

# SAP Enterprise Support Value Maps

Prescriptive guidance, interactive learning, and  
access to SAP Experts

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**Leean De Loria**

Business Process Intelligence Value Map - North America Topic Expert

**SAP**



# **SAP Enterprise Support Value Maps**

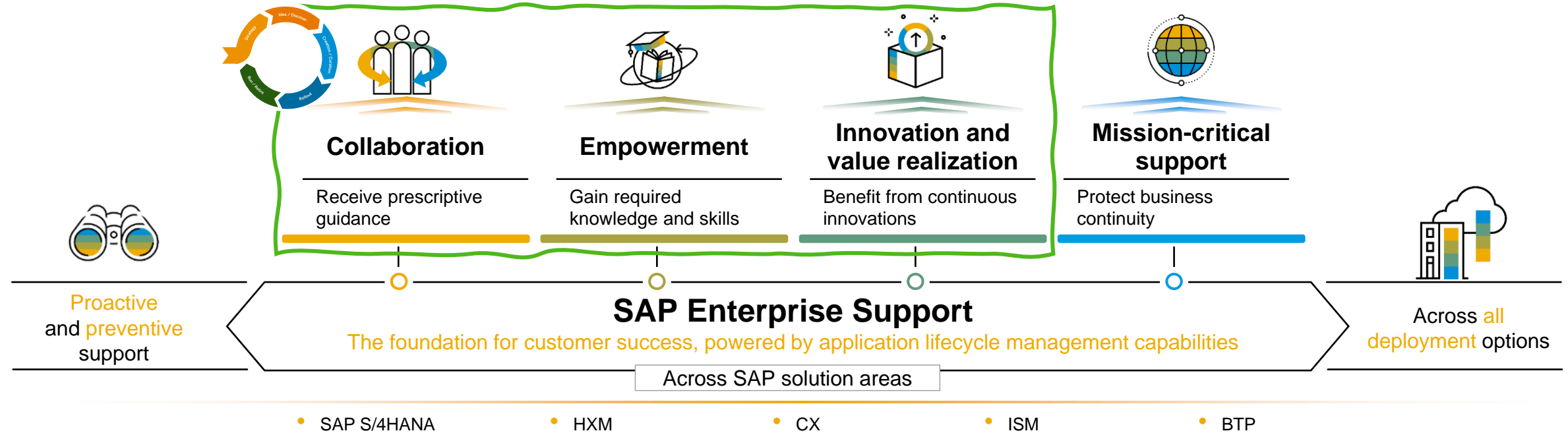
Prescriptive guidance, interactive learning, and  
access to SAP Experts

## **Objectives**

- **Learn about SAP Enterprise Support Academy & Value Maps**
- **Value Map example & demonstration: SAP Business Process Improvement**
- **Call to action: Sign up for SAP Enterprise Support value maps**

# SAP Enterprise Support

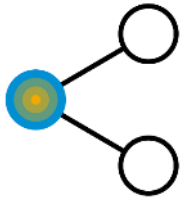
The core of the **Essential** layer, included in the subscription of all SAP cloud solutions



**Essential**  
SAP Enterprise Support  
Embedded Launch Activities



# SAP Enterprise Support Academy



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



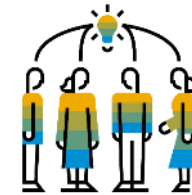
## High-impact knowledge transfer

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

14  
SAP Enterprise  
Support value maps  
for more guidance and  
collaboration

# Our delivery formats

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

# 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 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 S/4HANA Cloud](#)

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

[SAP SuccessFactors HXM Suite](#)

[SAP Analytics Solutions](#)

[SAP Customer Experience solutions](#)

[SAP Business Technology Platform](#)

[Business Process Transformation](#)

[Data Volume Management](#)

[SAP Digital Supply Chain](#)

[Application Lifecycle Management](#)

[Business Process Improvement](#)

[Security](#)

[SAP Ariba](#)

# SAP Enterprise Support Academy – Delivery Formats (Cont.)

**SAP Enterprise Support Learning Assets** – SAP Enterprise Support Academy offers a wide range of educational training offerings augmented with an ever-evolving database of learning assets, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition



## Collection

SAP solution-related information bundled together to support you, acting as first step of knowledge transfer in to SAP solutions.

[Browse our collections](#)



## Best Practice

Library of how-to guides for your typical implementational and operational tasks for products, databases, and operating systems (used cases e.g. troubleshooting, implementation/ upgrade instructions, system/ technical administration).

[Browse our best practice how-to guides](#)



## E-learning

Interactive self-paced online courses covering a variety of popular SAP systems topics. Each includes highly effective components such as recorded expert modules, demo, slides.

[Browse our E-learning](#)

Access our previous tutorials and view the below links:

[Browse our tutorials](#)

[Browse our videos](#)



## Meet-the-Expert

Scheduled live webcasts which typically lasts for 1 hr, providing overviews and first insights on concepts, theoretical introduction on strategy, processes & solutions and the support aspects of the latest SAP technologies. Recorded sessions will be available as E-learning in the future for self-paced consumption.

[Browse all scheduled live sessions](#)

[Browse all MTE recordings](#)

**Live Must-Know** is a webcast under Meet-the-Expert which is a series of interactive, live sessions hosted in multiple languages and time zones with full of "must-know" facts.

[Available sessions](#)



## Expert-guided Implementation

Multi-day, remote, workshop-style session where participants learn to customize and execute complex activities in their own system landscape (for example, commissioning the service desk, or setting up test management in SAP Solution Manager) with experienced SAP service engineers.

[Get more details](#)

[Browse all scheduled live sessions](#)

[Browse all EGI offerings](#)



## Accelerated Innovation Enablement

1:1 live sessions with SAP subject matter experts to understand the innovation capabilities and functionalities of the latest SAP enhancement packages for SAP Business Suite software's and how they may be integrated or deployed for your business process requirements.

[Get more details](#)

[Request AIE](#)

## Expert-Led Learning

## Self-Paced Learning

# SAP Enterprise Support Value Maps – Learning Delivery Formats

**SAP Enterprise Support Learning Assets** – SAP Enterprise Support Academy offers a wide range of educational training offerings augmented with an ever-evolving database of learning assets, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition

## Guided Learning



### Program

Modular learning approach bundling different learning formats and content to ensure users receive a powerful and deep-dive knowledge about a topic.

[Browse our programs](#)



### Learning Journey

Learning Journeys are structured visual guides designed to help you navigate the recommended route to gain full competence, or expand your skills, for specific roles and SAP solutions.

[Browse all Learning Journeys](#)



### Digital Badge

Digital knowledge badges are issued in the context of the SAP Enterprise Support Academy value maps offerings and provide a digital proof of successful program completion.

Available digital badge learning programs:

[Data Volume Management for SAP S/4HANA Operation](#)

[SAP Integration Suite: Become an Integration Black-belt](#)

[SAP SuccessFactors Employee Central Integration](#)

\*Note: All above formats available as guided learning are part of the SAP Enterprise Support Academy value maps program.

[Access the value maps program](#)

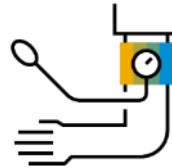


## Proactive and preventive remote services for the intelligent enterprise

**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

# SAP Enterprise Support Value Maps

How to register and access value maps in 2 steps – for Customers

## Step 1

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

Sign Up



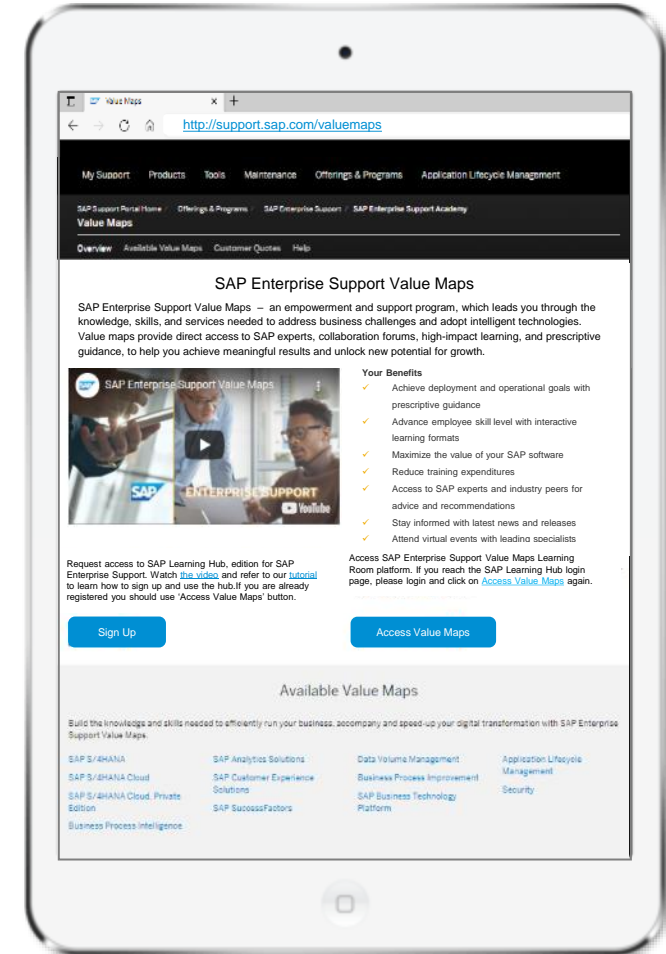
## Step 2

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.

Access Value Maps



| Learn more: <https://support.sap.com/valuemaps>



# SAP Enterprise Support Value Maps

## Business Process Improvement Value Map



This value map helps you to discover and address challenges in your business processes like cost reduction business / value drivers improvement, master data and configuration correctness, process automation improvement or getting ready for digital transformation.

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

1. [Sign Up for SAP Learning Hub](#)
2. [Join Business Process Improvement Value Map](#)
3. [Select & Start Learning Journeys](#)
4. [Explore & Achieve Quick Wins](#)

## Business Process Improvement Value Map

### Learning Journeys



#### Discover

Understand Business Process Improvement and its benefits for your business.

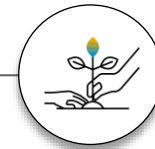
- Meet-the-Expert Introduction Session for Business Process Improvement Value Map
- Business Process Improvement for SAP Solutions YouTube video
- Customer references and on-stage presentations
- SAP Help for Business Process Improvement



#### Prepare / Explore

Learn how to analyze major business processes, understand results of the analysis and how to select a quick-win value driver.

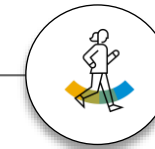
- Business Process Improvement prerequisites blog
- Business Key Figures Chapter in SAP EarlyWatch Alert
- SAP Innovation and Optimization Pathfinder
- Business Process Discovery
- Process Discovery
- SAP Transformation Navigator
- How-to Tutorial Activation and Express Generation of BKF
- Accelerated Innovation Enablement



#### Realize / Deploy

Learn how to set-up the Business Process Improvement Suite tools and Business Key Figures in SAP Solution Manager

- CQC Business Process Improvement
- Expert-guided Implementation Business Process Analytics and Improvement
- BPImp Suite tools configuration guides and demos
- Meet-the-Expert User Authorizations for Business Process Analytics



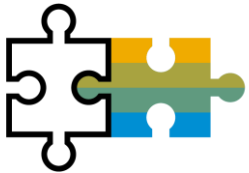
#### Run

Determine a Business Process Improvement strategy for the selected Focus Area.

- Meet-the-Expert Business Process Improvement usage
- Learn How to Use Business Process Improvement Suite tools (Videos & Demo)
- Business Process Improvement Project Steps
- Split between old and operational data
- Meet-the-Expert System Clean-Up Prior to Migration to SAP S/4HANA

# WHY Business Process Improvement for SAP solutions

Common challenges SAP customers are facing when operating an SAP solution (on-premise/cloud):



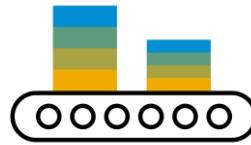
## Master Data

- Inaccurate or missing master data leading to unnecessary manual process interventions
- Not required master data leading to unnecessary complexity



## Process Design & Customizing

- Processes variants and customizing not used by the business driving up unnecessary complexity
- Mismatch between process in reality and customizing in SAP



## Automation

- Automatic process execution has never been enabled in SAP, instead processes are executed manually
- Automatic process execution fails due to bad master data quality



## Transactional Data

- Un-processed transactional data leading to inaccurate business planning in SAP



## End Users

- End users bypassing the process
- End users not knowing how to use the SAP solution in the best way
- Manual interventions driving up process costs

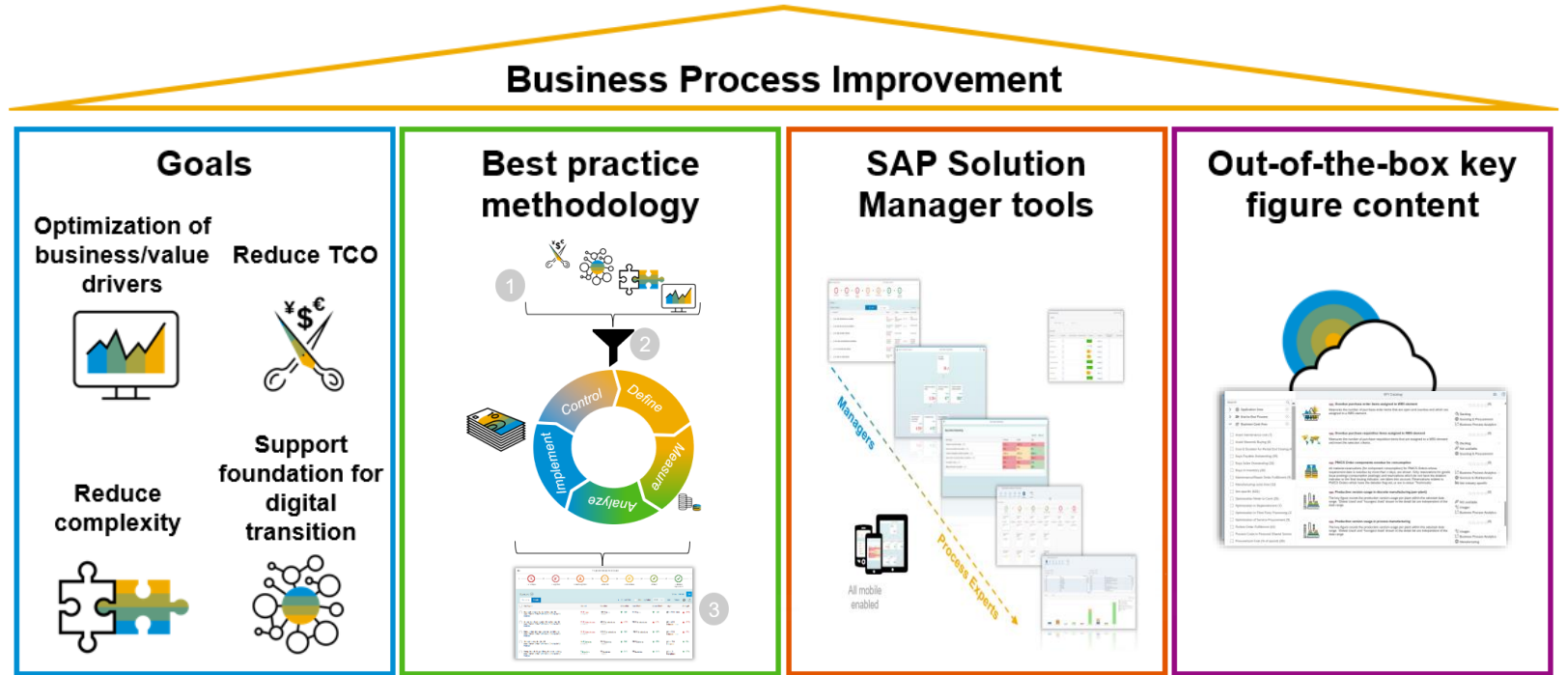
- **How good** are SAP customers using their existing SAP solution?
- **How** can SAP customers **improve** SAP solution usage to fully realize the value?

# Business Process Improvement for SAP solutions

More than just another tool

Business Process Improvement for SAP solutions is a **service offering** that

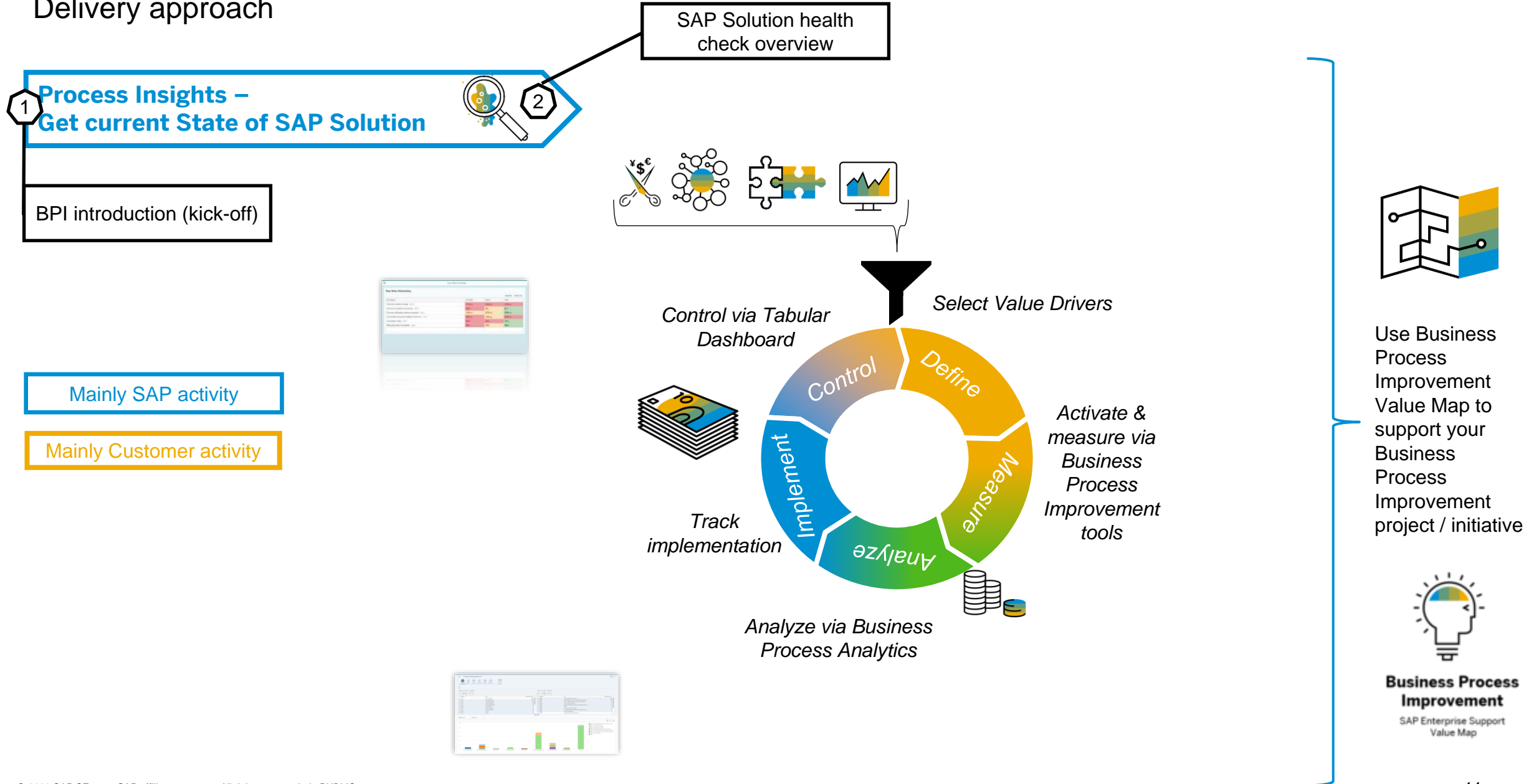
- Provides an initial **analysis** of an SAP BusinessSuite or SAP S/4HANA system,
- Activates different **SAP Solution Manager tools** with **out-of-the-box key figure content**,
- Applies **best practice knowledge**



in order to achieve **tangible improvement results** that could be business and/or IT driven.

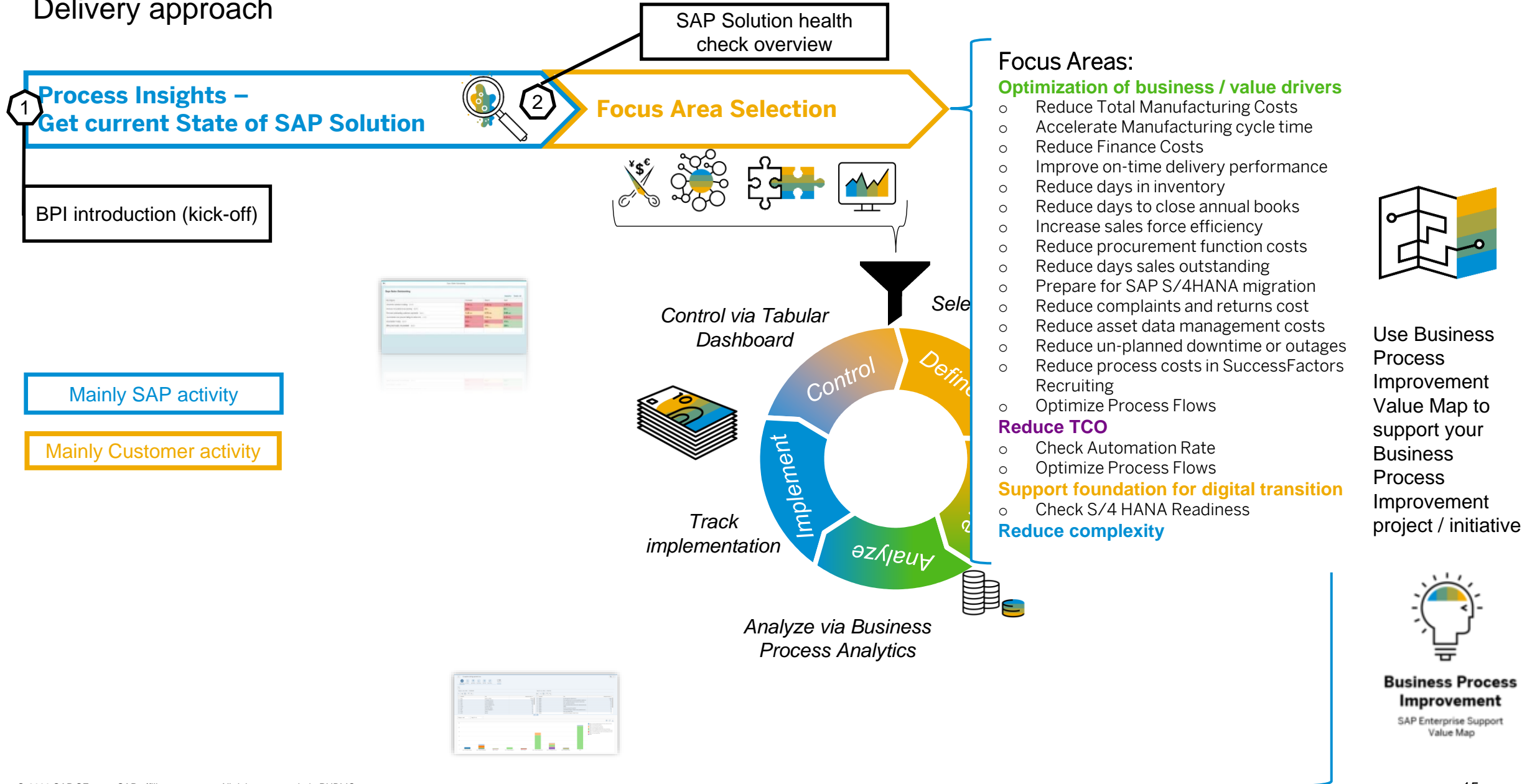
# SAP CQC Business Process Improvement framework

Delivery approach



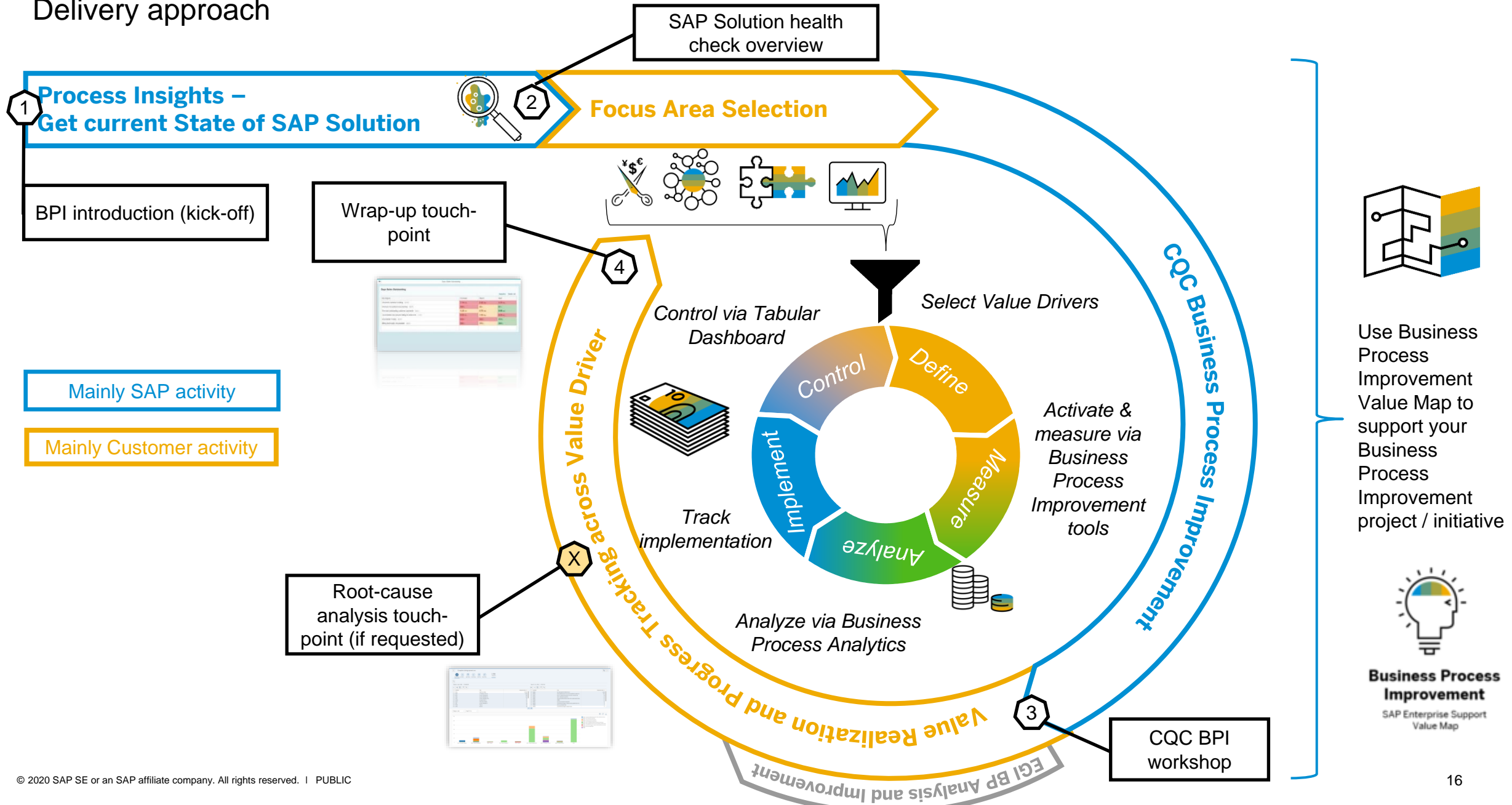
# SAP CQC Business Process Improvement framework

Delivery approach



# SAP CQC Business Process Improvement framework

Delivery approach





# SAP Enterprise Support Value Maps – Live Demo


The screenshot shows the SAP Learning Hub interface. At the top, there is a navigation bar with the SAP logo, 'Learning Rooms', and 'SAP Learning Hub'. A search bar on the right contains the text 'Search SAP Enterprise Su...'. Below the navigation bar, there are links for 'Home' and 'Groups'. The main content area features a header for the 'SAP Enterprise Support Value Maps Learning Room', which is marked as 'Private' and has '11,296 Members'. A sub-header reads 'Build your skills, reach your objective, connect with SAP experts, and obtain guidance with SAP Enterprise Support Value Maps'. Below this, there is a navigation menu with 'Overview' selected, and other options like 'RISE with SAP', 'What's New', 'Events', and 'Scope'. The main content area displays a large banner image of two people in a server room. Overlaid on the banner is the text: 'SAP Enterprise Support Value Maps' and '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.' Below the banner, there are two sections: 'Select a value map' and 'Enablement for SAP offerings'. The 'Select a value map' section lists eight options with icons: SAP S/4HANA, SAP S/4HANA Cloud, SAP S/4HANA Cloud, private edition, SAP SuccessFactors, SAP Customer Experience solutions, SAP Business Technology Platform, Data Volume Management, Business Process Intelligence, Application Lifecycle Management, and Business Process Improvement. The 'Enablement for SAP offerings' section features the 'RISE WITH SAP Business Transformation as a Service' logo and a 'Get Started' button. At the bottom of this section, there is a link to 'Learn more about value maps'.



“For us to become a leader in the renewable energy sector, digitalizing our business was essential. With help from SAP Enterprise Support, we had a successful launch of SAP S/4HANA Cloud, private edition and, as a result, we’re now seeing faster access to information, more meaningful controls, and increased productivity.”

- Sanjay Grewal, CEO and Executive Director, Virescent Infrastructure Investment Private Limited

Find more SAP Enterprise Support success stories on [sap.com](https://www.sap.com)

THE BEST RUN 

Sign up for SAP Enterprise Support value maps at

<http://support.sap.com/valuemaps>

# Thank you.

Stay connected. Share your SAP experiences anytime, anywhere.  
Join the ASUG conversation on social media: **@ASUG365 #ASUG**



## Contact information:

Leean De Loria

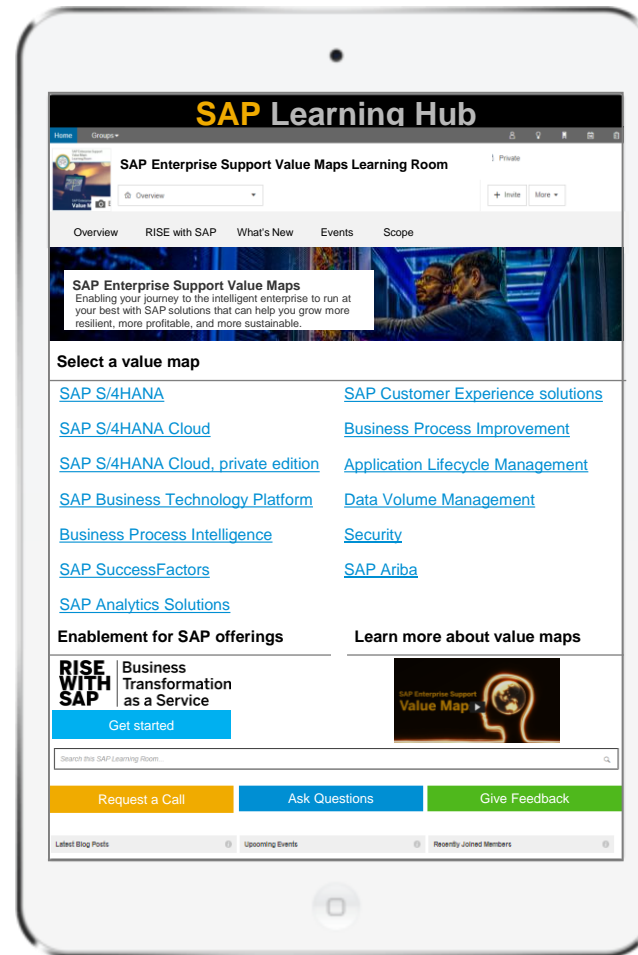
[Leean.de.loria@sap.com](mailto:Leean.de.loria@sap.com)

# SAP Enterprise Support Value Maps

Navigate through the main learning room



Get started with the main value maps group



Select the topic of your interest

Get empowered for RISE with SAP



Ask a question or request a call with our experts



# SAP Enterprise Support Value Maps

## Get started with RISE with SAP

Customers starting their transformation with RISE with SAP can benefit from the below resource:



### [RISE with SAP: Getting Started](#)

Learn how you can benefit from the SAP Enterprise Support cloud edition resource for your transformation with RISE with SAP



### [RISE with SAP: Business Process Intelligence](#)

Here you will find some foundational resources regarding the process discovery tool from SAP.



### [RISE with SAP: SAP S/4HANA Cloud](#)

Here you will find some foundational resources regarding SAP S/4HANA Cloud.



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

Here you will find some foundational resources regarding SAP S/4HANA Cloud, private edition



### [RISE with SAP: Business Network](#)

Here you will find some foundational resources regarding the SAP Business Network and RISE with SAP.



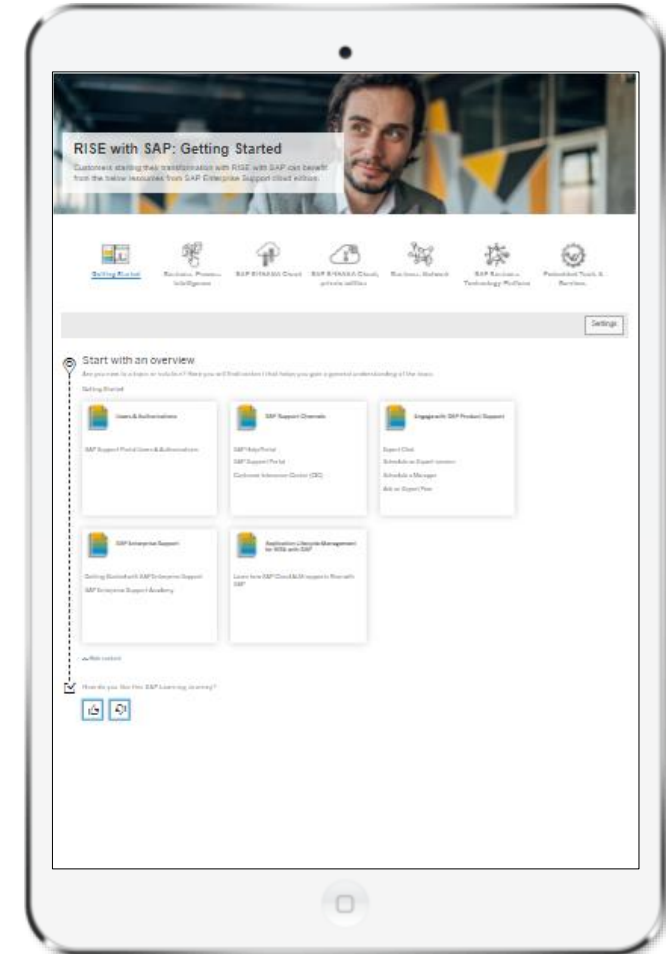
### [RISE with SAP: SAP Business Technology Platform](#)

Here you will find resources regarding the SAP Business Technology Platform which can help you fast-track your move to SAP S/4HANA Cloud and support quicker, cohesive, and future-ready innovation.



### [RISE with SAP: Embedded Tools & Services](#)

A number of tools and services are available to help you on your RISE with SAP journey.



# SAP Enterprise Support Value Maps

## How to register and access value maps in 2 steps

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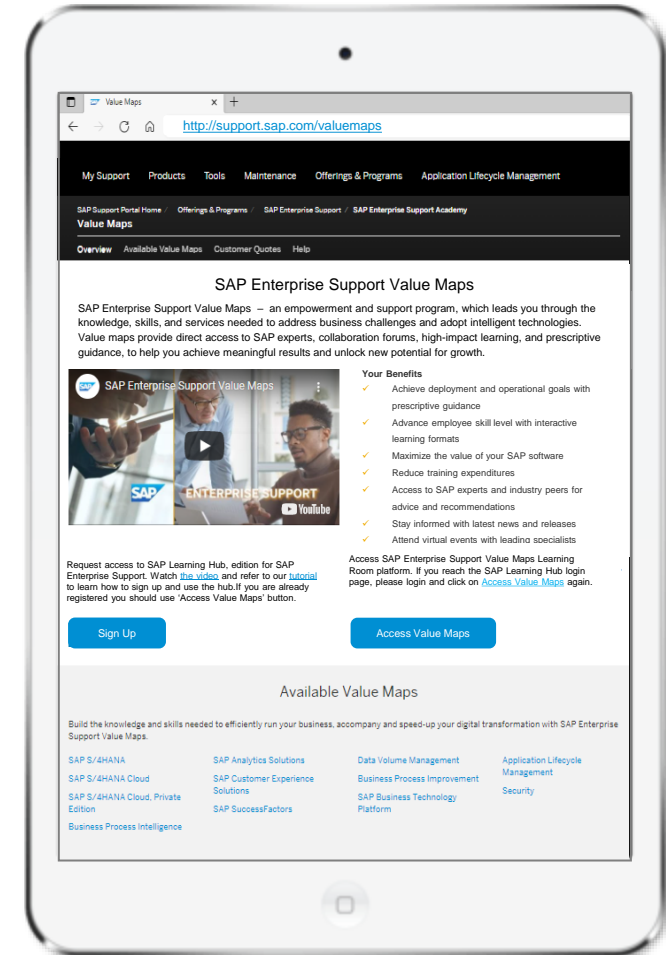
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# SAP Enterprise Support Value Maps Portfolio

[SAP S/4HANA](#)



[SAP S/4HANA Cloud](#)



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



[SAP SuccessFactors](#)



[SAP Customer Experience solutions](#)



[SAP Analytics Solutions](#)



[SAP Ariba](#)



[SAP Business Technology Platform](#)



[Application Lifecycle Management](#)



[Business Process Intelligence](#)



[Business Process Improvement](#)



[Data Volume Management](#)




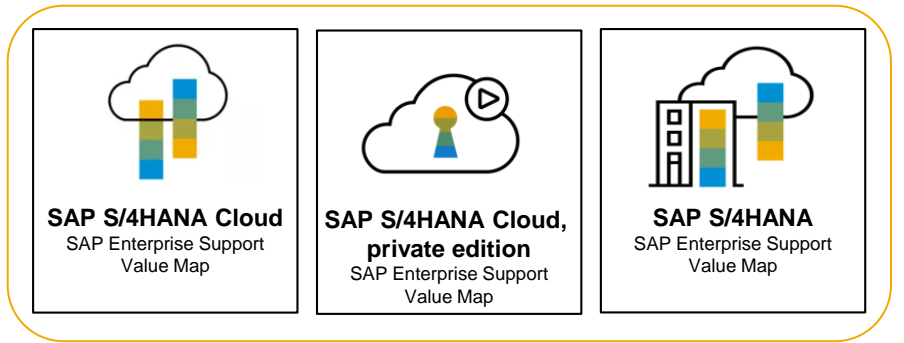
[Security](#)



# S/4HANA Value Maps - SAP Enterprise Support

## The right fit for every organization

 Explore available value maps



## SAP S/4HANA Cloud, private edition Value Map

To empower on:

- SAP S/4HANA Cloud, private edition

## SAP S/4HANA Cloud Value Map

To empower on:

- SAP S/4HANA Cloud - public cloud deployment

## SAP S/4HANA On-Premise

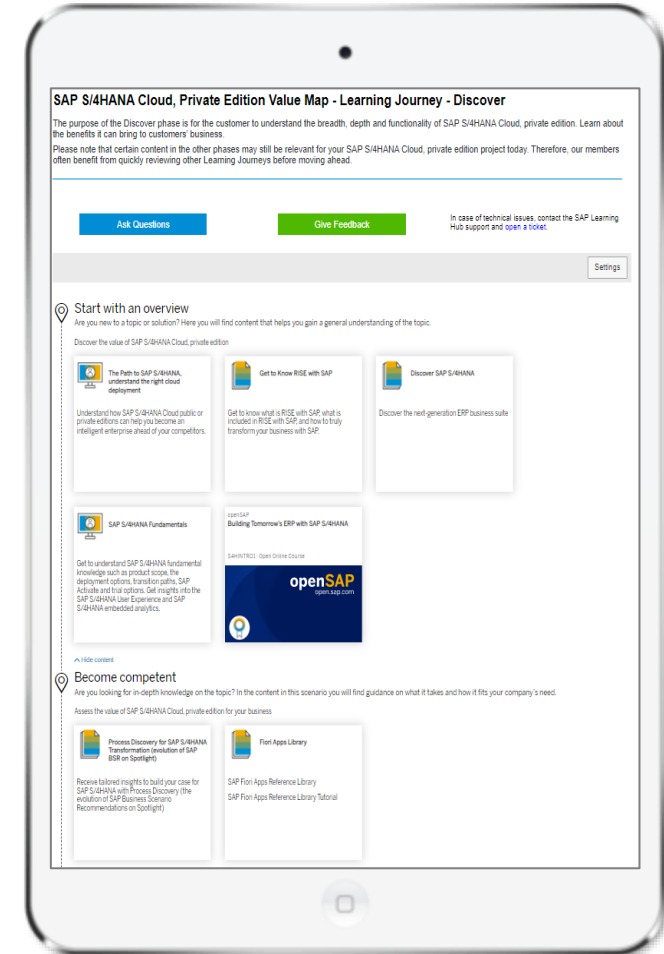
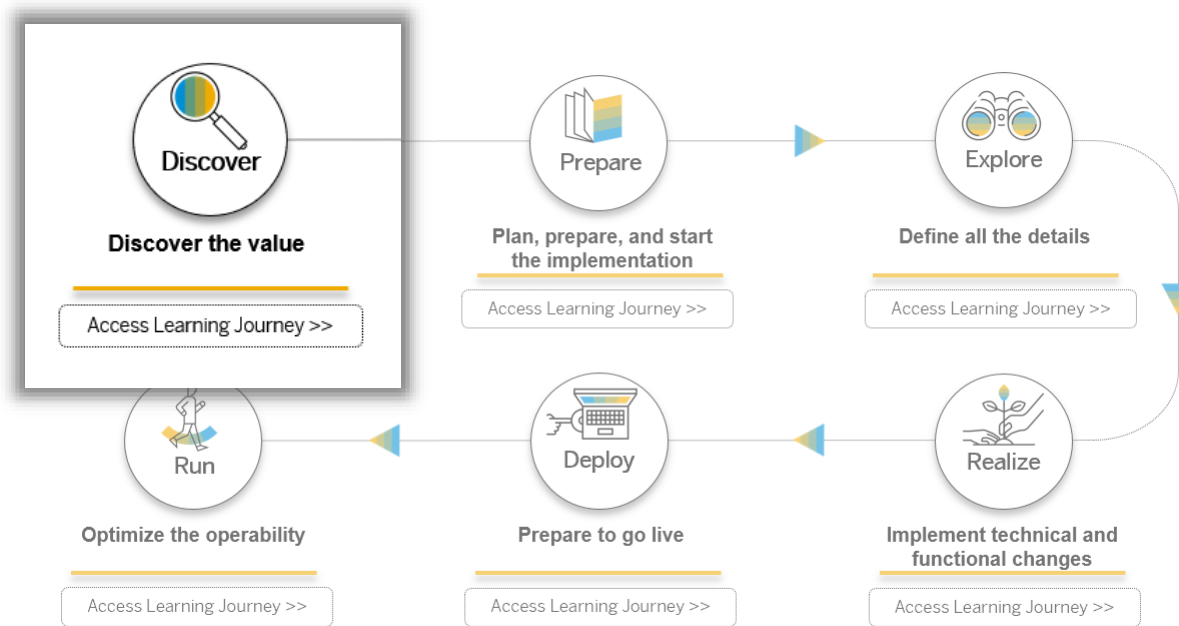
To empower on:

- SAP S/4HANA Cloud - on-premise deployment



# SAP Enterprise Support Value Map for SAP S/4HANA Cloud, private edition Learning Journeys

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



Access all learning journeys [here](#)

# SAP SuccessFactors Value Map - SAP Enterprise Support

## Embedded Launch Activities

A clear road map to successfully launch your SAP® SuccessFactors® solutions

### Focus Areas

#### > Guided enablement

Prepare for solution deployment with prerecorded assets and Q&A sessions on leading practices for business processes, solution architecture, and strategy topics, aligned to your roles

#### > Demo environment

Gain familiarity with leading practices through a preconfigured demo environment enriched with sample data

#### > Adoption touch points

Realize valuable insights by tracking process-specific adoption metrics and user-enablement metrics through survey touch points



Prepare for successful deployment



Accelerate time to initial value



Achieve solution adoption goals



Use embedded launch activities at **no additional cost** as part of a new SAP® SuccessFactors® product subscription\*



Prepare yourself for a successful **deployment** and **adoption** of your solution

#### \* SAP SuccessFactors solutions currently in scope:

- SAP SuccessFactors Employee Central
- SAP SuccessFactors Recruiting
- SAP SuccessFactors Onboarding
- SAP SuccessFactors Compensation
- SAP SuccessFactors Learning
- SAP SuccessFactors Performance & Goals
- SAP SuccessFactors Succession & Development
- Experience management bundle for succession and development
- Experience management bundle for core HR

# SAP Analytics Solutions Value Maps - SAP Enterprise Support

SAP S/4HANA analytics ▾

What's New

Events

Ask Questions

About Us

## SAP S/4HANA Analytics

Embedded analytics is an integral component of SAP S/4HANA comprising SAP Fiori and SAP Analytics UIs built on data models within SAP S/4HANA.



### End-to-end Learning Journey:

- [SAP S/4HANA embedded analytics](#)  
*Applicable for SAP S/4HANA on-premise, private cloud, and extended editions.*
- [SAP S/4HANA Cloud embedded analytics](#)  
*Applicable for SAP S/4HANA Cloud (aka public cloud).*



### Focused Learning Programs:

- [Prepare Your SAP Fiori Implementation for SAP](#)
- [5 Steps 2 analytics in SAP S/4HANA](#)

# Application Lifecycle Management Value Map - SAP Enterprise Support


## SAP Cloud ALM

### Learning Journeys


SAP Cloud ALM ▾ What's New Events Ask Questions About Us

## SAP Cloud ALM

Learn everything about the new SAP Cloud ALM offering and how it's related to SAP Solution Manager on-premise, the roadmap, and the functionalities which are already available.

 End-to-end Learning Journeys:

- [SAP Cloud ALM Introduction](#)
- [SAP Cloud ALM for Implementation](#)
- [SAP Cloud ALM for Operations](#)
- [SAP Cloud ALM for SAP SuccessFactors](#)

 Focused Learning Programs:

- [SAP Cloud ALM: What is it and how to use it](#)

# SAP Enterprise Support Value Map for SAP Customer Experience Solutions

Whether you are new to the SAP Customer Experience portfolio, or if you have already been using any solutions part of it, including SAP Sales Cloud, SAP Service Cloud, SAP Commerce Cloud, SAP Marketing Cloud, or SAP Customer Data Cloud this value map will guide you through discovery, implementation, extension, integration, and planning for future releases.



## Get Started

get started with SAP Customer Experience solutions and engage with support



## Obtain

guidance to implement SAP Customer Experience solutions



## Learn

about future releases and functionalities



## Manage

regular release cycles and integrate applications



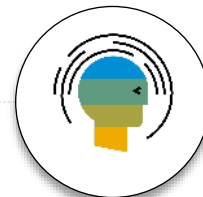
## Extend

your SAP Customer Experience solutions



## Optimize

the performance of your solution



## Enrich

your core applications with Machine Learning



## Set Up

analytic tools

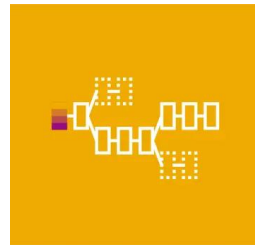
# Business Process Transformation Value Map – SAP Enterprise Support Learning Journey

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



## Process analysis and mining

End-to-End process analysis for enterprise transformations and operational excellence programs



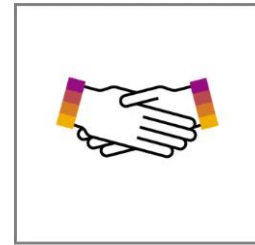
## Process and journey modeling

Standardized process and journey management, simulation and modelling



## Workflow and automation execution

Maintain organizational and regulatory compliance of all documented processes



## Process collaboration

Stakeholder alignment and active collaboration across departments

