



SAP Enterprise Support Portfolio

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

Teo Rodriguez
SAP Customer Evolution

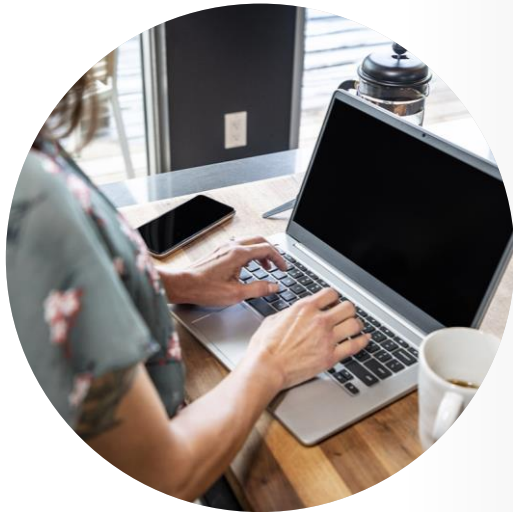
ASUG Mid-Atlantic Chapter Meeting – October 2023

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 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

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



Program Offerings

- **Prescriptive guidance** - Structured content enables guided journey, simplification, and accelerated consumption of content
- **Expert access** - SAP experts provide prescriptive guidance, best practices and technology insight
- **Social Collaboration** - Forums allow you to exchange ideas and best practices with SAP experts and peers
- **Empowerment** - Interactive learning formats to empower you with the knowledge and skills for realizing your deployment strategy



User Benefits

- **Advance** digital skill level with interactive learning formats
- **Achieve** deployment and operational goals
- **Maximize** the value of your SAP solutions
- **Reduce** training expenditures
- **Get quick** advice form SAP experts and peers
- **Easy** access to latest news and releases
- **Access** to virtual events with leading experts
- **Record** of learning accomplishments

Collaboration – SAP Enterprise Support Value Maps

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

Value Maps | Overview | Available Value Maps | Customer Quotes | Help

SAP Enterprise Support Value Maps

SAP Enterprise Support value maps – an empowerment and support program, which leads you through the knowledge, skills, and services needed to address business challenges and adopt intelligent technologies. Value maps provide direct access to SAP experts, collaboration forums, high-impact learning, and prescriptive guidance, to help you achieve meaningful results and unlock new potential for growth.



Your Benefits

- ✓ Achieve deployment and operational goals with prescriptive guidance
- ✓ Advance employee skill level with interactive learning formats
- ✓ Maximize the value of your SAP software
- ✓ Reduce training expenditures
- ✓ Access to SAP experts and industry peers for advice and recommendations
- ✓ Stay informed with latest news and releases
- ✓ Attend virtual events with leading specialists
- ✓ Receive a record of learning accomplishments

Request access to the SAP Learning Hub, edition for SAP Enterprise Support. Watch the [video](#) on how to sign up and refer to our [tutorial](#) on how to use the Learning hub. If you are already registered you should use 'Access Value Maps' button.

Access SAP Enterprise Support Value Maps Learning Room platform. If you reach the SAP Learning Hub login page, please login and click on [Access Value Maps](#) again.

[Sign Up](#) [Access Value Maps](#)

Collaboration – SAP Enterprise Support Value Maps

SAP Enterprise Support Value Maps

Enabling your journey to the intelligent enterprise to run at your best with SAP solutions that can help you grow more resilient, more profitable, and more sustainable.

Select a Value Map



SAP S/4HANA



SAP S/4HANA Cloud, public edition



SAP S/4HANA Cloud, private edition



SAP Digital Supply Chain



SAP SuccessFactors HXM Suite



SAP Customer Experience solutions



Spend Management and Business Network **(new)**



SAP Business Technology Platform



SAP Analytics Solutions



Data Volume Management



SAP Signavio | Business Process Transformation



Application Lifecycle Management



Business Process Improvement



Security

Topics of the Week

SAP S/4HANA Cloud, Public Edition

Click here to access SAP Sustainability Solutions to manage carbon footprint and reduce material waste.

Enablement for SAP offerings

**RISE
WITH
SAP**

**Business
Transformation
as a Service**

Get Started

Collaboration – SAP Enterprise Support Value Maps

SAP Business Technology Platform Value Map – SAP Enterpris... ★ Public
SAP Business Technology Platform helps you achieve agility, business value, and continuous innovatio>Show more 1,165 Members
[Overview](#) [More](#)

SAP Business Technology Platform - Overview | What's New | Continuous Quality Checks | Events | Ask Questions | About Us

SAP Business Technology Platform

Application Development	Automation	Integration	Data and Analytics	Artificial Intelligence
Create apps faster and scale without limits.	Automate and optimize your processes.	Connect your processes business-wide.	Give data purpose with our data and analytics solutions.	Infuse artificial intelligence in your apps.
<ul style="list-style-type: none">• Extensibility Foundation with SAP BTP• Solution Extensions on SAP BTP• SAP Build Work Zone• SAP Mobile Services• SAP Fiori	<ul style="list-style-type: none">• SAP Build Process Automation• SAP Task Center	<ul style="list-style-type: none">• SAP Integration Suite Foundation• Solution Integration on SAP BTP• SAP Data Intelligence	<ul style="list-style-type: none">• SAP Analytics Cloud• SAP Extended Planning and Analysis (xP&A)• SAP Datasphere• SAP HANA Cloud• SAP Master Data Governance	<ul style="list-style-type: none">• SAP Artificial Intelligence (Core, Launchpad, Business Services)• Embedded Artificial Intelligence for SAP S/4HANA

Release Navigator for SAP Business Technology Platform

Search this SAP Learning Room...

[Request a Call](#) [Ask Questions](#) [Give Feedback](#)

Collaboration – SAP Enterprise Support Value Maps

Data & Analytics

Purposeful use and management of your data will help you to extend planning and analysis across your organization, provide insights into the current state and improve your decision-making process.

These assets 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



SAP Analytics Cloud

End-to-end Learning Journeys:

- SAP Analytics Cloud – Administration
- SAP Analytics Cloud – Business User
- SAP Analytics Cloud – Planning
- SAP Extended Planning and Analysis (xP&A)
- Secure Operations Map - SAP Analytics Cloud

Focused Learning Programs:

- SAP Analytics Cloud - Deployment Readiness Fundamentals
- SAP HANA Cloud with SAP Analytics Cloud use case



SAP Data Warehousing



SAP HANA Cloud

End-to-end Learning Journey

- SAP HANA Cloud



SAP Master Data Governance

End-to-end Learning Journey

- SAP Master Data Governance

Collaboration – SAP Enterprise Support Value Maps

Learning Journeys



Start with an overview

Are you new to a topic or solution? Here you will find content that helps you gain a general understanding of the topic.

SAP Analytics Cloud - Overview and Strategy



Introducing SAP Analytics Cloud

Overview of SAP Analytics Cloud: All Analytics on One Platform



Strategy and Documentation

There are links here to the SAP Analytics BI: Statement of Direction, Product Plan, Roadmap, Update Releases, SAP Help Portal Documentation, SAP Community Blogs

[^ Hide content](#)



Become competent

Are you looking for in-depth knowledge on the topic? In the content in this scenario you will find guidance on what it takes and how it fits your company's need.

Getting Started with SAP Analytics Cloud



Expert Guided Implementation

Expert-guided implementation (EGI) is a multi-day virtual classroom. An SAP expert explains the execution of the target activity step-by-step. Participants then execute the demonstrated steps within their own SAP environment



Getting Started for Creators and Analyst

This learning journey will introduce you to the different parts of SAP Analytics Cloud, including many demonstrations and useful resources.



SAP Analytics Cloud - Business Intelligence

This series of tutorials demonstrates how to work with Business Intelligence capabilities in SAP Analytics Cloud

Collaboration – SAP Enterprise Support Value Maps

Learning Journeys – S/4HANA available

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 >>](#)

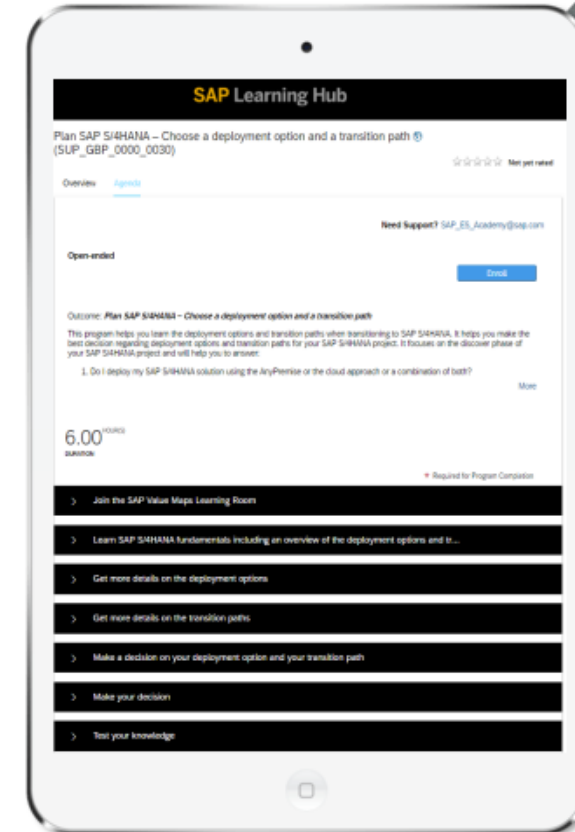
Prepare your custom code for SAP S/4HANA

[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

Continuous Quality Checks by Phase

SAP Business Technology Platform Value Map – SAP Enterpris...
 SAP Business Technology Platform helps you achieve agility, business value, and continuous innovation. [Show more](#)

Public
1,166 Members

Overview

SAP Business Technology Platform - Overview | What's New | **Continuous Quality Checks** | Events | Ask Questions | About Us

Continuous Quality Checks

Continuous quality check (CQC) remote services help you to analyze a system and/or situation to reduce risks and outline optimization potential. After the CQC is performed, you will receive a report, including an executive summary, with findings and guidance for improvement.

	Before Go-Live	During Go-Live	After Go-Live
Continuous Quality Check for Deployment Readiness for SAP Business Technology Platform (BTP)	🟢		🟢
Continuous Quality Check for Security Optimization for SAP Business Technology Platform (BTP)	🟢		🟢
Continuous Quality Check Interface Management			🟢
Continuous Quality Check for Deployment Readiness for SAP Cloud Integration	🟢		🟢
Continuous Quality Check for SAP Going Live Support for SAP Analytics Cloud		🟢	
Continuous Quality Check for SAP Business Process performance Optimization for SAP Analytics Cloud			🟢

For more services check the SAP KBA 3231179.

Collaboration – SAP Enterprise Support Value Maps

Navigator for SAP Business Technology Platform

SAP Business Technology Platform Value Map – SAP Enterpris... ★ Public 1,165 Members More ▾

SAP Business Technology Platform helps you achieve agility, business value, and continuous innovatio>Show more

Overview ▾

SAP Business Technology Platform - Overview ▾ What's New Continuous Quality Checks Events Ask Questions About Us

SAP Business Technology Platform

Application Development	Automation	Integration	Data and Analytics	Artificial Intelligence
Create apps faster and scale without limits.	Automate and optimize your processes.	Connect your processes business-wide.	Give data purpose with our data and analytics solutions.	Infuse artificial intelligence in your apps.
<ul style="list-style-type: none">• Extensibility Foundation with SAP BTP• Solution Extensions on SAP BTP• SAP Build Work Zone• SAP Mobile Services• SAP Fiori	<ul style="list-style-type: none">• SAP Build Process Automation• SAP Task Center	<ul style="list-style-type: none">• SAP Integration Suite Foundation• Solution Integration on SAP BTP• SAP Data Intelligence	<ul style="list-style-type: none">• SAP Analytics Cloud• SAP Extended Planning and Analysis (xP&A)• SAP Datasphere• SAP HANA Cloud• SAP Master Data Governance	<ul style="list-style-type: none">• SAP Artificial Intelligence (Core, Launchpad, Business Services)• Embedded Artificial Intelligence for SAP S/4HANA

Release Navigator for SAP Business Technology Platform

Search this SAP Learning Room... 🔍

[Request a Call](#) [Ask Questions](#) [Give Feedback](#)

Collaboration – SAP Enterprise Support Value Maps

Navigator for SAP Business Technology Platform

The screenshot displays the SAP Release Navigator for SAP Business Technology Platform. At the top, there is a navigation bar with the SAP logo and a home icon. Below this, a purple banner contains the text: "This is the first version of the Release Navigator for SAP BTP. [Click here to check out our navigation tips.](#)"

The main content area is titled "Release Navigator for SAP Business Technology Platform" and includes a "Welcome!" section. This section contains a large white card with the text: "This is the Release Navigator for SAP Business Technology Platform. Your one-stop-shop to access helpful, openly available resources relating to feature updates for SAP BTP. There are both **general resources** that apply to all of SAP BTP as well as resources **specific to SAP BTP products and services.**"

To the right of the welcome card are three smaller white cards: "How to use the Release Navigator for SAP BTP" (with a magnifying glass icon), "Release Navigator Blog" (with a document icon), and "Topic Request & Feedback Survey" (with a speech bubble icon). A fourth white card titled "More Release Navigators" is highlighted with a yellow border and lists: "SAP S/4HANA Cloud, public edition", "Spend Management and Business Network", and "SAP Customer Experience".

Below these cards are two links: "General Resources across all of SAP BTP" and "Product Resources by SAP BTP solutions".

The "SAP BTP Release Resources" section features a row of six white cards: "SAP Roadmap Explorer Upcoming Innovations" (with a book icon and highlighted with a yellow border), "What's New Viewer Release Notes" (with a magnifying glass icon), "SAP Community Page Release Blogs and Curated Resources" (with a person icon), "Product Newsletter Monthly Updates" (with an envelope icon), "Innobytes Video Playlist Monthly Episodes" (with a play button icon), and "Release Dates" (with a scrollable list of dates for Q4 2023 and Q1 2024).

The "SAP BTP General Resources" section features a row of seven white cards: "Enterprise Support" (with a list of links like "SAP Enterprise Support Portal" and "SAP BTP Value Map"), "SAP BTP Onboarding Resource Center Get started" (with an airplane icon), "SAP Discovery Center Services Catalog" (with a magnifying glass icon), "Product Documentation SAP Help Portal" (with a question mark icon), "Product Page Use Cases, Customer Stories and more" (with a globe icon), "SAP BTP Talk Podcast Monthly Episodes" (with a microphone icon), and "Social Media Stay Connected" (with a list of links like "SAP BTP on LinkedIn" and "SAP BTP on Youtube").

Collaboration - Navigator for SAP Business Technology Platform

SAP Roadmap Explorer

The screenshot displays the SAP Roadmap Explorer interface. At the top, there is a navigation bar with the SAP logo and 'Road Map Explorer' title. The main navigation includes 'Products', 'Processes', 'Industries', 'My Road Maps', and 'Disclaimer'. A search bar on the right shows '721 Road Map Items'. Below the navigation, there are filter buttons for 'Products', 'Processes', 'Industries', 'Focus Topics', and 'Suite Qualities'. A 'Current - Latest' button and a 'Save' button are also present.

The main content area is divided into four columns representing different quarters:

- Q4 2023 (CURRENT):** 300 Road Map Items. Includes items like 'Elasticity and workload – support configuration of elastic read nodes' (SAP Datasphere) and 'Flexible tenant configuration – self-service to increase the size of a...'. A '+2' button is visible.
- Q1 2024:** 173 Road Map Items. Labeled as 'Future Release'. Includes items like 'Administrative-level control of sharing public and private files' (SAP Analytics Cloud) and 'Streamline integration of large language models with the first wav...'. A '+2' button is visible.
- Q2 2024:** 68 Road Map Items. Labeled as 'Future Release'. Includes items like 'Continuous enhancements to improve developer productivity wit...' (SAP Integration Suite) and 'Flexible configuration of agreement matching using custom keys' (SAP Integration Suite).
- Q3 2024:** 57 Road Map Items. Labeled as 'Future Release'. Includes items like 'Ability to obtain a copy of an instance of SAP HANA Cloud...' (SAP HANA Cloud) and 'Display of an estimate of costs for training runs and deployments' (SAP AI Launchpad).

Collaboration - Navigator for SAP S/4HANA Cloud, public edition - Overview

SAP

New UX elements are available. [Check them out.](#)

Release Navigator for SAP S/4HANA Cloud, public edition Version: 2308 [Home](#)

Welcome!

Is this your first experience using the **release navigator for SAP S/4HANA Cloud, public edition**?

Release Navigator Resources

- Overview Video
- 2308 Upgrades Guided Tour
- 2308 Release Ready Kit
- 2308 Updates Blog

Release Schedule

October 12, 2023
Wave 7 - [SAP for Me](#)

November 10, 2023
2311 - General Availability (GA) for [SAP CIM](#)

November 18, 2023
Wave 8 - SAP for Me

December 20, 2023
2402 - [Preliminary What's New Viewer](#)

Release Enablement Sessions

- Early Release Series
- In-Depth Series
- Product Update Series

Release Navigator for SAP Cloud Solutions

- SAP Business Technology Platform
- SAP Customer Experience
- Spend Management & Business Network

SAP S/4HANA Cloud Release Assessment and Scope...

Software & Content Update

SAP Help Portal

SAP Best Practices

SAP Signavio Process...

SAP Community

Value Maps

SAP Enterprise Support

Topic Request & Feedback Survey

Collaboration - Navigator for SAP S/4HANA Cloud, public edition

SAP Best Practices

The screenshot displays the SAP Signavio Process Navigator interface. At the top, there is a search bar and a notification icon with '88'. The main header shows 'SAP for Me' and the current path: 'SAP Signavio Process Navigator / Solution Scenario /'. Below this, the title 'SAP Best Practices for SAP S/4HANA Cloud' is displayed with a 'Download' button. The 'Solution Scenario' section shows 'Version 2302' and 'Country/Region Germany'. A navigation bar includes 'Solution Process', 'Accelerators', and 'Description'. The 'Solution Process' table is shown with a search bar and filters for 'Line Of Business' and 'A-Z Index'. The table lists various solution processes with their names and external IDs.

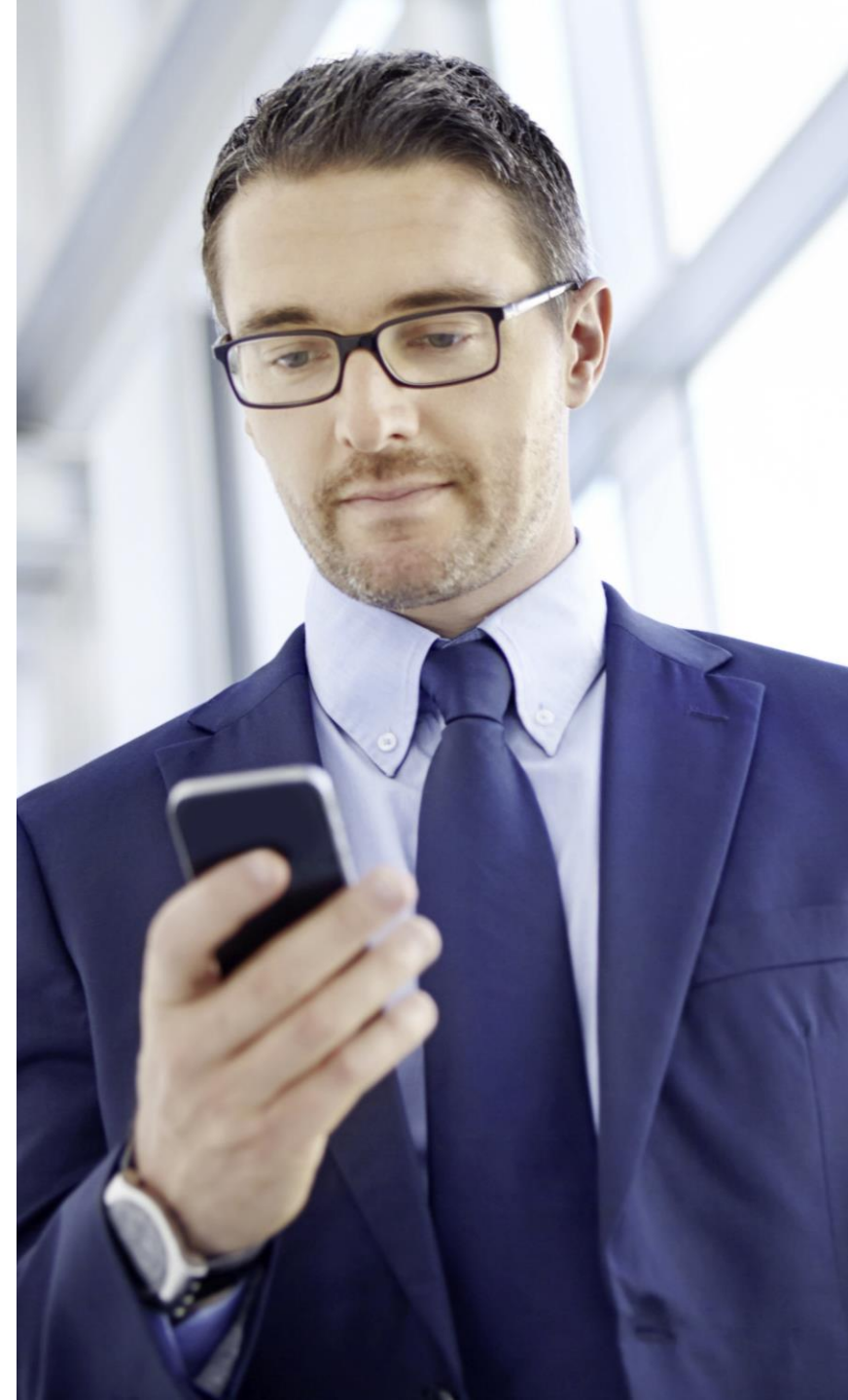
Line of Business	Solution Process	External ID
> Application Platform and Infrastructure	7	
> Asset Management	10	
> Database and Data Management	43	
> Finance	264	
> Human Resources	7	
> IT Management	1	
> Manufacturing	106	
> R&D/Engineering	40	
	Analytics - Purchase Order Visibility and Procurement Spend (2QU)	2QU
	Analytics for Production Unit - Plan/Actual Production Cost (2QW)	2QW
	Business Event Handling (1NN)	1NN
	Engineer Products and Systems - Project with Production (6GD)	6GD
	Predictive Analytics Model Training - Finance (30K)	30K
	Responsibility Management (1NJ)	1NJ

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 Support website's 'SAP Enterprise Support Academy' page. At the top, there is a navigation bar with 'SAP Support' and various menu items like 'My Support', 'Products', 'Tools', 'Maintenance', 'Offerings & Programs', 'ALM', and 'Explore SAP'. Below this, a breadcrumb trail indicates the current location: 'Offerings & Programs / SAP Enterprise Support'. The main content area features a search bar with the text 'Data Volume Management' and a 'Search' button. To the right of the search bar is a list of links: 'New and Popular Learning Courses', 'Search Recommendations', 'Regional Upcoming Live Sessions', and 'SAP Enterprise Support Academy Newsletter'. Below the search and links is a section titled 'Highlights and Upcoming Sessions'.

This section provides a detailed view of the 'Highlights and Upcoming Sessions' carousel. It contains three cards, each with a title, a brief description, and a call-to-action link. The first card is titled 'Sales Processes' and mentions 'cross-industry project control for SAP S/4HANA Cloud, public edition'. The second card is titled 'Goodbye SAP ONE Support Launchpad!' and welcomes users to 'SAP for Me!'. The third card is titled 'Service Contract Management' and asks if users are looking to increase their service revenue. To the right, a smaller version of the carousel is shown, featuring three more cards: 'Your Conversion to SAP S/4HANA', 'EmLa for Customer Data Cloud', and 'Real-Time Support Channels'. Navigation arrows and a progress indicator are visible at the bottom of the carousel.

Empowerment - SAP Enterprise Support Academy

Enablement for digital transformation – Learning Hub

The screenshot displays the SAP Learning Hub interface. At the top, there is a navigation bar with the SAP logo, 'Learning Content' dropdown, 'SAP Learning Hub' title, and a search bar for 'Learning Rooms'. Below the navigation bar, the search results are for 'Data Volume Management', showing 439 titles and 479 social learning items. The results are displayed in a grid of course cards. Each card includes an icon, the course title, the SAP Enterprise Support Academy logo, a star rating, and a 'See Classes' link. The cards are organized into two rows of four. The first row contains courses like 'Business Process Change Analyzer', 'Change Request management advanc...', 'Component Based Test Automation (C...', and 'E2E Monitoring & Analysis of SAP Fiori...'. The second row contains 'Enterprise Support Advisory Council C...', 'Paths to SAP BW4HANA. Remote and ...', 'Roles and Authorization Concept.', and 'SAP HANA: Monitoring and Troublesho...'. A 'Refine By' sidebar on the left allows filtering by Learning Type, Course Level (set to 'Service and Support'), Delivery Method, and Subject Areas. At the top right of the results area, there are options for 'Calendar View', a list icon, and a 'Sort By Title' dropdown.

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

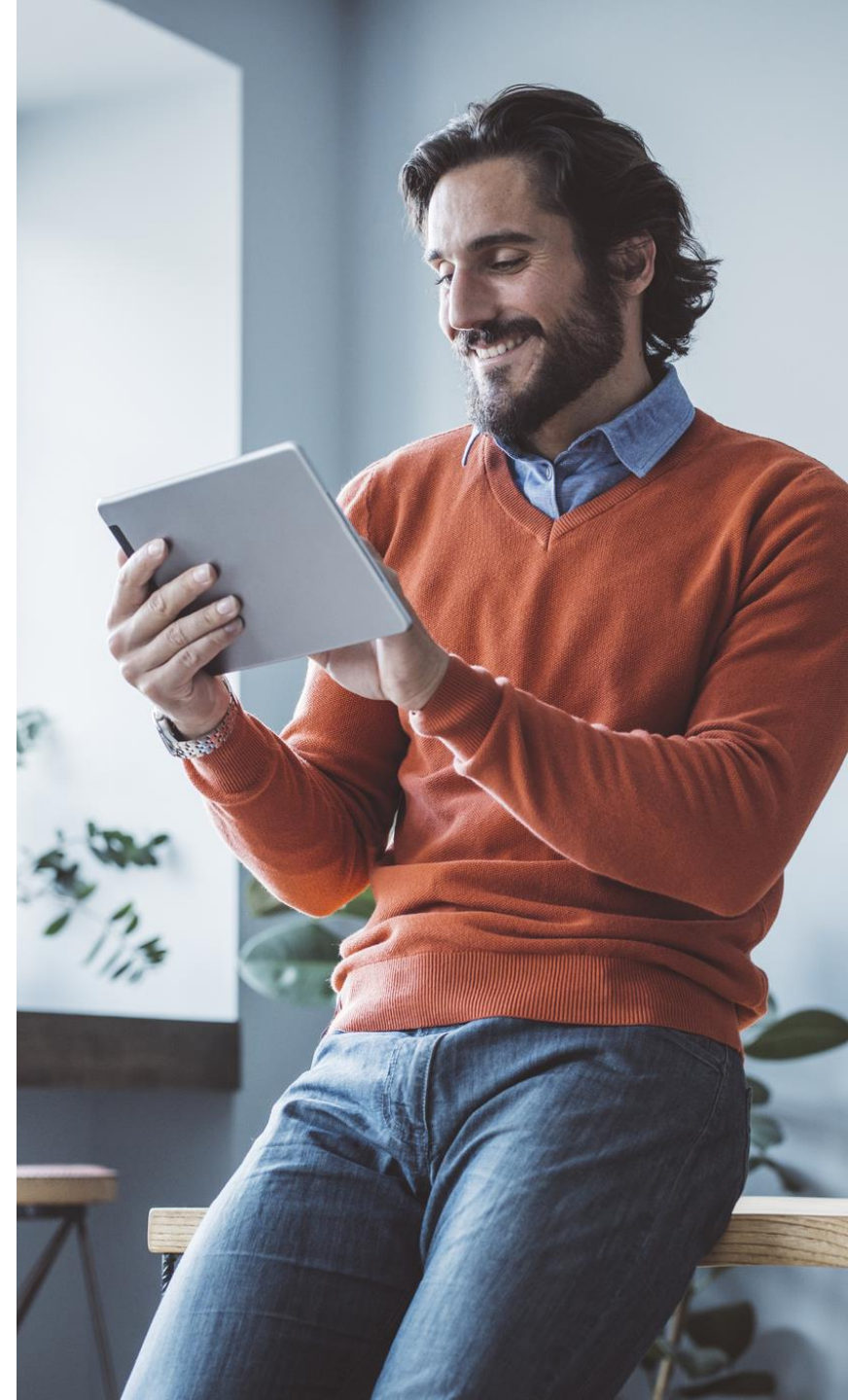
- ✓ [SAP CPQ](#)
- ✓ [BlackLine](#)

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

Proactive and preventive remote services for the intelligent enterprise

SAP Enterprise Support provides a wide range of **Continuous Quality Checks, Improvement Services and Additional Services**

Continuous Quality Check

- > Business Process Improvement
- > Business Process Performance Optimization
- > Data Volume Management
- > Deployment Readiness
- > EarlyWatch Check
- > Financial Data Quality
- > Going-Live Support
- > Implementation

- > Implementation
- > Interface Management
- > OS/DB Migration Check
- > Private Cloud Go-Live
- > Security Optimization
- > Technical Conversion Optimization
- > Transformation Assessment
- > Technical Performance Optimization
- > Upgrade
- > Upgrade Assessment

Innovation & Value Realization – Intelligent Tools

Tailored Recommendations



SAP Innovation and Optimization Pathfinder on Spotlight

Innovation recommendations, industry benchmarks, and optimization potentials

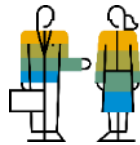
<http://www.sap.com/pathfinder>



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

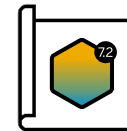
<http://www.sap.com/transformationnavigator>



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.





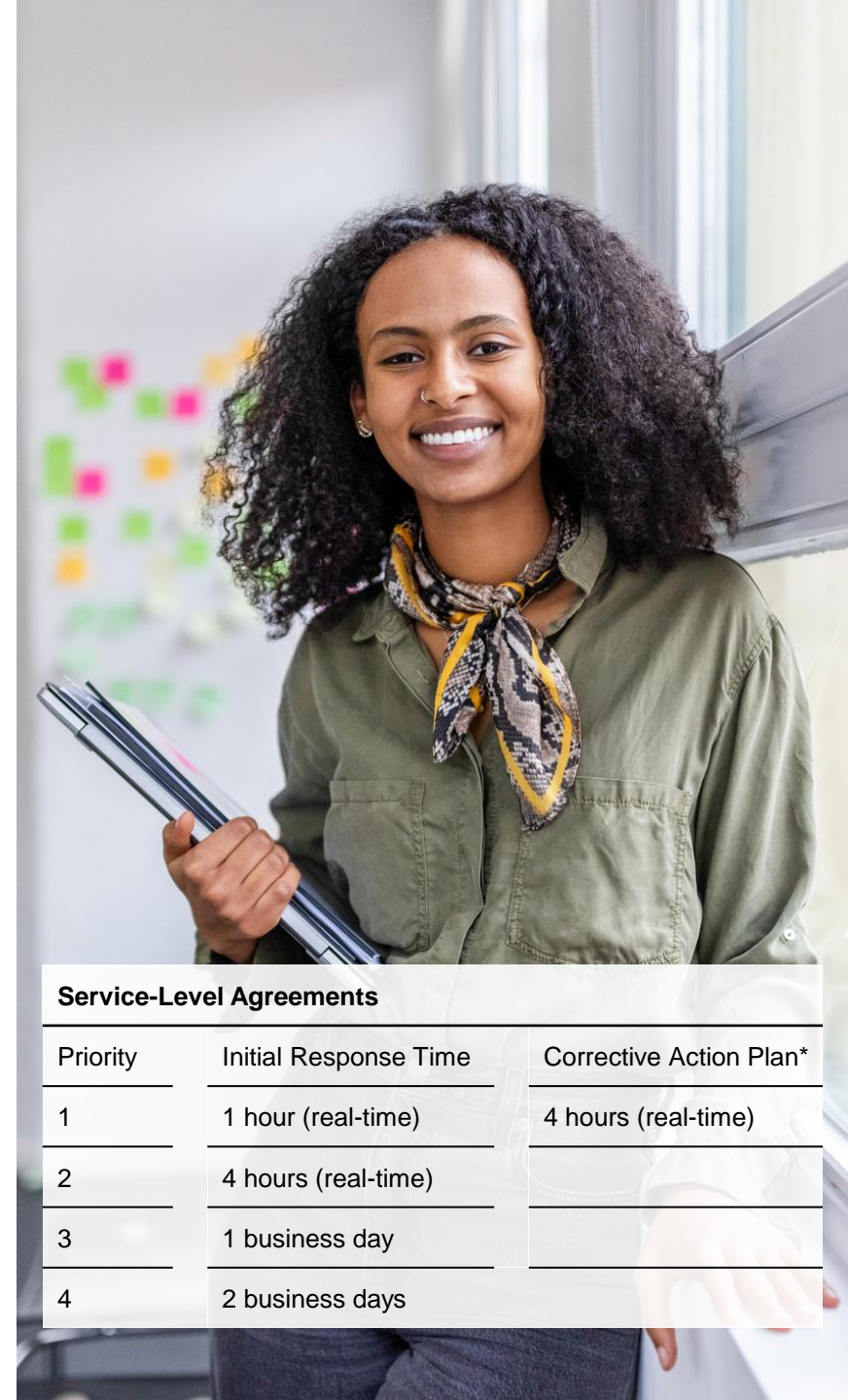
Mission-Critical Support

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

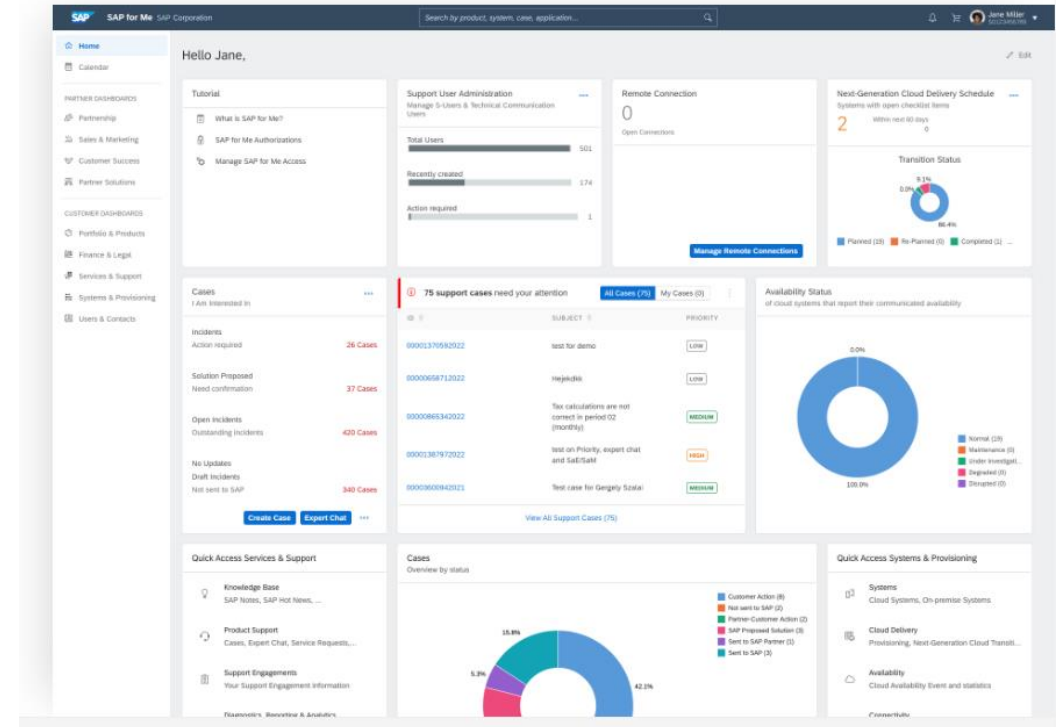
Your personalized central entry point to SAP's support

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](#)

SAP Customer Evolution Program

Are your systems running out of maintenance (2025)? Then Check this out!

SAP Customer Evolution Kit

Cost-free, quick, and efficient engagement to accelerate your digital transformation to the cloud

[Register now](#)

Accelerate your evolution today

Explore cloud solutions from SAP

Transform your business into an intelligent, sustainable enterprise. Explore how SAP helps you reshape your success in the digital era.

Sketch your SAP product roadmap

Navigate through the SAP landscape with confidence. We'll guide you through the best path, unlocking the potential of cloud solutions to benefit your organization.

Tailored assessments, actionable plan

No two businesses are alike. Our experts will work with you to create a personalized transformation plan tailored to your unique needs.

Unlock the value

Embrace the benefits of our transformative solutions. Together, we'll build the case for enhanced efficiency and productivity enable by cloud solutions from SAP.

[SAP Customer Evolution Kit](#)

Thank you.

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Customer Success | SAP Customer Evolution Program

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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](#)

