



SAP Enterprise Support Reporting Cockpit

Your interactive reporting tool

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October 29, 2022

PUBLIC

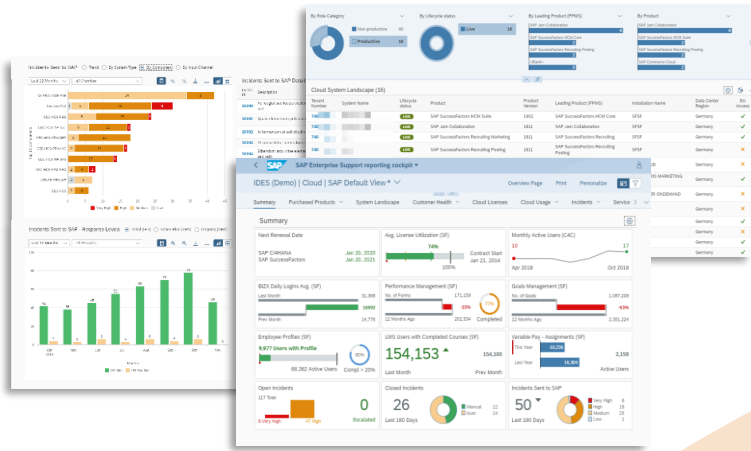
What is the SAP Enterprise Support Reporting Cockpit?

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

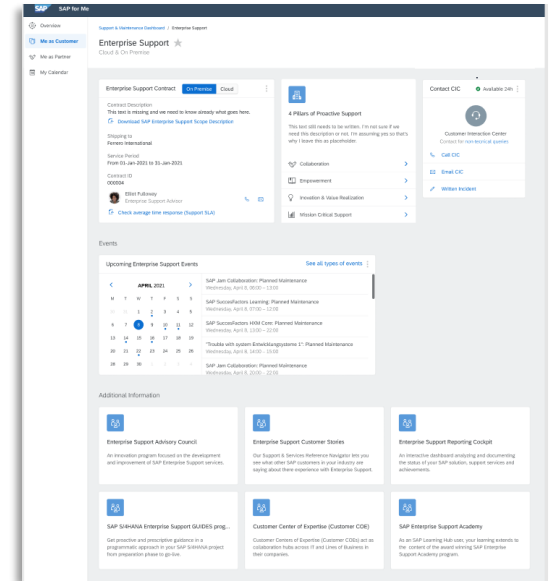


PDF based ES reporting

- 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!

Online ES reporting as interactive cockpit

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



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

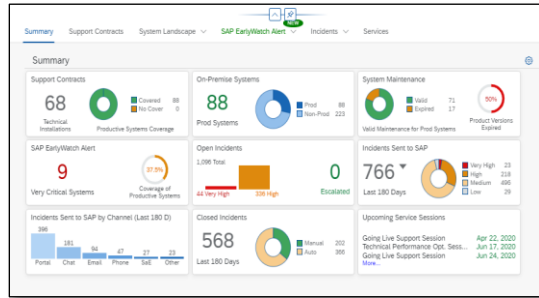
One data source, internal and external, with 2 years history

One tool for many major solutions

Interactive tool connected to other apps

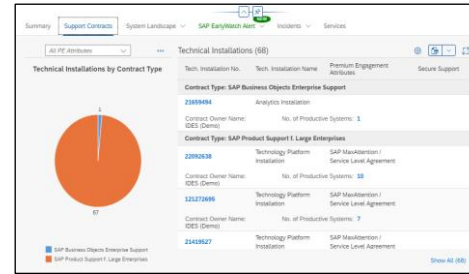
SAP Enterprise Support reporting cockpit – released on-premise content

Summary



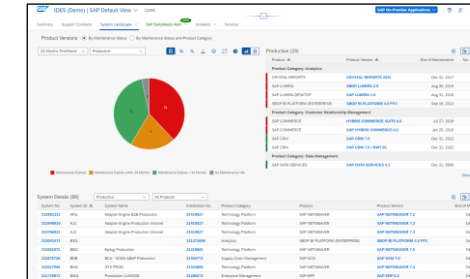
Overview on most important KPIs from each data section

Support Contracts



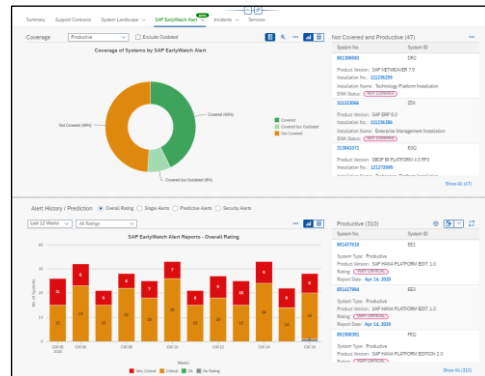
All valid basic and additional support contracts with relevant products and systems

System Landscape



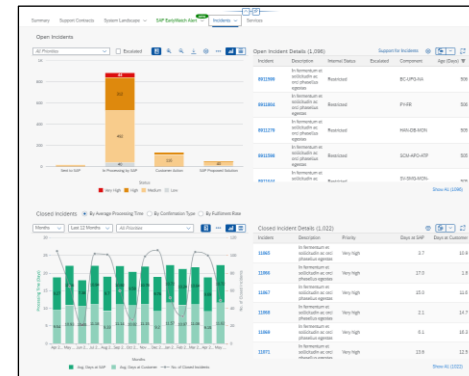
All production and non production systems with their products and maintenance status

EWA Overview



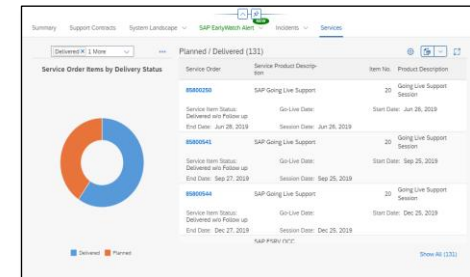
Most important summarized EWA KPIs with history with navigation to EWA WS for details

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

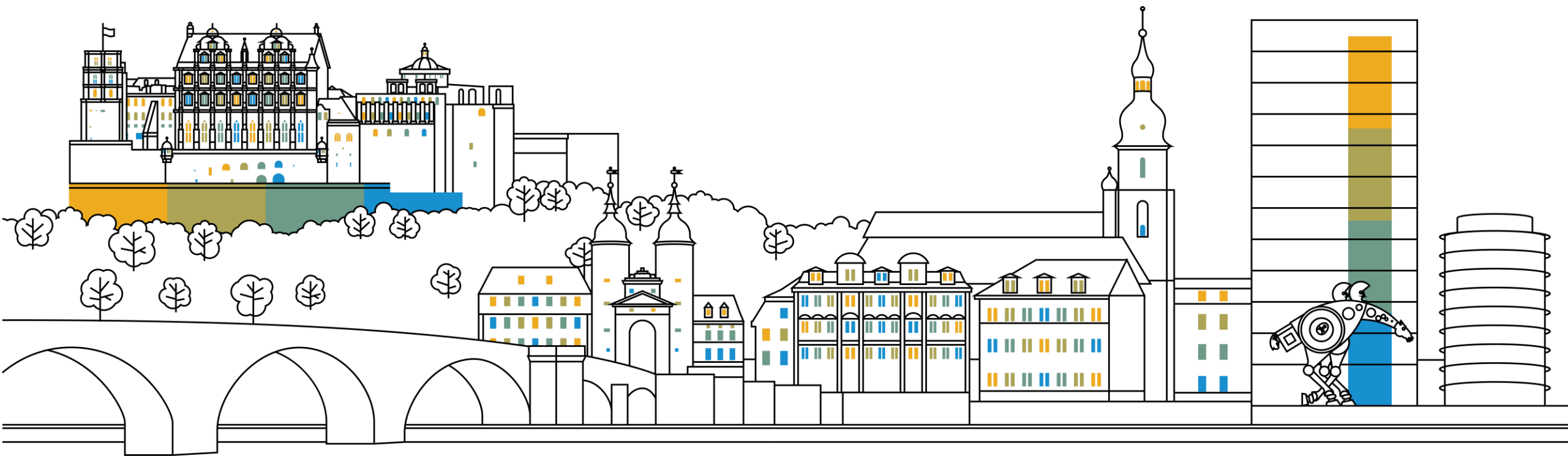
For more details please see the [Release Notes](#) or the customer community [Blogs](#)

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	✓	✓	✓	✓	✓	✓

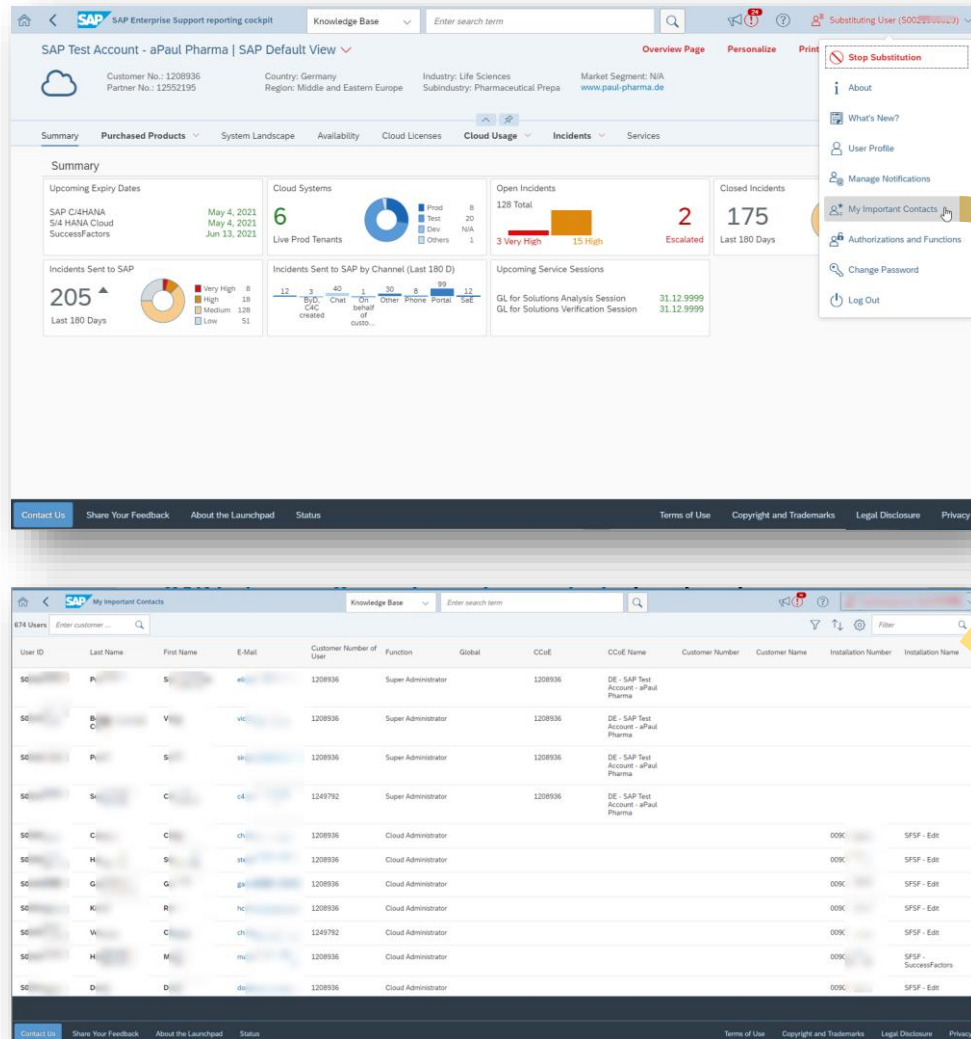


DEMO for SAP Enterprise Support Reporting Cockpit



SAP ES reporting cockpit – How to get Access

ACCESS SAP ES reporting cockpit



The screenshot shows the SAP Enterprise Support reporting cockpit interface. The top section displays a summary for a customer (aPaul Pharma) with various metrics like Open Incidents (128 Total), Closed Incidents (175), and Upcoming Expiry Dates. A sidebar menu on the right includes options like 'My Important Contacts', which is highlighted with a yellow arrow pointing to a second screenshot below. This second screenshot shows a table of users with columns for User ID, Last Name, First Name, E-Mail, Customer Number of User, Function, Global, CCoE, CCoE Name, Customer Number, Customer Name, Installation Number, and Installation Name.

User ID	Last Name	First Name	E-Mail	Customer Number of User	Function	Global	CCoE	CCoE Name	Customer Number	Customer Name	Installation Number	Installation Name
SC-...	Ph...	Si...	si...	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC-...	B...	V...	vc...	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC-...	Ph...	Si...	si...	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC-...	Si...	C...	c4...	1249792	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC-...	C...	C...	ch...	120936	Cloud Administrator				009C		SFSF - Edit	
SC-...	H...	Si...	sh...	120936	Cloud Administrator				009C		SFSF - Edit	
SC-...	G...	ga...	ga...	120936	Cloud Administrator				009C		SFSF - Edit	
SC-...	Ki...	Ri...	hc...	120936	Cloud Administrator				009C		SFSF - Edit	
SC-...	Vi...	C...	ch...	1249792	Cloud Administrator				009C		SFSF - Edit	
SC-...	H...	M...	mh...	120936	Cloud Administrator				009C		SFSF - SuccessFactors	
SC-...	D...	D...	de...	120936	Cloud Administrator				009C		SFSF - Edit	

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)**.

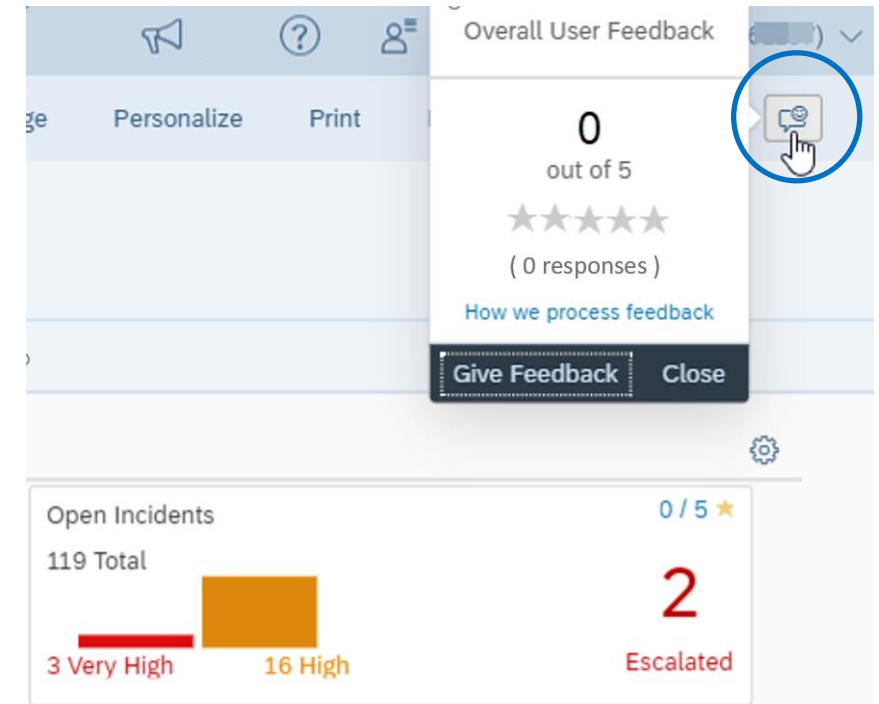
SAP KBA for access and authorization requirements

- [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



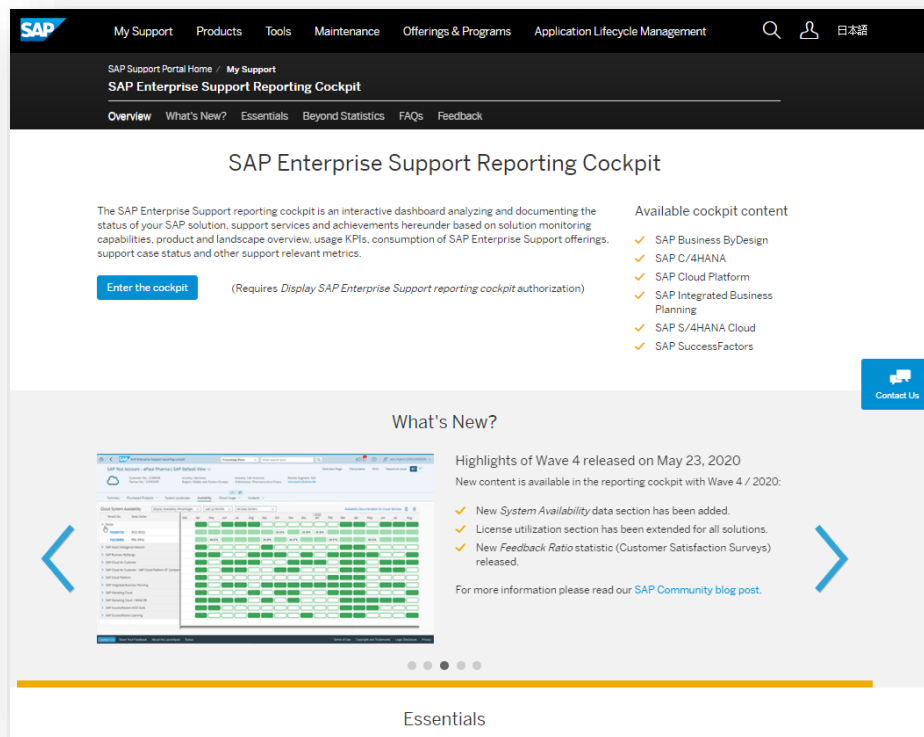
- Your feedback really matters. Together, we can improve the user experience for everyone. Share with us what you like and what needs to be improved, and we will channel your feedback to the experts for consideration in future releases. You have also call-back option if you agree to explain to us what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

(<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

What happens to my feedback?

- ✓ In this section you will view the consolidated feedback from SAP Enterprise Support reporting cockpit surveys.
- ✓ Based on your feedback, the cockpit development team reviews customers feedback and uses it to plan future improvements.
- ✓ Please keep sending us feedback, we love to hear from our customers!

Customer Feedback

Month	Feedback	Customer Improvement	Development Team Analysis	Planned Action
June 2021	Overall User Feedback	Improve Navigation	Thank you for your response, we are always glad to receive feedback. To better understand how to navigate throughout the tool we would address our users to check out the embedded app help in the cockpit, you can access this by going to the 7 icon on the right hand side of the page, a drop down will then be shown along with a Guided tour demonstrating how to navigate efficiently in the cockpit.	No Actions required at this time.
June 2021	Overall User Feedback	Issue with Customer login data, ticket opened with relevant information	Thank you for taking the time to provide feedback. As the ESRC gets its data from other sources and the access to be shared, it is not possible to link cases at the same level.	No Action required.
April 2021	Overall User Feedback	German language needed.	Thank you for your feedback. We brought this feedback to our development team. We are currently working on this.	We are in the process of realising this, will be available in Wave 1, 2022.
April 2021	Overall User Feedback	Please reinstate the PDF overview report that was working perfectly and met all of our needs.	Thank you for taking the time to fill out the survey. We received feedback from users that they really liked the PDF report but there were improvements that could be made such as making it more flexible as different users wanted to see different information.	We will be offering a new printing report using a template, this will allow users flexibility and different customising options. This is under development.
March 2021	Report Indicator Feedback	Excel download in availability section.	Thank you for taking the time to provide feedback. We have now included an excel download in the availability section.	This was realised in Wave 3 (April 2021).
March 2021	Overall User Feedback	Please include on-premise products as we still use SAP Business Suite.	Thank you for your feedback. We are currently in the process of implementing on-premise into the ESRC. This has begun with System Landscape.	on-premise will be fully implemented in Wave 5 (July 2022)

SAP Enterprise Support reporting cockpit – Integration into SAP for Me

Company Name & Co. **SAP for Me** 42 TOTAL PRODUCTS 1 PRODUCTS DISABLED 8 OPEN INCIDENTS

PRODUCT NAME	STATUS	LICENCES	USED LICENCES	DELTA	EVENTS	TOWNS	OPEN INCIDENTS	LEARNING OBJECTS
SAP Performance Management	DISABTLED	30,000	14,324	4,568	4	16	4	10
SAP Digital Recvling	ACTIVE	34,000	29,432	4,568	2	8	1	10
SAP Manage Payroll by Partners	ACTIVE	85,000	71,432	4,568	8	6	7	100
SAP Employee Profile	ACTIVE	34,000	29,432	4,568	5	21	13	10
SAP Recruiting Marketing	ACTIVE	75,000	53,342	4,568	6	48	6	10
SAP Succession Planning	ACTIVE	90,000	85,589	4,568	7	60	12	100

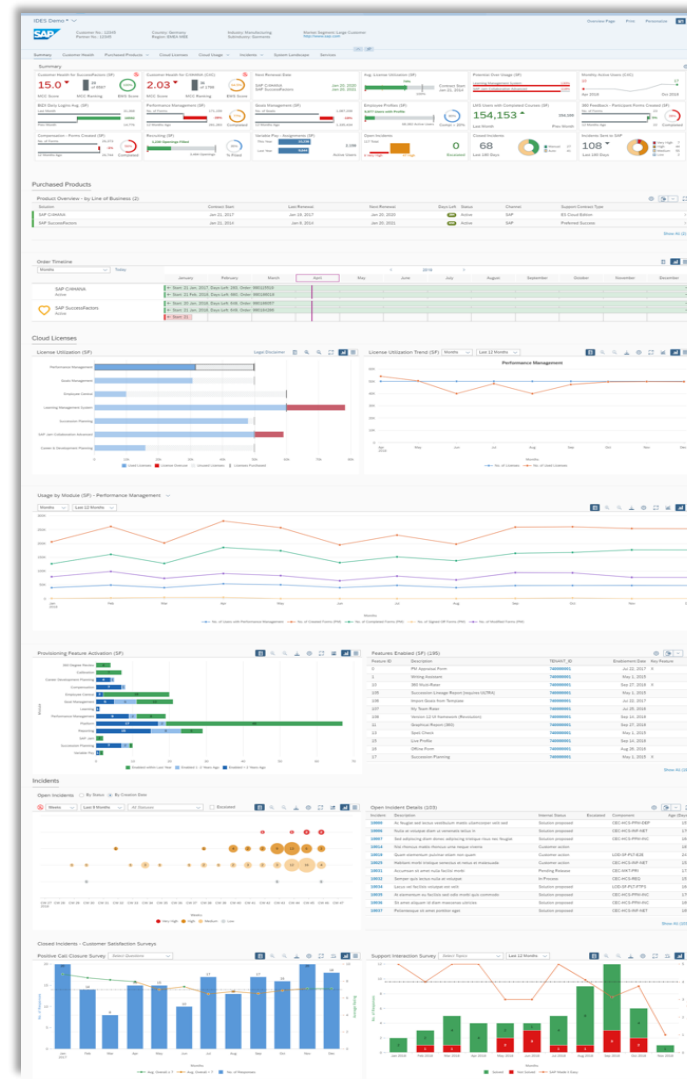
My Home

- License Utilization Information
- Success insight Cockpit
- Digital Store
- Cloud Availability Center
- Product Availability Matrix
- My SAP notes & KBAs
- Maintenance Planner
- Support User Management
- Help Portal
- Learning Hub

SC

Enterprise Support reporting cockpit

This is a short description explaining in maximum 2 lines of text...



SAP ONE Support Launchpad

My Home

- Support Dashboard On-Premise
- Support Report Document On-Premise & Cloud
- Cloud Availability Center
- SAP Readiness Check
- Enterprise Support Reporting Cockpit Cloud**
- My SAP EarlyWatch Alert Reports
- My Landscape PILOT ONLY

Welcome

Welcome - SAP Business ByDesign

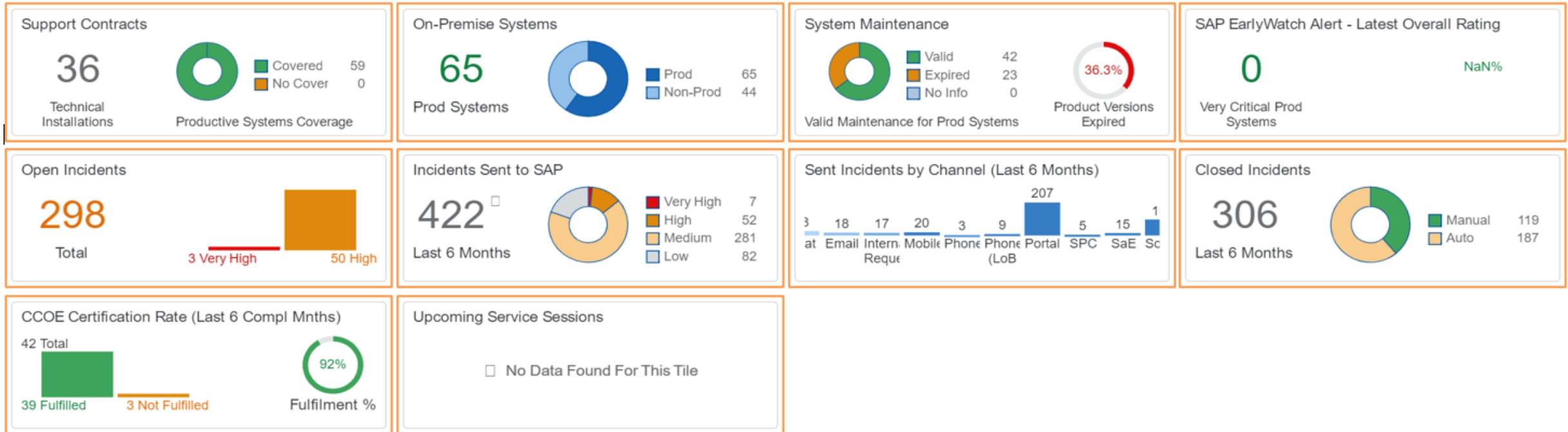
Enterprise Support Reporting Cockpit On-Premise & Cloud

Access Cockpit

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.



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

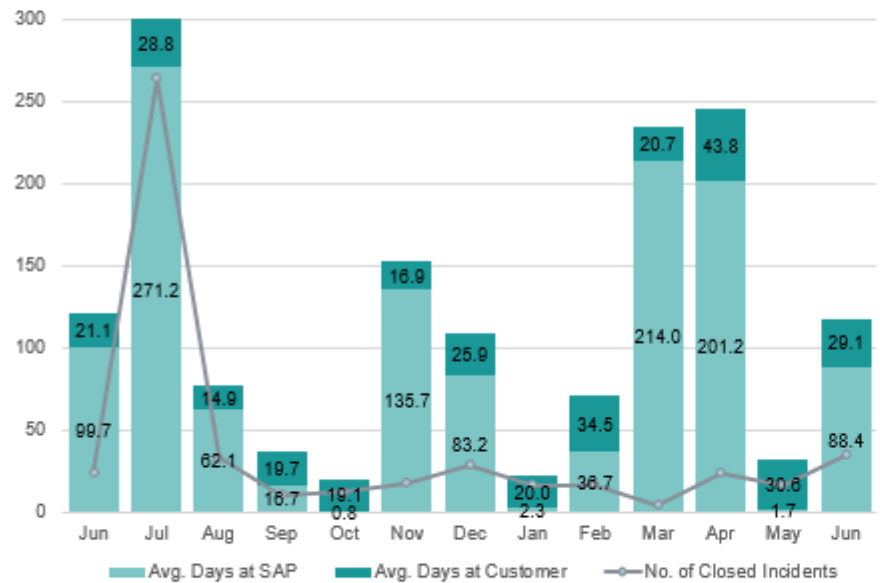


Mission Critical Support

Closed Incidents By Average Processing Time

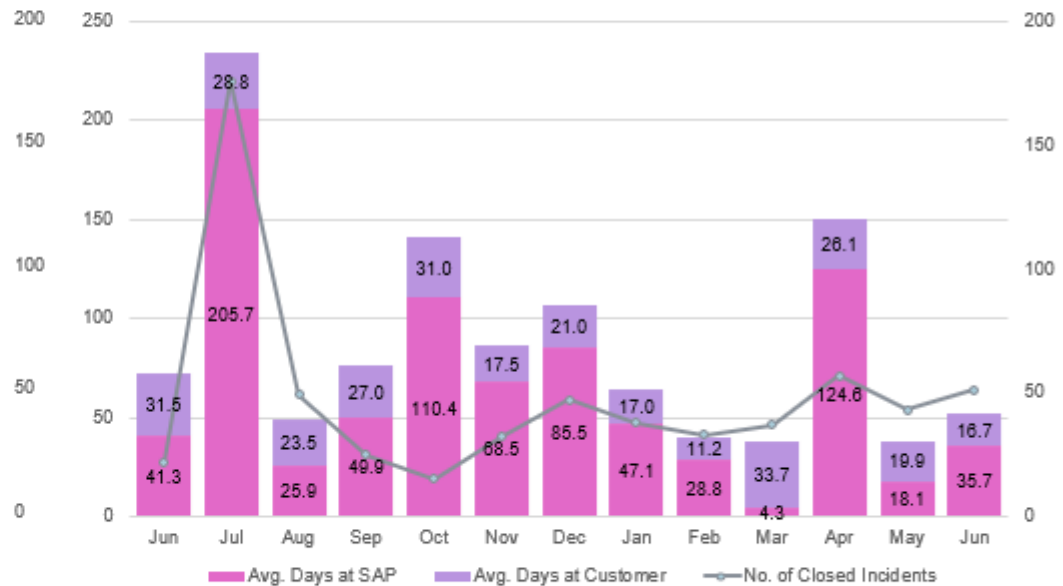
This graph gives you a view on the average time spent at SAP and average time spent on the customer side.

Cloud



269 closed automatically | 66 closed manually

On Premise



453 closed automatically | 172 closed manually



Maximize The Value You Get from SAP

Visit sap.com/CustHubIT to connect with peers,
stay abreast of trends and know your support
benefits.



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