



Re-imagining SAP Support for the Digital Enterprise

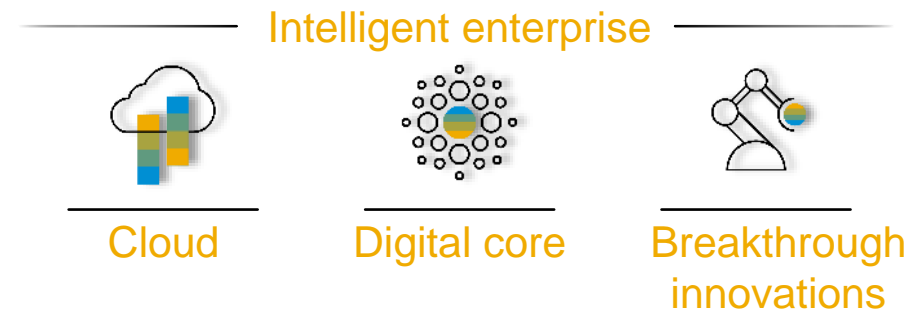
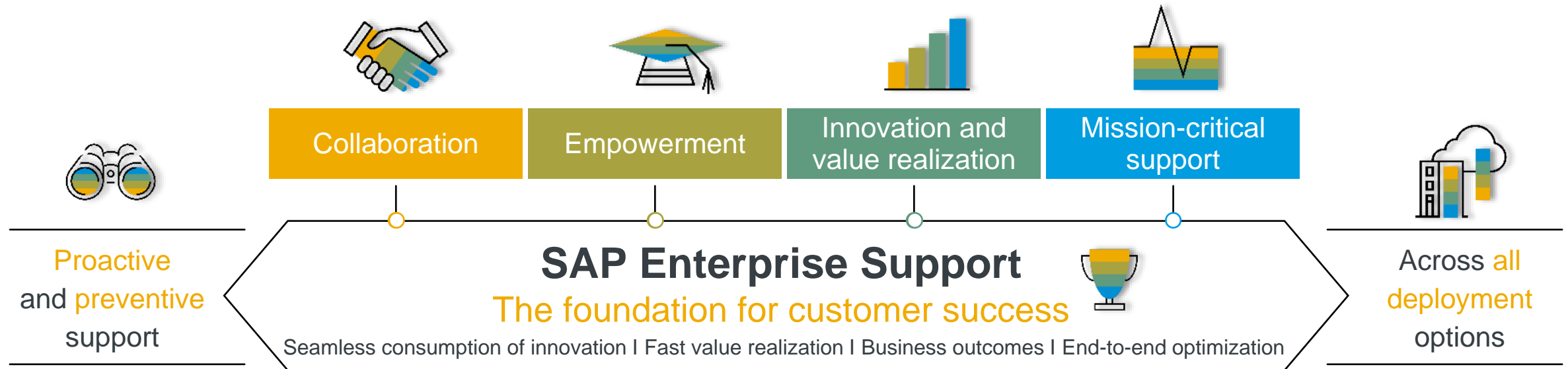
ASUG Kentucky Chapter

Oliver Hid Arida
SAP

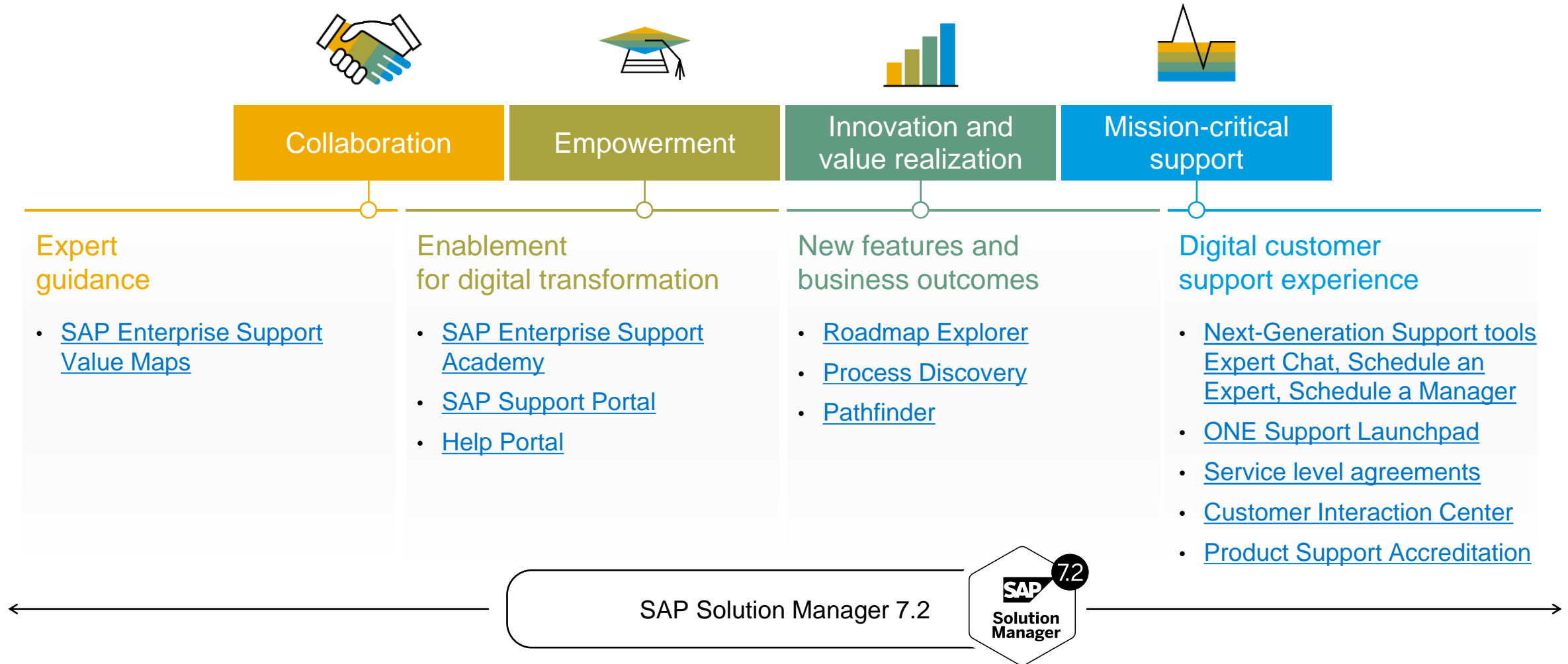
February 22nd 2023

SAP Enterprise Support

The foundation for customer success



Key Deliverables of SAP Enterprise Support





I want to get **guidance** from SAP to help me realize more value from my investment.”



Collaboration

As part of SAP Enterprise Support you have access to multiple collaborative resources, that have a defining impact on your success.

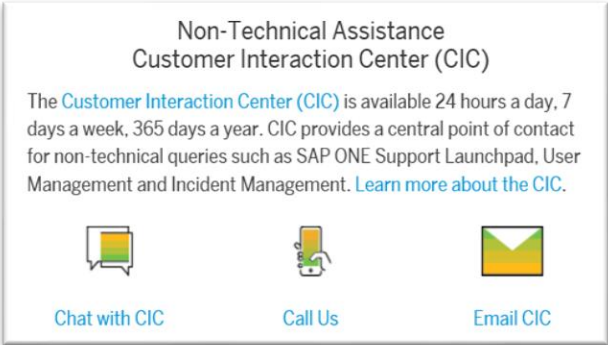
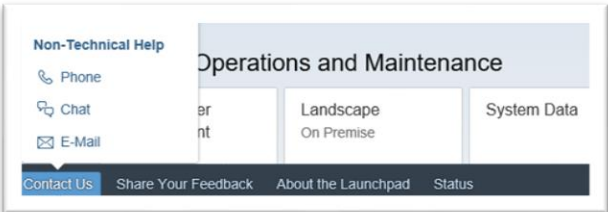
- Leverage expert access through collaborative social communities
- Get in touch with SAP experts 24x7, e.g. via the SAP ONE Support Launchpad
- Benefit from targeted reports and analyses
- Rely on functional and technical expertise on key areas
- Benefit from advice on the right support deliverables and assets
- Get help to drive innovations

Further information on how to enable the Intelligent Enterprise with SAP Enterprise Support can be found within this [brochure](#)



GETTING STARTED with Collaboration

SAP Customer Interaction Center

Overview	Benefits	Access	Preview
<p>The SAP CIC is the contact channel for any non-technical questions including:</p> <ul style="list-style-type: none"> Existing incidents The SAP ONE Support Launchpad and supporting applications S-User queries and support SAP remote service requests <p>The SAP CIC can be reached by phone, chat, or e-mail</p>	<p>The SAP 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</p> <p>A Universal free-phone number for contacting SAP support, accessible in most countries through landline phones and some mobile providers</p> <p>Access to a product area specific IVR call routing menu, now including SAP Ariba, Concur, and SAP Fieldglass solutions</p>	<p>You can access the SAP CIC from the SAP Support Portal or through the SAP One Support Launchpad</p> <p>Direct access:</p> <ul style="list-style-type: none"> Chat with CIC Call CIC E-mail CIC <p>Learn more here:</p> <ul style="list-style-type: none"> Access to CIC Topics to contact CIC Reference Guide 	 <p>SAP Support Portal</p>  <p>SAP ONE Support Launchpad</p>



GETTING STARTED with Collaboration

SAP Enterprise Support Reporting Cockpit

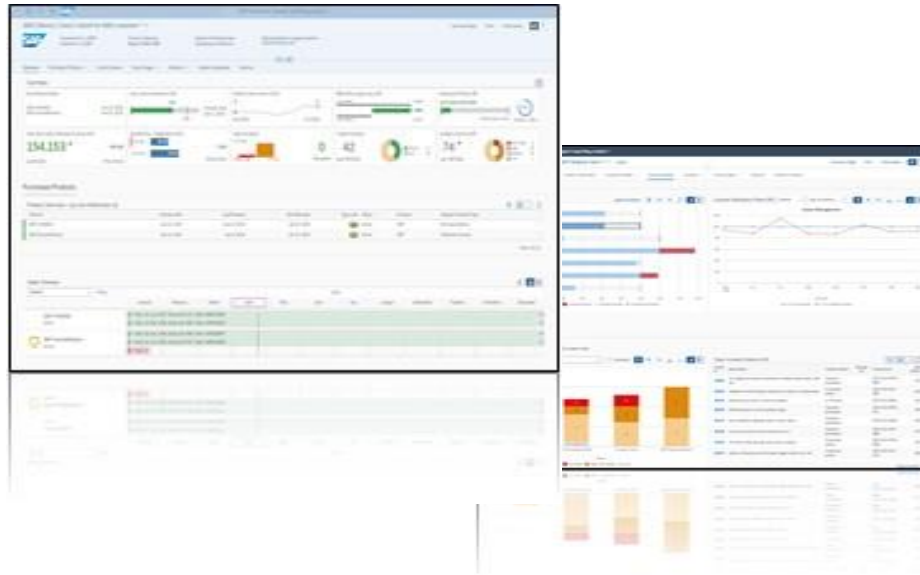
The [SAP Enterprise Support reporting cockpit](#) is an interactive dashboard analyzing and documenting the status of your SAP solution, support services, and achievements based on solution-monitoring capabilities, usage of KPIs, consumption of SAP Enterprise Support offerings, support case status, and other support-relevant metrics.

You may interact, personalize, and design your SAP Enterprise Support report by adding or removing data sections, statistics, and tables; drill down into detailed views across products, systems, services, incidents, and status. Save your settings as your individual variant or print it as a report.

The SAP Enterprise Support reporting cockpit replaces the PDF-based [SAP Enterprise Support report](#) in SAP ONE Support Launchpad.

The content is being improved and extended. New data sections as well as cloud solutions and on-premise products will be implemented and integrated in upcoming releases.

Please note: You'll see the data sections for the LOBs/installations you are authorized for. For more information please check [KBA 2835500](#).



SAP Support Portal

- [SAP ES reporting cockpit portal](#)
- [Release Notes for Wave Releases](#)

SAP ONE Support Launchpad

[SAP Note 2835500](#)

SAP Community

[Blog announcement](#)

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

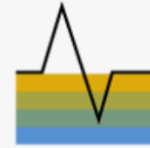
NEXT CLOUD CONTRACT EXPIRY

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 [△]

CASES SENT TO SAP



Collaboration

2 [△]

DELIVERED SERVICES

7.2

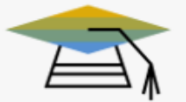
SAP SOLUTION MANAGER VERSION

3 / 31

SAP EARLY WATCH ALERT PROD SYSTEM...



YOUR SUPPORT ADVISORY CENTER



Empowerment

N/A

CONSUMED ES ACADEMY OFFERINGS

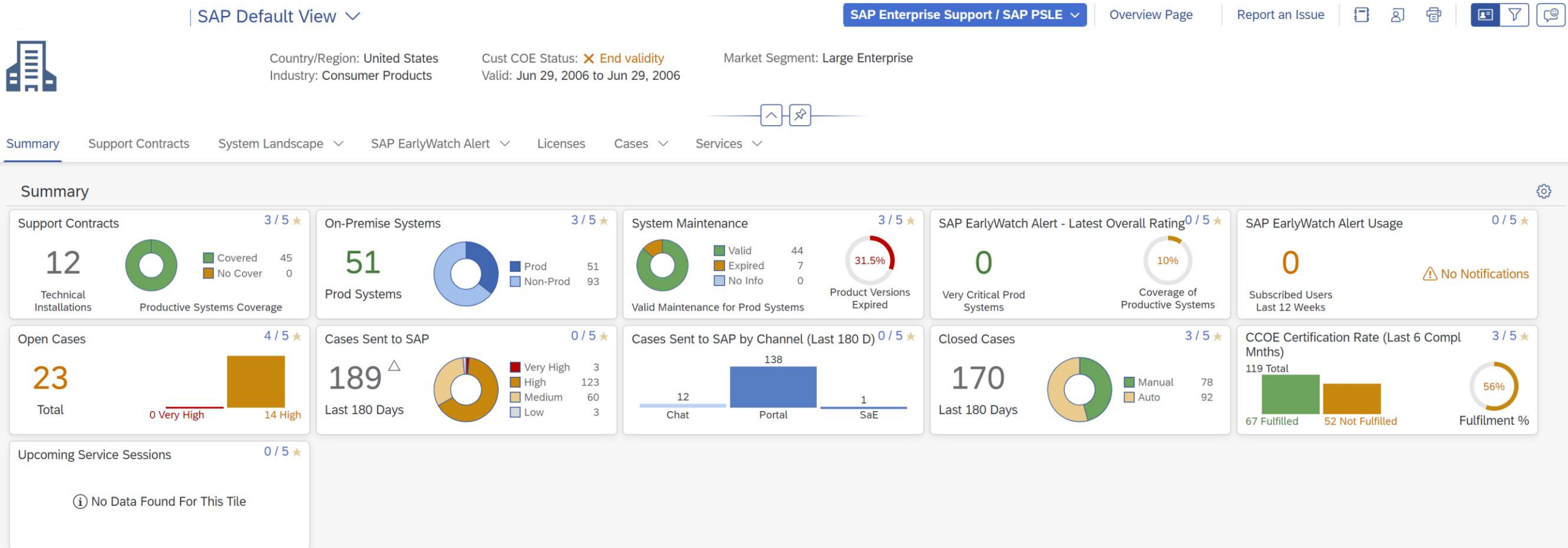


SAP ENTERPRISE SUPPORT VALUE MAPS

Retrieved online January 30th, 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 30th, 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

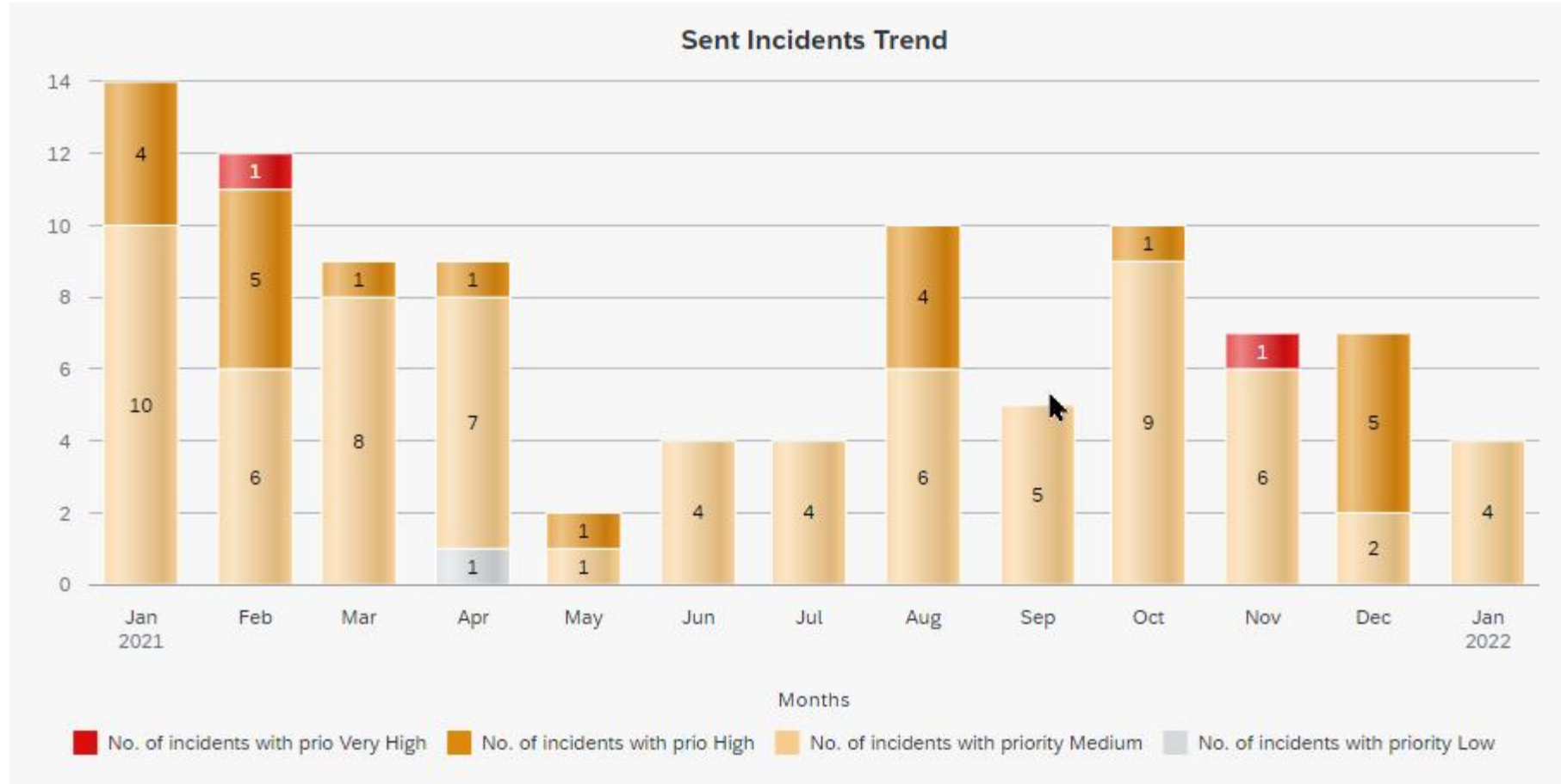
Summary



<p>Upcoming Expiry Dates 3.5 / 5 ★</p> <ul style="list-style-type: none"> Digital Supply Chain Mar 30, 2023 Training and Adoption Jul 19, 2023 Business Technology Platform Dec 30, 2023 	<p>Cloud Systems 0 / 5 ★</p> <p>34 Live Prod Systems</p> <table border="1"> <tr><td>Prod</td><td>35</td></tr> <tr><td>Test</td><td>15</td></tr> <tr><td>Dev</td><td>0</td></tr> <tr><td>Others</td><td>0</td></tr> </table>	Prod	35	Test	15	Dev	0	Others	0	<p>Cloud Systems Availability 0 / 5 ★</p> <p>1 Prod Systems Below 100%</p> <table border="1"> <tr><td>> 99.5%</td><td>30</td></tr> <tr><td>< 99.5%</td><td>0</td></tr> </table>	> 99.5%	30	< 99.5%	0	<p>Open Cases 3.7 / 5 ★</p> <p>2 Total</p> <p>No High Prio Open Cases</p>	<p>Closed Cases 0 / 5 ★</p> <p>35 Last 180 Days</p> <table border="1"> <tr><td>Manual</td><td>16</td></tr> <tr><td>Auto</td><td>19</td></tr> </table>	Manual	16	Auto	19
Prod	35																			
Test	15																			
Dev	0																			
Others	0																			
> 99.5%	30																			
< 99.5%	0																			
Manual	16																			
Auto	19																			
<p>Cases Sent to SAP 0 / 5 ★</p> <p>33 Last 180 Days</p> <table border="1"> <tr><td>Very High</td><td>1</td></tr> <tr><td>High</td><td>7</td></tr> <tr><td>Medium</td><td>23</td></tr> <tr><td>Low</td><td>2</td></tr> </table>	Very High	1	High	7	Medium	23	Low	2	<p>Cases Sent to SAP by Channel (Last 180 D) 0 / 5 ★</p> <table border="1"> <tr><td>Chat</td><td>8</td></tr> <tr><td>Portal</td><td>25</td></tr> </table>	Chat	8	Portal	25	<p>Upcoming Service Sessions 2 / 5 ★</p> <p>No Data Found For This Tile</p>						
Very High	1																			
High	7																			
Medium	23																			
Low	2																			
Chat	8																			
Portal	25																			

Retrieved online January 30th, 2023 from SAP Enterprise Support reporting cockpit:
<https://support.sap.com/en/my-support/esrcockpit.html>

SAP Enterprise Support Reporting Cockpit (Incidents sent to SAP)





GETTING STARTED with Collaboration

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](#)



GETTING STARTED with Collaboration

Customer Center of Expertise

Top 7 benefits for all certified Customer COEs

1

Access to **BENCHMARKS** within the peer group

2

FASTER INCIDENT PROGRESSING with special SAP incident flagging for certified CCOE

3

FREE ACCESS to SAP Learning Hub solution, including SAP Knowledge Transfer Products

4

SPECIAL Customer COE Knowledge Transfer **SESSIONS** with SAP experts to various topics

5

ACCELERATORS FOR VALUE DEVELOPMENT provided by Certified COE Customers -“Customers share their stories”

6

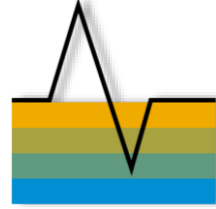
EXCLUSIVE ACCESS to the SAP Customer COE Community Suite (SAP Jam based group)

7

Customer Center of Expertise Role and **Incident Quality Dashboard** in the SAP ONE Support Launchpad (<http://launchpad.support.sap.com>)



“In case of a production-down situation, I need to resume business operations as quickly as possible.”



Mission-Critical Support

We relieve you of any critical situations and provide various cutting-edge access points to facilitate rapid collaboration with SAP support experts.

- Rely on service-level agreements for faster issue resolution, whereat initial response time typically already includes a first qualified answer
- Benefit from Next-Generation Support features such as Schedule an Expert product sessions and Expert Chat, if available for the solution
- Count on 24x7 mission-critical support and speed up incidents through the Customer Interaction Center if needed



Reference Guides



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 \(CIC\)](#)



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](#)



AI / Machine Learning

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

- Thought leadership
- Artificial Intelligence / Machine Learning
- [Incident Solution Matching](#)
- [SAP support-assistant-is-your-incident-creation-guided-tour](#)
- [SAP expert-level-file-analysis-using-the-support-log-assistant](#)

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](#)

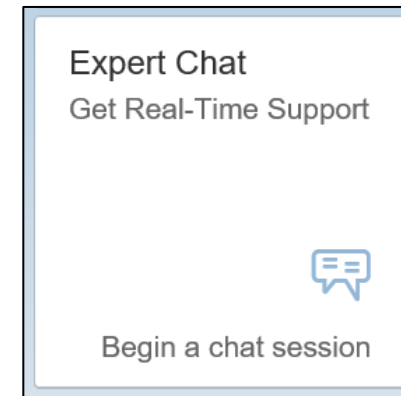
Benefits

- 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

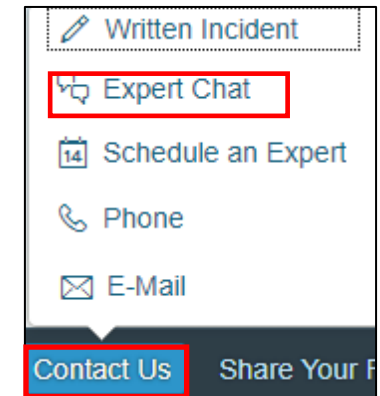
Access

- 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

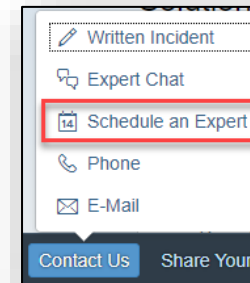
- One-to-one 30-minute call delivered remotely through Skype for Business
- Book an appointment at least three business days in advance to allow engineers to prepare
- Check out the [Schedule an Expert video](#)
- Visit [SAP Support Portal](#) to learn more
- Learn more on [how to join your Schedule an Expert call](#)

Benefits

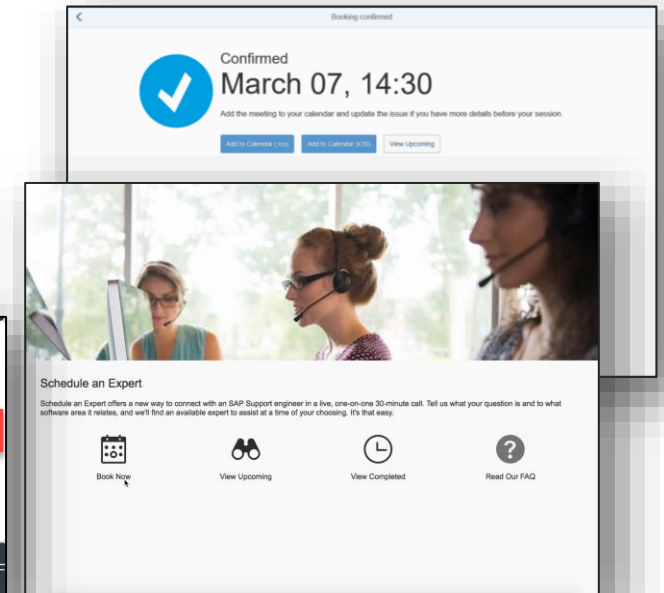
- Live channel option for you
- Interact one-to-one with a support engineer
- Get answers when and where you need them
- Get help and direct support for any technical question
- Have access to the same engineers that you would create an incident with
- Reduce your waiting time for response and resolution

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 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 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
 - 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

The screenshot shows the SAP ONE Support Launchpad interface for an incident. The incident title is '28052 / 2020 Test Incident. SAM 2020 Production Test'. The incident is on 'High' priority. A 'Schedule a Manager' button is visible in the incident details. A modal window is open, showing the appointment details: 'Upcoming Jan 22, 16:15 CET'. The modal includes an 'Add to Calendar (.ics)' button and a 'Cancel' button. The background shows incident details for '28052 / 2020 Test Incident. SAM 2020 Production Test'.

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



GETTING STARTED with Mission Critical Support

Customer Incident - SAP ONE Support Launchpad

Details	SAP Note
How to create a support incident (contact SAP Product Support) - SAP ONE Support Launchpad	SAP Note 1296527
What important information must be included in order to create a perfect SAP Support incident?	SAP Note 1922545
Choose the right System (and Product) for your Incident in the SAP One Support Launchpad: <ul style="list-style-type: none"> Selecting an incorrect system/product or installation for the incident may have negative impact on the processing of the incident you submit The support contract depends on the installation, and if an incorrect system/product is selected, different SLA's and resulting different processing times will apply to the incident. 	SAP Note 2848890
Enter S-user/person getting the error message	
Provide a meaningful short text description and a step-by-step description including navigation and description of expected results	
Add screenshot of error message and inform about any SAP Notes Search which was done	
Open service connection and provide login data (if required)	SAP Note 1773689
Carefully select the incident priority	SAP Note 67739
Record only one issue per incident	SAP Note 50048

SAP Support Portal

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

PDF

- [Support Essential: What a customer should know about SAP incident processing](#)

For any problem with this application create an incident under component: "XX-SER-SAPSMP-IBX"



GETTING STARTED with Mission Critical Support

Best Practices for escalating incidents

When criticality increases

Details



Step 1

Accelerate the incident by calling the SAP Customer Interaction Center

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



Step 2

Escalate the incident in case the situation is getting more critical by calling the SAP Customer Interaction Center

In case of product system:	In case of test / development system:	Points of contact:
<ul style="list-style-type: none"> • What core process is severely 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? 	<ul style="list-style-type: none"> • Which project? • Live date, product an release? • Showstopper: yes/no? • Is the go-live date affected? 	<ul style="list-style-type: none"> • Contact names and hours of availability? • Work phone numbers (no 800xx)? • Cell phone number and e-mail address? • Is the go-live date affected?

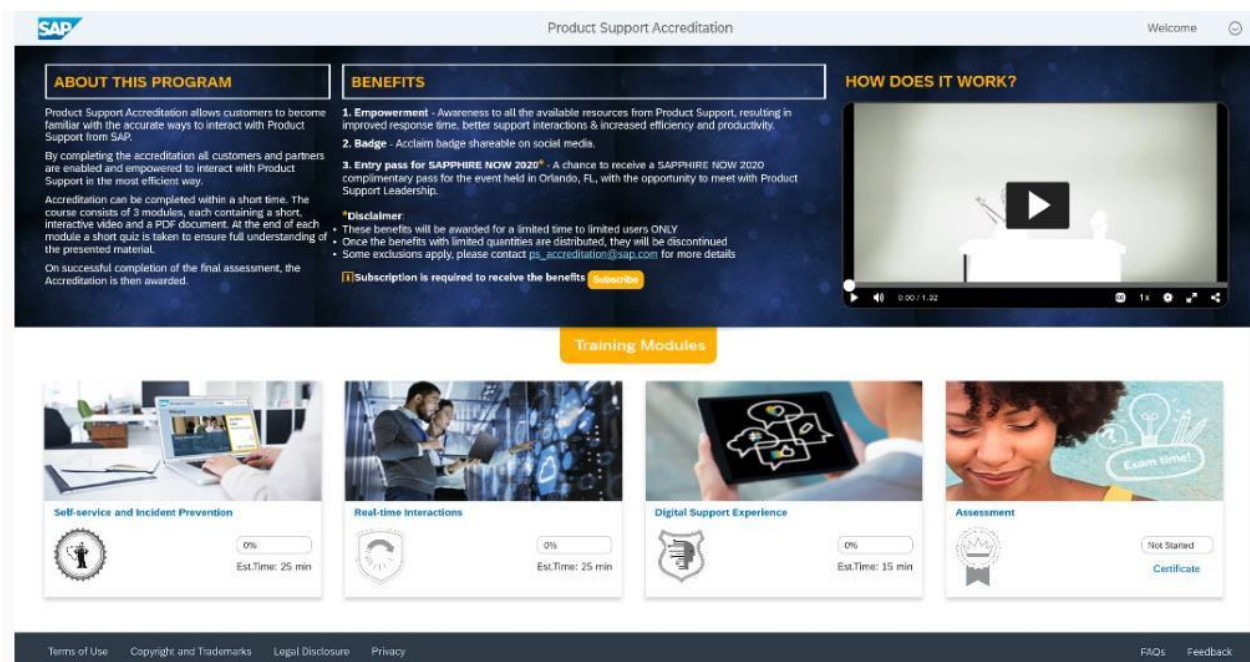
Product Support Accreditation



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](#)



The screenshot displays the 'Product Support Accreditation' program interface. At the top, there is a navigation bar with the SAP logo, the program title, and a 'Welcome' button. The main content area is divided into three sections: 'ABOUT THIS PROGRAM', 'BENEFITS', and 'HOW DOES IT WORK?'. The 'ABOUT THIS PROGRAM' section describes the accreditation process, including completion time and assessment details. The 'BENEFITS' section lists three key advantages: empowerment, a shareable badge, and an entry pass for the SAPPHIRE NOW 2020 event. A disclaimer and a 'Subscribe' button are also present. The 'HOW DOES IT WORK?' section features a video player. Below these sections is a 'Training Modules' section with four cards: 'Self-service and Incident Prevention' (0% progress, 25 min), 'Real-time Interactions' (0% progress, 25 min), 'Digital Support Experience' (0% progress, 15 min), and 'Assessment' (Not Started, Certificate). The footer contains links for Terms of Use, Copyright and Trademarks, Legal Disclosure, Privacy, FAQs, and Feedback.

Next steps and more information

[Back to Overview »](#)



Check out the latest content

<https://support.sap.com/enterprisesupport>



Get engaged with our experts

Leverage the available interaction channels, such as SAP Enterprise Support value maps



Contact & follow us:



Useful Links

About SAP Enterprise Support:

www.sapsupport.info/enterprisesupport

SAP Enterprise Support in the SAP Support Portal:

<https://support.sap.com/enterprisesupport>

About SAP Enterprise Support Academy:

<https://support.sap.com/esacademy>

About SAP Enterprise Support Value Maps:

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

About SAP Enterprise Support Advisory Council:

<https://support.sap.com/esac>

Thank you.

For questions after this session, contact

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E-Mail oliver.hid.arida@sap.com

Appendix



GETTING STARTED with Collaboration

Useful Links and SAP Notes (1/4)

COLLABORATION

Contact us (CALL-1-SAP / CIC)

- <https://service.sap.com/call1sap>
- <https://support.sap.com/contactus>
- <https://support.sap.com/en/contact-us/cic.html>
- https://support.sap.com/content/dam/support/en_us/library/ssp/contactus/cic/cic-get-most-from-support.pdf
- <https://go.support.sap.com/contactus/#/email>
- <https://launchpad.support.sap.com/#/notes/560499>
(SAP Note 560499 - Customer Interaction Center: Hotline Numbers & E-mail Addresses)

Where to find additional assistance

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

SAP ONE Support Launchpad

- https://support.sap.com/en/my-support.html#section_1969201630
- <https://launchpad.support.sap.com/>
- <https://www.youtube.com/watch?v=9RutFZ1Qoag>

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>
 - https://support.sap.com/content/dam/support/en_us/library/ssp/offerings-and-programs/customer-center-of-expertise/ccoe-as-service-provider/primary-ccoe/CCOE_GettingStarted.pdf
 - https://support.sap.com/content/dam/support/en_us/library/ssp/offerings-and-programs/customer-center-of-expertise/ccoe-as-service-provider/primary-ccoe/CCOE_Value_Offering.pdf

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

SAP Enterprise Support Academy

- Topics to contact CIC (S-user request)
- Value Maps
- Newsletter registration
- Short video: How to sign up for the SAP Learning Hub

- Short video: How to search in SAP Learning Hub

- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy.html>
- <https://support.sap.com/en/contact-us/cic.html>
- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/value-maps.html>
- <https://www.sap.com/cmp/nl/enterprise-support-academy/index.html>
- 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

Delivery Formats

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

Service Details / CQC / Remote Support

- SAP Note 91488
- SAP Note 1793264
- 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>
- <https://launchpad.support.sap.com/#/notes/1793264>
- <https://support.sap.com/remote-support.html>



GETTING STARTED with Innovation & Value Realization

Useful Links and SAP Notes (3/4)

INNOVATION & VALUE REALIZATION

Customer value experience tools

- SAP Innovation and Optimization Pathfinder
 - Customer overview presentation
 - Business Scenario Recommendations for SAP S/4HANA
 - SAP Fiori Apps Library & SAP Fiori Apps Recommendations
 - Innovation Discovery
 - Solution Manager Value Report
 - SAP Transformation Navigator
- <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/FAR>
 - <http://www.sap.com/solman-value>
 - <http://www.sap.com/fiori-app-library>
 - <http://www.sap.com/innovationdiscovery>
 - <http://www.sap.com/transformationnavigator>
 - https://help.sap.com/viewer/p/SAP_READINESS_CHECK

SAP Solution Manager

- Usage Rights
 - Training and Services
 - SAP Help Portal – 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>
 - <https://support.sap.com/en/alm/solution-manager/usage-rights.html>
 - <https://support.sap.com/en/alm/solution-manager/training-services.html>
 - <https://support.sap.com/en/alm/solution-manager/training-services.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 \(Note 207223\)](#)

SAP Enterprise Support Advisory Council

- [SAP Enterprise Support Advisory Council](#)
- [ESAC Program Overview Presentation](#)



GETTING STARTED with Mission Critical Support

Useful Links and SAP Notes (4/4)

MISSION CRITICAL SUPPORT

Next Generation Support

- Brochure: Live Support for Live Businesses
 - SAP Note 2468675
 - Guided answer video
 - Guided answer search
 - Knowledge base search
- <https://support.sap.com/en/offerings-programs/strategy.html>
 - <https://www.sap.com/documents/2019/08/c60f667e-5e7d-0010-87a3-c30de2ffd8ff.html>
 - <https://launchpad.support.sap.com/#/notes/2468675/E>
 - <https://www.sap.com/assetdetail/2017/10/c48b9da9-d77c-0010-82c7-eda71af511fa.html>
 - <https://ga.support.sap.com/dtp/viewer/>
 - <https://support.sap.com/en/my-support/knowledge-base.html>

Service-Level Agreement

- SAP Enterprise Support Scope Description
 - SAP Cloud Support Policy
- https://support.sap.com/content/dam/support/en_us/library/ssp/offerings-and-programs/sap-enterprise-support/sap-enterprise-support-scope-description.pdf
 - https://www.sap.com/about/agreements/cloud-services.html?search=Support&sort=latest_asc

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 \(PDF\)](#)
- [SAP Note 2138670 – Perfect Customer Incident: What a customer should know about SAP incident processing with Launchpad](#)

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://launchpad.support.sap.com/#/notes/172481>