



Are You Missing Out on What's Yours?  
Understand and Get More Value from your SAP Support Investments

Oliver Hid Arida  
**SAP**

February 10<sup>th</sup> 2023

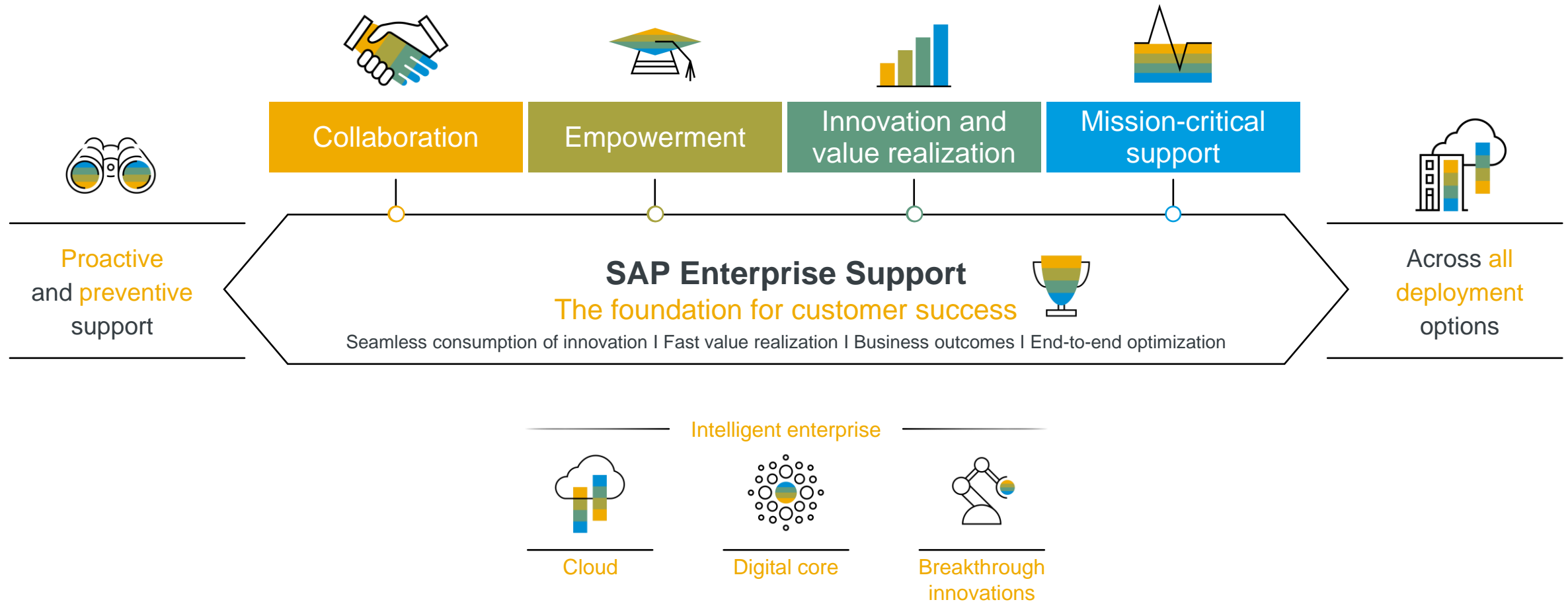
# Are You Missing Out on What's Yours?

## Understand and Get More Value from your SAP Support Investments

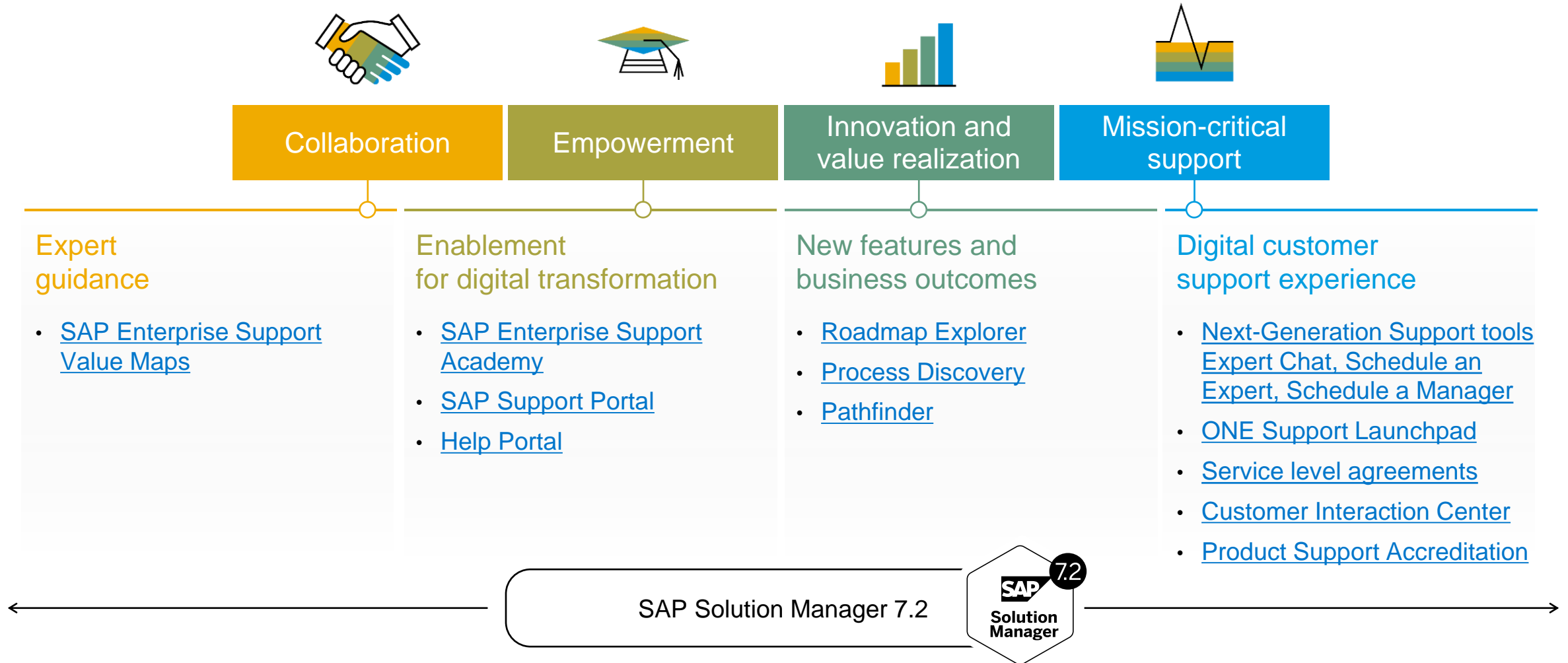
### Agenda

- Key Deliverables of SAP Enterprise Support
- Collaboration
- Empowerment
- Innovation and Value Realization
- Mission-Critical Support

# SAP Enterprise Support – The foundation for customer success



# Key Deliverables of SAP Enterprise Support



# SAP Enterprise Support Reporting Cockpit (Overview)

## Portfolio

### SAP Enterprise Support Cloud Edition

- > SAP Analytics Cloud **1** Prod Systems
- > SAP Ariba **1** Prod Systems
- > SAP Business Technology Platform **29** Prod Systems
- > SAP Digital Supply Chain **3** Prod Systems

### SAP Enterprise Support / SAP Product Support Large Enterprise (SAP PSLE)

- > Analytics **1** Prod Systems
- > Customer Relationship Management **No Productive Systems**
- > Data Management **12** Prod Systems
- > Enterprise Management **9** Prod Systems
- > Financial Management **2** Prod Systems
- > Supply Chain Management **1** Prod Systems
- > Technology Platform **26** Prod Systems

## The Pillars of Proactive Support



### Innovation & Value Realization

**4**

ACTIVE CLOUD CONTRACTS

**3/30/23**

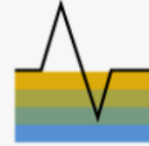
NEXT CLOUD CONTRACT EXPIRY

**6 / 19**

EXPIRED ON-PREMISE PRODUCT VERSIONS

**5/31/23**

NEXT ON-PREMISE MAINTENANCE EXPIRY



### Mission Critical Support

**25**

OPEN CASES

**0**

OPEN CASES WITH PRIO VERY HIGH

**346** <sup>△</sup>

CASES SENT TO SAP



### Collaboration

**2** <sup>△</sup>

DELIVERED SERVICES

**7.2**

SAP SOLUTION MANAGER VERSION

**3 / 31**

SAP EARLY WATCH ALERT PROD SYSTEM...



YOUR SUPPORT ADVISORY CENTER



### Empowerment

**N/A**

CONSUMED ES ACADEMY OFFERINGS

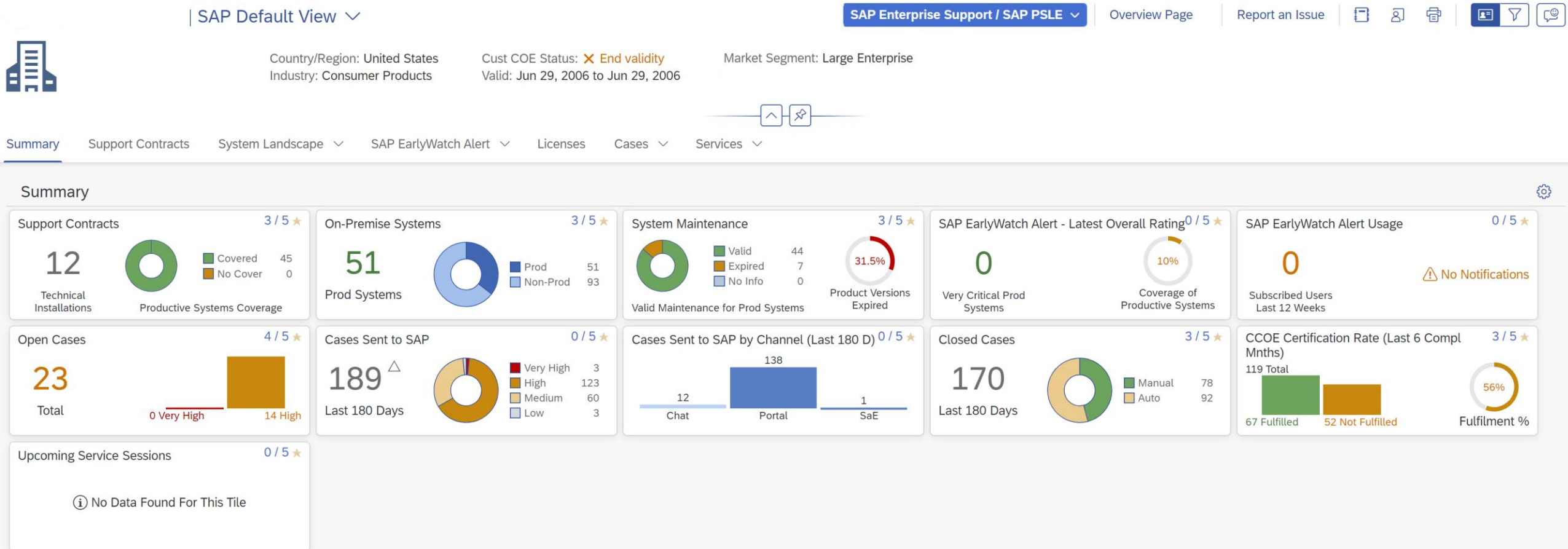


SAP ENTERPRISE SUPPORT VALUE MAPS

Retrieved online January 30<sup>th</sup>, 2023 from SAP Enterprise Support reporting cockpit:

<https://support.sap.com/en/my-support/esrcockpit.html>

# SAP Enterprise Support Reporting Cockpit (On-Premise view)



Retrieved online January 30<sup>th</sup>, 2023 from SAP Enterprise Support reporting cockpit:

<https://support.sap.com/en/my-support/esrcockpit.html>

# SAP Enterprise Support Reporting Cockpit (Cloud view)

SAP Default View ▼

SAP Enterprise Support Cloud Edition ▼

Overview Page

Report an Issue



Country/Region: United States  
Region: North America

Industry: Consumer Products  
Subindustry: CPG others

Market Segment: Large Enterprise



Summary Purchased Products ▼ System Landscape Availability Cloud Licenses Cloud Usage Cases ▼ Services

## Summary



Upcoming Expiry Dates 3.5 / 5 ★

Digital Supply Chain	Mar 30, 2023
Training and Adoption	Jul 19, 2023
Business Technology Platform	Dec 30, 2023

Cloud Systems 0 / 5 ★

34 Live Prod Systems

Prod	35
Test	15
Dev	0
Others	0

Cloud Systems Availability 0 / 5 ★

1 Prod Systems Below 100%

> 99.5%	30
< 99.5%	0

Open Cases 3.7 / 5 ★

2 Total

**i** No High Prio Open Cases

Closed Cases 0 / 5 ★

35 Last 180 Days

Manual	16
Auto	19

Cases Sent to SAP 0 / 5 ★

33 Last 180 Days

Very High	1
High	7
Medium	23
Low	2

Cases Sent to SAP by Channel (Last 180 D) 0 / 5 ★

Chat	8
Portal	25

Upcoming Service Sessions 2 / 5 ★

**i** No Data Found For This Title

Retrieved online January 30<sup>th</sup>, 2023 from SAP Enterprise Support reporting cockpit:

<https://support.sap.com/en/my-support/esrcockpit.html>



# Collaboration

Realize business outcomes through collaboration with SAP experts



## Collaboration

Receive guidance from SAP support experts by interacting with them through the award-winning SAP Enterprise Support value map program. The support advisory team guides you during mission critical situations.



### Support experts

Get valuable advice from our team of 8,000+ experienced support experts, backed up by 15,000+ developers globally.



### SAP Enterprise Support value maps

Leverage value maps to quickly identify the relevant SAP Enterprise Support services, tools, and expertise for your business needs.

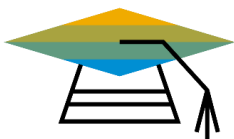




# Collaboration SAP Enterprise Support Value Maps



**Prescriptive Approach  
to reach your objective**



**Empowerment  
to build the knowledge  
and skills you need**

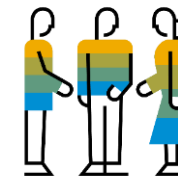
**>> Sign up  
to available Value Maps**

Register to SAP Enterprise Support value maps.

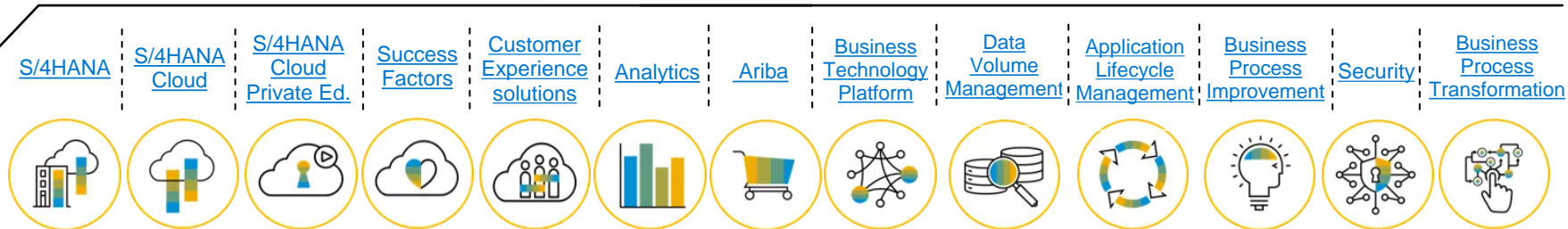
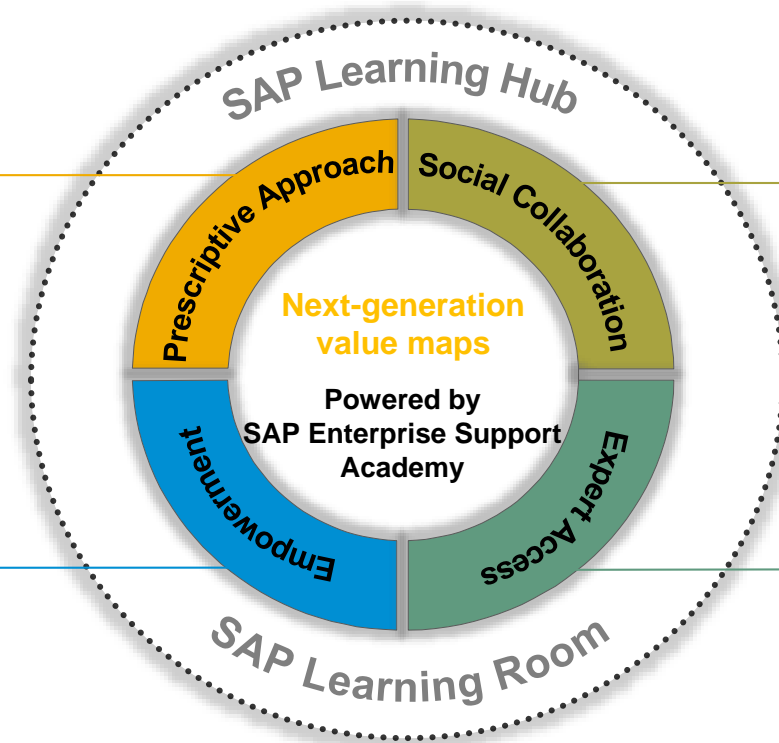
[ <http://support.sap.com/valuemaps> ]



**Social Collaboration  
to connect directly with  
SAP experts and peers**



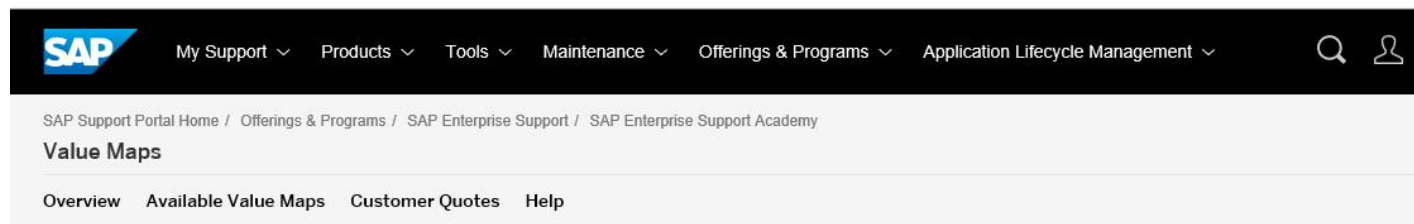
**Expert Access  
to obtain guidance from  
SAP support experts**





# Collaboration

## SAP Enterprise Support–Next Generation Value Maps



### SAP Enterprise Support Value Maps

SAP Enterprise Support Value Maps – an empowerment and support program, which provides direct access to SAP experts, interactive social collaboration forums, acceleration of learning and prescriptive guidance, designed to help you in adopting intelligent technologies, manage hybrid landscapes and gain agility to focus your resources on innovation. Value maps guide you through the knowledge, skills, and services needed to address your business challenges, enabling your company to lead in the experience economy.



#### Your Benefits

- ✓ Access to peers and SAP experts
- ✓ Maximize the value of your SAP software
- ✓ Embrace innovation adoption & experience economy in the era of Intelligence
- ✓ Boost employee skill level
- ✓ Learning on 24X7 basis with interactive formats
- ✓ Reduce training expenditures
- ✓ Consolidated access to all Value Map topics enabling end-to-end support

**Request access to the SAP Learning Hub to access the SAP Enterprise Support Value Maps**

Request access to the SAP Learning Hub, edition for SAP Enterprise Support. If you are already registered you should use 'Access Value Maps' button.



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.

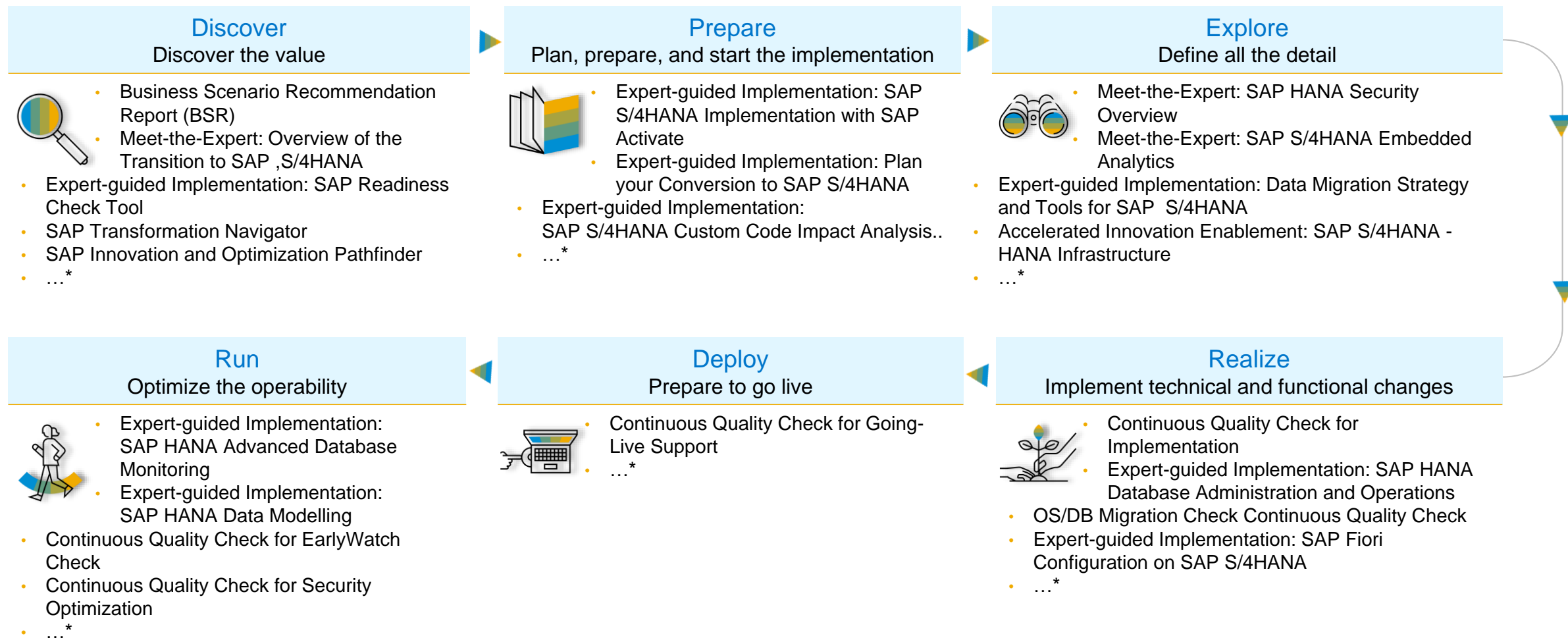


**Access the SAP Enterprise Support Value Maps using your login details**



# Collaboration

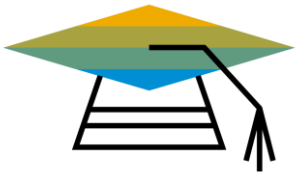
## Example: SAP S/4HANA Value Map Learning Journey



\* Please note that the complete content of the learning journey is available within SAP Enterprise Support Value Maps Learning room.

# Empowerment

Build the skills that build value through the SAP Enterprise Support Academy



## Empowerment

SAP Enterprise Support Academy empowers you with 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+**  
Best  
Practices

**280+**  
Tutorials &  
Videos

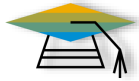
**15**  
Guided Self-  
Services

**17+**  
Continuous  
Quality Checks &  
Improvement  
Services

**50+**  
Expert-Guided  
Implementations

**740+**  
Meet-the-Expert  
Sessions

**190+**  
Accelerated  
Innovation  
Enablement



# Empowerment

## SAP Enterprise Support Academy–SAP Learning Hub & Newsletter

Tap into SAP Support expertise fueled by the award-winning SAP Enterprise Support Academy program to succeed in achieving your business outcomes, while boosting proficiency and fostering continuous innovation.



Increased speed in integrating digital projects and developing digital capabilities and skills within your project



Access our engaging learning environment that is intuitive, social, collaborative, and reactive to your unique learning needs.

We utilize SAP Learning Hub, **edition for SAP Enterprise Support** to bring you high-impact knowledge transfer services.

- Accelerate your learning with prescriptive and social-driven guidance, with a customizable learning plan.
- [Registration via S-User](#) may be required to authenticate yourself in order to consume the learning material.



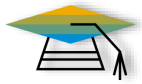
Stay informed about the wide range of services and educational content offered by subscribing to the SAP Enterprise Support Academy update.

### Additional Information

- [SAP Enterprise Support Academy](#)
- [Sign up for access](#)
- [Topics to contact CIC \(S-User request\)](#)
- [SAP Enterprise Support Value Maps](#)
- [Subscribe for the newsletter](#)

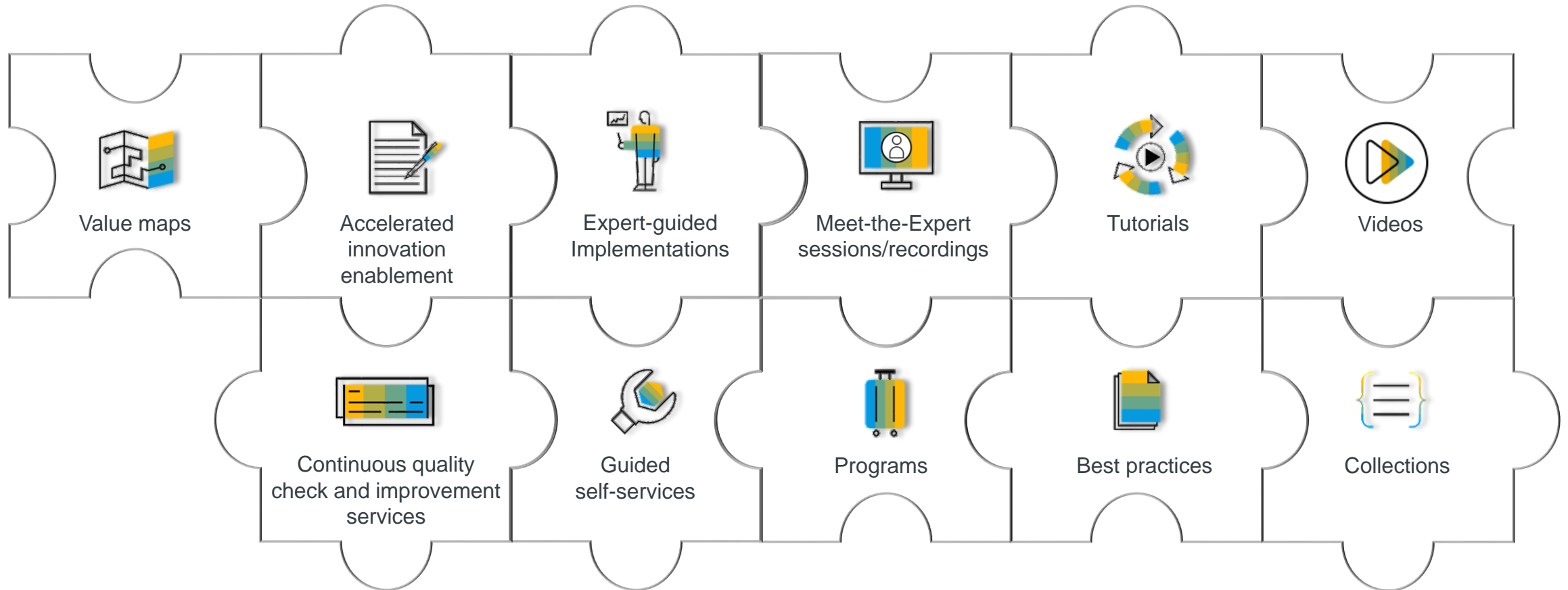
### Video

- [How to sign up](#)
- [How to search in SAP Learning Hub](#)



# Empowerment

## SAP Enterprise Support Academy – Delivery Formats





# Empowerment

## Continuous Quality Checks (CQC)

SAP Continuous Quality Checks	SAP Improvement Services
<ul style="list-style-type: none"> <li>• <a href="#">SAP CQC Business Process Improvement</a> (only applicable for SAP ERP software)</li> <li>• <a href="#">SAP CQC Business Process Performance Optimization</a></li> <li>• <a href="#">SAP CQC Configuration Check</a></li> <li>• <a href="#">SAP CQC Data Consistency Management</a></li> <li>• <a href="#">SAP CQC Data Volume Management</a></li> <li>• <a href="#">SAP CQC Downtime Assessment</a></li> <li>• <a href="#">SAP CQC EarlyWatch Check</a></li> <li>• <a href="#">SAP CQC Going Live Support</a></li> <li>• <a href="#">SAP CQC For Implementation</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">SAP CQC Interface Management</a></li> <li>• <a href="#">SAP CQC OS/DB Migration Check</a></li> <li>• <a href="#">SAP CQC Security Optimization Check</a></li> <li>• <a href="#">SAP CQC Technical Performance Optimization</a></li> <li>• <a href="#">SAP CQC Transport Execution Analysis</a></li> <li>• <a href="#">SAP CQC Upgrade</a></li> <li>• <a href="#">SAP CQC Upgrade Assessment</a></li> </ul>

### SAP Support Portal

- [SAP Enterprise Support Delivery \(CQCs & Improvement Services\)](#)
- [Remote Support](#)

### SAP Note

- [Central preparatory note \(91488\)](#)
  - Open a customer incident on component "SV-BO-REQ" to request a remote service
  - Contact your SAP Enterprise Support advisory to get a tailored service plan





# Empowerment

## 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

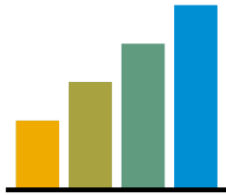
- [Customer Center of Expertise \(CCOE\)](#)
- [Primary Customer COE](#)

### PDF

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

# Innovation and Value Realization

Drive innovation and get more value from your SAP investment



## Innovation and Value Realization

SAP Enterprise Support provides a wide range of services and tools to help you realize more business value and to accelerate the adoption of new innovations.



### Customer value experience tools

Realize value opportunities by leveraging available tools focused on innovations and business outcomes.



### SAP Solution Manager

Efficiently manage IT and smoothly introduce new functionalities for meeting business requirements.



### SAP Enterprise Support Advisory Council

Co-innovate with SAP to become an early adopter of support innovations and to help improve the support offering.

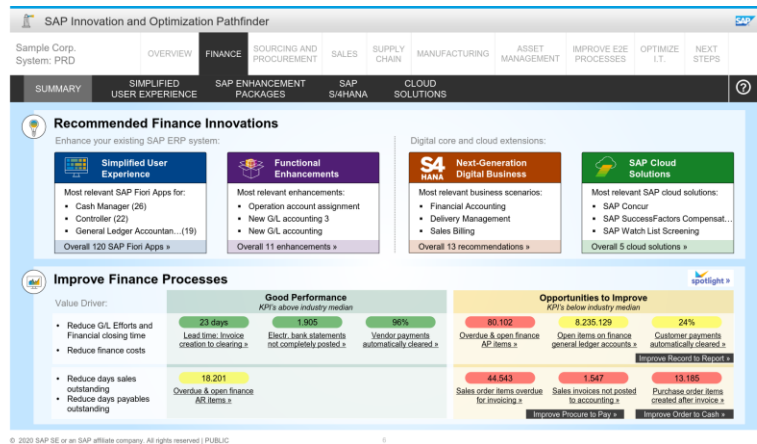
# Innovation & Value Realization

## Customer Value Experience – Engagement Tools

### I Starting Point

#### SAP Innovation and Optimization Pathfinder on Spotlight for SAP ERP or SAP S/4HANA

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



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### I Detailed Recommendations

#### SAP S/4HANA with Process Discovery

Recommendations for SAP S/4HANA and Cloud  
<http://www.s4hana.com/>

#### SAP Fiori Apps Recommendations

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

#### SAP Roadmap Explorer

Improvement through software enhancements / innovations  
<http://roadmaps.sap.com>

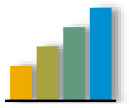
#### SAP Solution Manager Value Report

Business case for SAP Solution Manager  
<http://www.sap.com/solman-value>

#### SAP Transformation Navigator, SAP S/4HANA Readiness Check, ...

Product roadmap for your digital transformation journey  
<http://www.sap.com/transformationnavigator>  
[https://help.sap.com/viewer/p/SAP\\_READINESS\\_CHECK](https://help.sap.com/viewer/p/SAP_READINESS_CHECK)

Find more information [here](#)



# Innovation & Value Realization

Customer Value Experience – Engagement Tools

## Introducing Process Discovery



**Audience:**  
Process Experts

### Process Discovery Solution

**Online application**  
(Currently named **Spotlight**)



Deep-dive into process performance and efficiency

Identification of areas for improvement and automation potential

Tool-based support to identify standardization opportunities



**Process Discovery**  
For SAP S/4HANA Transformation

Executive summary

Starting point to build a case for SAP S/4HANA

Easy to share including direct links to Process Discovery solution

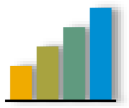


**Audience:**  
Business executives

### Process Discovery Summary



**Interactive PDF document**  
(Evolution of SAP Business Scenario Recommendations)



# Innovation & Value Realization

## SAP Solution Manager – Overview



- **Business continuity**
  - Reduce very high incidents
  - Decrease change related outages
  - Increase system performance
- **Time to market**
  - Deliver faster from requirement to deployment
  - Reduce test phase duration
  - Manage custom code
- **Efficiency**
  - Reduce cost of operations
  - Run more projects with the same staff
  - Reduce test effort
- **Compliance**
  - Improve audit ratings
  - Gain transparency via a “single source of the truth”

### SAP Support Portal

- [SAP Solution Manager](#)
- [SAP Solution Manager usage rights](#)
- [Media Center of SAP Solution Manager 7.2](#)
- [SAP Solution Manager - Training and Services \(EGI\)](#)

### SAP Help Portal

- [SAP Solution Manager](#)

# Mission-Critical Support

Reliable end-to-end support across all deployment scenarios



## Mission-Critical Support

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.



**A single, intuitive interface** to access support resources. By using customizable role profiles, the SAP ONE Support Launchpad displays 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 SAP support. Profit from the features of the Next-Generation Support approach.



**Minimized business disruption** and accelerated problem resolution thanks to best-in-class service level agreements for a timely initial reaction and a corrective action.



# Mission-Critical Support



## Self-service and incident prevention

[Next-Generation Support](#) has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- [SAP Support Portal](#)
- [SAP Knowledge Base Articles \(KBAs\) via Google search](#)
- [Automatic translation](#)
- [SMS notifications](#)
- [Guided Answers](#)
- [SAP BusinessObjects BI support tool](#)
- [Automated search for SAP Notes](#)
- [Performance Assistant](#)
- [SAP Community](#)
- [Support by Product](#)
- [SAP Line Opener Connection tool for system access](#)



## Real-time interactions

We offer real-time support channels with live and direct access to SAP's support experts.

- [Expert Chat](#)
- [Schedule an Expert](#)
- [Schedule a Manager](#)
- [Ask an Expert Peer](#)
- [Call-1-SAP & Customer Interaction Center \(CIC\)](#)



Microsoft Word Document



## Digital support experience

Benefit from a seamless and intuitive omnichannel support experience with personalized, context-sensitive support when and where you need it.

- [SAP ONE Support Launchpad](#)
- [Incident creation application](#)
- [SAP Product Support Accreditation](#)
- [Customer Center of Expertise \(COE\) Certification Recertification](#)
- [Built-in support](#)
- [Cloud Availability Center](#)
- [SAP Cloud Trust Center](#)
- [Q3 2022 SAP for Me](#)
- [SAP Support Policy](#)
- [What Customers should know about SAP Incident Processing](#)
- [Scope of SAP Product Support](#)



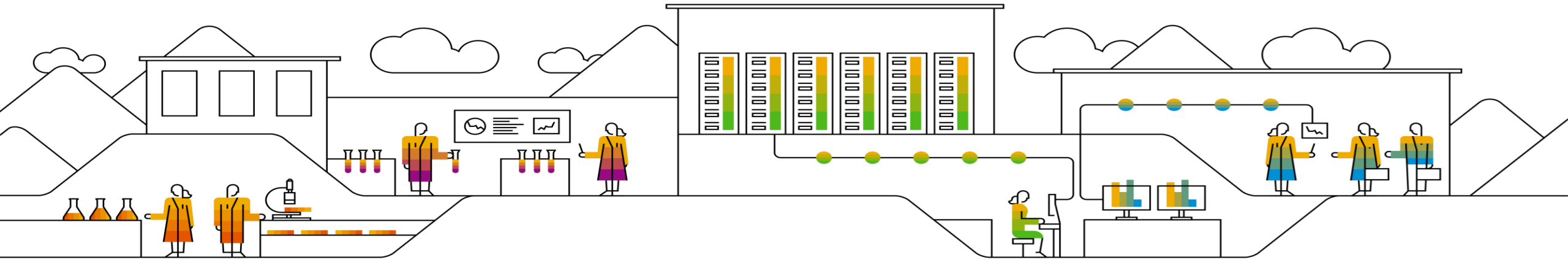
## AI / Machine Learning

SAP constantly innovates to improve our products and provide you with a world-class support experience.

- [Incident Solution Matching](#)
- [SAP support-assistant-is-your-incident-creation-guided-tour](#)
- [SAP expert-level-file-analysis-using-the-support-log-assistant](#)



# Questions & Discussion



# Thank you.

For questions after this session, contact

[oliver.hid.arida@sap.com](mailto:oliver.hid.arida@sap.com)



**Oliver Hid Arida**

Director

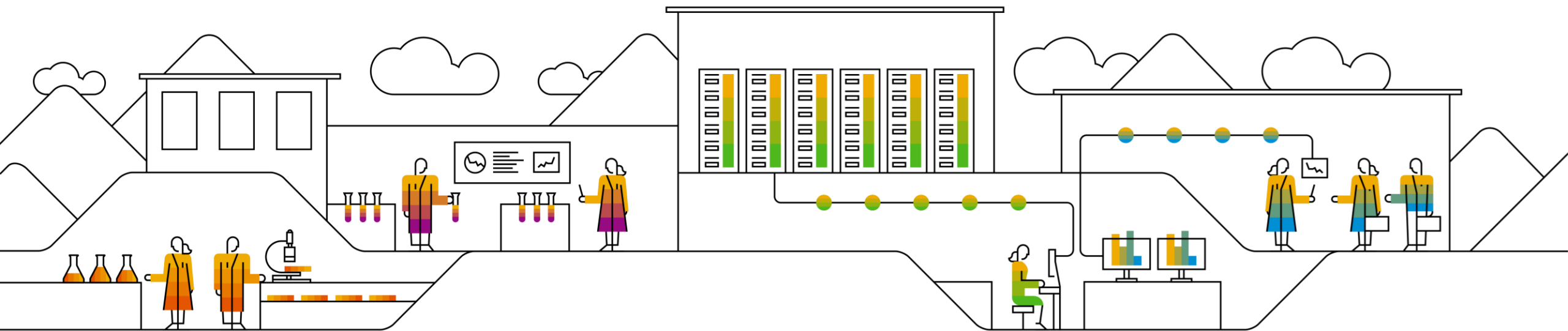
Customer Evolution - U.S. Midwest

SAP America, Inc.

Mobile +1 (305) 776-5708

E-Mail [oliver.hid.arida@sap.com](mailto:oliver.hid.arida@sap.com)

# Appendix



# 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

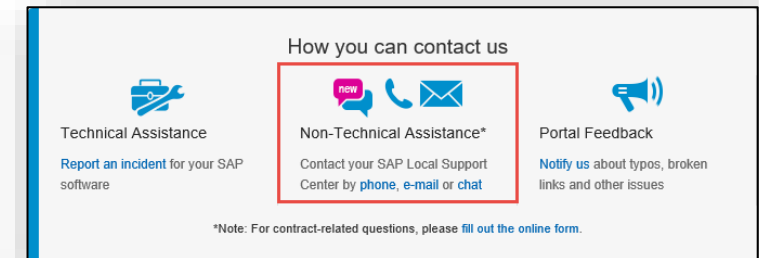
### Benefits

- 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, Concur, and SAP Fieldglass solutions
- Toll-free number accessible in most countries through landline phones and some mobile providers

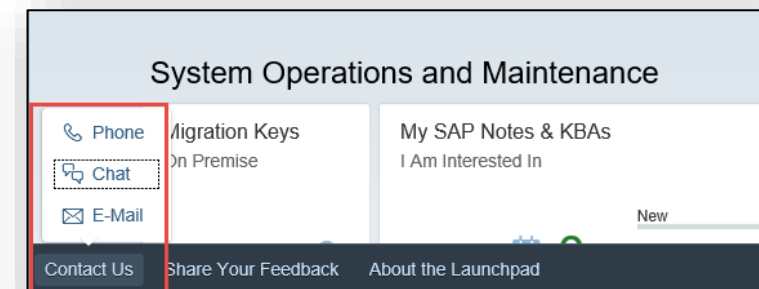
### Access

- 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](#)

### Preview



SAP Support Portal



SAP ONE Support Launchpad

# Real-time interaction

## Expert Chat



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

### 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](#)

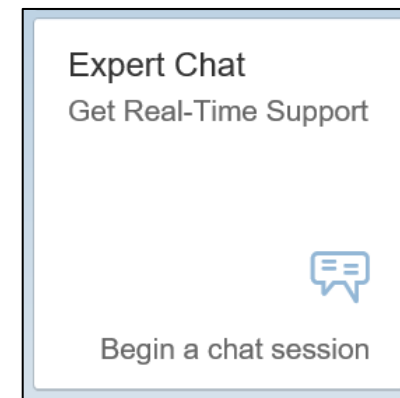
### Benefits

- 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 significantly faster than those reported through traditional SAP support channels
- Offers quicker and more efficient issue resolution
- Reduces your project and operational costs

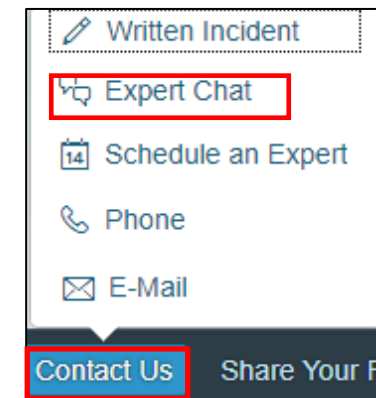
### Access

- 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 one - three business days 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](#)

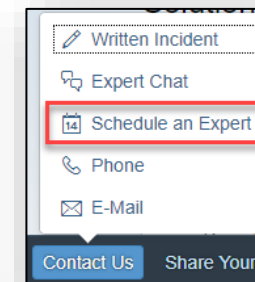
### Benefits

- Live channel option for you
- Interact one-to-one with a support engineer
- Get answers when and where you need them
- 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

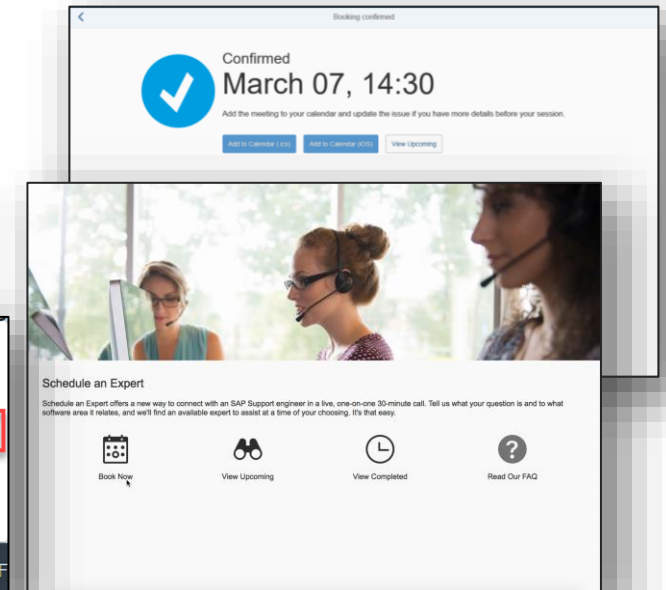
### Access

- 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 a Manager for high/medium priority incidents



**Schedule a Manager for high/medium 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 OR
- Incident is on medium priority for at least 9 days
- Book an appointment minimum 2 hours in advance
- Sessions delivered via phone
- Click [here](#) to learn 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 OR
  - The incident has been at priority Medium for at least 9 days
  - The incident is within Product Support
  - A Product Support manager is available for the session
- Click *Schedule a Manager* button and then click *Book a Session*
- Add the appointment to your calendar and join the session at scheduled time

### Preview

The screenshot shows the SAP ONE Support Launchpad interface. The main content area displays incident details for '324415 / 2019 Invoiced cannot be printed anymore'. A 'Schedule a Manager' button is visible in the bottom right corner. A calendar pop-up is overlaid on the screen, showing an upcoming session on 'Nov 11, 09:30 UK'. The pop-up includes a 'Book a Session' button and a 'Cancel' button. The background interface shows various navigation icons and a search bar.

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





# SAP Product Support Incident Creation Best Practices

Details	SAP Note
How to create a (one-issue per) support incident (log into <a href="https://launchpad.support.sap.com/">https://launchpad.support.sap.com/</a> - Report an Incident tile) OR Chat Live via SAP Expert Chat to discuss immediately with PS engineer (P1 is n/a). Schedule an Expert for new issues (min. 3 day allowance).	<a href="#">SAP Note 1296527</a>
What important information must be included in order to create a perfect SAP Support incident?	<a href="#">SAP Note 1922545</a>
Choose the right system (and product) for your Incident in the SAP One Support Launchpad: <ul style="list-style-type: none"> <li>Selecting an incorrect system/product or installation for the incident may have negative impact on the processing of the incident you submit</li> <li>The support contract depends on the installation; if an incorrect system/product is selected, different SLAs and different processing times will apply to the incident.</li> </ul>	<a href="#">SAP Note 2848890</a>
Enter S-user/person getting the error message – ensure your contact info is added to incident	
Provide a meaningful short text description and a step-by-step description including navigation and description of when issue started, prior changes, expected results and date for resolution. Add screenshot of error message and inform about any SAP Notes search that was done.	
Provide complete business impact details (mandatory for P1)	See embedded Word Doc
Open service connection and provide login data (if required)	<a href="#">SAP Note 1773689</a>
Select the appropriate incident priority	<a href="#">SAP Note 67739</a>
Record one issue per incident	<a href="#">SAP Note 50048</a>

## SAP Support Portal

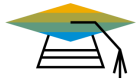
- [Incidents](#)
- [Knowledge base](#)

## PDF

- [Support essential: What a customer should know about SAP incident processing](#)
- [CCoE Incident Management eBook](#)
- [Scope of Product Support](#)



Microsoft Word Document



# SAP Product Support Best Practices for Escalations

## When criticality increases Details



### Step 1

Accelerate the incident by calling the SAP Customer Interaction Center (CIC)

**1-800-677-7271 (U.S.) (24x7, 365)**

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

### In case of product system

### In case of test/development system

### Points of contact



### Step 2

**Escalate** the incident in case the situation is getting more critical by calling the SAP Customer Interaction Center and request ESCALATION.

- What core process is 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?

- Which project?
- Go-live date, product, and release?
- Showstopper: yes/no?
- Is the go-live date affected?

- Contact names and hours of availability.
- Work phone numbers (no 800xx)
- Phone number and email address.
- System Opener resource identified.



### Step 3

Escalate using Talk to a Manager for Ariba Incidents via portal.  
OR  
Escalate a HIGH/Medium incidents using Schedule a Manager session for those applicable incidents via SAP incident portal (see requirements).

### Requirements

- 15 minute call booked with a Product Support manager
- Available for incidents within Product Support
- Incident is on high priority for at least 2 days
- Incident is on medium priority for at least 9 days
- Book an appointment minimum 2 hours in advance

See [SAP Note 90835](#): Business Impact details for escalating an incident

# Business Impact. Important questions to ask your users and useful examples.

Question to ask users:	Why is this important to ask?	Example:
<b>What is the issue?</b>	This allows the user to explain the issue in their own words. While the problem description is not the business impact, a detailed problem description gives insight into the issue.	When attempting to import supplier files to supplier creation, a system error is received preventing the creation of suppliers. The error received is, System Error ID 123456789. The audit log was checked with the ID but the stack trace pointed to a Null Pointer Exception.
<b>When did the issue start?</b>	This allows you to get a clear timeline of when the issue started happening. It helps narrow down what could have been the cause of the issue or what could have caused the issue.	The issue started Monday morning when the manual supplier import was attempted around 9am EST. There was a release on Friday, which might be the cause of the issue.
<b>Has this feature ever worked?</b>	This allows you to understand if the feature was every properly working. If at one time it was working, this serves as a timeline that allows you to determine what change before/after the feature did or didn't work.	This worked on Friday of last week. When the files are being manually imported, a system error happens after 'Import' is selected. The last manually ran supplier import was Friday morning at 10am EST.
<b>When did you notice it stopped working?</b>	This allows you to get a clear timeline of when the feature stopped working It helps narrow down what could have been the cause of the issue, such as a quarterly release.	I noticed the manual supplier import stopped working around 9am EST on Monday. I was able to manually import suppliers on Friday.
<b>Can you provide specific examples?</b>	Asking for users to provide specific examples helps to not only see the issue in the system but also helps to narrow down the issue. The specific examples can help you see exactly where the issue is taking place.	Go-live is scheduled within the next 2 days. The error is preventing suppliers from being created which prevents supplier creation in the production realm. Without supplier creation, we're unable to transact in any form at time of go-live.
<b>Are there any workarounds being used?</b>	It is important to ask what workarounds are being used so it can be understood if there already is a workaround being used and if it can continue being used. If a workaround is already being used, you are able to determine the impact the issue is having.	We are able to create suppliers within Supplier Manager one-by-one. This workaround can be used for the next 2 weeks. After the next 2 weeks we have a wave of 300 suppliers being enabled in our realm and it would take 3 dedicated employees to create these suppliers in time.
<b>What is the financial impact?</b>	Gathering the financial impact the issue is causing allows you to add a quantifiable measurement within the business impact. It adds an understanding of scope to the business impact that is needed when prioritization takes place.	If we are unable to create the needed 300 suppliers, it will prevent around \$500,000 USD of items being ordered which prevents payments from being delivered to the suppliers.
<b>Does this impact any processes?</b>	Understanding how the issue is impacting internal processes helps determine how the issue is affecting the you. This allows you to understand what is being affected beyond the issue or error.	This is impacting the internal process around supplier creation. We are unable to create suppliers in batches through the import due to the error. Instead, we'd have to create the suppliers manually one-by one causing internal resources to be solely dedicated to supplier creation.
<b>Is there an audit impact this is causing? *Not applicable to all customers*</b>	While this is not applicable to all situations, it is important to understand if the issue is impacting audit in some way. If the issue is causing an impact to audit, the business impact should reflect this to ensure proper prioritization takes place.	The issue is causing our business from being in SOX compliance. We are being audited in three days and will not pass SOX compliance if the issue is still occurring. We will be fined \$500,000 should SOX failure occur.
<b>How many end users are impacted?</b>	It is important to ask how many end users are impacted because it helps to understand the scope of the problem. Understanding the scope allows for a quantifiable measurement the impact is having on the business.	The issue will be impacting 500 users within the next 2 weeks if the issue isn't resolved. The 300 new suppliers needed to be ordered from will not be available in the system to purchase items from.
<b>How does this impact a go-live?</b>	It is important to understand that a go-live blocker is not the business impact. The information we're looking to gather with this question is how the issue is impacting the go live and the date the go-live is scheduled to take place.	Our go-live is scheduled within the next 2 days. The error is preventing suppliers from being created. This prevents supplier creation in the production realm. Without supplier creation, the buyer is unable to transact in any form at time of go live.

# Product Support Accreditation



Make the best out of SAP's product support tools and Next-Generation Support offerings!

- Available to all SAP Customers and Partners with an S-User at no additional cost
- Gain empowerment and awareness to all the available resources from Product Support
- Consists of 3 modules and a final assessment, which can be taken at your own pace and time. Approximate 1 hr completion time.
  - incident prevention offerings
  - real-time interactions
  - digital support experience
- Product Support Accreditation badge is awarded once the final assessment is completed, which can be shared on social media
- Updated session training information bi-annually – no need for assessment on earlier learned material.

- [Product Support Accreditation welcome video](#)
- [SAP News Center: Make the Best Out of Interactions with Product Support](#)
- [Access the Product Support Accreditation program](#)

**ABOUT THIS PROGRAM**

Product Support Accreditation allows customers to become familiar with the accurate ways to interact with Product Support from SAP.

By completing the accreditation all customers and partners are enabled and empowered to interact with Product Support in the most efficient way.

Accreditation can be completed within a short time. The course consists of 3 modules, each containing a short, interactive video and a PDF document. At the end of each module a short quiz is taken to ensure full understanding of the presented material.

On successful completion of the final assessment, the Accreditation is then awarded.

**BENEFITS**

- Empowerment** - Awareness to all the available resources from Product Support, resulting in improved response time, better support interactions & increased efficiency and productivity.
- Badge** - Acclaim badge shareable on social media.
- Entry pass for SAPPHIRE NOW 2020\*** - A chance to receive a SAPPHIRE NOW 2020 complimentary pass for the event held in Orlando, FL, with the opportunity to meet with Product Support Leadership.

**\*Disclaimer:**

- These benefits will be awarded for a limited time to limited users ONLY
- Once the benefits with limited quantities are distributed, they will be discontinued
- Some exclusions apply, please contact [ps\\_accr@sap.com](mailto:ps_accr@sap.com) for more details

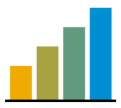
**HOW DOES IT WORK?**

Subscription is required to receive the benefits [Subscribe](#)

**Training Modules**

Module	Progress	Est. Time
Self-service and Incident Prevention	0%	25 min
Real-time Interactions	0%	25 min
Digital Support Experience	0%	15 min
Assessment	Not Started	Certificate

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# SAP Enterprise Support Service-Level Agreements



The service-level agreements commit SAP to a timely initial reaction and delivery of a resolution within a fixed period of time to accelerate support for your most critical business needs

## Incident Priority

1

2

Initial Response Time\*

1 hour

4 hours\*\*

Corrective Action  
(Work-around / action plan)

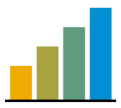
4 hours

n/a

- Accelerated problem resolution for productive system incidents and critical projects
- Minimized business disruption and reduction of unforeseen downtime
- Reduced financial impact of support issues

\*) Initial response time for prio 1 for on-premise & cloud product related issues 1hr, cloud operations ~0,5hr (24x7 worldwide);

\*\*) Prio 2: only during SAP's local office time



# GETTING STARTED with Collaboration

## Useful Links and SAP Notes (1/4)

### COLLABORATION

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#### Contact us (CALL-1-SAP / CIC)

- <https://service.sap.com/call1sap>
- <https://support.sap.com/contactus>
- <https://launchpad.support.sap.com/#/notes/560499>  
(SAP Note 560499 - Customer Interaction Center: Hotline Numbers & E-mail Addresses )

#### SAP Enterprise Support Report

- [SAP One Support Launchpad](#)
- [Collaboration](#)
- [On-Premise sample Enterprise Support Report \(short version\)](#)

#### Customer Center of Expertise (CUSTOMER COE)

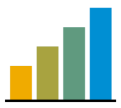
- Primary Customer COE
- <https://support.sap.com/en/offerings-programs/ccoe.html>
- <https://support.sap.com/en/offerings-programs/ccoe/service-provider/primary-ccoe.html>

#### SAP Support Backbone

- SAP Service Marketplace
- SAP Support Portal
- SAP Community
- <https://service.sap.com/>
- <https://support.sap.com/> (→ [Personal Demo](#))
- <https://www.sap.com/community>

#### SAP Enterprise Support Value Maps

- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/value-maps.html>



# GETTING STARTED with Empowerment

## Useful Links and SAP Notes (2/4)

### EMPOWERMENT

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#### SAP Enterprise Support Academy

- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy.html>

#### SAP Learning Hub

- Quick guide
  - Short video: How to sign up for the SAP Learning Hub
  - Short video: How to search in SAP Learning Hub
- [https://support.sap.com/content/dam/support/en\\_us/library/ssp/offerings-and-programs/sap-enterprise-support/enterprise-support-academy/learning-hub/LH\\_ESedition\\_Howto.pdf](https://support.sap.com/content/dam/support/en_us/library/ssp/offerings-and-programs/sap-enterprise-support/enterprise-support-academy/learning-hub/LH_ESedition_Howto.pdf)
  - [https://wpb101101.hana.ondemand.com/wpb/wa/wa\\_esa/~tag/published/index.html?show=project!PR\\_9712A06E7F284A2:demo#3](https://wpb101101.hana.ondemand.com/wpb/wa/wa_esa/~tag/published/index.html?show=project!PR_9712A06E7F284A2:demo#3)
  - [https://wpb101101.hana.ondemand.com/wpb/wa/wa\\_esa/~tag/published/index.html?library=library.txt&show=book!BO\\_ED56F57006147E91#slide!SL\\_4019F96928F4B485](https://wpb101101.hana.ondemand.com/wpb/wa/wa_esa/~tag/published/index.html?library=library.txt&show=book!BO_ED56F57006147E91#slide!SL_4019F96928F4B485)

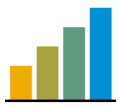
#### Delivery Formats

- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/delivery-formats.html>

#### Service Details / CQC / Remote Support

- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/continuous-quality-check-improvement-services.html>
- <https://launchpad.support.sap.com/#/notes/91488>  
(SAP Note 91488 - SAP Support Services central preparatory note)
- <https://launchpad.support.sap.com/#/notes/1793264>  
(SAP Note 1793264 - Advanced Remote Service Delivery Customer info)
- [Remote Support](#)





# GETTING STARTED with Innovation & Value Realization

## Useful Links and SAP Notes (3/4)

### INNOVATION & VALUE REALIZATION

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#### Customer value experience tools

- SAP Innovation and Optimization Pathfinder
  - Customer overview presentation
  - Business Scenario Recommendations for SAP S/4HANA
  - Solution Manager Value Report
  - Innovation Discovery
  - SAP Fiori Apps Library & SAP Fiori Apps Recommendations
- <http://www.sap.com/Pathfinder>
  - <https://d.dam.sap.com/a/mXUXyB/Pathfinder%20-%20Customer%20Presentation%20V43.pdf>
  - <http://www.s4hana.com/>
  - <http://www.sap.com/solman-value>
  - <http://www.sap.com/innovationdiscovery>
  - <http://www.sap.com/fiori-app-library>
  - <http://www.sap.com/FAR>

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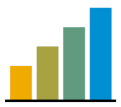
#### SAP Solution Manager

- SAP EarlyWatch Alert Workspace
  - SAP EarlyWatch Alert pro-active monitoring
  - SAP EarlyWatch Alert
  - SAP Note
- <https://support.sap.com/en/solution-manager.html>
  - [SAP EarlyWatch Alert Workspace](#)
  - [SAP EarlyWatch Alert pro-active monitoring](#)
  - [SAP EarlyWatch Alert](#)
  - [How to Access the SAP EarlyWatch Alert Fiori Apps in the Cloud \(SAP Note 2520319\)](#)
  - [Using SAP EarlyWatch Alert \(Note 1257308\)](#)
  - [SAP EarlyWatch Alert processed at SAP \(Note 207223\)](#)

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#### SAP Enterprise Support Advisory Council

- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-advisory-council.html>



# GETTING STARTED with Mission Critical Support

## Useful Links and SAP Notes (4/4)

### MISSION CRITICAL SUPPORT

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#### SAP ONE Support Launchpad

- [https://support.sap.com/en/my-support.html#section\\_1969201630](https://support.sap.com/en/my-support.html#section_1969201630)
- <https://www.youtube.com/watch?v=9RutFZ1Qoag>

#### Next Generation Support

- <https://support.sap.com/en/offerings-programs/strategy.html>

#### Customer Incident

- <https://support.sap.com/en/my-support/incidents.html>
- <https://support.sap.com/en/my-support/knowledge-base.html>
- [Support Essential: What a Customer Should Know About SAP Incident Processing \(PDF\)](#)

#### System Data Maintenance

- <https://support.sap.com/en/my-support/systems-installations.html>
- [https://help.sap.com/doc/erp2005\\_ehp\\_04/6.04/en-US/0d/cdabd3065e41f28b2266eefa656489/frameset.htm](https://help.sap.com/doc/erp2005_ehp_04/6.04/en-US/0d/cdabd3065e41f28b2266eefa656489/frameset.htm)
- <https://launchpad.support.sap.com/#/notes/172481>  
(SAP Note 172481- System data maintenance (collective note))

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