



Are you Missing Out on What's Yours? – Understand and Get More Value from your Support Investment When Returning to SAP Support

October 21, 2022

Public

ASUG Georgia/Alabama Chapter Meeting

ASUG

THE BEST RUN 

Establish the foundation for your success



Collaboration

Receive prescriptive guidance



Empowerment

Gain required knowledge and skills



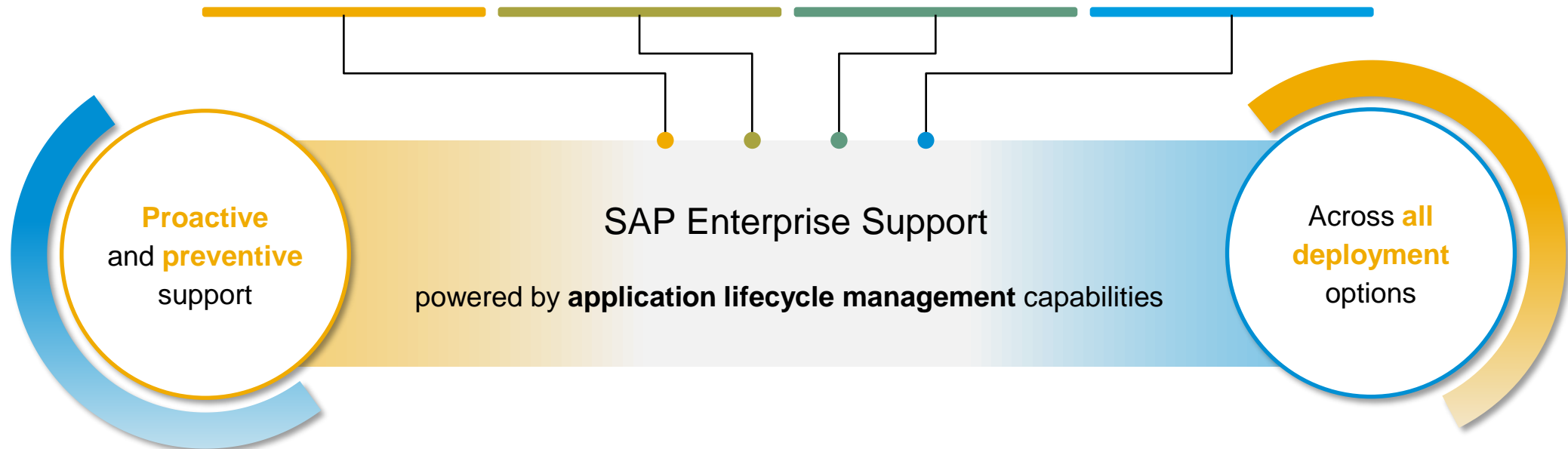
Innovation and value realization

Benefit from continuous innovations



Mission-critical support

Protect business continuity





“I want **guidance** from SAP to realize more value from my investment.”



Collaboration

As part of SAP Enterprise Support you have access to multiple collaborative resources that have an 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
- Prescriptive guidance for accelerated consumption of services and educational content
- Explore the best options to drive innovations

Your fast lane to support expertise

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 from SAP experts and peers
- **Easy** access to latest news and releases
- **Access** to virtual events with leading experts
- **Record** of learning accomplishments

Available value maps

[SAP S/4HANA](#)

[SAP SuccessFactors](#)

[SAP Business Technology Platform](#)

[Application Lifecycle Management](#)

[SAP S/4HANA Cloud](#)

[SAP Analytics Solutions](#)

[Business Process Intelligence](#)

[Business Process Improvement](#)

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

[SAP Customer Experience solutions](#)

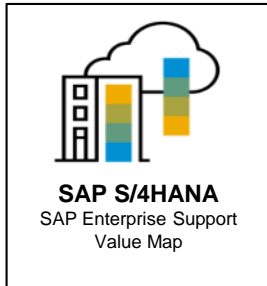
[Data Volume Management](#)

[Security](#)

[SAP Digital Supply Chain](#)

[SAP Ariba](#)

Example: Value map for SAP S/4HANA

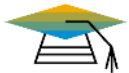


The value map for SAP S/4HANA will enable SAP Enterprise Support customers to adopt and run SAP S/4HANA. This value map guides you from the very beginning: from the discovery stages of this journey through the planning, implementation, and run phases of your project. Learn [more](#).

Become a member by following these steps and benefit from our offerings:

1. [Sign Up for SAP Learning Hub](#)
2. [Join the main group and choose the value map for SAP S/4HANA from the list on tab "Explore Value Maps"](#)
3. [Select & Start a Learning Journey](#) | [Explore & Achieve Quick Wins \(Learning Programs\)](#)

Why Should You Join the SAP S/4HANA Value Map?



Structured Approach

All the SAP S/4HANA expert led and self-paced content from the SAP Enterprise Support Academy are provided to you in one place.



Prescriptive Guidance

We will show you what you need to consume and when, depending on your project stage.



Personal Onboarding

Request a call to help us understand your project plans and tasks. We will tailor the call to suit your needs and recommend specific content for you.



Access to Expert

Post questions to our experts in the forums and review other member's comments.



Informative Blogs

Subscribe to our blog posts and review our published content to keep abreast of the latest SAP S/4HANA news and product updates.



Social Collaboration

With thousands of members at present in our value maps community, there is a massive opportunity to engage with and learn from other customers.

What Can You Get From Your SAP S/4HANA Value Map Membership?

- 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

Customer Center of Expertise–Overview

The Customer Center of Expertise is a **central point of contact** for interaction with SAP. It is building the bridge between IT and business and is one of the main contacts within your company for SAP-related topics.

All **SAP customers** may establish the Customer Center of Expertise to gain and use full value from SAP.



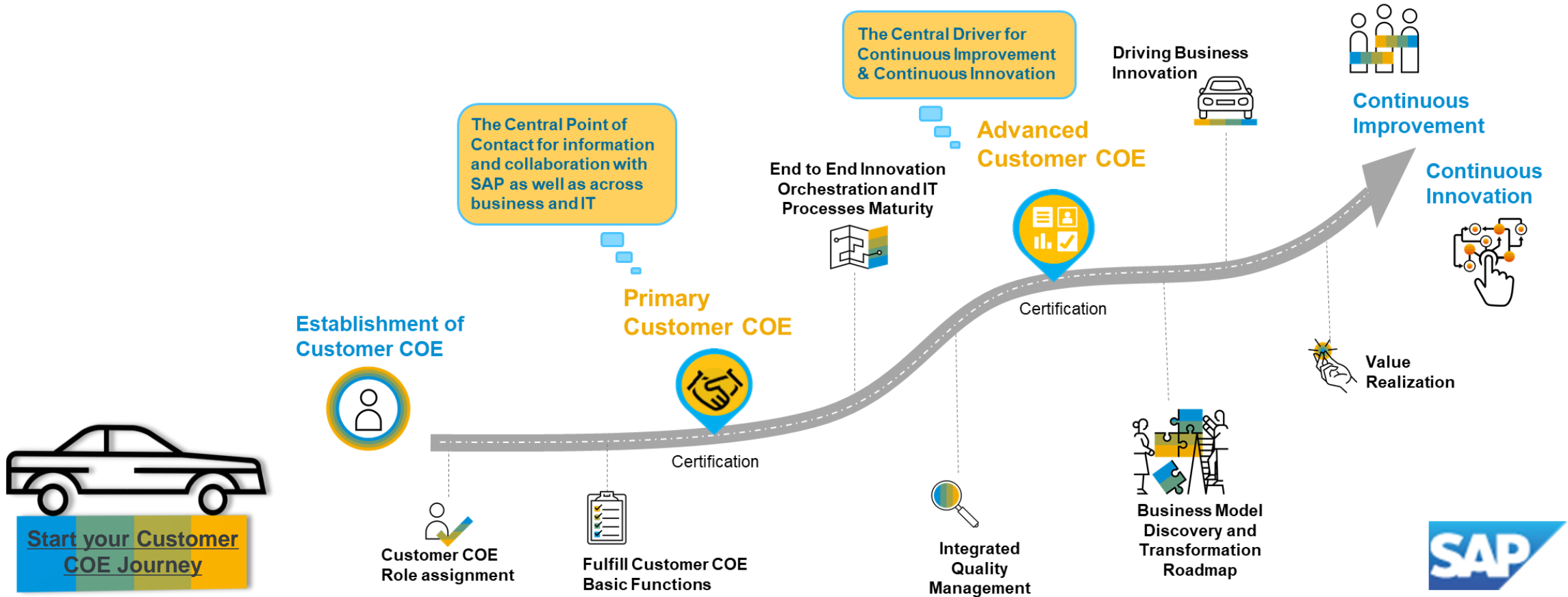
SAP Support Portal

- [Customer Center of Expertise \(CCOE\)](#)
- [Primary Customer COE](#)

Assets

- [Getting Started with Primary CCOE Certification](#)
- [Learn about the Value of a Primary Customer Center of Expertise](#)

A lifetime journey of IT for business



Basic functions

Customer COE Setup – the 4 basic functions

Details



Information

- Start new communication channels for end users (such as with SAP Jam, blogs, chats, etc.)
- Position direct, fast and open communication hubs
- Information about company IT strategy / security guidelines and best practices
- Trainings, Knowledge Transfer and Learning Curriculums
- Success Stories and Best Practices



Contract and License

- License / subscription
- Customer COE internal fees and service catalog
- Existing internal IT pricing models might become obsolete
- Alignment for all SAP related contract activities with cloud offerings in hybrid use cases
- Integration / harmonization of SAP support offerings



Innovation

- Collect and bundle the company demand for innovation
- Enhance the scope with line-of-business expertise into to relevant communities
- Manage overall innovation road map together with the business key contacts in the relevant areas
- Create hybrid visibility for your innovation demand and collaborate cross-solution focused
- Consider SAP Tools and Services like SAP Pathfinder, S/4HANA Readiness Check, etc.



Support Operations

- Analyze the existing SAP Support process landscape
- Follow new features from SAP Support
- Define the hybrid support process project if applicable
- Governance of Support Processes
- Design authority
- Seamless support for hybrid solutions with enhanced responsibilities if applicable

The benefits

Top 7 benefits for all certified Customer COEs

1

Access to **BENCHMARKS** within the peer group

2

FASTER INCIDENT PROGRESSING with special SAP incident flagging for certified CCOE

3

FREE ACCESS to SAP Learning Hub solution, including SAP Knowledge Transfer Products

4

SPECIAL Customer COE Knowledge Transfer **SESSIONS** with SAP experts to various topics

5

ACCELERATORS FOR VALUE DEVELOPMENT provided by Certified COE Customers -“Customers share their stories”

6

EXCLUSIVE ACCESS to the SAP Customer COE Community Suite (SAP Jam based group)

7

Customer Center of Expertise Role and **Incident Quality Dashboard** in the SAP ONE Support Launchpad (<http://launchpad.support.sap.com>)

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

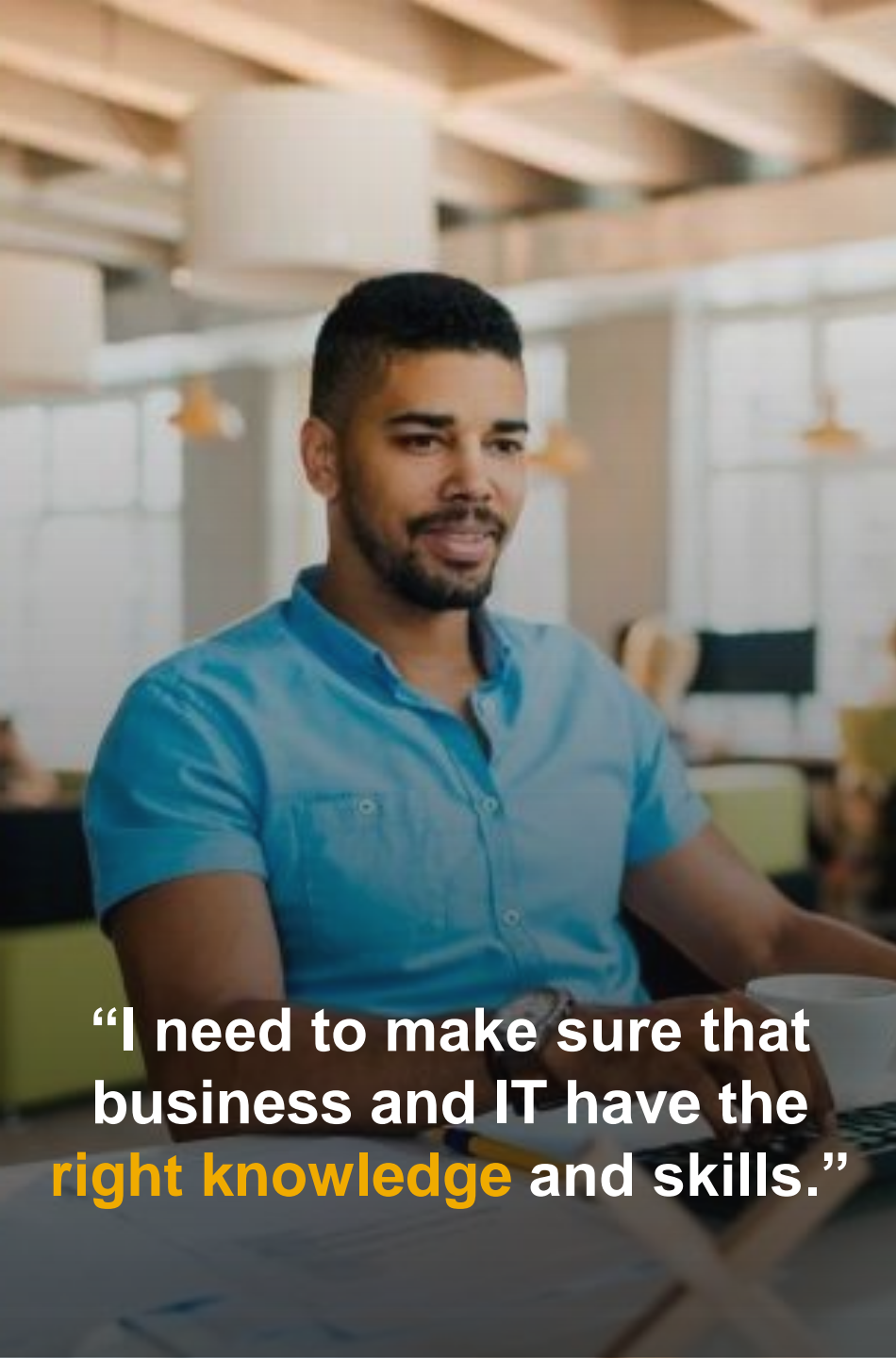
Access SAP Community: <https://www.sap.com/community.html>



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/>



“I need to make sure that business and IT have the right knowledge and skills.”

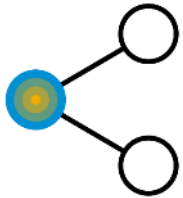


Empowerment

Through the SAP Enterprise Support Academy program we help you build competency and expand your skills easily.

- Get empowered by enriched learning and education elements of the SAP Enterprise Support Academy's extensive library
- Easily access learning content and services via the SAP Learning Hub platform
- Leverage expert content in various delivery formats and levels of detail
- Making sure you address and cover knowledge gaps by learning the right skills
- Learn how to optimize your software solution to run at peak performance

Enablement for digital transformation



SAP Enterprise Support Academy - The empowerment and collaboration program helping you to build the digital skills needed.



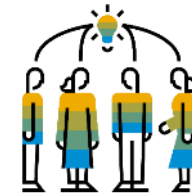
High-impact knowledge transfer

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



Accelerated learning

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



Trusted expertise

from SAP Support engineers 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

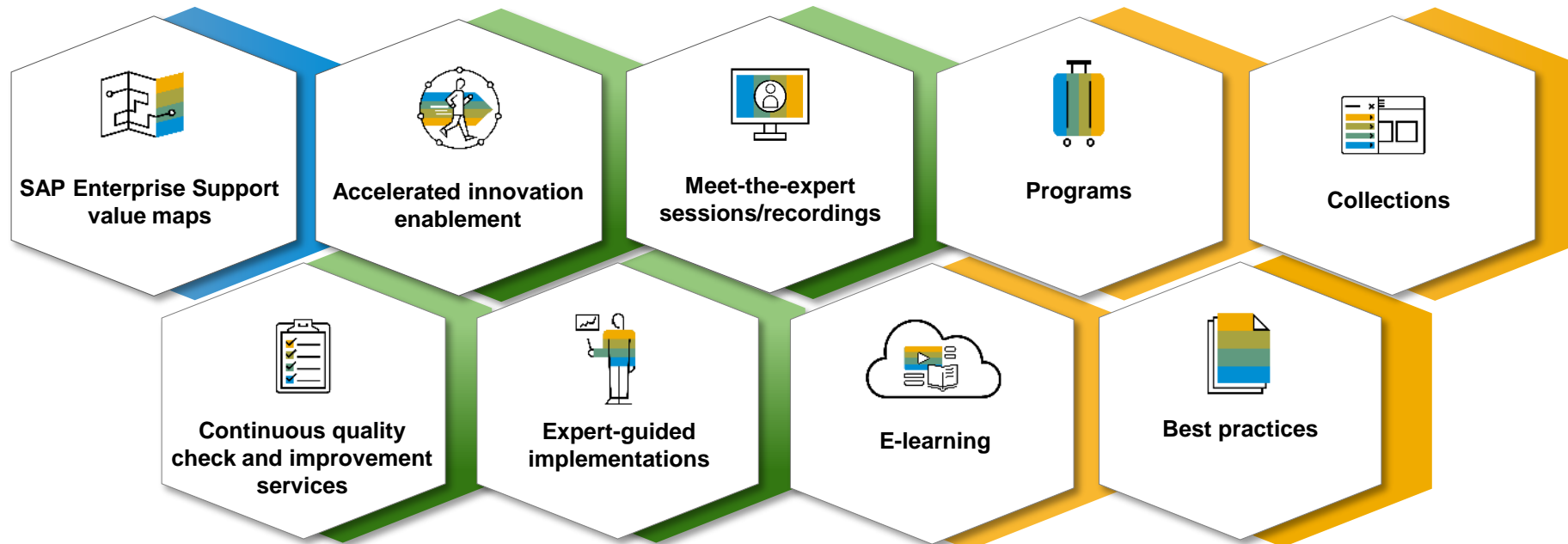
13
SAP Enterprise
Support value maps
for more guidance and
collaboration

Enablement for digital transformation

Utilizing SAP Learning Hub as delivery platform, we offer a wide range of educational content tailored to your needs. From expert guidance, self-paced learning offerings, live sessions as well as guided programs, each customer can find the right format to consume the desired learning content. With analytical insights on consumption, and direct feedback from you, we continually improve our portfolio and services to provide you the right expertise and experience.

Visit us on [SAP Support Portal](#)

[SAP Enterprise Support Academy](#)



prescriptive guidance

expert-led trainings

self-paced learnings



Innovation & Value Realization

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

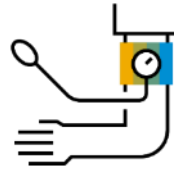
“I want to have a great customer experience facilitating success and **rapid adoption** of innovation.”

Proactive and preventive remote services for the intelligent enterprise

Remote services – SAP Enterprise Support provides a wide range of remote services connecting 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

Going Live
Support

Security
Optimization

Data Volume
Management

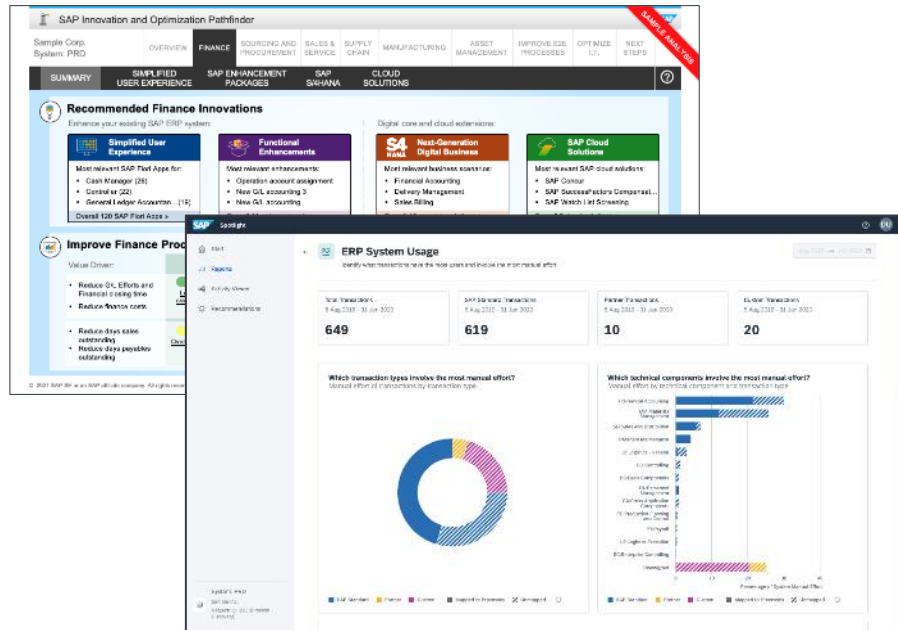
...and many more

Tailored Recommendations

I Starting Point

SAP Innovation and Optimization Pathfinder on Spotlight

Innovation recommendations, industry benchmarks, and optimization potentials for business and IT
<http://www.sap.com/pathfinder>

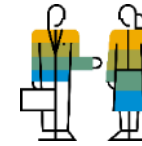


Find more information [here](#)

I Detailed Recommendations

Process Discovery

SAP S/4HANA recommendations
www.s4hana.com



SAP Fiori Apps Library – Recommendations Self Service

Improvement through SAP Fiori Apps
<http://www.sap.com/fiori-apps-library>



SAP Roadmap Explorer

Roadmap of software innovations
<http://www.sap.com/innovationdiscovery>



SAP Transformation Navigator

Creation of the plan for your digital transformation journey
<http://www.sap.com/transformationnavigator>



SAP Readiness Check

Identification of prerequisites to a migration to SAP S/4HANA
https://help.sap.com/viewer/p/SAP_READINESS_CHECK



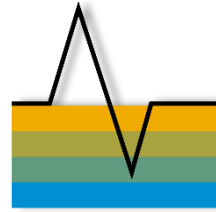
Co-innovate with SAP on strategic support topics

As part of the [SAP Enterprise Support Advisory Council](#) program, participants become early adopters of the latest support innovations. They also profit from a bigger investment from SAP's side and have the opportunity of directly influencing SAP's support offering in a meaningful way based on their own requirements.





“In case of a production-down situation, I need to resume business operations as quickly as possible.”



Mission-Critical Support

We relieve you of any 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 Next-Generation 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

Reliable end-to-end support across all deployment scenarios

Regardless of your deployment scenario and the issues that may arise, a cornerstone of SAP Enterprise Support is **mission-critical support** that provides rapid collaboration with support experts. This is further enriched by SAP's Next-Generation Support features.



SAP ONE Support Launchpad with a single, intuitive interface to access support resources, displaying only relevant applications and insights to help ensure an efficient and user-friendly experience

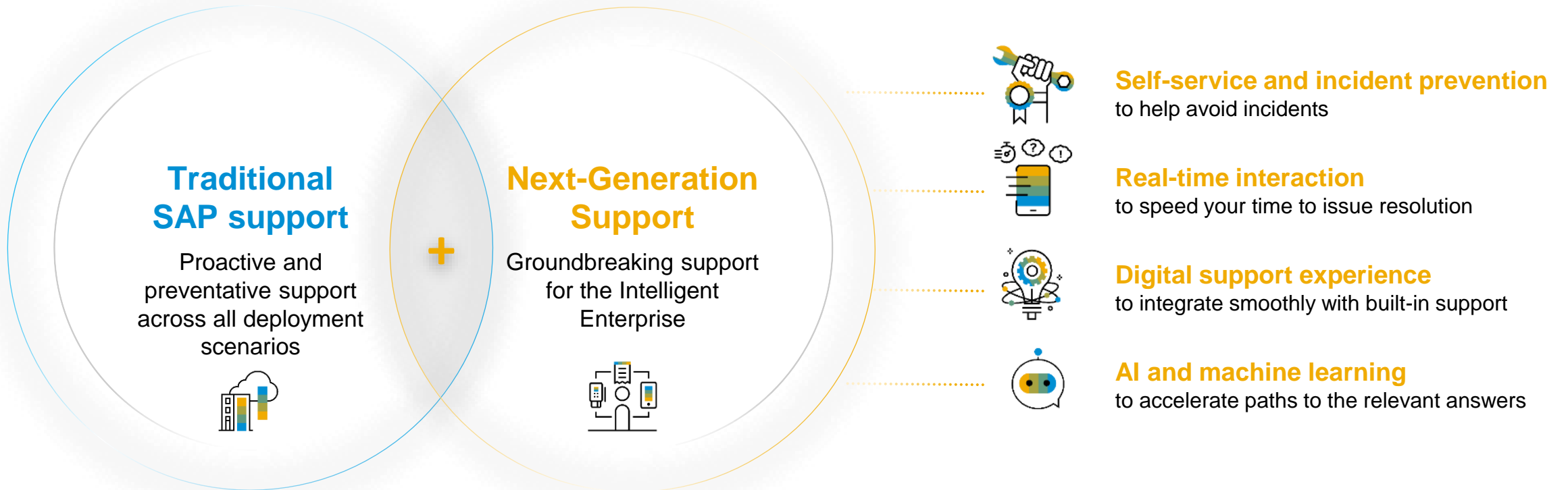


24x7 availability independent of your deployment model, with CALL-1-SAP as your global toll-free telephone number for contacting the SAP support team



Service-level agreements for a timely initial reaction and a corrective action to minimize business disruption and accelerate problem resolution

Next-Generation Support for the Intelligent Enterprise



Live Business needs live support



Self-service and incident prevention

[Next-Generation 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.

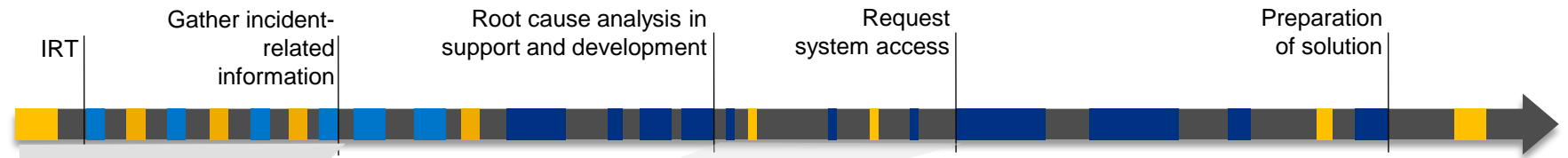
- Thought leadership
- Artificial Intelligence / Machine Learning
- [Incident Solution Matching](#)

Live support with Expert Chat and Schedule an Expert

Optimizing the incident flow

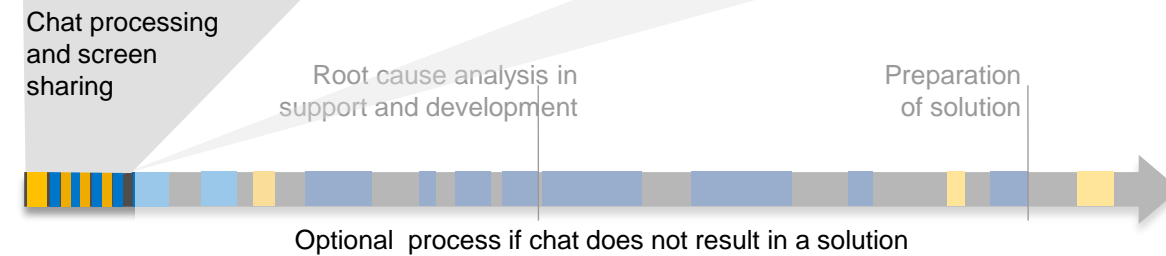
ILLUSTRATIVE

Typical incident flow Traditional incident



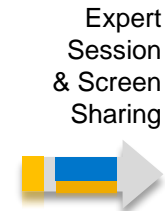
Ø 6 replies to customer
14-45 days processing time

Optimized incident flow with Expert Chat



~5,000 sessions / week
60-70% solution rate
~30 min Ø length of chat duration

Optimized incident flow with Schedule an Expert



600 sessions / month
40-50% solution rate
30 min length of call duration

Self-enablement program for customers and partners for Product Support



Product Support Accreditation program enables you to make the best out of SAP's product support tools and Next-Generation Support offerings

BENEFITS

Easy to consume interactive program

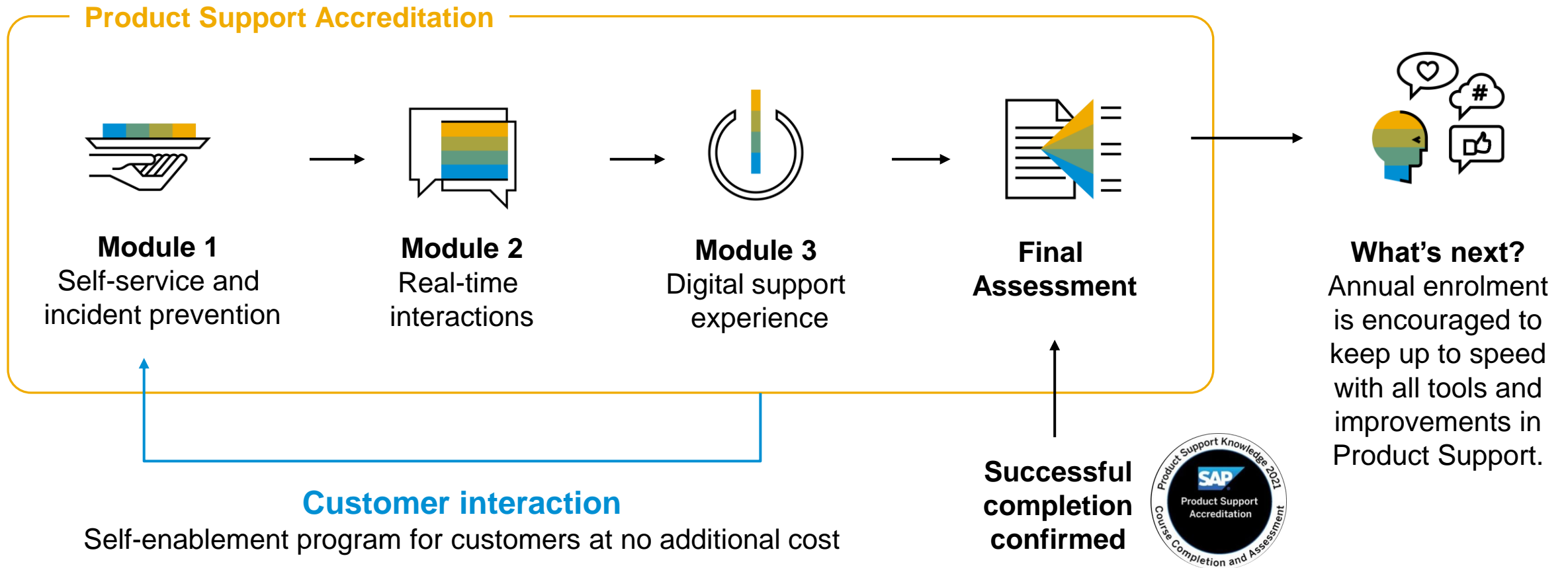
Empowerment and awareness to all the available resources from Product Support

Product Support Accreditation badge is awarded once the final assessment is completed

Modules can be taken at your own pace and time

S-user via SAP ONE Support Launchpad to enroll for program

Self-enablement program for customers and partners for Product Support



You can learn more [here](#)

Higher reliability of key business processes and applications

Service-level agreements – SAP’s commitment to timely initial response and corrective action means you can rely on fast support for your most critical business needs.

SAP Enterprise Support

[SAP Enterprise Support Scope Description](#)

SAP Enterprise Support, Cloud Editions

[SAP Cloud Support Policy](#)

Priority	Initial Response Time	Corrective Action Plan (Work-around / action plan)	Initial Response Time	Corrective Action Plan (Work-around / action plan)
1	1 hour (real time)	4 hours (real time)	1 hour (real time)	4 hours (real time)
2	4 hours (real time)		4 hours (real time)	-
3			1 Business Day	-
4			2 Business Days	-

* Prio 2: only during SAP’s local office time

Customer incident – SAP One Support Launchpad

Details	SAP Note
How to create a support incident (contact SAP Product Support) - SAP ONE Support Launchpad	SAP Note 1296527
What important information must be included in order to create a perfect SAP Support incident?	SAP Note 1922545
<p>Choose the right System (and Product) for your Incident in the SAP One Support Launchpad:</p> <ul style="list-style-type: none"> Selecting an incorrect system/product or installation for the incident may have negative impact on the processing of the incident you submit The support contract depends on the installation, and if an incorrect system/product is selected, different SLA's and resulting different processing times will apply to the incident. 	SAP Note 2848890
Enter S-user/person getting the error message	
Provide a meaningful short text description and a step-by-step description including navigation and description of expected results	
Add screenshot of error message and inform about any SAP Notes Search which was done	
Open service connection and provide login data (if required)	SAP Note 1773689
Carefully select the incident priority	SAP Note 67739
Record only one issue per incident	SAP Note 50048

SAP Support Portal






- [Incidents](#)
- [Knowledge Base](#)

PDF

- [Support Essential: What a customer should know about SAP incident processing](#)

For any problem with this application create an incident under component: "XX-SER-SAPSMP-IBX"

Best Practices for opening an incident

Incident Checklist	Details
 WHO?	<ul style="list-style-type: none">• Who is affected? One user? All users? This is important as it helps us establish the scope of the issue.• Who else is involved? Are you working with a Partner? Are there other groups involved that we should be aware of?
 WHAT?	<ul style="list-style-type: none">• What is the issue you are reporting?• What is the business impact of the issue?
 WHEN?	<ul style="list-style-type: none">• When does (or did) the problem occur? Share any timestamps you can. We might need to review logs to find the problem
 WHERE?	<ul style="list-style-type: none">• Where does the problem occur? Test environment? Production? Both? This is something we need to know.
 HOW?	<ul style="list-style-type: none">• How might we reproduce the issue? Details matter. Include all steps necessary to replicate the problem, as well as any relevant observed factors.• How can we reach you to work the incident?

Best Practices for managing an incident

Know The Status...

Sometimes a disconnect can occur when there isn't clarity around who owns next steps. Here's a quick overview of active Incident Statuses.

Sent to SAP

Incident has been sent to us, but work has yet to commence

In Processing by SAP

It's squarely with SAP now. We're working on it.

Customer Action

We need something further from you in order to proceed (log files, testing, steps)

SAP Proposed Solution

We believe we've solved the problem via solution(s) we have added to the incident.

- Next action owned by SAP
- Relevant SLA clocks continue to run
- Only SAP can change the priority

- Next action owned by Customer
- Relevant SLA clocks are stopped
- Only Customer can change the priority

And The Priority...

Setting incidents to the correct priority means we can respond in a way that meets your need.

Very High

- Production system is down or unavailable
- Core critical business processes cannot be executed
- Imminent go-live or upgrade can't be completed

High

- Normal business processes are seriously affected
- Potential roadblock for upcoming go-live or upgrade.

Medium

- Normal business processes are affected.

Low

- Issue has little / no effect on critical business processes.



Incidents in a customer owned status (Customer Action or Solution Provided) that do not receive an update from the customer for 14 consecutive calendar days will be considered inactive and will automatically close.

Best Practices for escalating an incident

When criticality increases

Details



Step 1

Accelerate the incident by calling the SAP Customer Interaction Center

- Local CIC numbers (available 24 x 7) can be found via [SAP Note 560499](#)
- Ask to speed up the incident by explaining the business impact
- Consider whether the current priority matches the urgency of the matter



Step 2

Escalate the incident in case the situation is getting more critical by calling the SAP Customer Interaction Center

In case of production system:	In case of test / development system:	Points of contact:
<ul style="list-style-type: none"> • What core process is severely affected? • What is the financial loss? • Is a manual workaround available or too extensive? • How many users are affected? • How long has the problem been going on? 	<ul style="list-style-type: none"> • Which project? • Live date, product an release? • Showstopper: yes/no? • Is the go-live date affected? 	<ul style="list-style-type: none"> • Contact names and hours of availability? • Work phone numbers (no 800xx)? • Cell phone number and e-mail address? • Is the go-live date affected?

Customer Feedback

Support Interaction Survey (SIS)

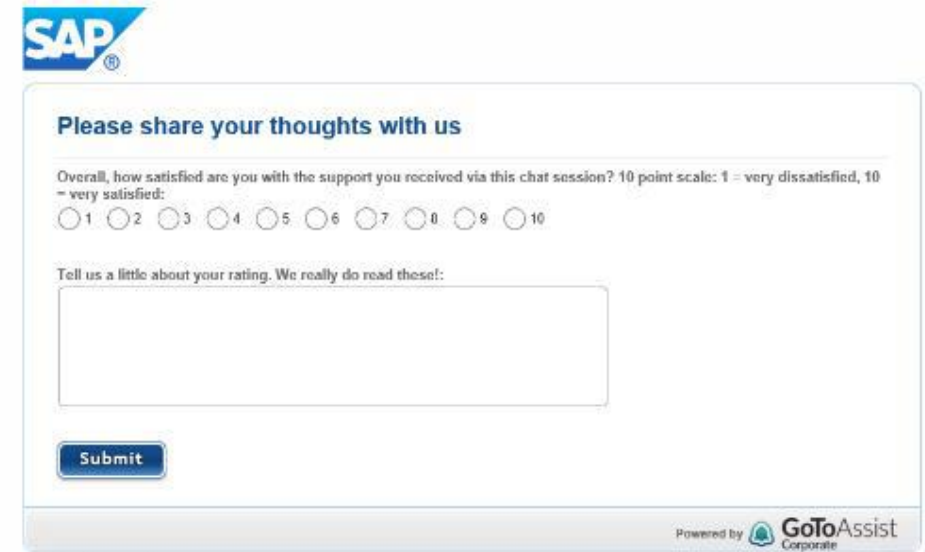
Your Feedback is important to us
 We listen & respect your voice
 We Act on your feedback

Please choose just one tick box per question.

YOUR FEEDBACK	not satisfied				neutral				very satisfied		n/a
	1	2	3	4	5	6	7	8	9	10	
How satisfied are you with the initial reaction time with SAP?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied are you with the time used by SAP to solve the issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied are you with his/her experience and knowledge?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied are you with his/her friendliness and behavior?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied are you overall with the support you received concerning this message?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied are you with this SAP Cloud solution in general?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has your problem been solved?	<input type="checkbox"/> Yes		<input type="checkbox"/> No								

Feedback on expert chat interaction with SAP Support

Expert Chat interaction with SAP Support
 1-question survey to share your experience with Expert Chat.



The screenshot shows a feedback form with the SAP logo at the top left. The main heading is "Please share your thoughts with us". Below this, it asks: "Overall, how satisfied are you with the support you received via this chat session? 10 point scale: 1 = very dissatisfied, 10 = very satisfied:". There are ten radio buttons labeled 1 through 10. Below the radio buttons is a text input field with the prompt "Tell us a little about your rating. We really do read these!". At the bottom left of the form is a "Submit" button. At the bottom right, it says "Powered by GoToAssist Corporate".

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Get access to task-driven support resources in an intuitive interface

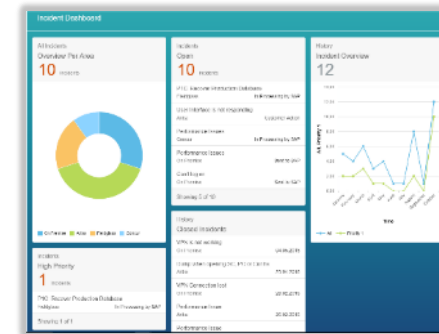
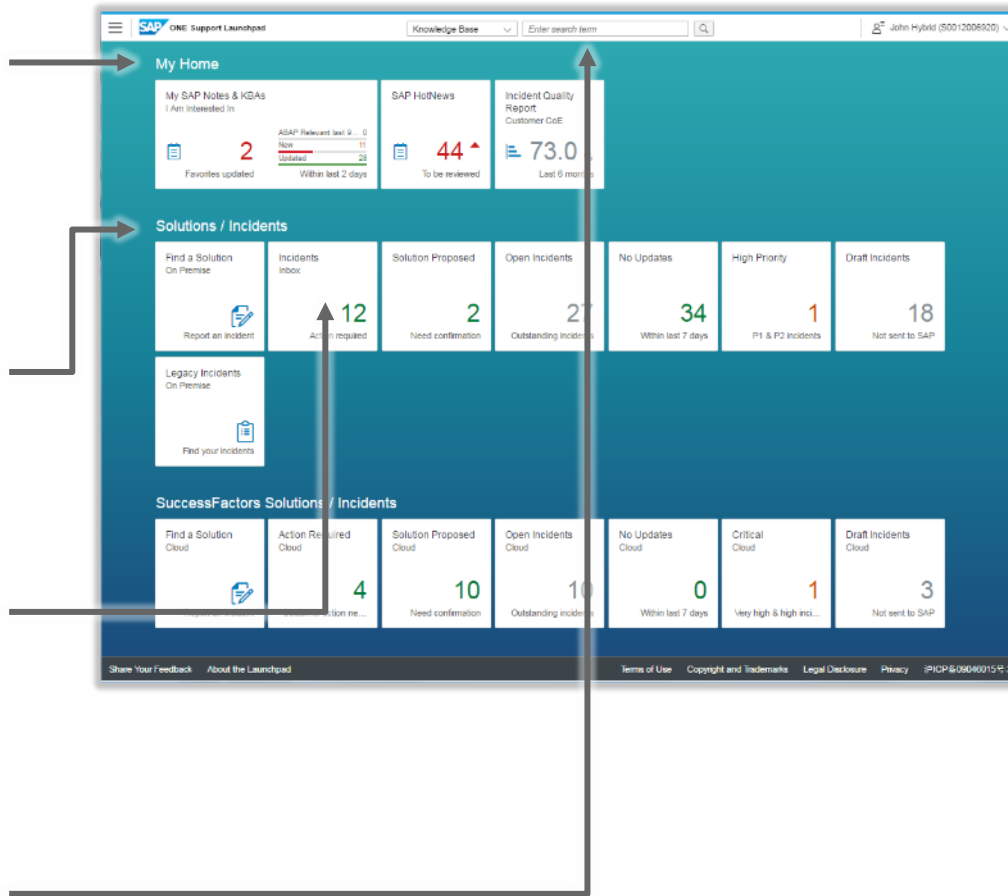
Support Application **Launchpad** as central entry point

Groups and Tiles are displayed dependent of the **user profiles**

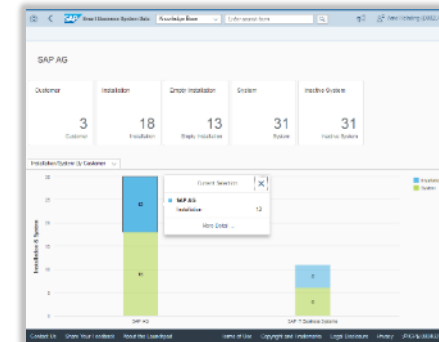
Relevant Info is displayed directly on the tile

Search for Knowledge documents and business objects relevant to the user

Access SAP ONE Support Launchpad: <https://launchpad.support.sap.com/>



Incident Dashboard
One Stop Incident Management incl. link tile to other portals



ONE System Overview
End-to-End view on landscape incl. on-premise and cloud



Cloud Availability Center
End-to-End view on availability

Customer Incident - SAP ONE Support Launchpad

Details	SAP Note
How to create a support incident (contact SAP Product Support) - SAP ONE Support Launchpad	SAP Note 1296527
What important information must be included in order to create a perfect SAP Support incident?	SAP Note 1922545
Choose the right System (and Product) for your Incident in the SAP One Support Launchpad: <ul style="list-style-type: none"> Selecting an incorrect system/product or installation for the incident may have negative impact on the processing of the incident you submit The support contract depends on the installation, and if an incorrect system/product is selected, different SLA's and resulting different processing times will apply to the incident. 	SAP Note 2848890
Enter S-user/person getting the error message	
Provide a meaningful short text description and a step-by-step description including navigation and description of expected results	
Add screenshot of error message and inform about any SAP Notes Search which was done	
Open service connection and provide login data (if required)	SAP Note 1773689
Carefully select the incident priority	SAP Note 67739
Record only one issue per incident	SAP Note 50048

SAP Help Portal

- [Incidents](#)
- [Knowledge Base](#)

Assets

- [Support Essential: What a customer should know about SAP incident processing](#)

For any problem with this application create an incident under component: "XX-SER-SAPSMP-IBX"

A 360 degree overview of your environment

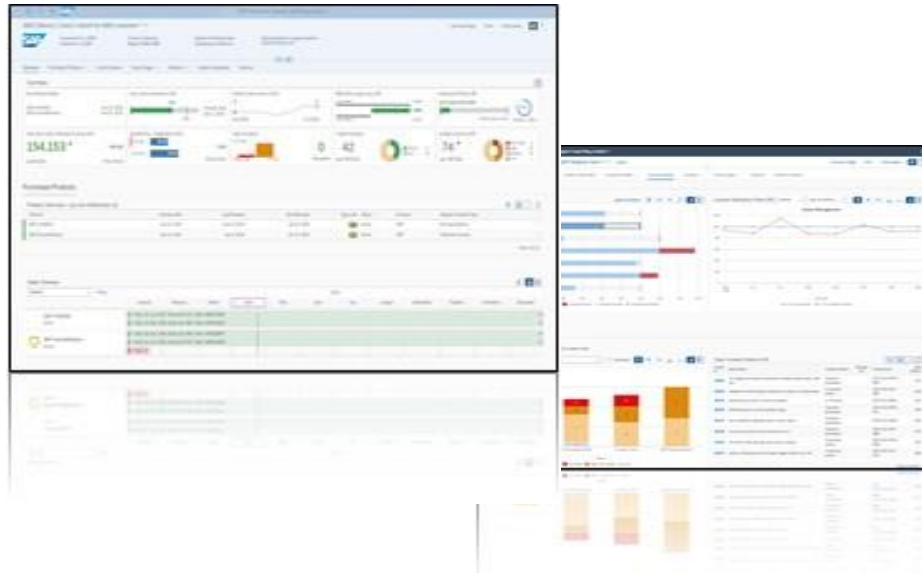
The [SAP Enterprise Support reporting cockpit](#) is an interactive dashboard analyzing and documenting the status of your SAP solution, support services, and achievements based on solution-monitoring capabilities, usage of KPIs, consumption of SAP Enterprise Support offerings, support case status, and other support-relevant metrics.

You may interact, personalize, and design your SAP Enterprise Support report by adding or removing data sections, statistics, and tables; drill down into detailed views across products, systems, services, incidents, and status. Save your settings as your individual variant or print it as a report.

The SAP Enterprise Support reporting cockpit replaces the PDF-based [SAP Enterprise Support report](#) in SAP ONE Support Launchpad.

The content is being improved and extended. New data sections as well as cloud solutions and on-premise products will be implemented and integrated in upcoming releases.

Please note: You'll see the data sections for the LOBs/installations you are authorized for. For more information please check [KBA 2835500](#).



SAP Support Portal

- [SAP ES reporting cockpit portal](#)
- [Release Notes for Wave Releases](#)

SAP ONE Support Launchpad

[SAP Note 2835500](#)

SAP Community

[Blog announcement](#)

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.

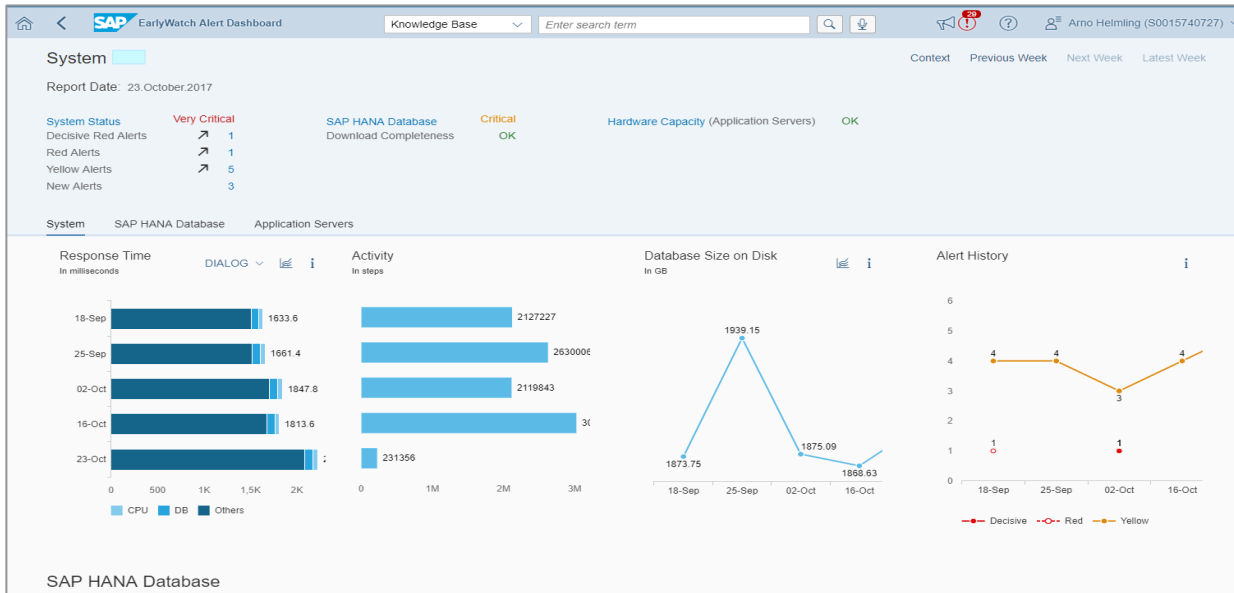


SAP Focused Run is a solution for service providers who want to host their customers in a central, scalable, and automated environment. It also addresses customers with advanced needs regarding system management, user monitoring, and security analytics.



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 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](#)

SAP Solution Manager – Hybrid environment



SAP's support backbone is the central infrastructure located at SAP to provide technical support to our customers.

The most important changes are upgrading to https communication and enabling server certificates to use SSL.

This update affects SAP Solution Manager and SAP systems that are communicating with the SAP support backbone.

In SAP Solution Manager 7.2, the support hub connectivity enables the updated exchange of data with the SAP support backbone.

- **More information:**
 - ✓ [Overview page](#) in the SAP Support Portal
 - ✓ Transition [essentials](#)
 - ✓ [Creation of users](#) for support hub communication
 - ✓ [Connectivity to SAP's support backbone](#) in the SAP Support Portal
 - ✓ [News center article](#)



Stay connected to the SAP support backbone by upgrading your system.

- **Customer situation 1–System is already on SAP Solution Manager 7.2:**
 - Implement SPS08 (plus additional SAP Notes*) or implement the latest available SPS.
- **Customer situation 2–System is on SAP Solution Manager 7.1:**
 - ✓ Request a technical S-user
 - ✓ Upgrade to SAP Solution Manager 7.2 SPS08 (plus additional SAP Notes*) or upgrade to the latest available SPS.
- **Important:**
 - SAP Solution Manager systems on SP stack level lower than SPS08 are not able to communicate with the SAP support backbone. Upgrade your system to stay connected to the SAP support backbone.

* The relevant additional SAP Notes for SPS07 will be published on [this page](#) once available.
Public

Thank you.

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