Your SAP Support Portfolio Can Help
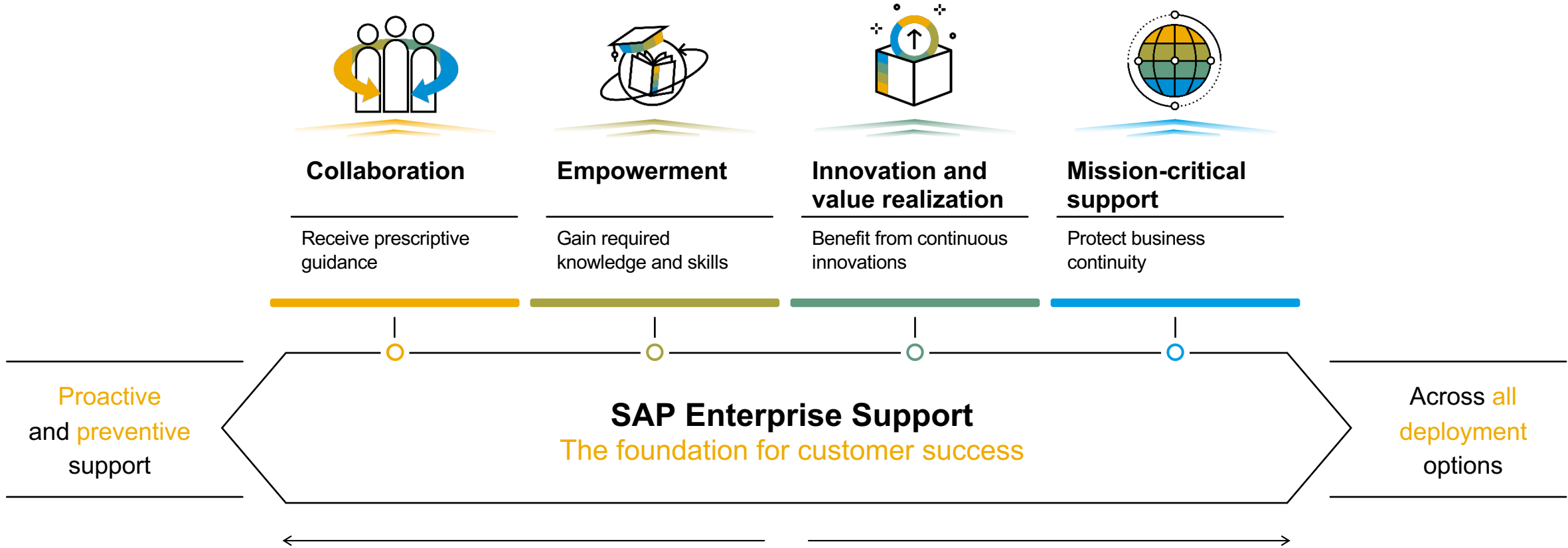# No additional cost, available right now

Dilshad Mehta, Director Customer Evolution, US West - SAP
d.mehta@sap.com
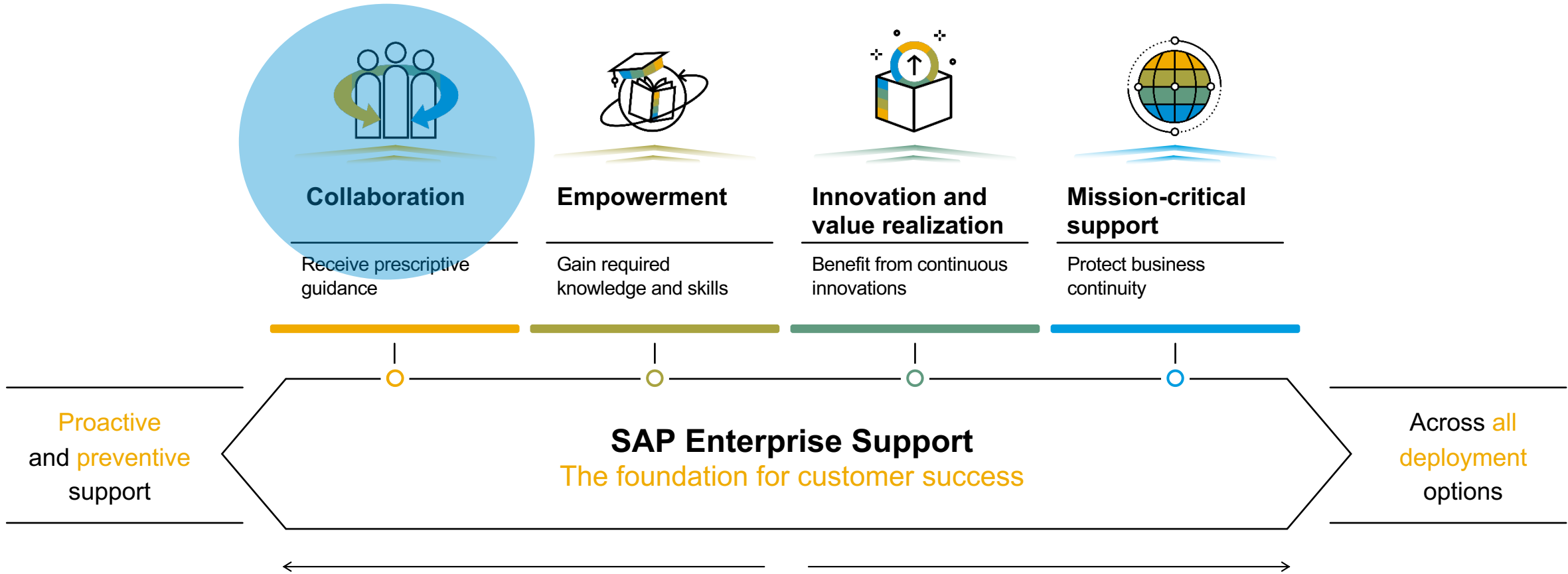Nov 2022

THE BEST RUN **SAP**

SAP's Entire Support Portfolio

Collaboration

Receive prescriptive guidance

Empowerment

Gain required knowledge and skills

Innovation and value realization

Benefit from continuous innovations

Mission-critical support

Protect business continuity

Proactive and preventive support

SAP Enterprise Support
The foundation for customer success

Across all deployment options

support.sap.com

SAP's Entire Support Portfolio

Collaboration

Receive prescriptive guidance

Empowerment

Gain required knowledge and skills

Innovation and value realization

Benefit from continuous innovations

Mission-critical support

Protect business continuity

Proactive and preventive support

SAP Enterprise Support
The foundation for customer success

Across all deployment options

Continuous Quality Checks

SAP Enterprise Support provides a wide range of remote services connecting you with our experts to analyze your system and/or specific situation. After each service, you receive a report, findings and a detailed action plan to mitigate risks or improve your situation.

Huge variety
of topics to address your pain points and improvement areas
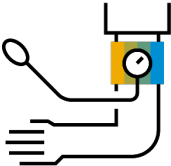
Detailed analysis
based on actual data from your systems or solution

Action plan
to mitigate risks or improve your situation
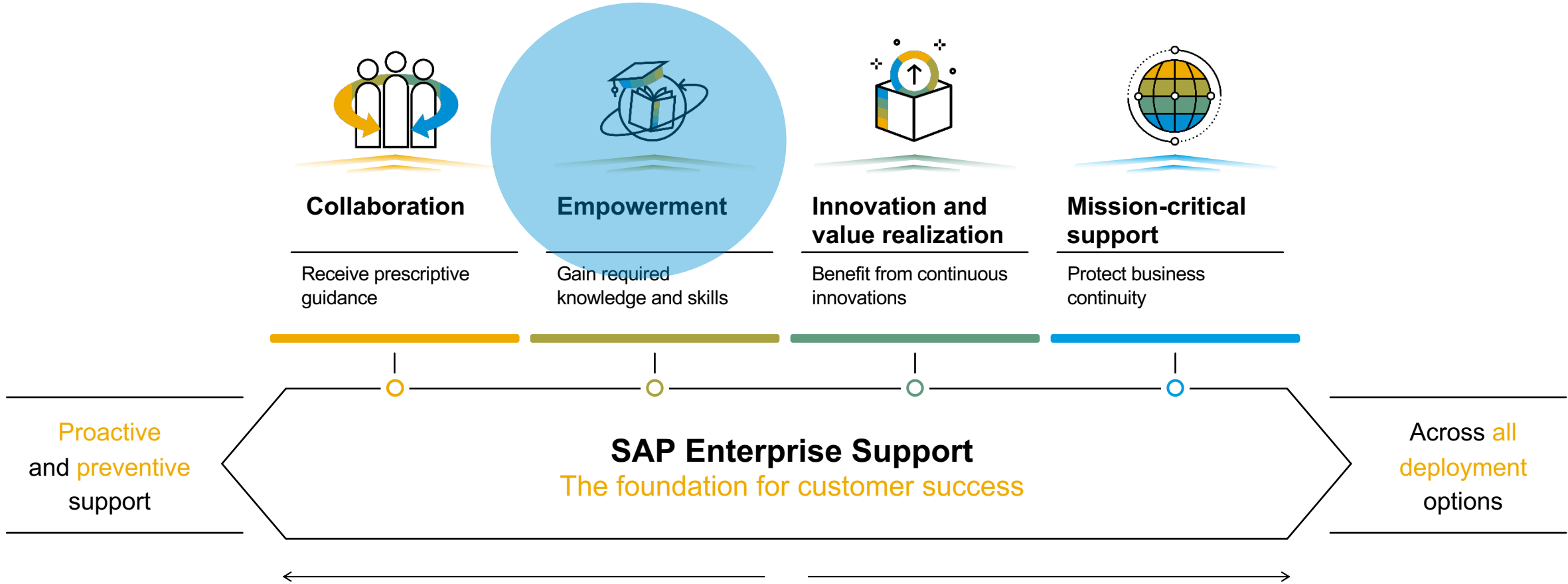
Examples

Business Process Performance Optimization	Going Live Support	Data Volume Management	Early Watch Check	…and many more

SAP's Entire Support Portfolio

Collaboration

Receive prescriptive guidance

Empowerment

Gain required knowledge and skills

Innovation and value realization

Benefit from continuous innovations

Mission-critical support

Protect business continuity

Proactive and preventive support

SAP Enterprise Support
The foundation for customer success

Across all deployment options

Value Maps

SAP Enterprise Support Value Maps – A structured and goal-based approach to quickly identify the relevant SAP Enterprise Support services, tools and offerings to achieve defined targets and address your business needs. In addition, leverage the in-depth knowledge of our **support advisory team** for personal guidance based on 45+ years of close customer engagements.
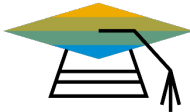
Guided approach
to reach your objective

Social collaboration
to connect directly with
SAP experts and peers
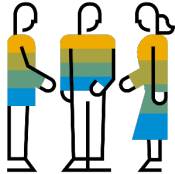
Expert access
to obtain guidance from
SAP support experts

Empowerment
to build the knowledge
and skills you need

Available Value Maps

SAP S/4HANA | SAP S/4HANA Cloud | Digital Innovation | SAP Success Factors | SAP Customer Experience solutions | SAP Analytics Solutions | Security | Business Process Improvement | Data Volume Management | Application Lifecycle Management | SAP Jam Collaboration

SAP Enterprise Support Academy – Benefit from expert guidance and high impact knowledge transfer services that enable you to innovate and be successful with SAP solutions.

Knowledge transfer
on digital transformation, integration, and system operations

On-demand learning experience
by combining self-paced and expert-led offerings, available on a 24x7 platform
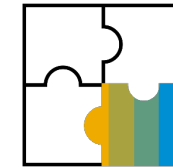
High-quality vendor knowledge
from SAP Support experts helps to close the digital skills gap of key users, IT and line-of-business experts

Available Formats

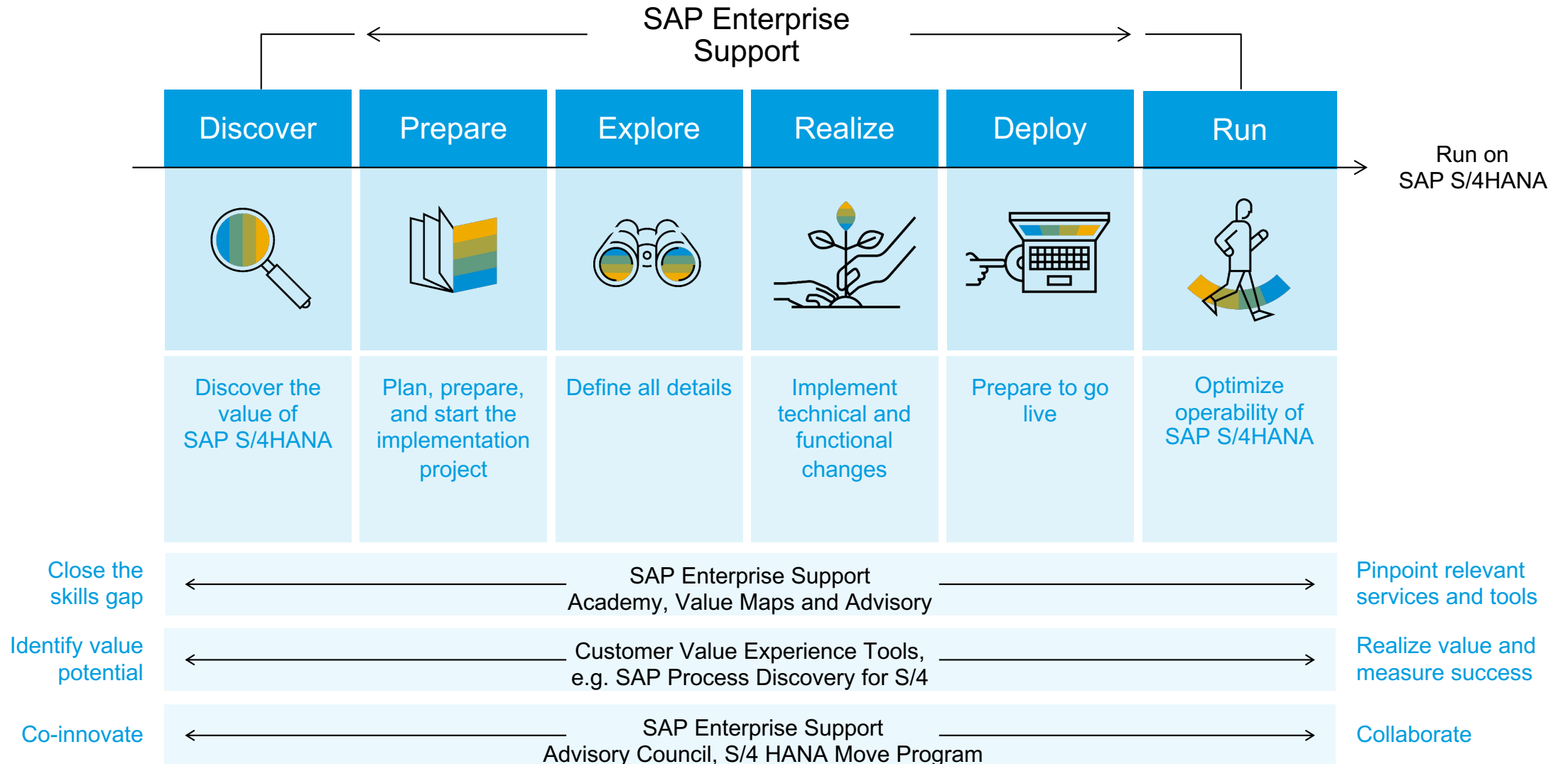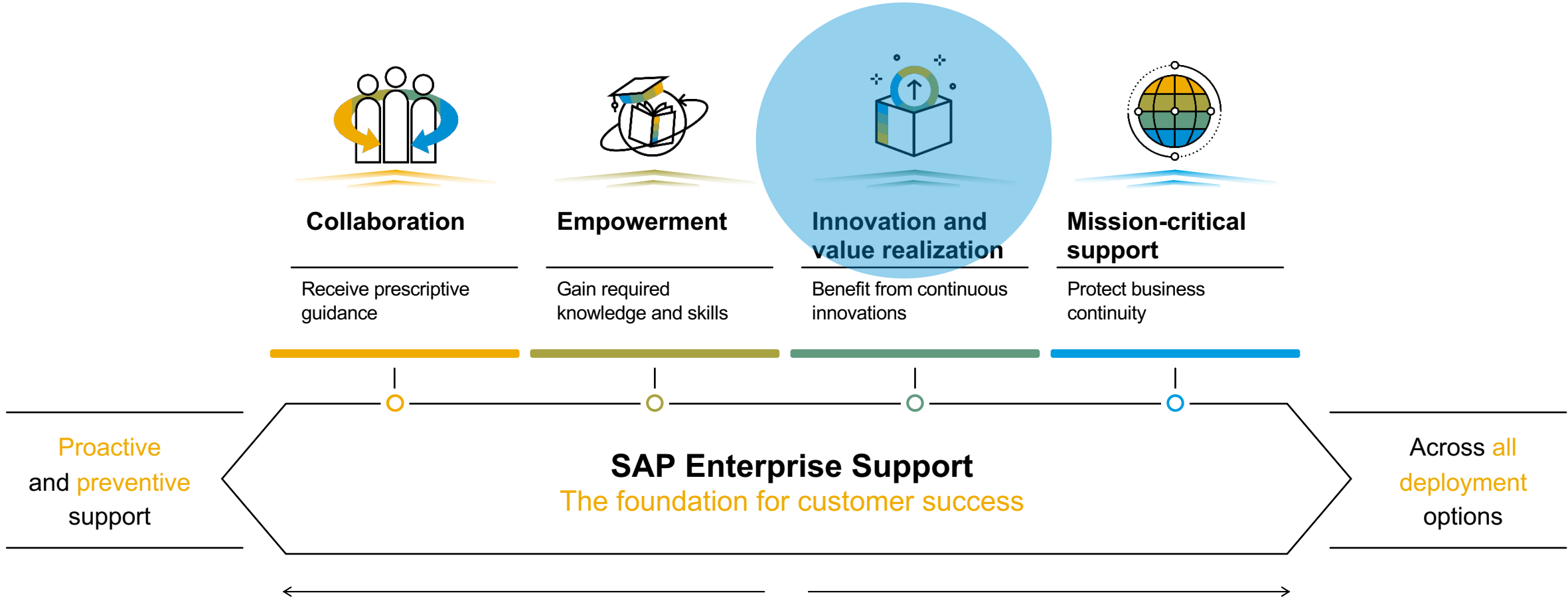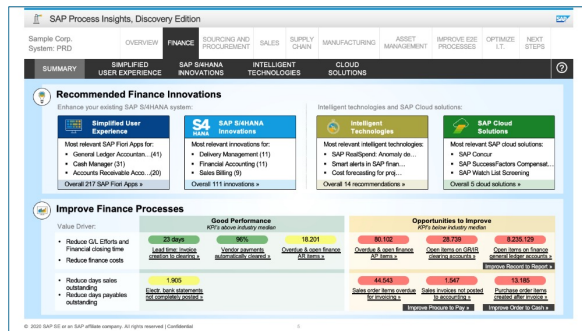| 70+	280+	15	17+	50+	740+	190+
Best Practices	Tutorials & Videos	Guided Self-Services	Continuous Quality Checks & Improvement Services	Expert-Guided Implementations	Meet-the-Expert Sessions	Accelerated Innovation Enablement

Example: S/4 HANA Value Map

SAP Enterprise Support

Discover	Prepare	Explore	Realize	Deploy	Run
Discover the value of SAP S/4HANA	Plan, prepare, and start the implementation project	Define all details	Implement technical and functional changes	Prepare to go live	Optimize operability of SAP S/4HANA

Run on SAP S/4HANA

Close the skills gap	← SAP Enterprise Support Academy, Value Maps and Advisory →	Pinpoint relevant services and tools
Identify value potential	← Customer Value Experience Tools, e.g. SAP Process Discovery for S/4 →	Realize value and measure success
Co-innovate	← SAP Enterprise Support Advisory Council, S/4 HANA Move Program →	Collaborate

SAP's Entire Support Portfolio

Collaboration

Receive prescriptive guidance

Empowerment

Gain required knowledge and skills

Innovation and value realization

Benefit from continuous innovations

Mission-critical support

Protect business continuity

Proactive and preventive support

SAP Enterprise Support
The foundation for customer success

Across all deployment options

Innovation Reports

SAP Innovation and Optimization Pathfinder on Spotlight

Innovation recommendations, industry benchmarks and recommendations for business and IT

Process Discovery for SAP S/4HANA Transformation
Recommendations for SAP S/4HANA
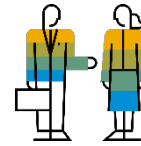
SAP Fiori Apps Recommendations
Improvement through SAP Fiori Apps

SAP Road Map Explorer
Supporting the journey to SAP's future product portfolio and the Intelligent Enterprise
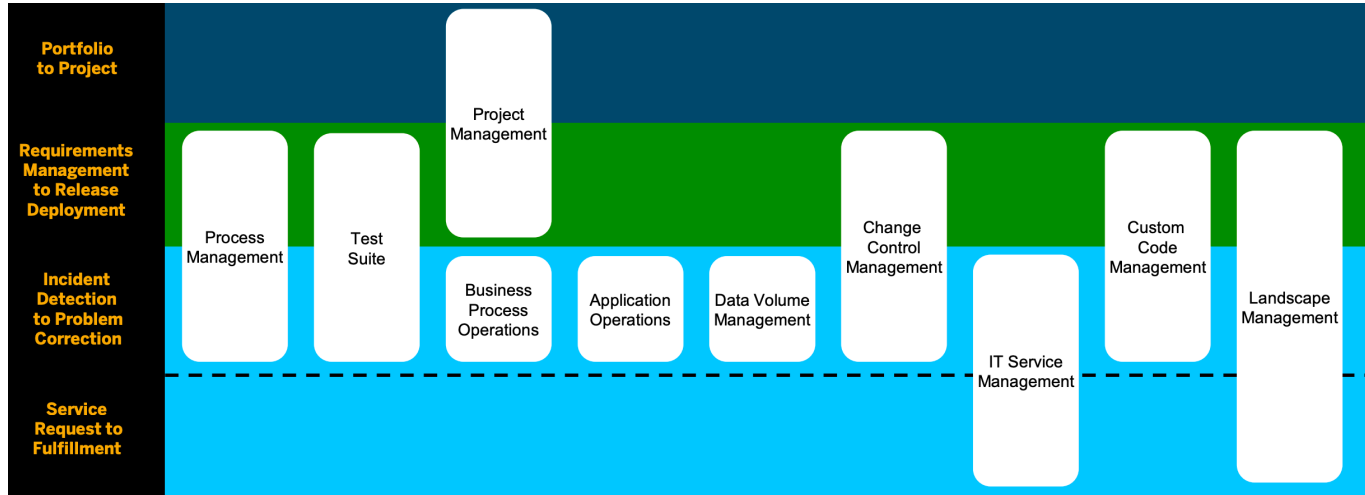
SAP Solution Manager Value Report
Business case for SAP Solution Manager
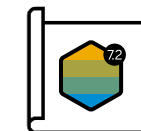
SAP Transformation Navigator, SAP S/4HANA Readiness Check, …
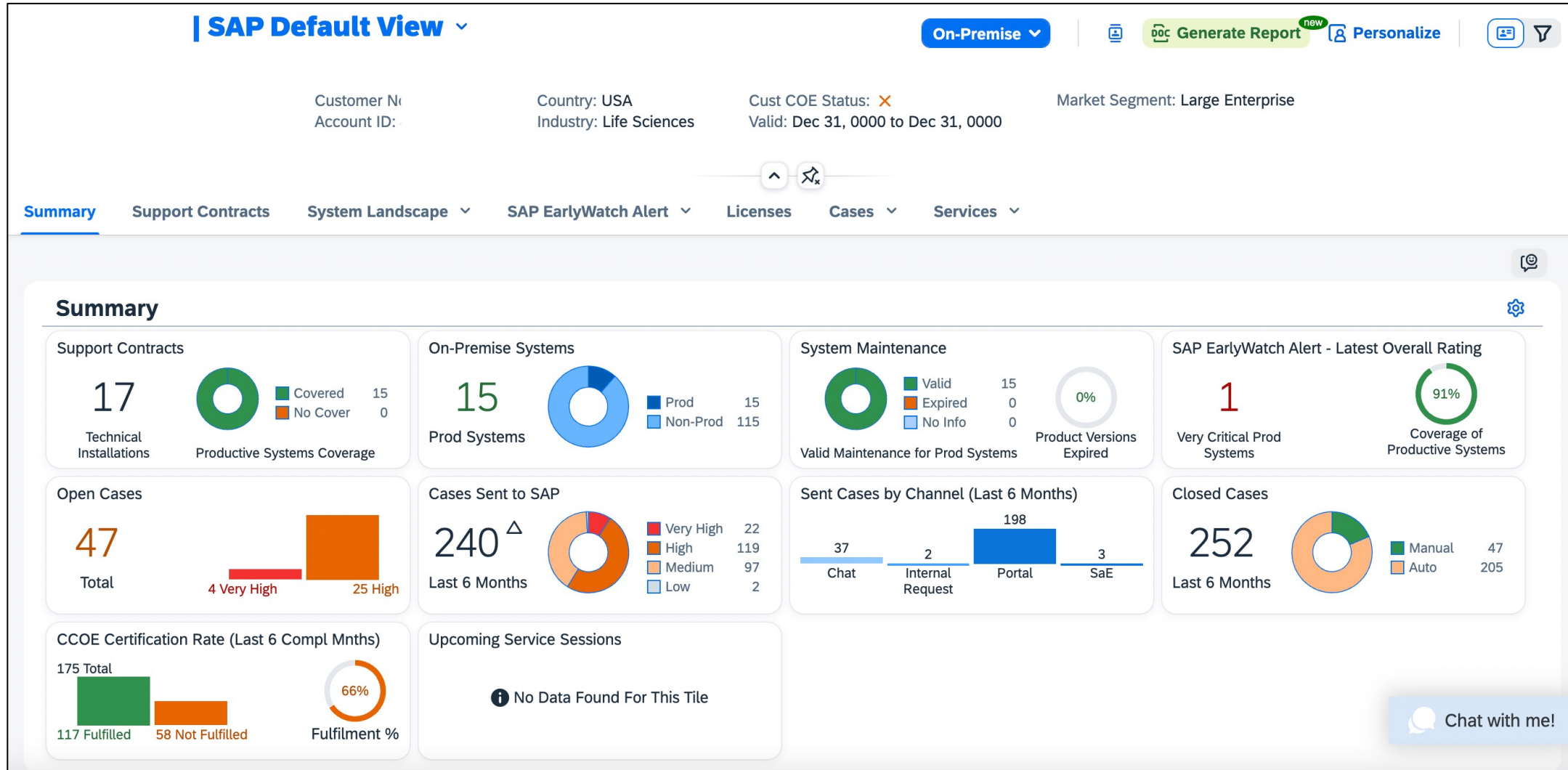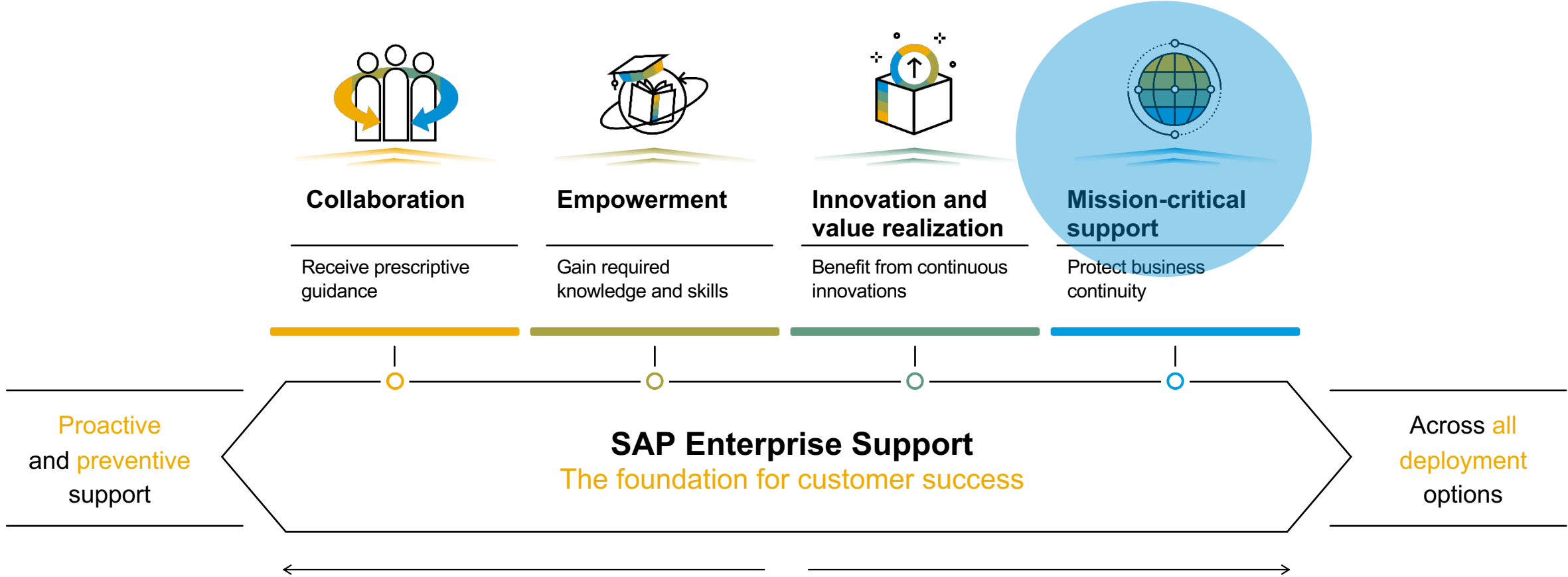
Solution Manager: A complete IT management platform

➢ **Tricentis Test Automation –** leading test solution [Link](#)

➢ **Focused Build –** pre-configured standard Solution Manager features and processes, no additional coding required [Link](#)

➢ **Focused Insights –** custom, easy to use, pre-packaged dashboards, no additional coding required [Link](#)

➢ **Usage Rights Include HANA DB** [Link](#)

➢ **Early Watch Checks**

Enterprise Support Reporting Cockpit

18

SAP's Entire Support Portfolio

Collaboration

Receive prescriptive guidance

Empowerment

Gain required knowledge and skills

Innovation and value realization

Benefit from continuous innovations

Mission-critical support

Protect business continuity

Proactive and preventive support

SAP Enterprise Support
The foundation for customer success

Across all deployment options

Real-time interaction
Expert Chat

Expert Chat provides a live chat function that connects you to SAP technical support experts.

Overview

- Live support from SAP experts for any technical question related to a product
- Improves support experience with real-time interaction
- Available for all support levels and almost all solutions
- For more information:
 - Learn more about Expert Chat on SAP Support Portal
  - Expert Chat video

Benefits

- Connects you real-time with SAP support
- Offers screen-sharing option
- Provides access to the same technical experts as in the incident channel
- Resolves incidents faster than those reported through traditional SAP support channels
- Offers quicker and more efficient issue resolution

Access

- Access Expert Chat through the SAP ONE Support Launchpad (several options):
  a. Access through the **Expert Chat tile** on your SAP ONE Support Launchpad on the My Home screen.
  b. Carry out a search in the launchpad's database. Click on the Expert Chat-button in the upper area.
  c. Access Expert Chat through the *Contact Us* menu
  d. Access Expert Chat while going through the incident submission process. Chat functionality is built into the incident form.

Preview
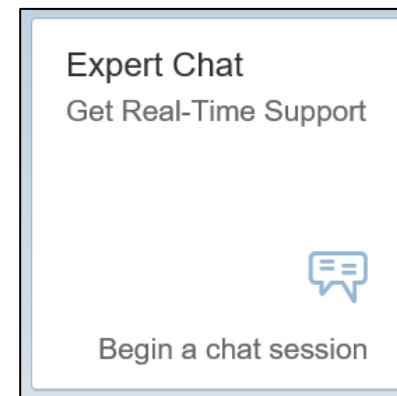
Expert Chat tile on My Home in SAP ONE Support Launchpad
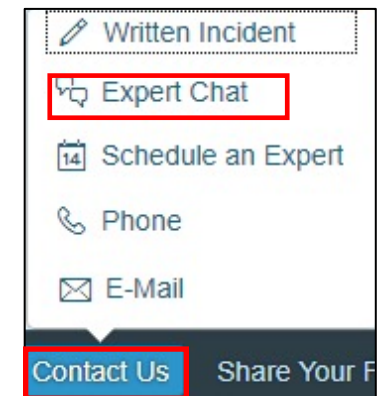
Contact Us menu in SAP ONE Support Launchpad's footer bar

Real-time interaction
Schedule an Expert

Schedule an Expert connects you live with SAP Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you.

Overview

- One-to-one 30-minute call delivered remotely through Microsoft Teams
- Book an appointment at least 48 hours in advance to allow engineers to prepare
- Check out the Schedule an Expert video
- Visit SAP Support Portal to learn more
- Learn more on how to join your Schedule an Expert call

Benefits

- Live channel option for you
- Interact one-to-one with a support engineer
- Get answers at any time of your convenience
- Get help and direct support for any technical question
- Have access to the same engineers that you would create an incident with
- Reduce your waiting time for response and resolution

Access

- Access Schedule an Expert through the SAP ONE Support Launchpad (several entry options):

a. Access through the **Schedule an Expert tile** on your SAP ONE Support Launchpad home screen.

b. Carry out a search in the Launchpad's database. Click on the Schedule an Expert-button in the upper area.

c. Access Schedule an Expert through the "Contact Us"-menu in SAP ONE Support Launchpad's footer bar

Preview
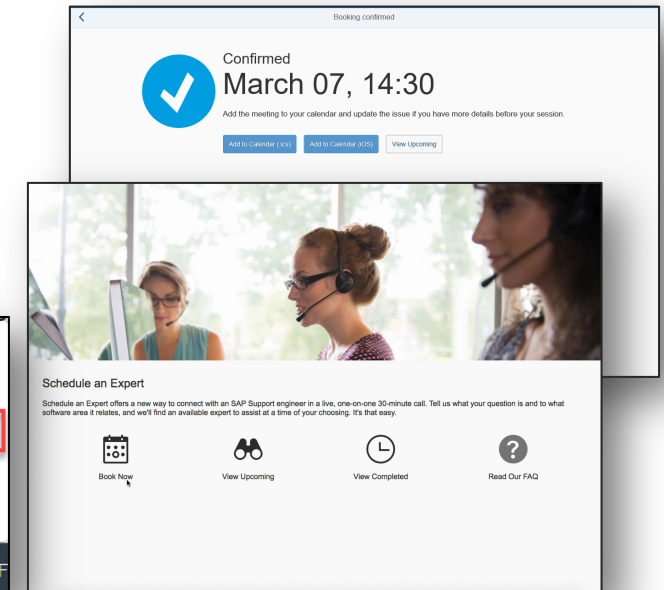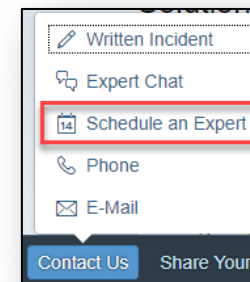
„Contact Us"-menu in SAP ONE Support Launchpad's footer bar

Real-time interaction
Schedule an Expert for open incidents

Schedule an Expert for open incidents enables you to book a 30 minute call to discuss technical details of the incident with the assigned support engineer.

Overview

- One-on-one 30 minute call booked directly from an open incident with the assigned support engineer

- Available for low, medium, and high priority incidents with select support engineers

- Book an appointment minimum 24 hours in advance

- Sessions delivered remotely through Microsoft Teams (Learn more on how to join your Schedule an Expert call)

- Check User Guide and FAQ to learn more

Benefits

- Have live interaction to discuss technical details of the open incident with the assigned support engineer

- Schedule a call at a time that is convenient for you

- Experience less ping-pong and more efficient incident processing reducing the time to resolve your open issue

- Easy to have other colleagues with you on the call

Access

- *Schedule an Expert* button will appear in the incident editing page in SAP ONE Support Launchpad when the following conditions are met
  - The incident is an Open Incident within Product Support
  - A processor has been assigned to the incident and is available for scheduling

- Click *Schedule an Expert* button and then click *Book a Session*

- Add the appointment to your calendar and join the session at scheduled time

Preview
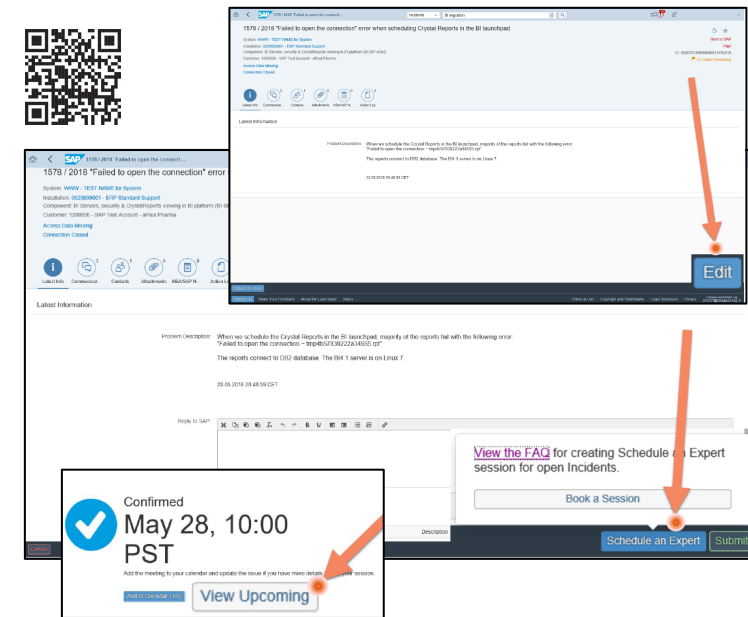
Real-time interaction
Schedule a Manager for high priority incidents

Schedule a Manager for high priority incidents enables you to schedule a 15-minute call with an SAP Product Support manager to help manage or prevent potential service exceptions

Overview

- 15 minute call booked with a Product Support manager from the related product area

- Available for incidents within Product Support

- Incident is on high priority for at least 2 days

- Book an appointment minimum 2 hours in advance

- Sessions delivered via phone

- Click here to lean more, or check this FAQ

Benefits

- Have live one-on-one discussion on your high priority incident with a Product Support manager

- Schedule a call at a time that is convenient for you and matches with the availability of the manager

- Experience a more enhanced communication with SAP's Product Support management

Access

- *Schedule a Manager* button appears in the incident editing page in SAP ONE Support Launchpad and is active when the following conditions are met:
  - The incident has been at priority High for at least 2 days
  - The incident is within Product Support
  - A Product Support manager is available for the session

- Click the *Schedule a Manager* button and then click *Book a Session*

- Add the appointment to your calendar and receive your callback at the scheduled time

Preview

Please note: this service is not offered for incidents processed within development support !

Manually Confirm Your Tickets
Helps with tracking, gives you the ability to give feedback, & gets you a call from product support

Incidents of status *Customer action*, *In process by customer*, *Partner-Customer Action*, or *Solution proposed by SAP* are automatically confirmed after a certain period of time. The confirmation date depends on the priority of the incident.

Priority	Period of time
Very High	14 days
High	21 days
Medium	45 days
Low	45 days

Service Level Agreements (Enterprise Support Only)

Incident Priority	1	2
Initial Response Time	1 hour	4 hours[*]
Corrective Action (Work-around / action plan)	4 hours	n/a

Very High & High Priority Tickets: Requirements

What Classifies as Very High or High? - https://launchpad.support.sap.com/#/notes/67739

Business Impact is Mandatory - https://launchpad.support.sap.com/#/notes/1281633

Additional Mandatory Requirements:

- 24x7 contact

- Remote access opened (Line Opener Program for semi-automatic system connection. Additional link)

- Step by step instructions on how to replicate the error

Real-time interaction
Call-1-SAP and Customer Interaction Center (CIC)

**CIC** is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

Overview

- Contact channel for you for any nontechnical question such as:
  - Enquire about existing incidents
  - Ask questions about SAP ONE Support Launchpad and its applications
  - Get help for S-User queries
  - Request SAP remote services
- CIC can be reached by phone, chat, or e-mail

Benefits

- CIC is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries
- Universal free-phone number for contacting SAP support
- Access to service menu to select a specific product area you require, now including SAP Ariba, SAP Concur, SAP Fieldglass, SAP Qualtrics and SAP SuccessFactors solutions
- Toll-free number accessible in most countries through landline phones and some mobile providers
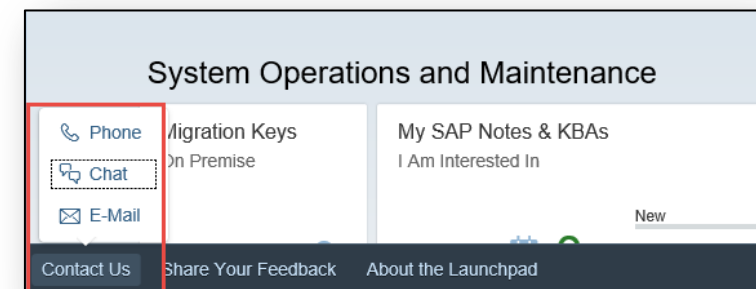
Access

- You can access CIC from the SAP Support Portal or through SAP One Support Launchpad
- Direct access:
  - Chat with CIC
  - Call CIC
  - E-mail CIC
- Learn more here:
  - SAP Support Portal
  - Reference Guide
  - Webcasts
  - #ASKCIC Support Videos

Preview
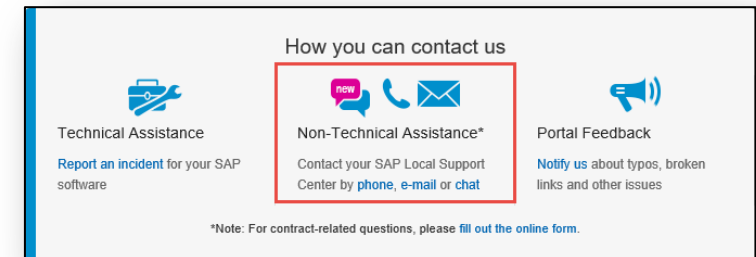
SAP Support Portal

SAP ONE Support Launchpad

Digital support experience
SAP ONE Support Launchpad

The **SAP ONE Support Launchpad** provides you with personalized central access to SAP support services.

Overview

- The **SAP ONE Support Launchpad** provides a user-centric entry point for all SAP customers and partners, independent of their SAP solution

- Third most visited SAP Web site: used by up to 90,000 unique users each day

- Watch the video

- Register for your demo today

Benefits

- Easy access to applications and information according to your role

- Proactive and guided

- Simplified user interface based on SAP Fiori

- Global search for quickly finding answers, support assets, and fast inter-application navigation

- Strong favorites concept

- Holistic overview of your support assets in one place

Access

- Direct access through: https://launchpad.support.sap.com

- Access through the SAP Support Portal

- Access through QR code:

- To receive important notices through SMS, please go to your launchpad notifications settings page to choose your preferred notification method (launchpad, e-mail, SMS, or a combination).

Preview
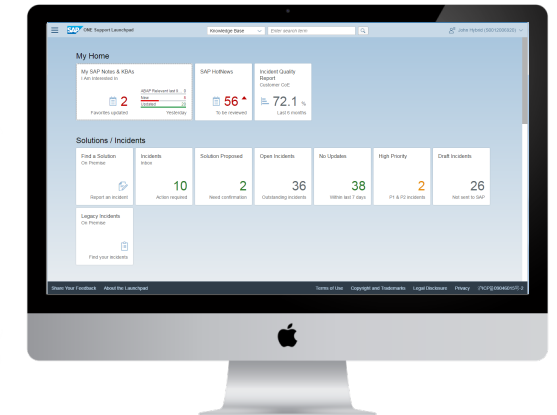
Mobile   Desktop

Start Making the Transition from the Support Launchpad to SAP For Me

https://launchpad.support.sap.com   ⟶   https://me.sap.com/
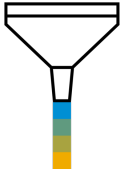
Transition Guide: https://support.sap.com/en/my-support.html#section_1207951584

Self-service and incident prevention
Support by Product

With **support by product pages,** you get an at-a-glance view of support-related content for products and product versions in the SAP ONE Support Launchpad and the SAP Support Portal.

Overview

- Offer at-a-glance view of support-related content in the SAP ONE Support Launchpad and the SAP Support Portal

- Product pages in both major support properties contain all you need to know about your product (version) – or guide you to more helpful content if needed

- SAP ONE Support Launchpad offers a broader range of SAP products

- Read the FAQ or this news

Benefits

- On the support by product pages, you will have at-a-glance view and access to helpful content and resources for your product (version): KBAs, documentation, blogs, web pages, tutorials, release notes, and more

- Access of product-related content relevant to you – all compiled on one web page

- On the product pages, you will find content from different resources consolidated for you

Access

SAP ONE Support Launchpad (S-user required):

1. Add the "My Products" tile to your personalized home screen or use the new search functionality called "Products" and enter the product name you are looking for

2. Easily navigate through the content on the product pages

3. Save product pages as "favorites" for future quick access

SAP Support Portal:

1. Access through "Products" in the header navigation

2. Navigate through the product pages

Preview

Example: Product page in launchpad

Example: Product page in SAP Support Portal

Text Notifications: Immediate ways to know to respond to an incident

SMS for launchpad notifications – It's easy. It's fast. And it's customizable. You may now choose to receive text messages (SMS) on topics of your choice, from SAP ONE Support Launchpad.

Overview

- New notification channel option available for SAP ONE Support Launchpad notifications

- SAP Support is offering additional ways to deliver notifications instantly via text messages (SMS)

- Read the blog to learn more

- Watch the video

NOTE: SAP does not charge you to send SMS text messages, however message and data rates may apply based on your existing wireless plan for receiving text messages.
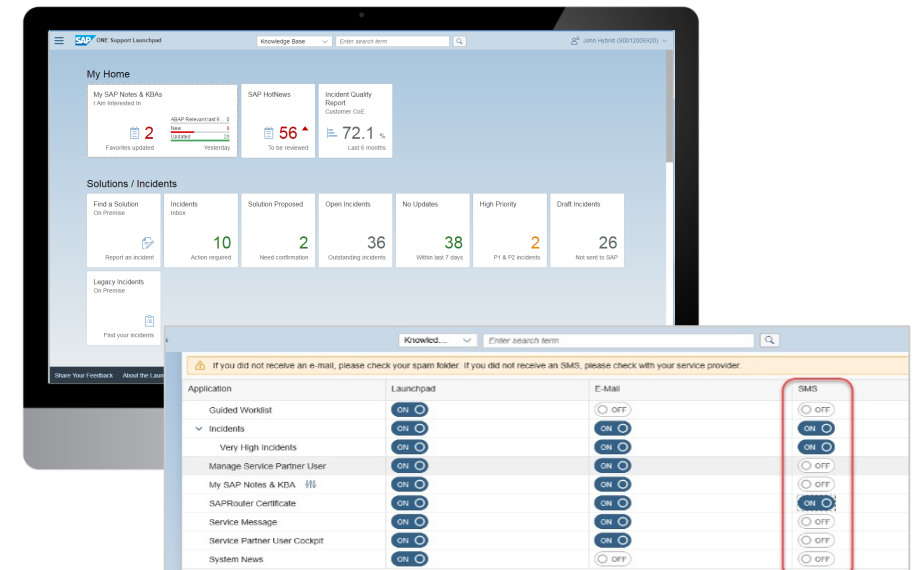
Benefits

- Driven by customer feedback, SAP Support now offers text messages (SMS)

- It is a new way to receive important notices and information, in addition to e-mail or launchpad-internal notifications

- It's fast, easy, and customizable

Access

- Enable SMS (text message) notifications through your launchpad notifications settings page

- Click on your Name and *Manage Notifications* at top right or access your settings page through this direct URL

- Choose your preferred notification method by toggling notifications on or off for launchpad, e-mail, and SMS

- Simply select the notice types you would like to receive

Preview

Self-service and incident prevention
SAP Support Portal

SAP Support Portal allows you to access support anytime, anywhere.

Overview

- The SAP Support Portal is your central location for important support updates and tasks

- Easy navigation through simplified navigation structure with five key navigation areas

- Mobile-optimization allows you to access support from anywhere, at any time, and with any device

- Easy and fast access to information and applications on SAP ONE Support Launchpad

Benefits

- Expanded top tasks area for one-click-access to the things you do most – from reporting incidents to downloading software, managing users to viewing your cloud status dashboard

- Access to knowledge management, most up-to-date information, and helpful resources

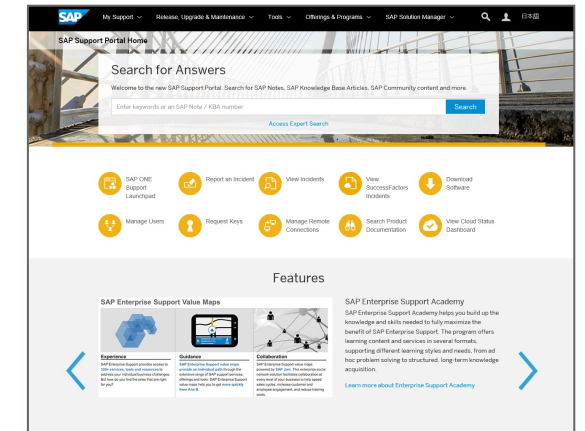- Quick and efficient search bar at the center of the home page

Access

- https://support.sap.com

- Check out the SAP Support Portal video
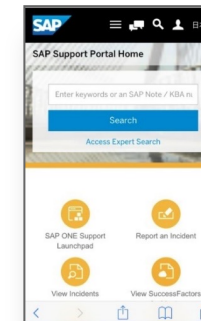
Preview

Mobile

Desktop

Ongoing Learning

Product Support Accreditation

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

Overview

- Easy to consume interactive program

- Available to all SAP Customers at no additional cost. It can be accessed via S-user login

- It consists of 3 modules and a final assessment.

- The modules cover incident prevention offerings, real-time interactions and digital support experience
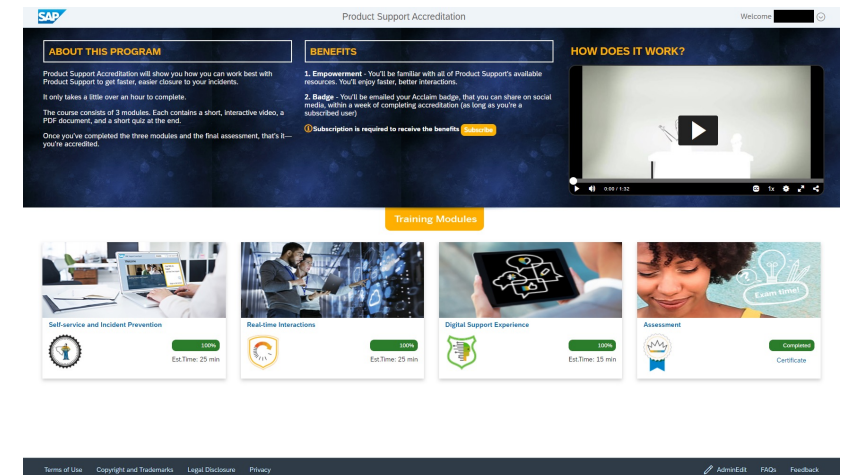
- Watch the video

Benefits

- **Informative:** Gain empowerment and awareness to all the available resources from Product Support

- **Efficient**: The easy to consume enablement with SAP's Product Support Accreditation program helps users to increase their efficiency in working with Next-Gen Support tools by selecting the best channel.

- **Rewarding:** A Product Support Accreditation badge is awarded once the final assessment is completed. This badge can be shared in social media.

Access

- **Easy to access**: simply use your s-user via SAP ONE Support Launchpad to enroll for program.

- **Easy to consume:** The accreditation modules can be taken at your own pace and time. Easy to consume content will be provided on demand.

- **Interactive:** Learnings can easily be validated in interactive quizzes supporting the user in their progress.

- Click here to access the accreditation and here to learn more.

Preview

SAP's Entire Support Portfolio

Collaboration

Receive prescriptive guidance

Empowerment

Gain required knowledge and skills

Innovation and value realization

Benefit from continuous innovations

Mission-critical support

Protect business continuity

Proactive and preventive support

SAP Enterprise Support
The foundation for customer success

Across all deployment options