



# SAP Enterprise Support Reporting Cockpit

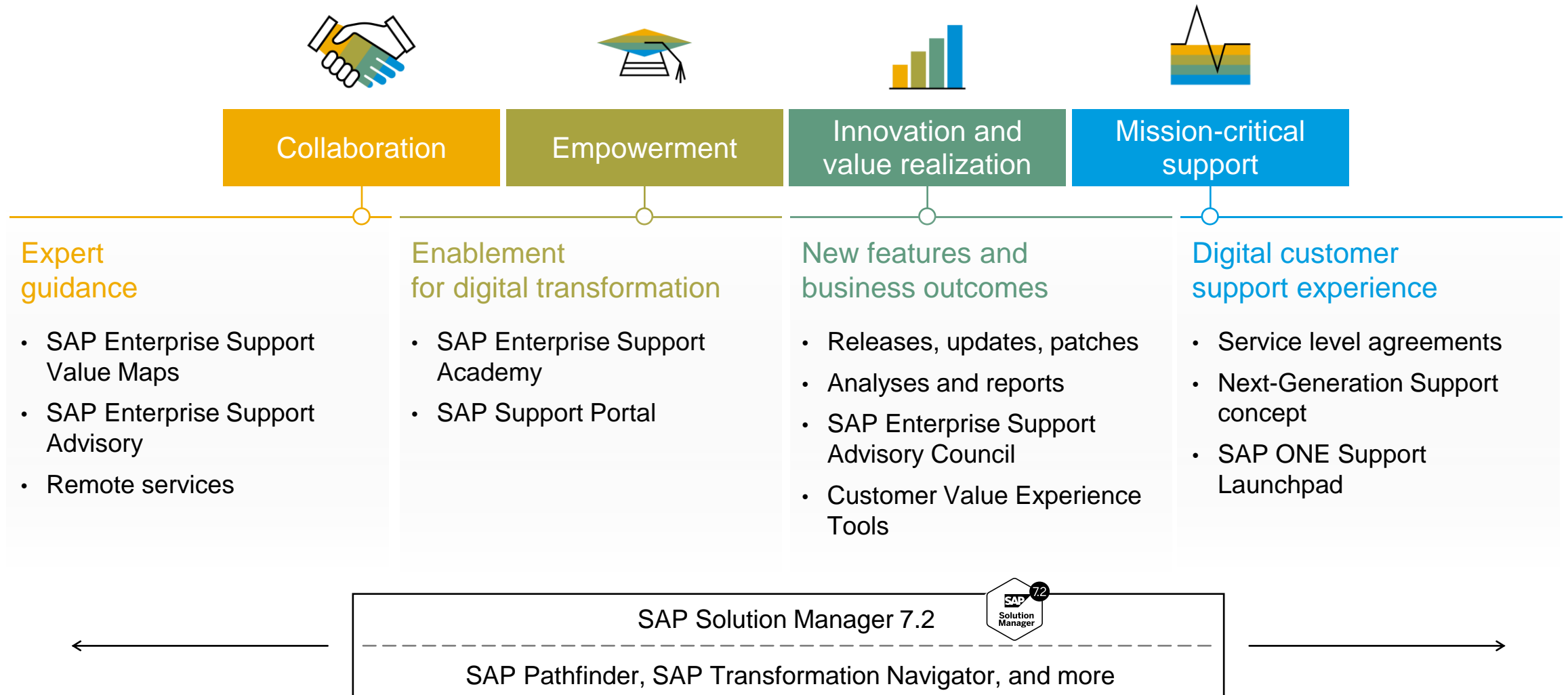
## Your interactive reporting tool

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PUBLIC

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# Key Deliverables of SAP Enterprise Support



# What is the SAP Enterprise Support Reporting Cockpit?

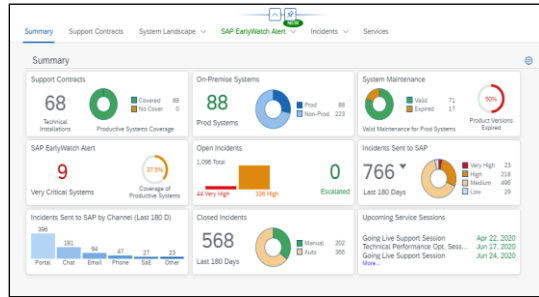
The SAP Enterprise Support reporting cockpit is an interactive dashboard analyzing and documenting the status of your SAP solution, support services and achievements based on solution monitoring capabilities, product and landscape overview, usage KPIs, consumption of SAP Enterprise Support offerings, support case status and other support relevant metrics.

## NEW SAP ENTERPRISE SUPPORT REPORTING COCKPIT



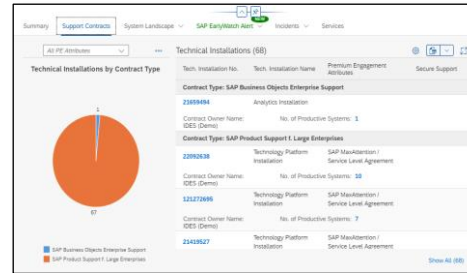
# SAP Enterprise Support reporting cockpit – released on-premise content

## Summary



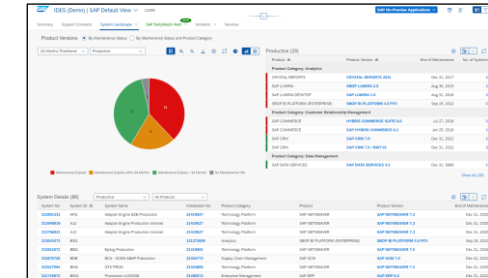
Overview on most important KPIs from each data section

## Support Contracts



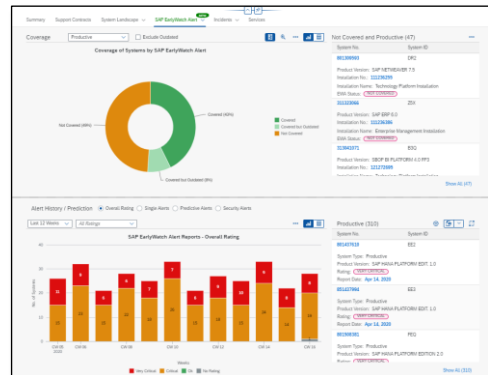
All valid basic and additional support contracts with relevant products and systems

## System Landscape



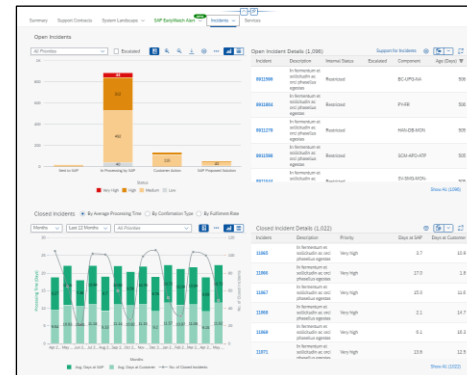
All production and non production systems with their products and maintenance status

## EWA Overview



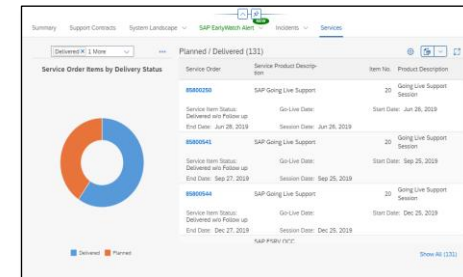
Most important summarized EWA KPIs with history with navigation to EWA WS for details

## Incidents



14 different statistics for open, closed and incoming incidents

## Services



Services overview on all services planned or delivered by SAP

Decide which statistics should be shown

Design your Summary

Add/remove fields to/from the tables

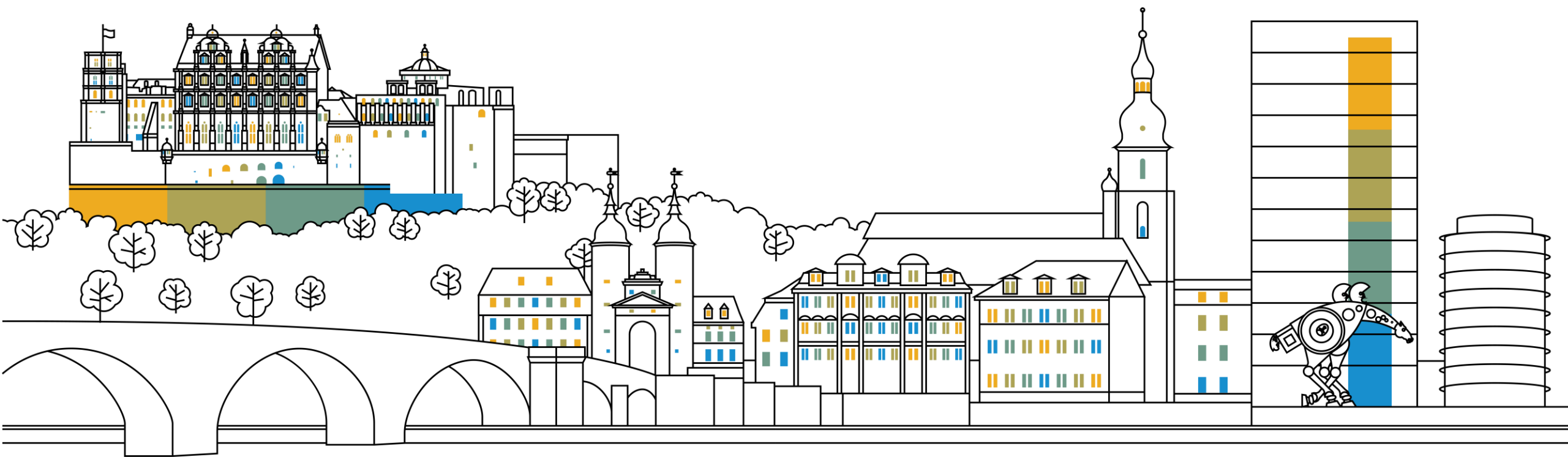
Decide on the graph layout

Use the global filter to adjust the content displayed

Specify the content by using individual filters for each statistic

Save and print your own variant

# DEMO for SAP Enterprise Support Reporting Cockpit



# Enterprise Support Reporting Cockpit – Summary View

## Portfolio for SAP Test Account - aPaul Pharma

### Public Cloud

> SAP Business ByDesign	2	Prod Systems
> SAP Business Technology Platform	37	Prod Systems
> SAP Customer Experience	1	Prod Systems
> SAP Digital Supply Chain	4	Prod Systems
> SAP Human Experience Management	4	Prod Systems
> SAP Public Cloud	1	Prod Systems

### On-Premise

> Analytics	20	Prod Systems
> Content and Collaboration	1	Prod Systems
> Customer Relationship Management	1	Prod Systems
> Data Management	5	Prod Systems
> Enterprise Management	21	Prod Systems
> Human Capital Management	3	Prod Systems
> Product Lifecycle Management	2	Prod Systems
> Supply Chain Management	4	Prod Systems
> Technology Platform	36	Prod Systems
> No Category Assigned	31	Prod Systems

### Private Cloud (BETA)

> Enterprise Management	3	Prod Systems
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## The Pillars of Proactive Support



### Innovation & Value Realization

8  
ACTIVE CLOUD CONTRACTS

3/4/23  
NEXT CLOUD CONTRACT EXPIRY

13 / 25  
EXPIRED ON-PREMISE PRODUCT  
VERSIONS

12/31/24  
NEXT ON-PREMISE MAINTENANCE  
EXPIRY



### Mission Critical Support

293  
OPEN CASES

5  
OPEN CASES WITH PRIO VERY HIGH

600 ▽  
CASES SENT TO SAP



### Collaboration

2 ▲  
DELIVERED SERVICES

7.2  
SAP SOLUTION MANAGER VERSION

0 / 0  
SAP EARLYWATCH ALERT PROD SYSTEM  
COVERAGE

YOUR SUPPORT ADVISORY CENTER



### Empowerment

No Data NEW  
ES ADVISORY COUNCIL PARTICIPATION


N/A  
CONSUMED ES ACADEMY OFFERINGS

SAP ENTERPRISE SUPPORT VALUE MAPS



# Enterprise Support Reporting Cockpit – On-Premise Summary View

SAP Test Account - aPaul Pharma | SAP Default View

 Customer No.: 1208936  
Account ID: 12552195

Country: Germany  
Industry: Life Sciences

Cust COE Status: ✗  
Valid: Dec 31, 0000 to Dec 31, 0000

Maintenance Rank: 0  
Maintenance Segment:

Market Segment: N/A  
[www.paul-pharma.de](http://www.paul-pharma.de)

On-Premise

Generate Report

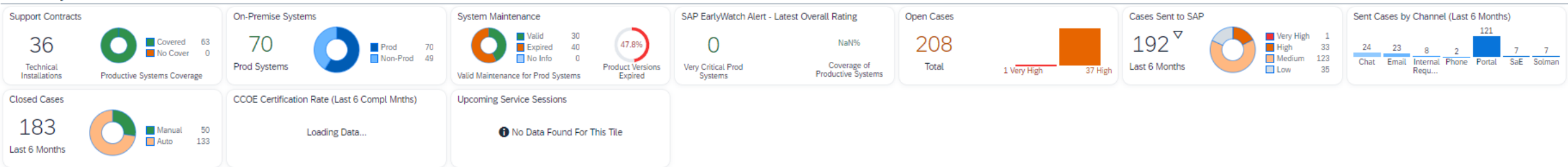
Personalize



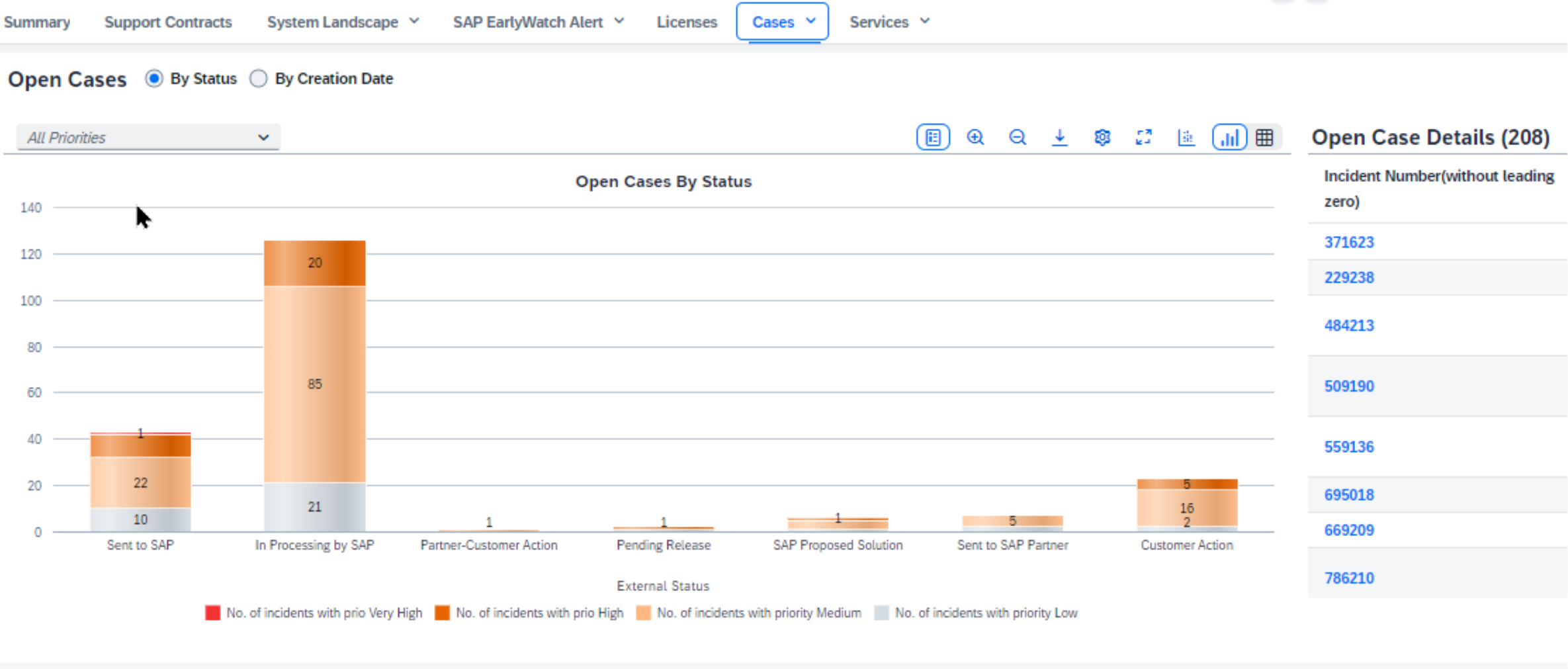
Click here to set the global filters

Summary Support Contracts System Landscape SAP EarlyWatch Alert Licenses Cases Services

## Summary



# Enterprise Support Reporting Cockpit – Open Cases Status View





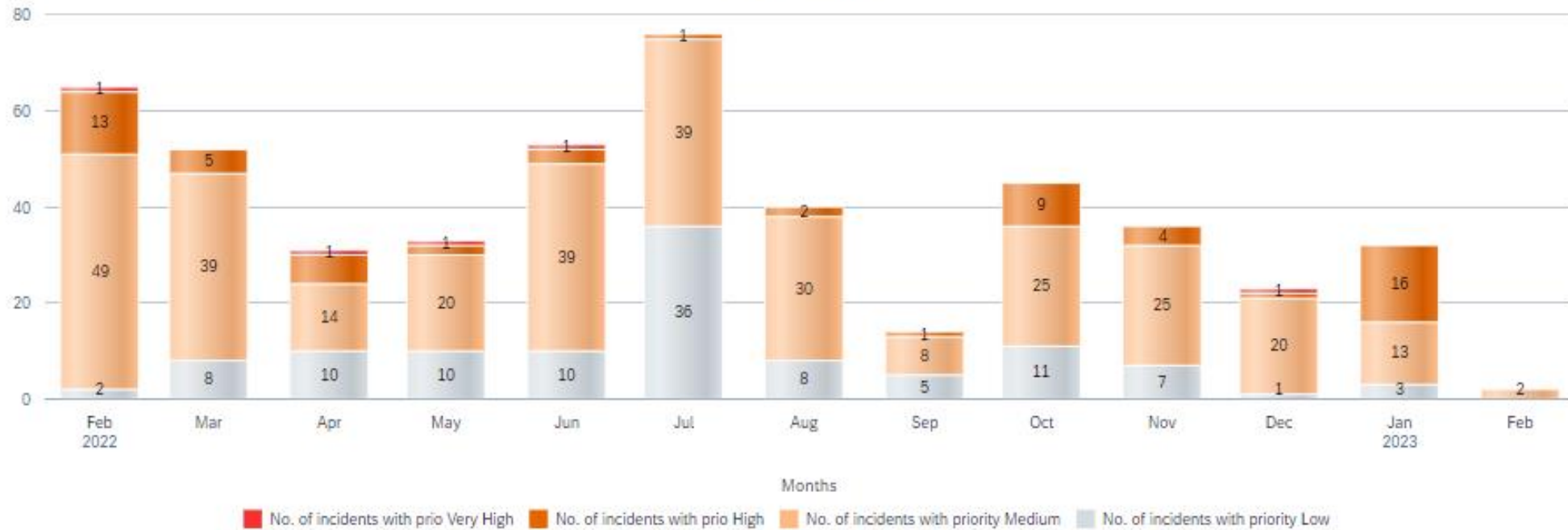
# Enterprise Support Reporting Cockpit – Sent Cases Summary

Cases Sent to SAP ☒ Trend ☐ By System Type ☐ By Initial Component ☐ By Input Channel

Months  Last 12 Months  All System Types



Sent Cases Trend



## Sent Cases Details (504)

Incident Number(without leading zero)

[123718](#)

[489137](#)

[598546](#)

[601120](#)

[601158](#)

[601173](#)

[601183](#)

[601451](#)

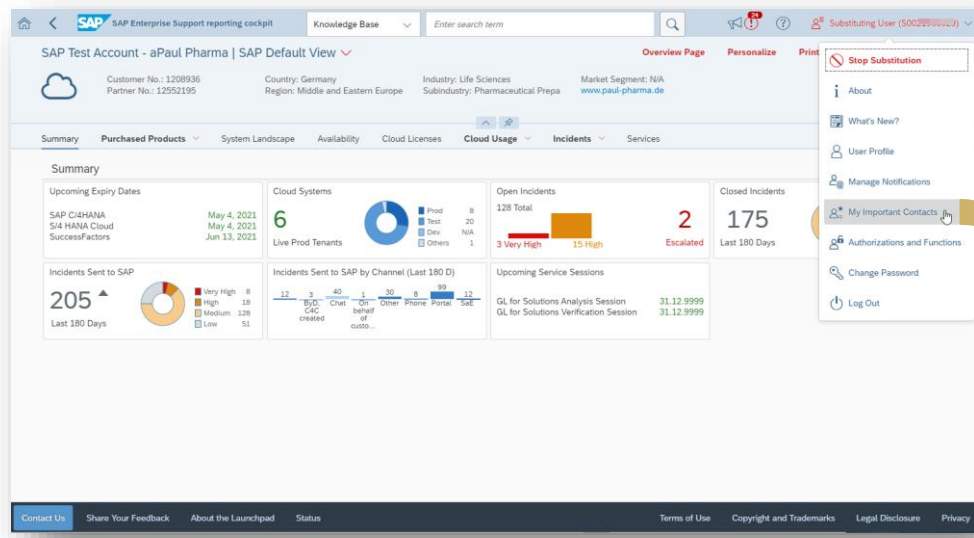
[601461](#)

[601547](#)

[607654](#)

# SAP ES reporting cockpit – How to get Access

## ACCESS SAP ES reporting cockpit



User ID	Last Name	First Name	E-Mail	Customer Number of User	Function	Global	CCoE	CCoE Name	Customer Number	Customer Name	Installation Number	Installation Name
SC	P.	S.	ap@paul-pharma.de	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC	B.	V.	vc@paul-pharma.de	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC	P.	S.	sk@paul-pharma.de	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC	S.	C.	c4@paul-pharma.de	1249792	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC	C.	C.	ch@paul-pharma.de	120936	Cloud Administrator				000K		SFSP - Edit	
SC	H.	S.	sh@paul-pharma.de	120936	Cloud Administrator				000K		SFSP - Edit	
SC	G.	G.	ga@paul-pharma.de	120936	Cloud Administrator				000K		SFSP - Edit	
SC	K.	R.	hc@paul-pharma.de	120936	Cloud Administrator				000K		SFSP - Edit	
SC	W.	C.	ch@paul-pharma.de	1249792	Cloud Administrator				000K		SFSP - Edit	
SC	H.	M.	hm@paul-pharma.de	120936	Cloud Administrator				000K		SFSP - SuccessFactors	
SC	D.	D.	dd@paul-pharma.de	120936	Cloud Administrator				000K		SFSP - Edit	

### Initial authorization provided to your Cloud Admins

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

### Initial authorization provided to Super Administrators

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

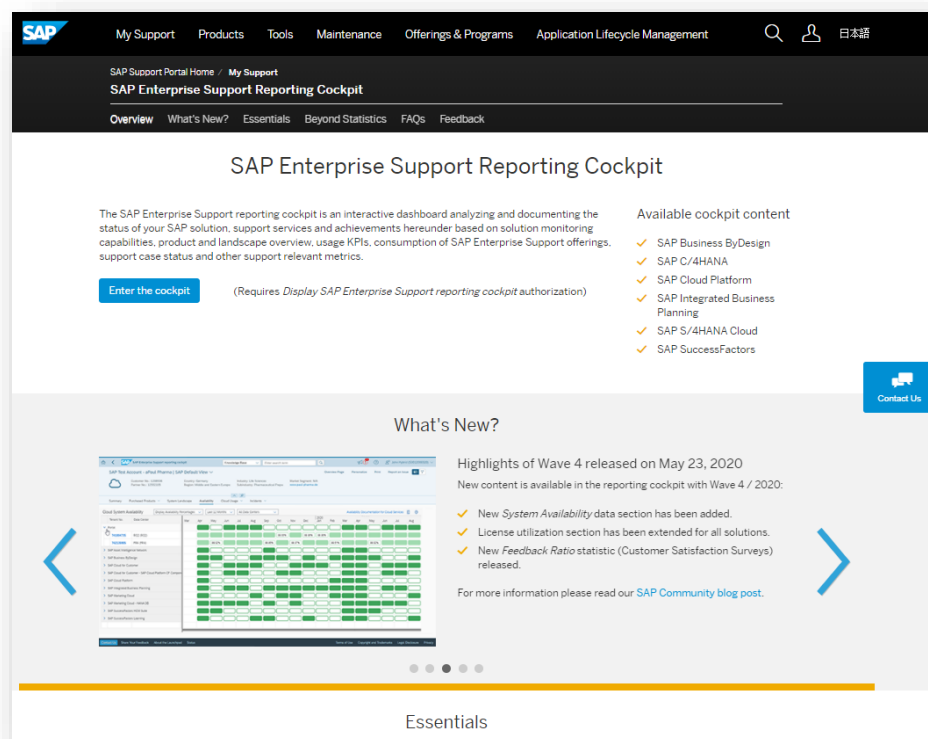
### SAP KBA for access and authorization requirements

- [2834499](#) - How to access the SAP Enterprise Support reporting cockpit
- [2835500](#) - The new SAP Enterprise Support reporting cockpit

# SAP ES reporting cockpit – How to stay Informed

Visit SAP ES reporting cockpit [Customer Portal](https://support.sap.com/esrc)

(<https://support.sap.com/esrc>)



## Customer Sessions in SAP ES Academy\*

- Meet the expert sessions for SAP ES reporting cockpit CLOUD
  - [Click here to listen](#) to the recorded webinar.
- Meet the expert session for SAP ES reporting cockpit ON-PREMISE
  - [Click here to listen](#) to the recorded webinar.

## Release Notes and

- Read [Release News](#) and customer [ESRC BLOGS](#)

## Promotional Materials

- Watch the short [ESRC introduction video](#)

## Other Options inside of SAP ES reporting cockpit

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

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

# SAP Enterprise Support reporting cockpit – Integration into SAP for Me

Company Name & Co.  
SAP for Me

42 TOTAL PRODUCTS  
1 PRODUCTS DISRUPTED  
8 OPEN INCIDENTS

Products

PRODUCT NAME	STATUS	LICENCES	USED LICENCES	DELTA	EVENTS	TOWARDS	OPEN INCIDENTS	LEARNING JOURNALS
SAP Performance Management	DISRUPTED	30,000	14,324	4,568	4	16	4	10
SAP Digital Recalling	ACTIVE	34,000	29,432	4,568	2	8	1	10
SAP Manage Payroll by Partners	ACTIVE	85,000	71,432	4,568	8	6	7	100
SAP Employee Profile	ACTIVE	34,000	29,432	4,568	5	21	13	10
SAP Accounting Marketing	ACTIVE	75,000	53,342	4,568	6	48	6	10
SAP Succession Planning	ACTIVE	90,000	85,589	4,568	7	60	32	100

Fast Access

License Utilization Information

Success insight Cockpit

Digital Store

Cloud Availability Center

Product Availability Matrix

My SAP Notes & KBAs

Maintenance Planner

Support User Management

Help Portal

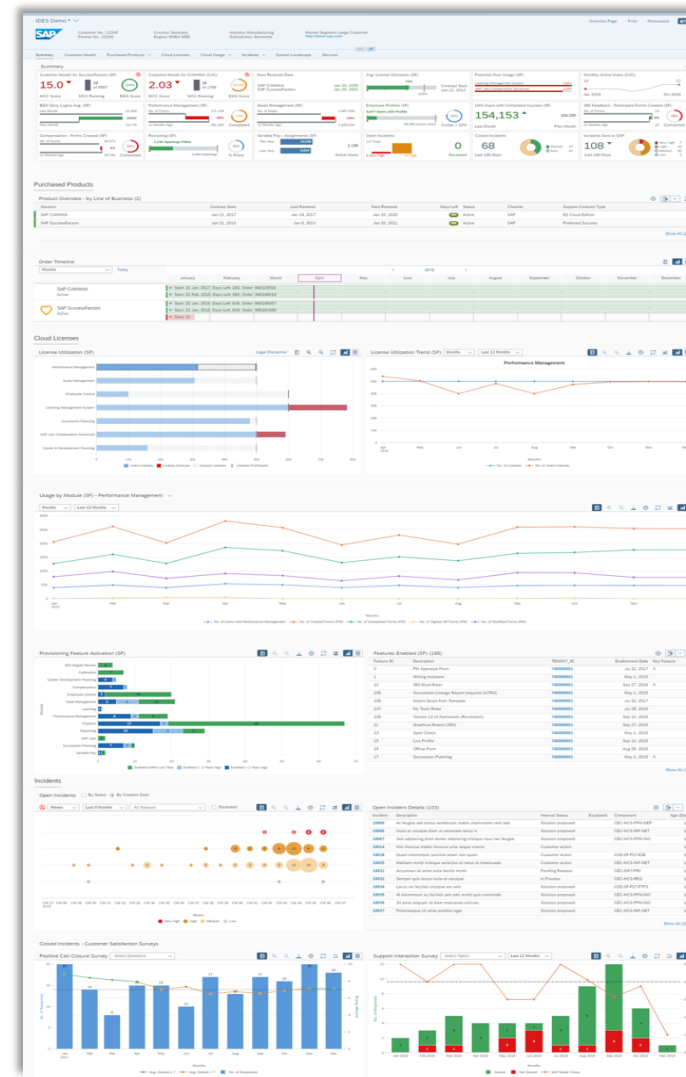
Learning Hub

Enterprise Support reporting cockpit

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

in maximum 2 lines of text...

This is a short description explaining



SAP ONE Support Launchpad

My Home

Support Dashboard On Premise

Support Report Document On Premise & Cloud

Cloud Availability Center

SAP Readiness Check

Enterprise Support Reporting Cockpit Cloud

My SAP EarlyWatch Alert Reports

My Landscape PILOT ONLY

Welcome

SAP SuccessFactors Product Documentation

SAP HotNews

Welcome - SAP Business ByDesign

Enterprise Support Reporting Cockpit On Premise & Cloud

Access Cockpit

Access Cockpit

# Questions?

For questions after this session, contact:



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