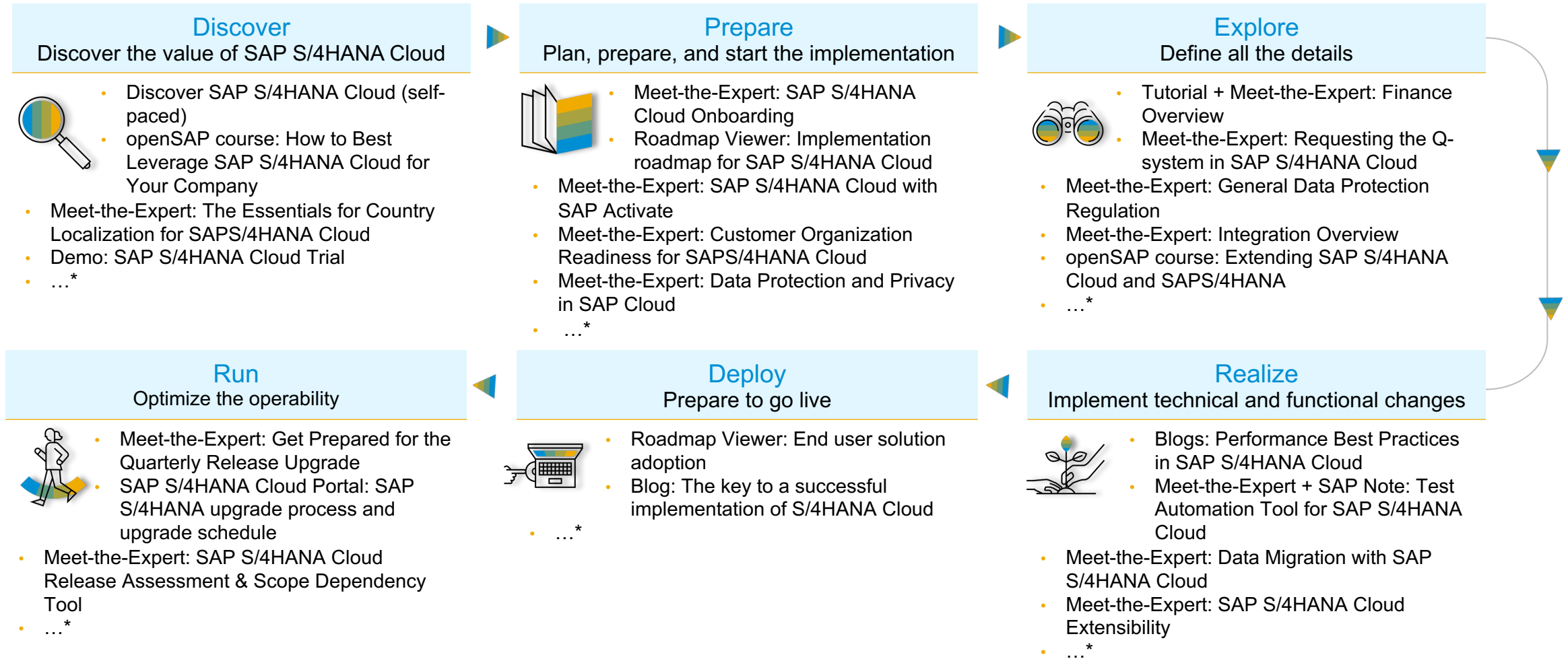
[SAP Ariba](#)



[SAP Jam Collaboration](#)

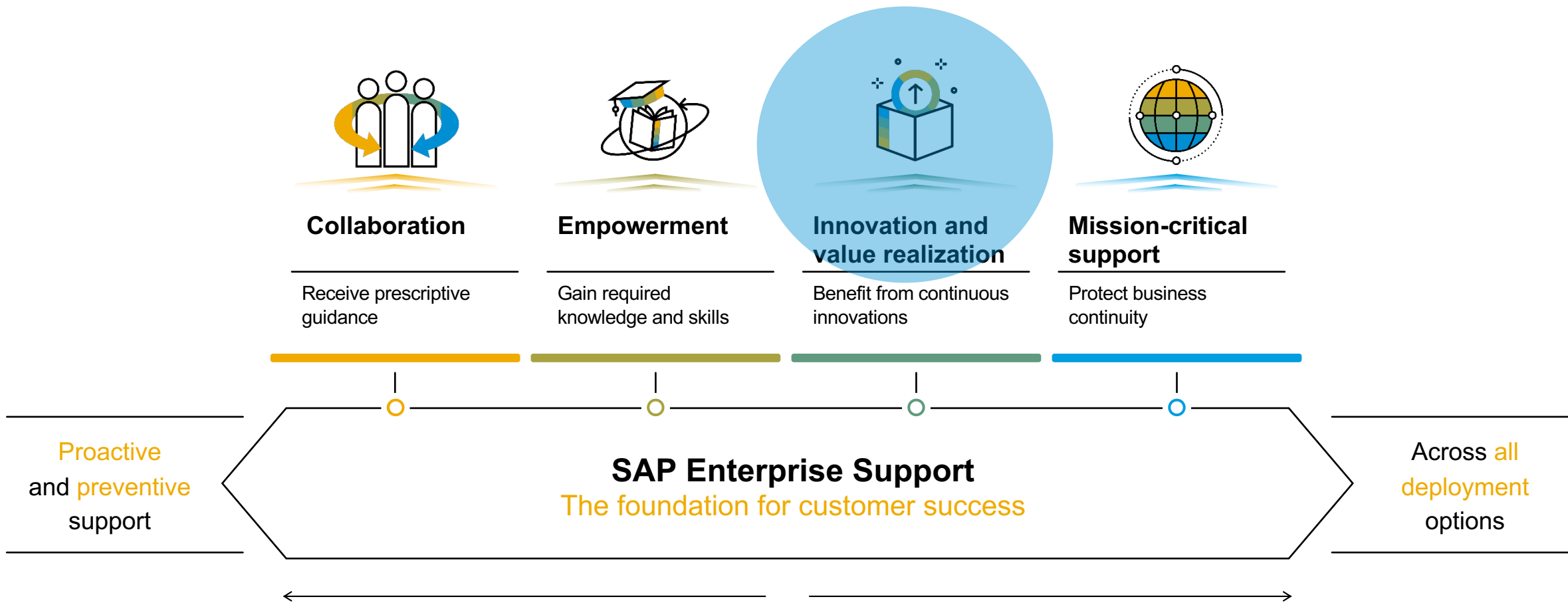


Example: SAP S/4HANA Cloud Value Map Learning Journey



*Please note that the complete content of the learning journey is available within SAP Enterprise Support value maps learning room.

SAP's Entire Support Portfolio



Innovation & Value Realization – Intelligent Tools

Tailored Recommendations



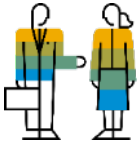
SAP Innovation and Optimization Pathfinder on Spotlight

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



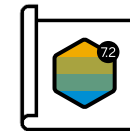
SAP Transformation Navigator

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

SAP Innovation and Optimization Pathfinder on Spotlight

A tailor-made report highlighting innovation potentials, business process and IT optimizations

- **Outlines customer-specific improvement and innovation opportunities** based on the customer's current **SAP ERP or SAP S/4HANA system usage**, business & IT performance
- **Recommendations to optimize SAP solutions from an LOB and IT perspective**, or implement software and cloud innovations using relevant SAP Enterprise Support or SAP Services offering
- **Interactive report** navigates customers to relevant information, services and tools and is **free-of-charge for customers on SAP maintenance** (all support models)
- **Key prerequisites:**
 - Implement SAP Notes [2745851](#) and [2758146](#) in your productive SAP ERP or SAP S/4HANA system
 - Standard SAP EarlyWatch Alert (SAP Solution Manager)
 - Note: Activating Business Key Figures in SAP EarlyWatch Alert (as for Pathfinder 1.0) is NOT needed anymore**
 - Optional: Extract SAP Fiori usage data (odata) from SAP system



Order your own report:
www.sap.com/Pathfinder

Key Benefits of Process Discovery



- Identify the **most valuable SAP S/4HANA capabilities** for your company



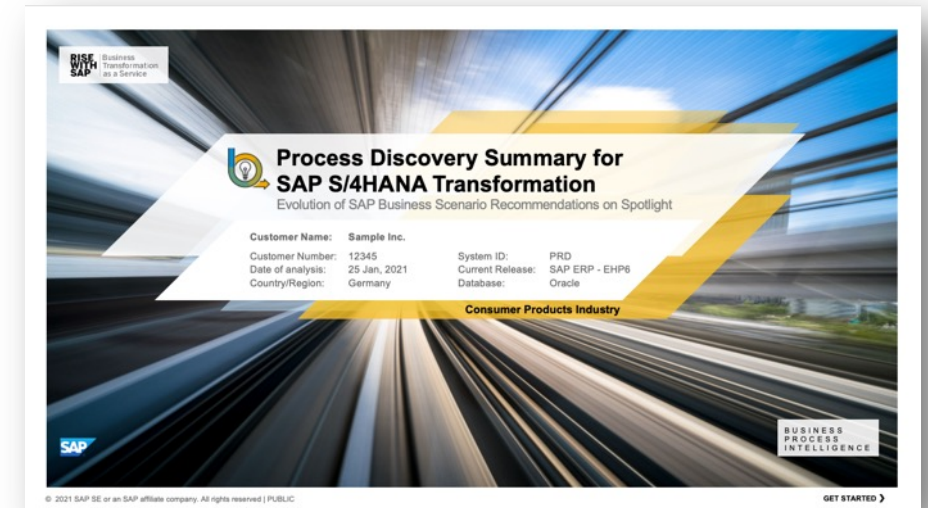
- Receive **tailor-made insights** to build your case for SAP S/4HANA



- Get unique **business performance and usage insights** as well as tailored **recommendations by line of business** based on the actual usage of your SAP ERP system



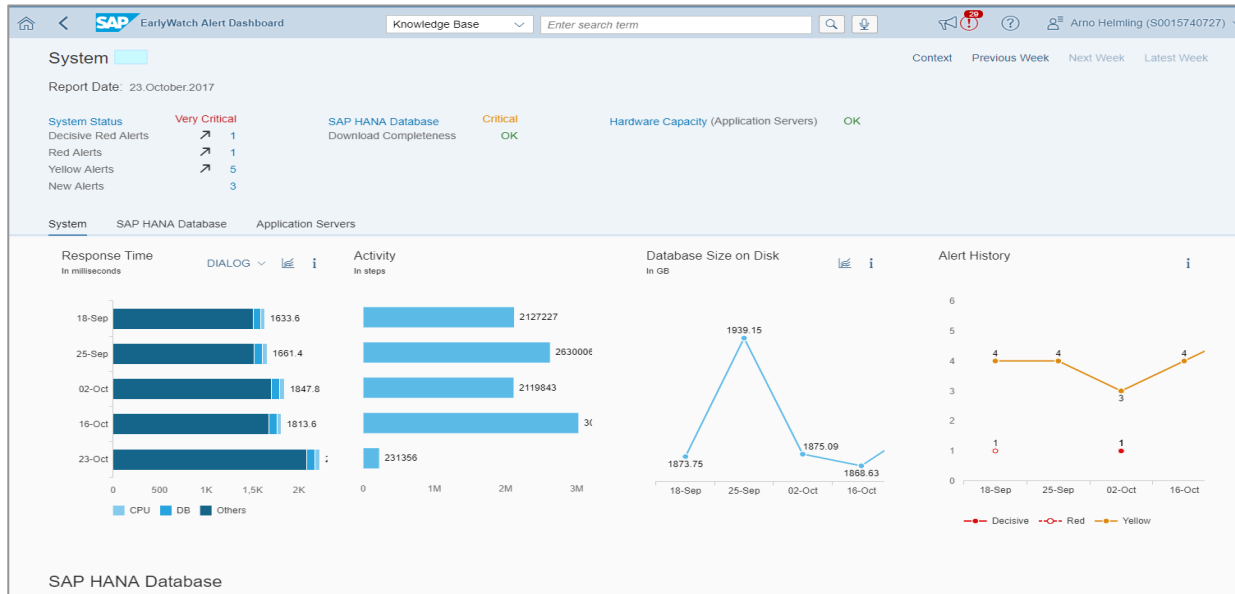
- **Personalized analysis at no additional charge** for all customers under SAP maintenance, independent of their support model



Order your free analysis: www.s4hana.com

Application Lifecycle Management

SAP Solution Manager–SAP EarlyWatch Alert



Activate SAP EarlyWatch Alert for productive systems to

- Monitor the administrative areas of SAP components
- Keep you updated on their performance and stability
- Run system checks automatically
- React to issues before they become critical

SAP ONE Support Launchpad

[SAP EarlyWatch Alert Workspace](#)

SAP Support Portal

[SAP EarlyWatch Alert proactive monitoring](#)

SAP Help Portal

[SAP EarlyWatch Alert](#)

SAP Note

- [SAP Note 2520319](#)
- [SAP Note 1257308](#)
- [SAP Note 207223](#)

Application Lifecycle Management

Manage the lifecycle of your landscape

SAP provides a digital support experience with solutions for autonomous **application lifecycle management** (ALM) and service and support delivery for all customers and landscapes, integrating the products that make up the Intelligent Enterprise. You can learn more [here](#).



SAP Solution Manager supports on-premise applications as well as hybrid landscapes. The rich functional portfolio supports all aspects of ALM. Customers can select those functions they require and configure them individually to their individual needs.

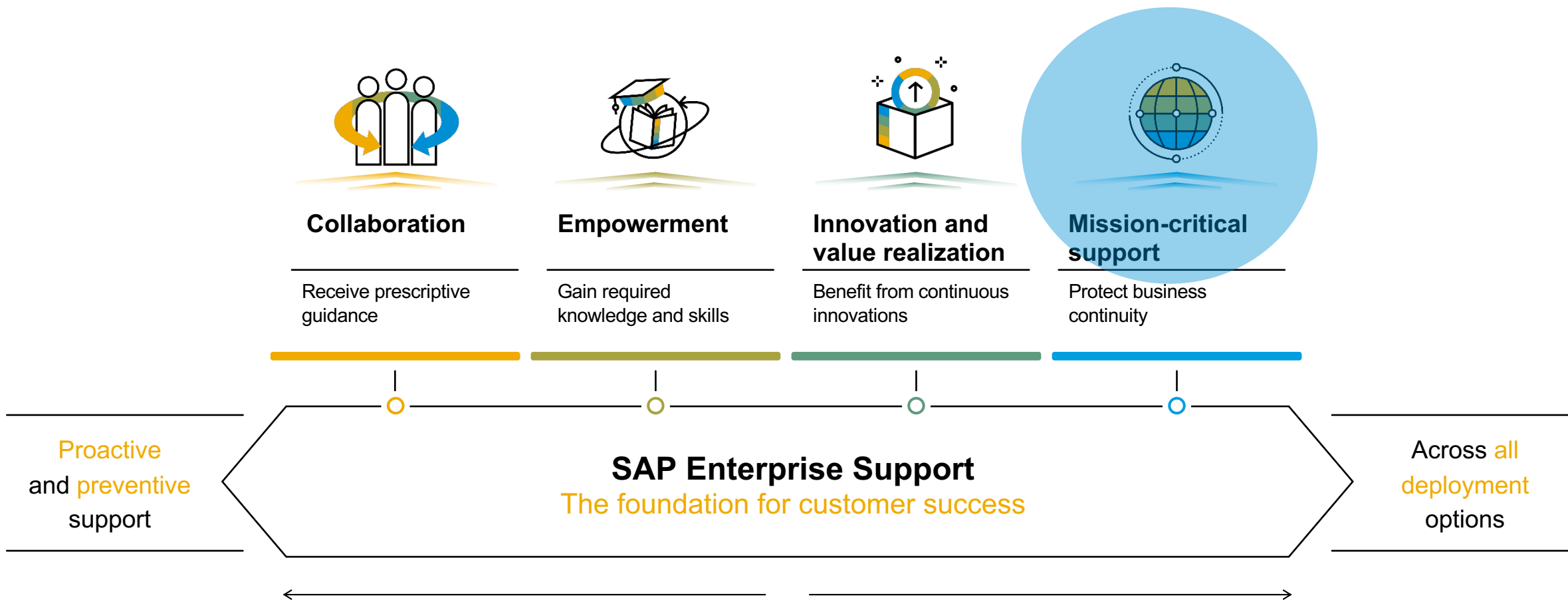


SAP Focused Run is a solution for service providers who want to host their customers in a central, scalable, and automated environment. It also addresses customers with advanced needs regarding system management, user monitoring, and security analytics.



SAP Cloud ALM is for cloud-centric customers that do not want to deploy their own ALM platform on-premise for managing their cloud applications. It provides extensive implementation and operations capabilities for cloud solutions.

SAP's Entire Support Portfolio



Collaboration

Where to find additional assistance



SAP Support Portal

Your one stop shop for all support and service related needs

- SAP Notes search and incident wizard
- SAP software distribution center
- Administration of remote connections
- License key requests
- SAP service and software catalog
- SAP Enterprise Support Academy
- SAP Enterprise Support Report
- SAP ONE Support Launchpad

Access SAP Support Portal: <https://support.sap.com/en/index.html>



SAP Community

Your social network to get help, share ideas, and connect with others on products you are interested in

- Discussion forums, blogs, and videos
- Quick access to expert advice
- Online trainings
- Software downloads

Access SAP Community: <https://www.sap.com/community.html>



SAP for Me

Your digital companion to easily interact with SAP and get immediate guidance to the best solution for you. SAP for Me aggregates important alerts, metrics, and insights about your SAP product portfolio with a single access point.

Access SAP Community: <https://me.sap.com/>

Start Making the Transition from the Support Launchpad to SAP For Me

<https://launchpad.support.sap.com>

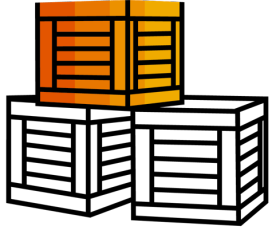


<https://me.sap.com/>

Transition Guide: https://support.sap.com/en/my-support.html#section_1207951584

SAP for Me

Gain comprehensive transparency with a personalized access point



Portfolio and products

Get a 360-degree view of your products, including road maps and innovations.



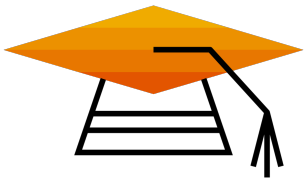
Finance and legal

Review your SAP orders, licenses, invoices, consumption and balance statements.



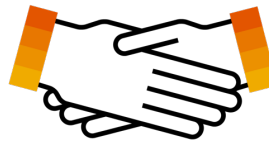
Systems and provisioning

Manage your cloud and on-premise systems, as well as their availability and status



Knowledge and learning

Explore opportunities to enhance your product skills and oversee learning journeys and trainings.



Services and support

Review support cases and manage maintenance and support topics across your company.



Users and contacts

Access SAP contacts and manage roles in your company with self-service tools.

Mission Critical Support

Protect business continuity

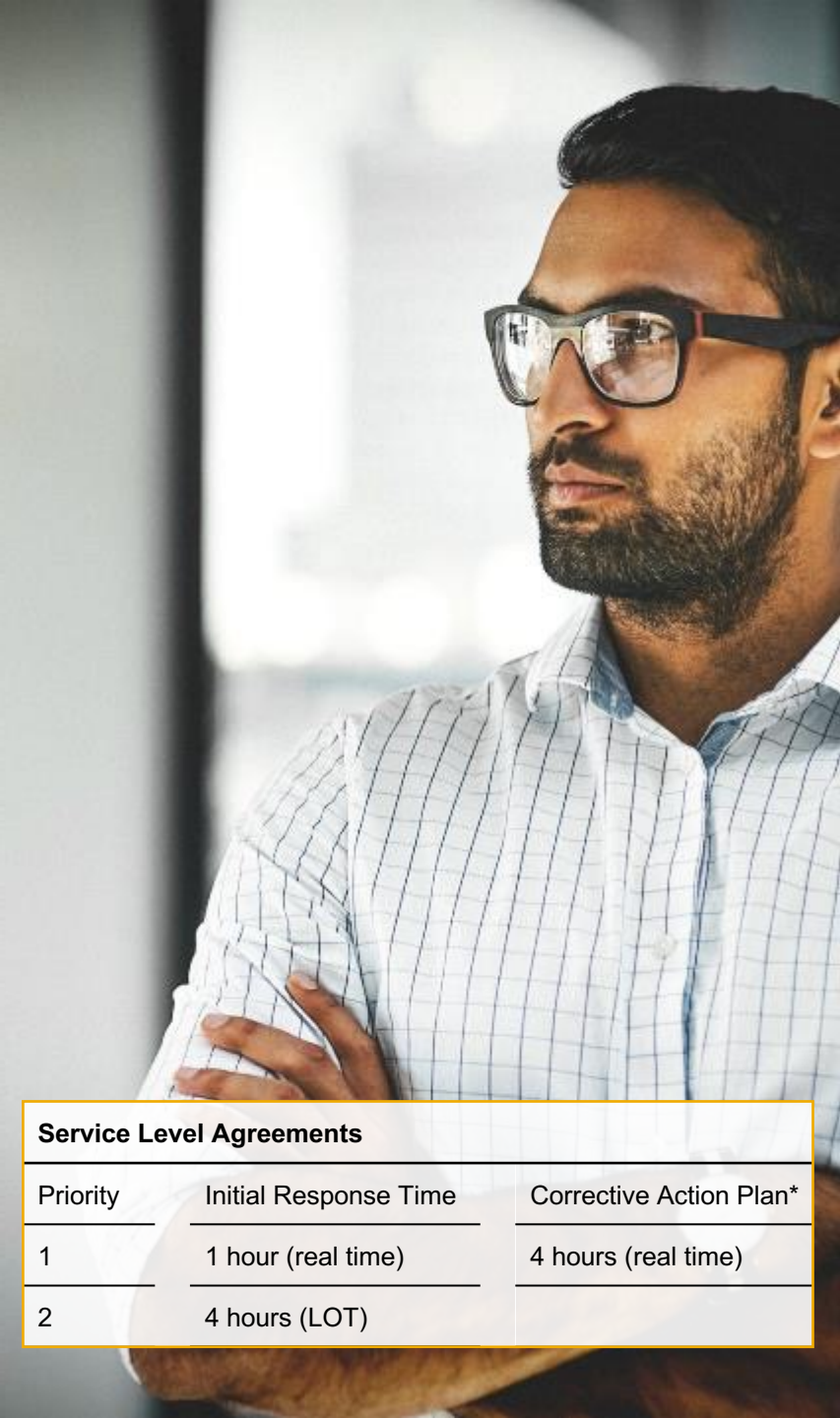


We help to relieve you of critical situations and provide various cutting-edge access points to **facilitate rapid collaboration with SAP support experts.**

- 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 ONE Support Launchpad 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

* For very high customer incidents, SAP will provide a fix, work-around, or action plan 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 (LOT)	



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.

- [SAP ONE Support Launchpad](#)
- [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](#)

Real-time interaction

Expert Chat



Expert Chat provides a live chat function that connects you to SAP technical support experts.

Overview

- Live support from SAP experts for any technical question related to a product
- Improves support experience with real-time interaction
- Available for all support levels and almost all solutions
- For more information:
 - Learn more about [Expert Chat](#) on SAP Support Portal
 - [Expert Chat video](#)

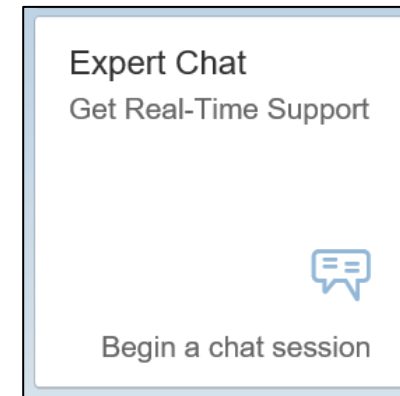
Benefits

- Connects you real-time with SAP support
- Offers screen-sharing option
- Provides access to the same technical experts as in the incident channel
- Resolves incidents faster than those reported through traditional SAP support channels
- Offers quicker and more efficient issue resolution

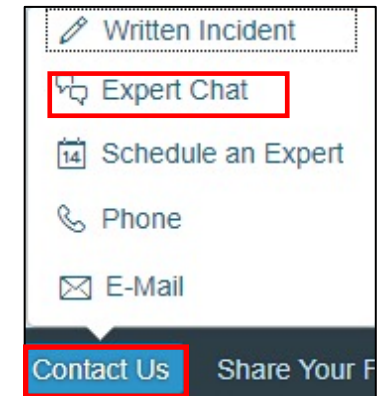
Access

- Access Expert Chat through the [SAP ONE Support Launchpad](#) (several options):
 - a. Access through the **Expert Chat tile** on your SAP ONE Support Launchpad on the My Home screen.
 - b. Carry out a search in the launchpad's database. Click on the Expert Chat-button in the upper area.
 - c. Access Expert Chat through the *Contact Us* menu
 - d. Access Expert Chat while going through the incident submission process. Chat functionality is built into the incident form.

Preview



Expert Chat tile on My Home in SAP ONE Support Launchpad



Contact Us menu in SAP ONE Support Launchpad's footer bar



Real-time interaction

Schedule an Expert



Schedule an Expert connects you live with SAP Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you.

Overview

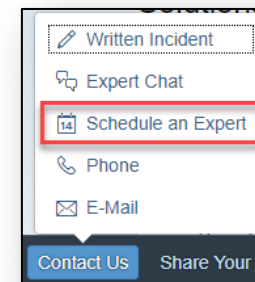
- One-to-one 30-minute call delivered remotely through Microsoft Teams
- Book an appointment at least 48 hours in advance to allow engineers to prepare
- Check out the [Schedule an Expert video](#)
- Visit [SAP Support Portal](#) to learn more
- Learn more on [how to join your Schedule an Expert call](#)

Benefits

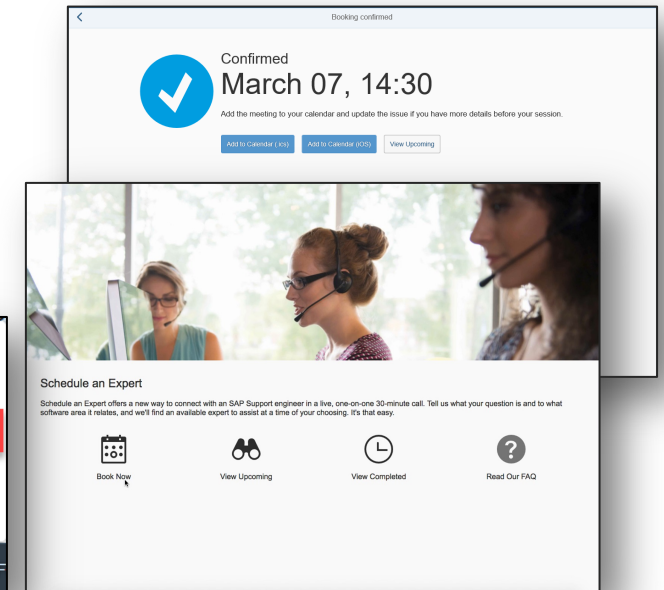
- Live channel option for you
- Interact one-to-one with a support engineer
- Get answers at any time of your convenience
- Get help and direct support for any technical question
- Have access to the same engineers that you would create an incident with
- Reduce your waiting time for response and resolution

Access

- Access Schedule an Expert through the [SAP ONE Support Launchpad](#) (several entry options):
 - a. Access through the **Schedule an Expert** tile on your SAP ONE Support Launchpad home screen.
 - b. Carry out a search in the Launchpad's database. Click on the Schedule an Expert-button in the upper area.
 - c. Access Schedule an Expert through the "Contact Us"-menu in SAP ONE Support Launchpad's footer bar



Preview



„Contact Us“-menu in SAP ONE Support Launchpad's footer bar

Contact

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d.mehta@sap.com

