

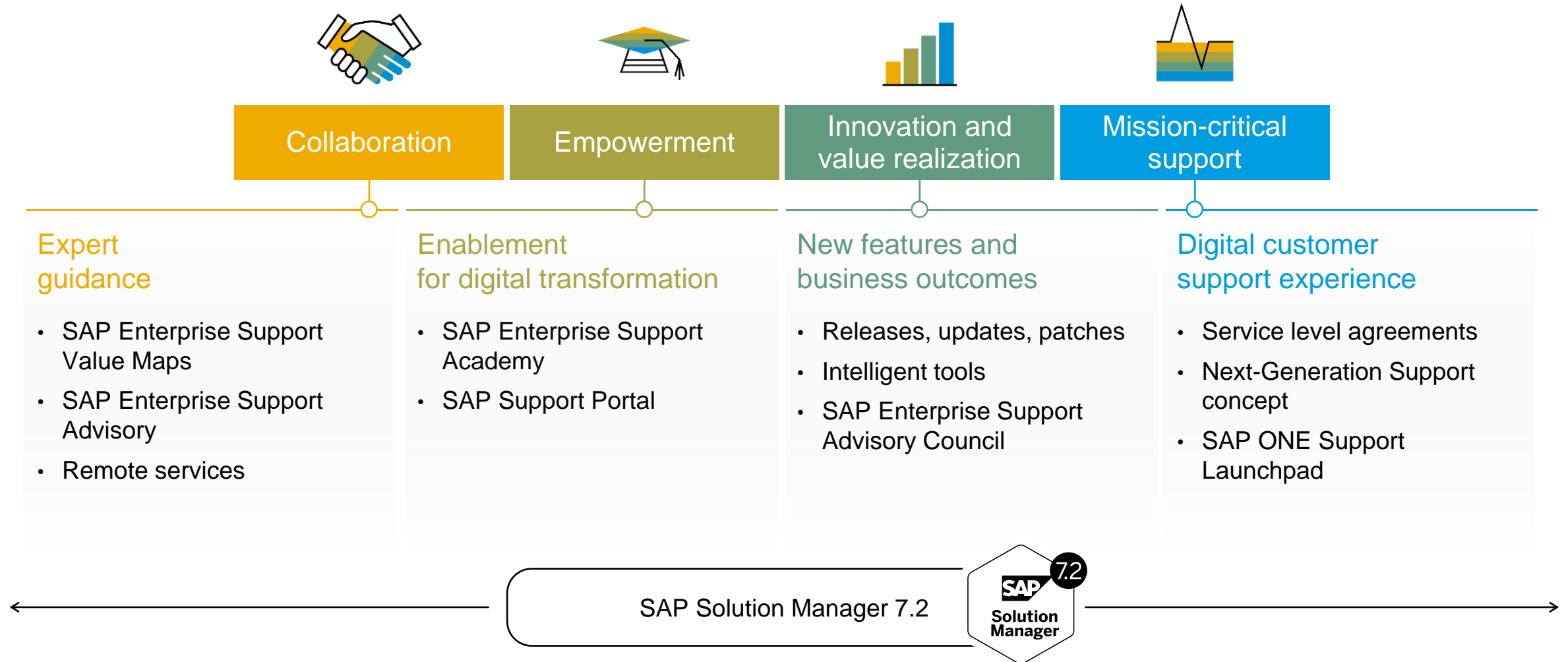
SAP Enterprise Support reporting cockpit for On-Premise and Cloud environments

ASUG Kentucky Meeting – Fall 2022

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Customer Engagement | Customer Success
SAP



SAP Enterprise Support – The foundation for continuous customer success



Agenda

SAP Enterprise Support reporting cockpit

Demo

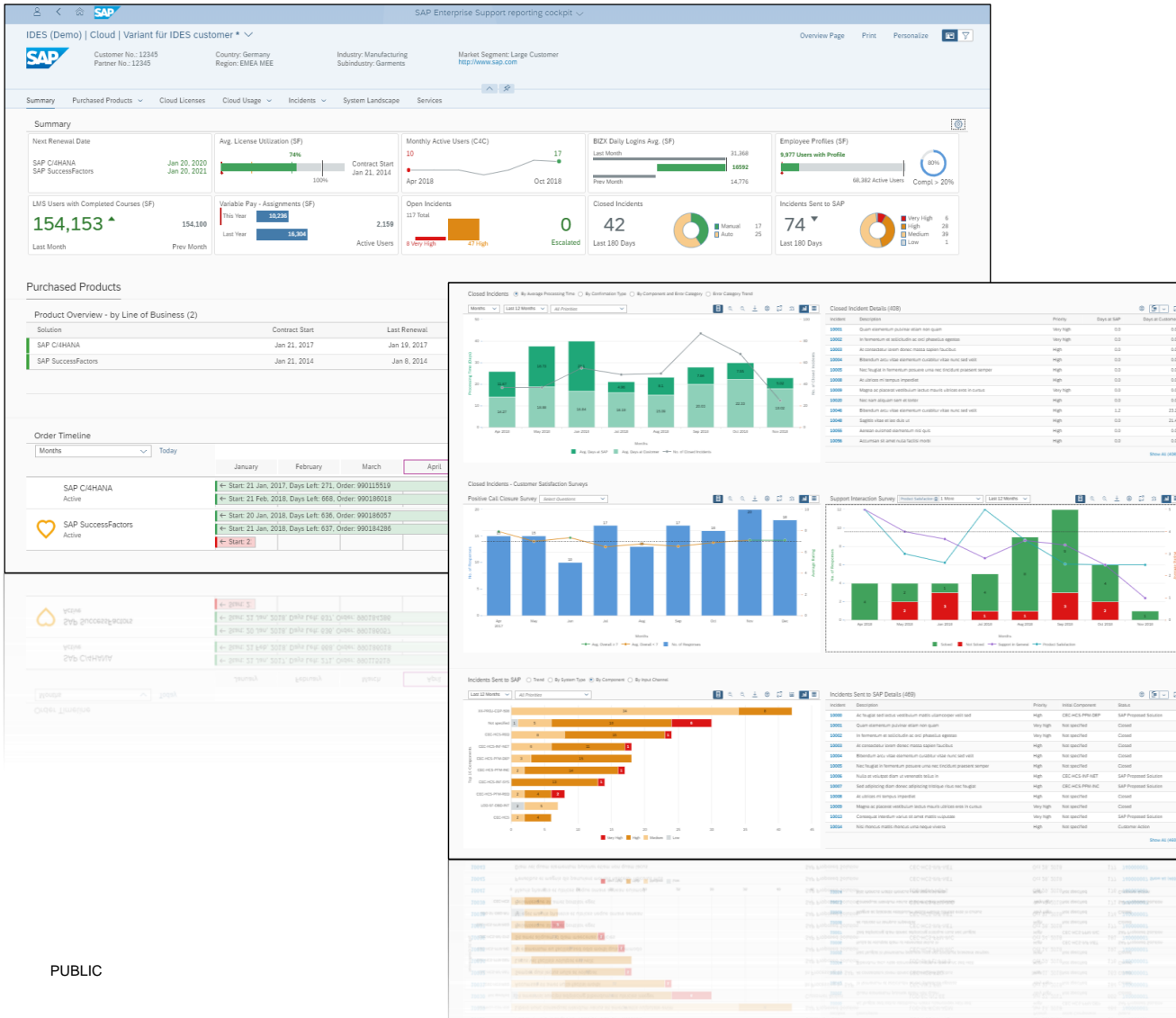
How to Get Access?

Outlook

Q & A

Your interactive SAP Enterprise Support reporting cockpit

- Enterprise Support reporting cockpit
 - ES reporting is a baseline reporting offering of SAP Enterprise Support and is included in the subscription fees for SAP Cloud Services.
 - SAP Enterprise Support reporting cockpit provides a holistic overview of the major SAP Cloud solutions and their support status during the customer's subscription.
 - Explore the status of your solutions covered by SAP Enterprise Support during the subscription period, and gain visibility into your use of SAP software and support engagement with SAP using the new dynamic and configurable [SAP Enterprise Support reporting cockpit](#).
 - Interact, personalize, and design your tailored ES reporting by adding / 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.
 - Use the ES reporting cockpit to collaborate with your SAP Enterprise Support front office.
- Integrated into SAP for Me
 - You can access Enterprise Support reporting cockpit from SAP for Me additionally to SAP ONE Support Launchpad.



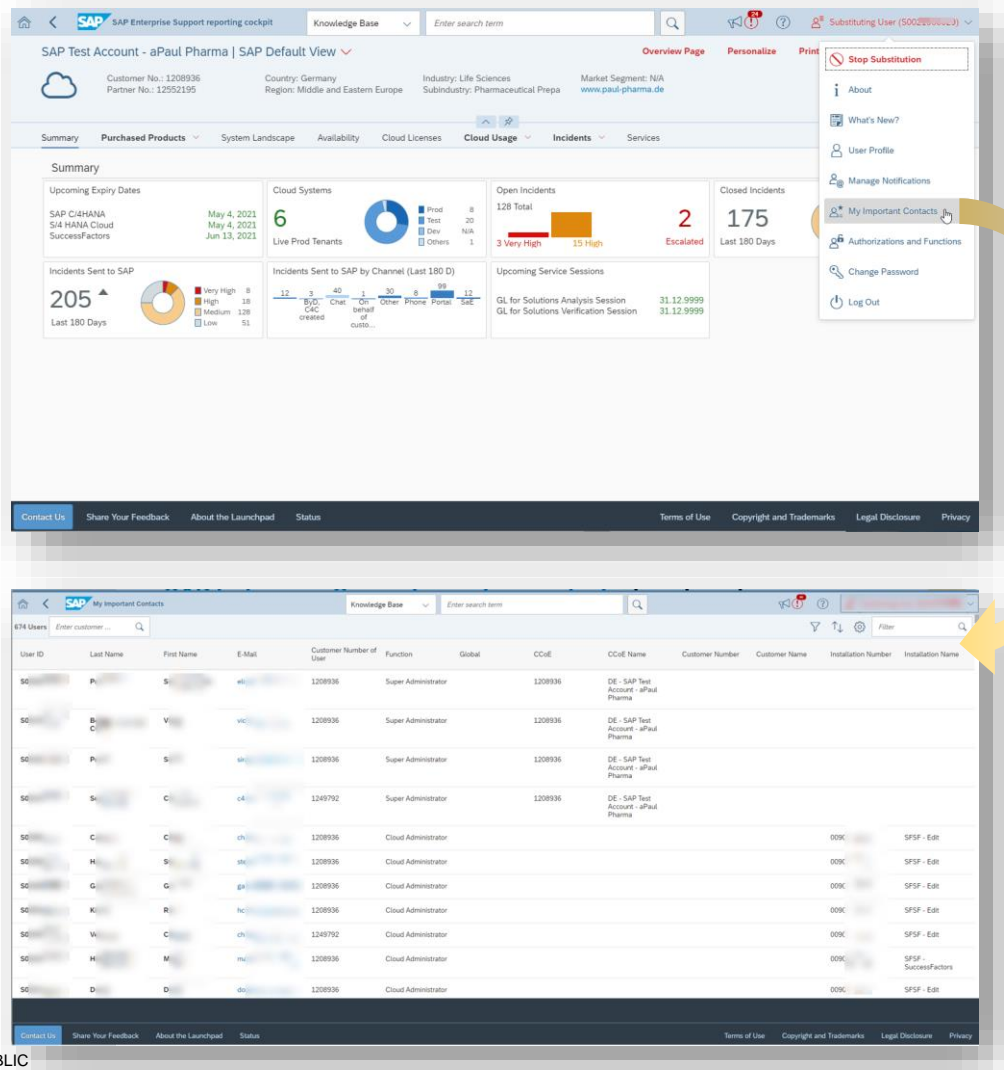
SAP Enterprise Support reporting cockpit

- Demo



SAP Enterprise Support reporting cockpit – How get Authorized!

Access support reporting



The screenshot shows the SAP Enterprise Support reporting cockpit interface. The top navigation pane includes 'Stop Substitution', 'About', 'What's New?', 'User Profile', 'Manage Notifications', 'My Important Contacts' (highlighted with a yellow arrow), 'Authorizations and Functions', 'Change Password', and 'Log Out'. The main content area displays a summary of incidents and service sessions for a customer account.

Initial authorization provided to your Cloud Admins

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

Initial authorization provided to Super Administrators

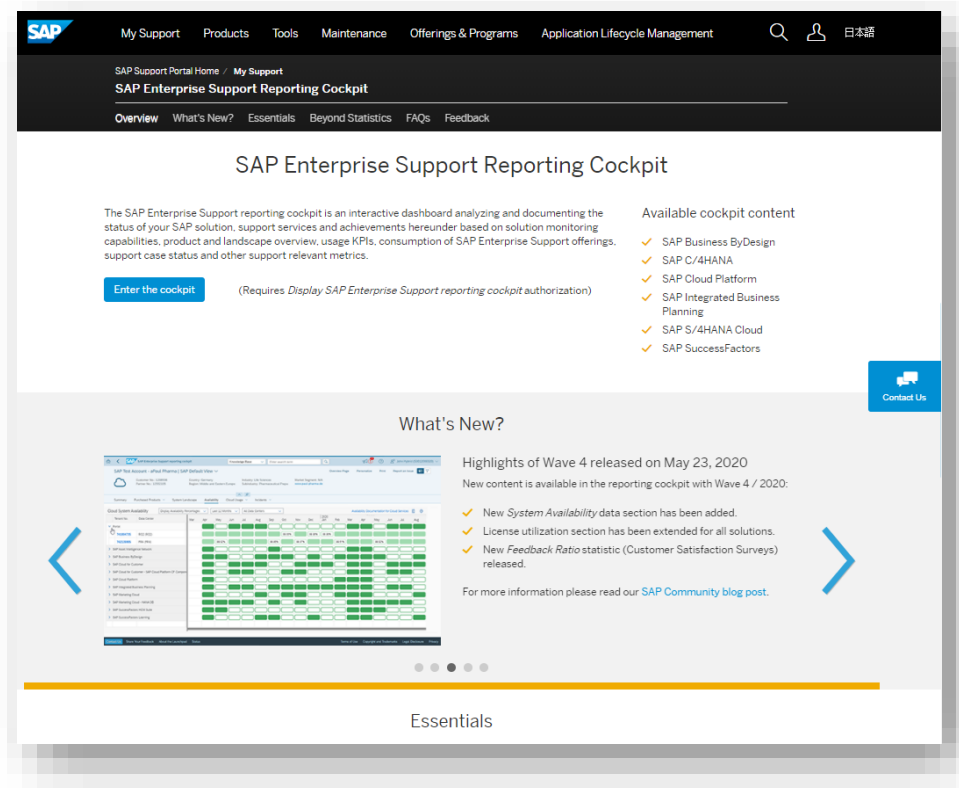
- Authorization **My Support Program Report (SUPPROGREP)** provided on customer level to access the on-premise part of the cockpit. For the Section “EarlyWatch Alert” you need authorization **Service Reports and Feedback (SC_CCCREAD)**.

SAP KBA for access and authorization requirements

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

SAP Enterprise Support reporting cockpit – How to 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.

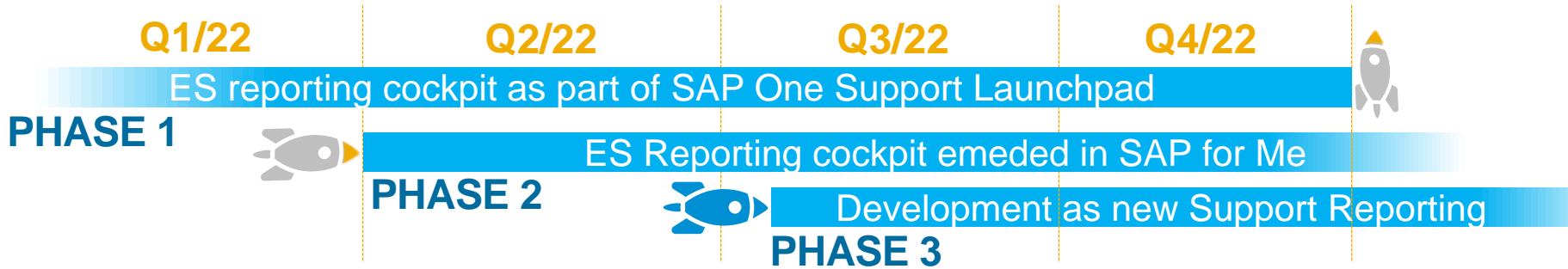
SAP Enterprise Support reporting cockpit

- Outlook

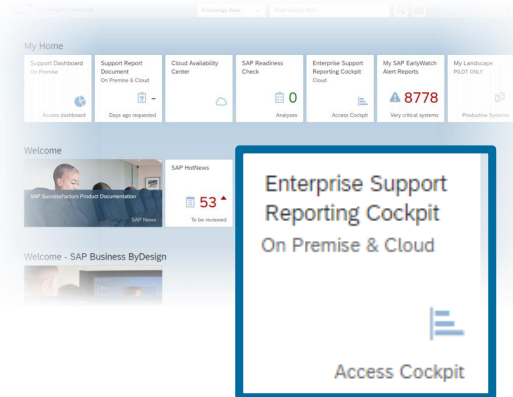




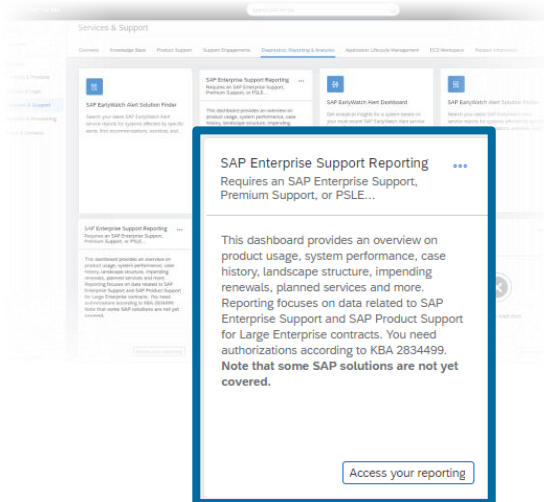
SAP Enterprise Support reporting cockpit – Integration into SAP for Me



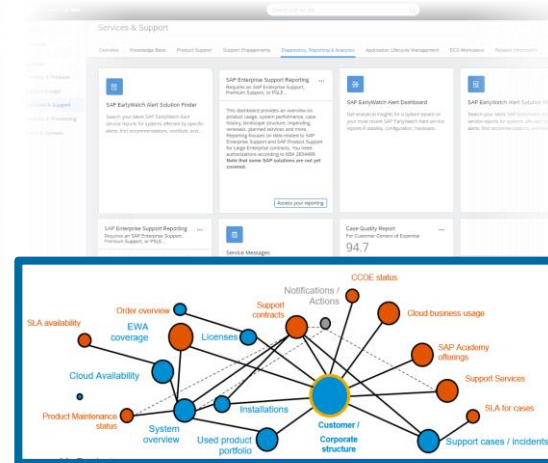
- **PHASE 1:** ES Support reporting cockpit is available in SAP ONE Support Launchpad.
 - **PHASE 2 (current situation):** SAP for Me as [central entry point](#), to complete all service-related and support-related tasks. Currently, the external version of SAP ES reporting is embedded in the SAP for Me framework and can be accessed from the SAP for Me Support Dashboard.
 - **PHASE 2:** The development of a new support reporting as part of SAP for Me has begun with the goal of implementing support reporting natively and making it a natural part of SAP for Me.
- The current version of the ES reporting cockpit remains available in SAP for Me until the new support reporting is released.



[Cockpit as part of SAP ONE Support Launchpad](#)



[Cockpit as part of Service und Support dashboard in SAP for Me](#)



New SUPPORT REPORTING in SAP for Me

SAP Enterprise Support reporting cockpit – Integration into SAP for Me

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

| PRODUCT NAME | STATUS | LICENCES | USED LICENCES | DELTA | EVENTS | TOWNS | OPEN INCIDENTS | LEARNING SCORE |
|--------------------------------|-----------|----------|---------------|-------|--------|-------|----------------|----------------|
| SAP Performance Management | DISRUPTED | 30,000 | 14,324 | 4,568 | 4 | 16 | 4 | 10 |
| SAP Digital Recruiting | 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 | 10 |
| SAP Employee Profile | ACTIVE | 34,000 | 29,432 | 4,568 | 5 | 21 | 13 | 10 |
| SAP Recruiting Marketing | ACTIVE | 75,000 | 53,342 | 4,568 | 6 | 48 | 6 | 10 |
| SAP Succession Planning | ACTIVE | 90,000 | 85,589 | 4,568 | 7 | 60 | 12 | 10 |

SC

Enterprise Support reporting cockpit

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

➔

SAP ONE Support Launchpad

My Home

Support Dashboard On-Premise

Support Report Document On-Premise & Cloud

Cloud Availability Center

SAP Readiness Check

Enterprise Support Reporting Cockpit Cloud

My SAP EarlyWatch Alert Reports

My Landscape PILOT ONLY

Access Cockpit

Days ago requested

Analyses

0

Access Cockpit

8778

Very critical systems

Productive Systems

Welcome

SAP SuccessFactors Product Documentation

SAP News

To be reviewed

53

Welcome - SAP Business ByDesign

Enterprise Support Reporting Cockpit

On Premise & Cloud

Access Cockpit

Questions?

For questions after this session, contact:



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