SAP Enterprise Support Reporting Cockpit
Your interactive reporting tool

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October 29, 2022
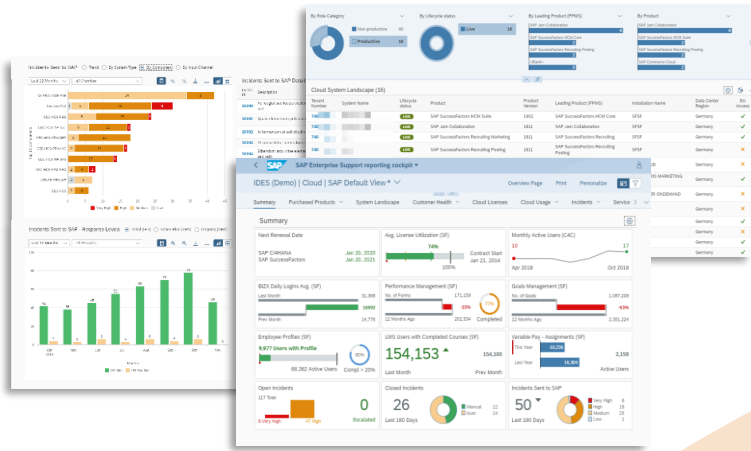
PUBLIC

THE BEST RUN **SAP**

What is the SAP Enterprise Support Reporting Cockpit?

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, product and landscape overview, usage KPIs, consumption of SAP Enterprise Support offerings, support case status and other support relevant metrics.

NEW SAP ENTERPRISE SUPPORT REPORTING COCKPIT

Evolution of the SAP Enterprise Support Reporting Cockpit

Interactive ES reporting as part of the single customer platform SAP for Me
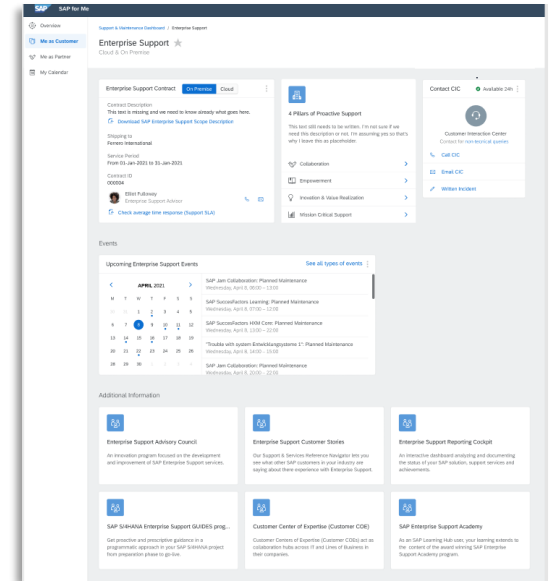
Online ES reporting as interactive cockpit

PDF based ES reporting

- PDF based ES report cloud edition has been completely replaced by the cockpit and sunset in November 2020
- PDF based ESR / PSLE replaced in Q1 2022
- Integration into SAP for Me – start is underway!

SAP Enterprise Support reporting cockpit – Benefits

ACCESS
SAP Enterprise Support reporting cockpit
In SAP ONE Support Launchpad

Enterprise Support Reporting Cockpit
On Premise & Cloud

Access Cockpit

NEW SAP ENTERPRISE SUPPORT REPORTING COCKPIT

SAP Customer Success Team
Internal version of SAP Enterprise Support reporting cockpit

SAP Customer
External version in SAP One Support Launchpad
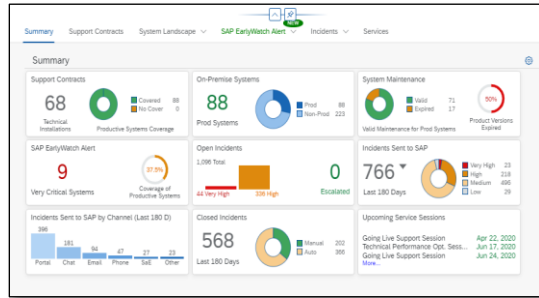
Customizable and personalized

One data source, internal and external, with 2 years history

One tool for many major solutions
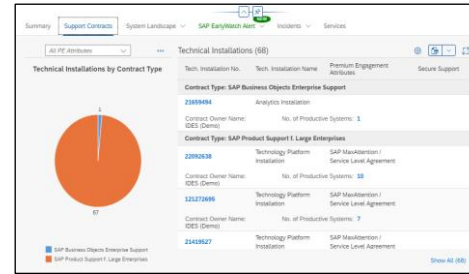
Interactive tool connected to other apps

SAP Enterprise Support reporting cockpit – released on-premise content
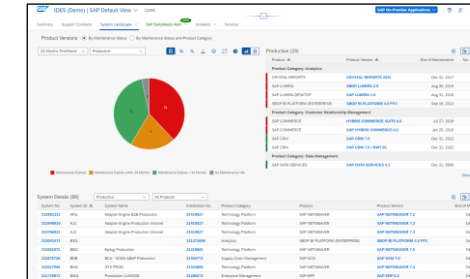
Summary ✓

Overview on most important KPIs from each data section
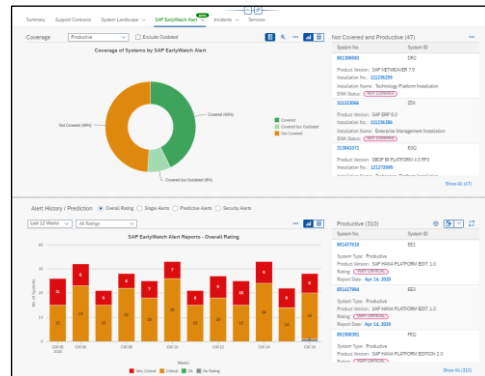
Support Contracts ✓

All valid basic and additional support contracts with relevant products and systems
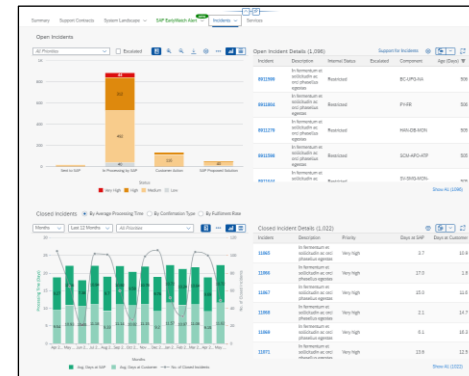
System Landscape ✓

All production and non production systems with their products and maintenance status
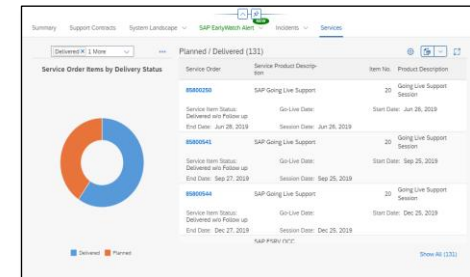
EWA Overview ✓

Most important summarized EWA KPIs with history with navigation to EWA WS for details

Incidents ✓

14 different statistics for open, closed and incoming incidents

Services ✓

Services overview on all services planned or delivered by SAP

Decide which statistics should be shown   Design your Summary   Add/remove fields to/from the tables   Decide on the graph layout

Use the global filter to adjust the content displayed   Specify the content by using individual filters for each statistic   Save and print your own variant

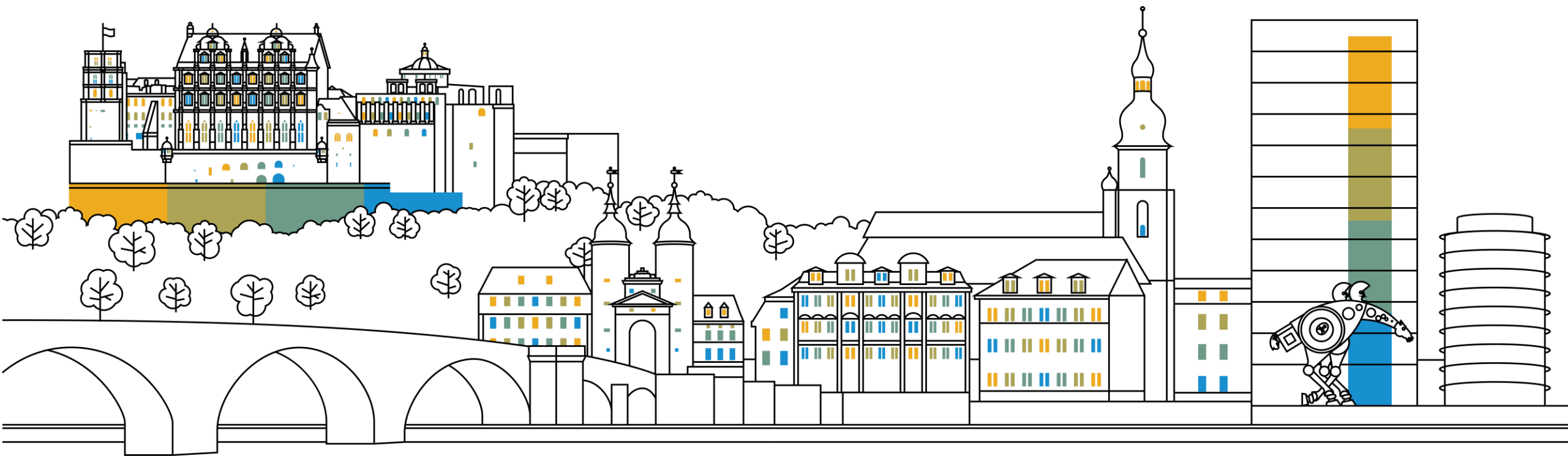# SAP Enterprise Support reporting cockpit – released cloud content

For more details please see the **Release Notes** or the customer community **Blogs**

IMPORTANT! The pdf based Enterprise Support report cloud edition has been replaced by the new SAP Enterprise Support reporting cockpit

	SAP Success Factors	SAP CX (Customer Experience)	SAP S/4HANA Cloud	SAP Business By Design	SAP IBP/SAP Business Technology Platform	SAP Cloud Platform (SCP)
Purchased solutions	✓	✓	✓	✓	✓	✓
License Compliance	✓	✓	✓	✓	✓	✓
Contracts and orders	✓	✓	✓	✓	✓	✓
Usage (active users)	✓	✓	✓	✓	✓	–
Systems	✓	✓	✓	✓	✓	✓
Incidents	✓	✓	✓	✓	✓	✓
Availability	✓	✓	✓	✓	✓	✓
Services	✓	✓	✓	✓	✓	✓
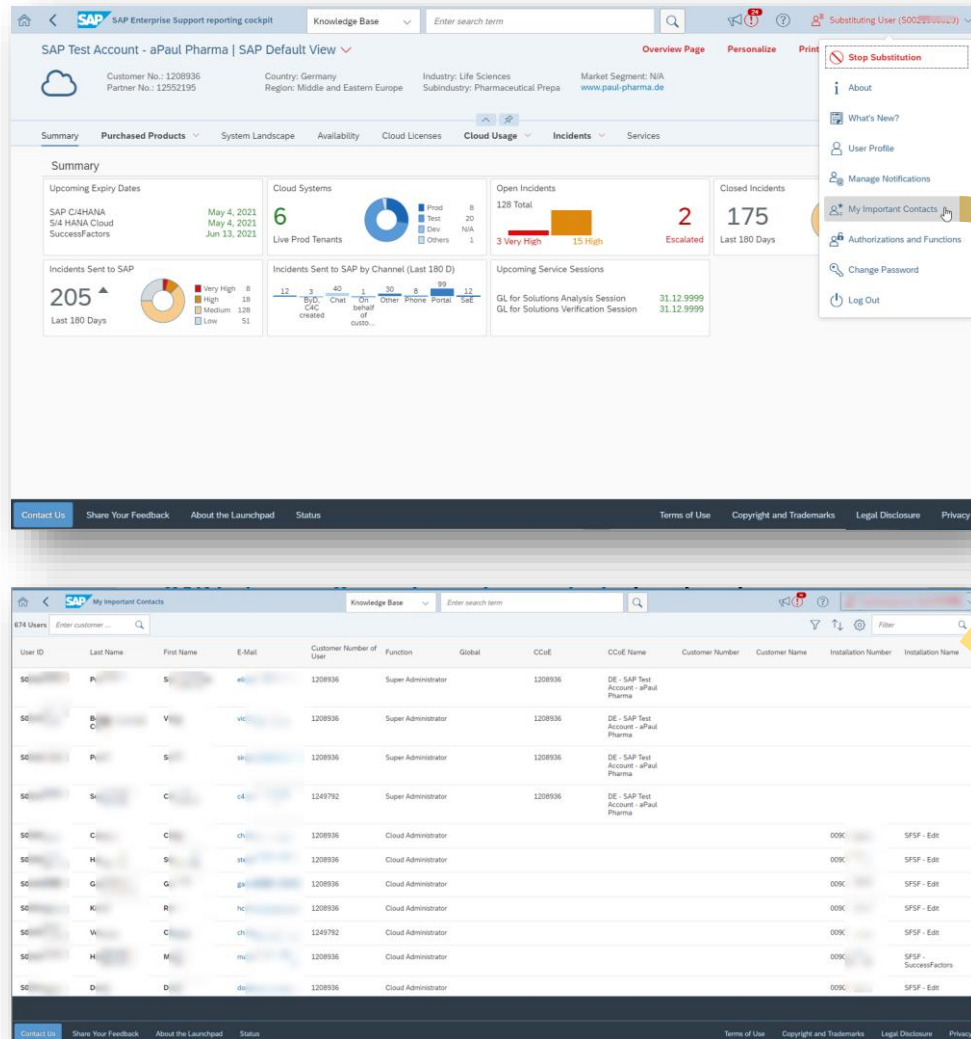
DEMO for SAP Enterprise Support Reporting Cockpit

SAP ES reporting cockpit – How to get Access

ACCESS SAP ES reporting cockpit

Initial authorization provided to your Cloud Admins

- Authorization **Display SAP Enterprise Support reporting cockpit (ESRCDISP)** provided on installation level to access the cloud part of the cockpit. Additionally for "Purchased Products" and "Cloud Licenses" you need the authorization **Access License Utilization for Cloud (LICAUD_CLO)**.

Initial authorization provided to Super Administrators

- Authorization **My Support Program Report (SUPPROGREP)** provided on customer level to access the on-premise part of the cockpit. For the Section "EarlyWatch Alert" you need authorization **Service Reports and Feedback (SC_CCCREAD)**.

SAP KBA for access and authorization requirements

- 2834499 - How to access the SAP Enterprise Support reporting cockpit
- 2835500 - The new SAP Enterprise Support reporting cockpit

# SAP Enterprise Support reporting cockpit – How to provide feedback

- Your feedback really matters.
  Together, we can improve the user experience for everyone. Share with us what you like and what needs to be improved, and we will channel your feedback to the experts for consideration in future releases. You have also call-back option if you agree to explain to us what you'd like to change or what you additionally need.

- All provided feedbacks will be displayed as average star-rating to all users when clicking on the feedback icon.

- Additionally you can find in the portal how your feedback influences the development plans and the new content of ESRC.

- Please find in the customer blog how easy you can provide feedback using the new feedback option.
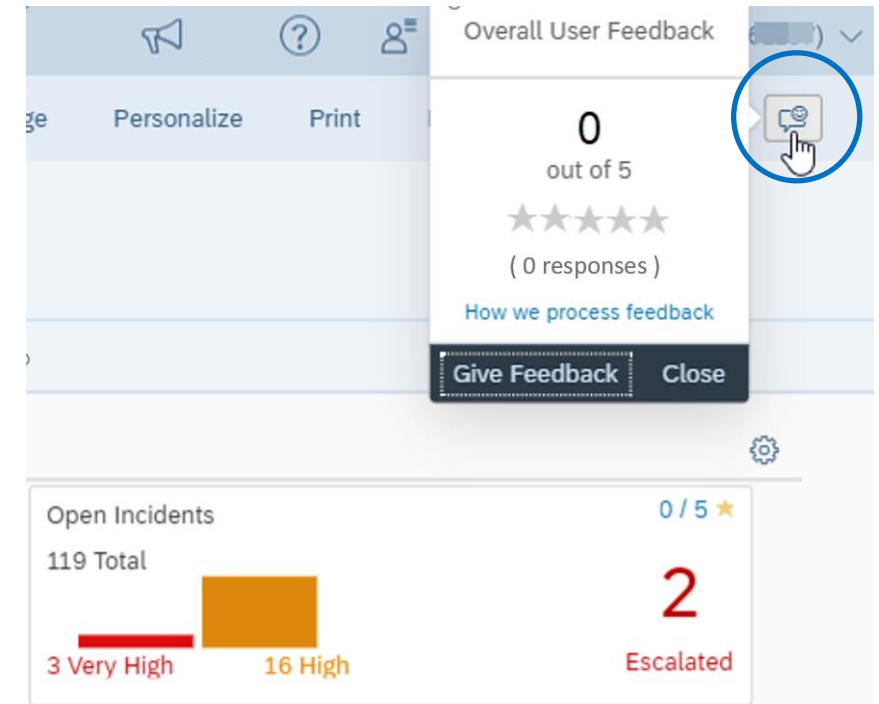
SAP ES reporting cockpit – How to stay Informed

Visit SAP ES reporting cockpit Customer Portal

(https://support.sap.com/esrc)
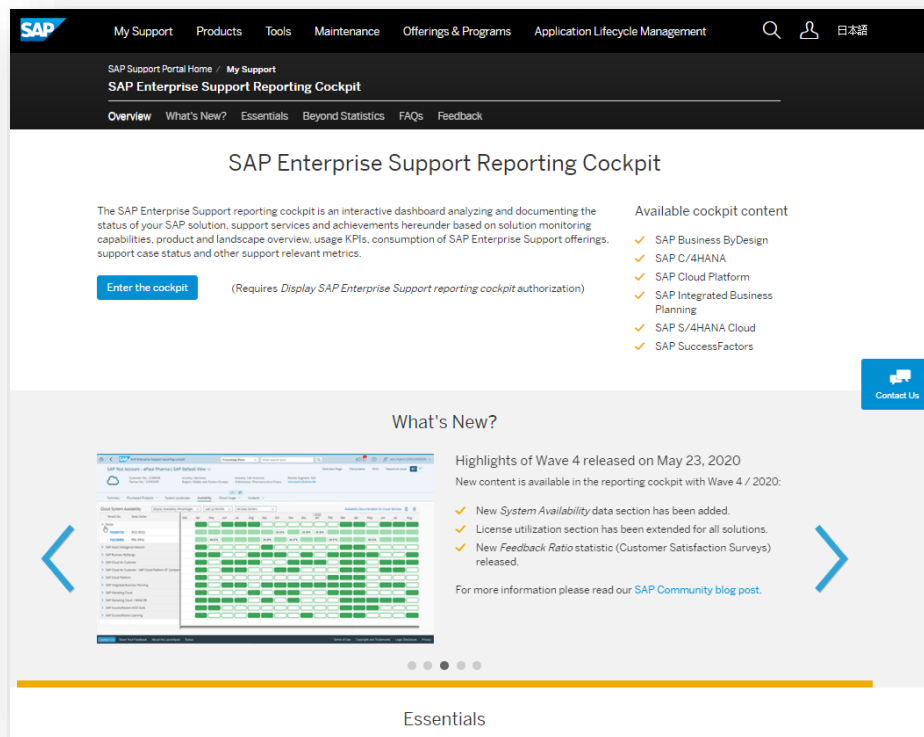
Customer Sessions in SAP ES Academy*

- Meet the expert sessions for SAP ES reporting cockpit CLOUD

    - Click here to listen to the recorded webinar.

- Meet the expert session for SAP ES reporting cockpit ON-PREMISE

    - Click here to listen to the recorded webinar.

Release Notes and

- Read Release News and customer ESRC BLOGS

Promotional Materials

- Watch the short ESRC introduction video

Other Options inside of SAP ES reporting cockpit

- Visit the Guided Tour provided in the cockpit documentation
- Provide Feedback using the "Feedback" icon
- Possible to send a ticket to SAP out of the application by clicking on „Report an Issue"

* If your S-user is not registered for the SAP Learning Hub, Enterprise Support edition, please follow the steps here to sign up.

SAP Enterprise Support Reporting Cockpit – What's coming next?

Based on [your feedback](#) we are working on the following topics:

- To create a new template for a printed customizable report out of the cockpit

- Additional statistics on SAP EarlyWatch Alert Workspace usage

- Translation into different languages

- Improve the Cloud System Landscape display and insert the EU compliance flag

- … and many more

SAP Enterprise Support reporting cockpit – Integration into SAP for Me

SAP for Me

SAP ONE Support Launchpad

SAP Enterprise Support Reporting Cockpit – Sample Page of ESR – On Prem

1.2 Summary Indicators

The summary indicators give an overview of each of the data sections.

Support Contracts

36

Technical Installations

- Covered 59
- No Cover 0

Productive Systems Coverage

On-Premise Systems

65

Prod Systems

- Prod 65
- Non-Prod 44

System Maintenance

- Valid 42
- Expired 23
- No Info 0

36.3%

Valid Maintenance for Prod Systems

Product Versions Expired

SAP EarlyWatch Alert - Latest Overall Rating

0

Very Critical Prod Systems

NaN%

Open Incidents

298

Total

3 Very High   50 High

Incidents Sent to SAP

422

Last 6 Months

- Very High 7
- High 52
- Medium 281
- Low 82

Sent Incidents by Channel (Last 6 Months)

207

3   18   17   20   3   9   5   15   1

at Email Intern Mobile Phone Phone Portal SPC SaE Sc
         Reque   (LoB

Closed Incidents

306

Last 6 Months

- Manual 119
- Auto 187

CCOE Certification Rate (Last 6 Compl Mnths)

42 Total

39 Fulfilled   3 Not Fulfilled

92%

Fulfilment %

Upcoming Service Sessions

☐ No Data Found For This Tile

SAP Enterprise Support Reporting Cockpit – Sample SIR – Cloud + On Prem
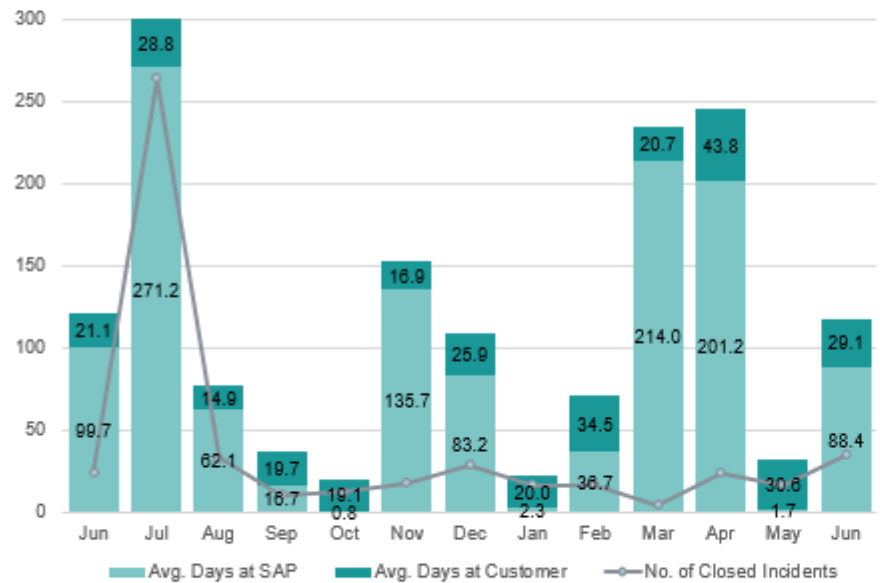

Mission Critical Support

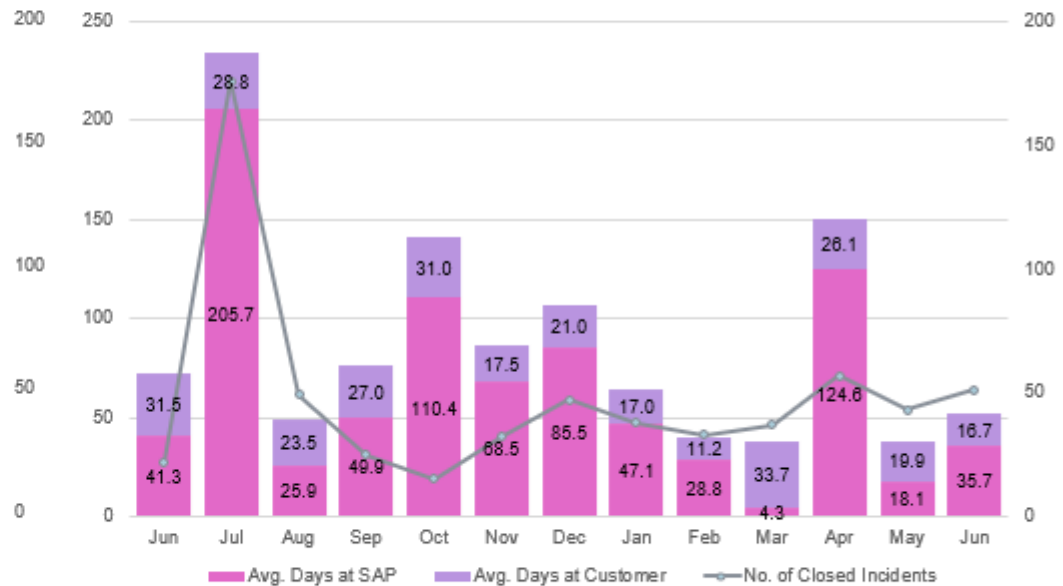## Closed Incidents By Average Processing Time

This graph gives you a view on the average time spent at SAP and average time spent on the customer side.

Cloud

269 closed automatically | 66 closed manually

On Premise

453 closed automatically | 172 closed manually

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