



You've Paid For It, So Let's Use It!

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Add partner
logo and alt text

SAP Enterprise Support

Establish the foundation for your success



Collaboration

Receive prescriptive guidance



Empowerment

Gain required knowledge and skills



Innovation and value realization

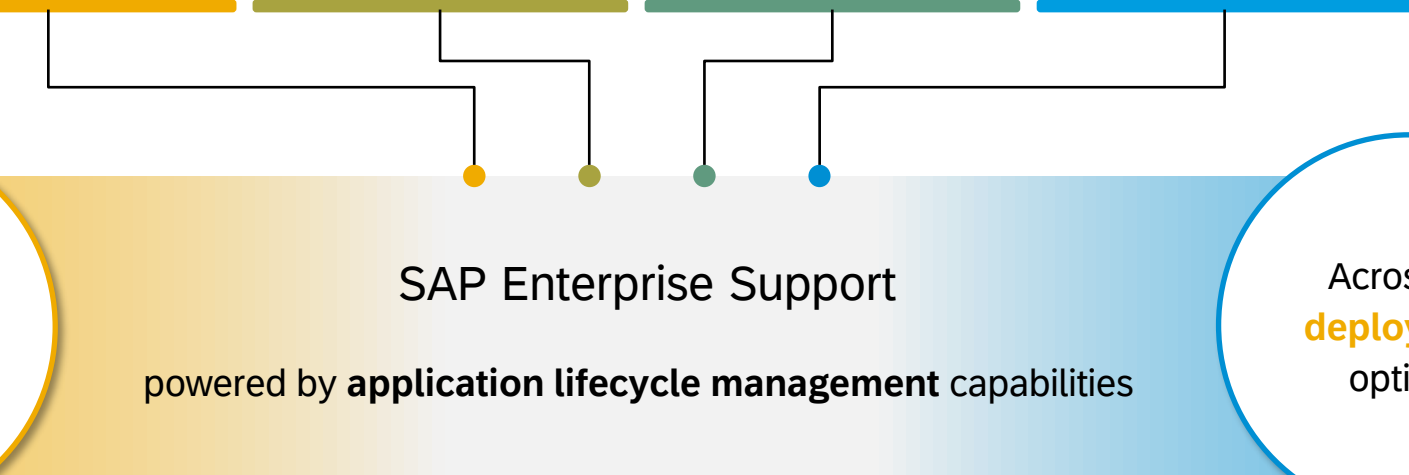
Benefit from continuous innovations



Mission-critical support

Protect business continuity

Proactive and preventive support



Across all deployment options

SAP Enterprise Support
powered by application lifecycle management capabilities

Collaboration

Receive prescriptive guidance



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

- Expert access through collaborative social communities
- Rely on functional and technical expertise on key areas
- Get expert advice on the support deliverables and assets
- Prescriptive guidance for accelerated consumption of services and educational content
- Explore the best options to drive innovations



Collaboration – SAP Enterprise Support Value Maps

Your fast lane to support expertise

SAP Enterprise Support value maps – a collaboration program, which leads you through the knowledge, skills, experts and services needed to address business challenges and adopt intelligent technologies. Learn more [here](#).



Prescriptive guidance

Structured content enables guided journey, simplification, and accelerated consumption of content



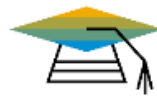
Social Collaboration

Forums allow you to exchange ideas and best practices with SAP experts and peers



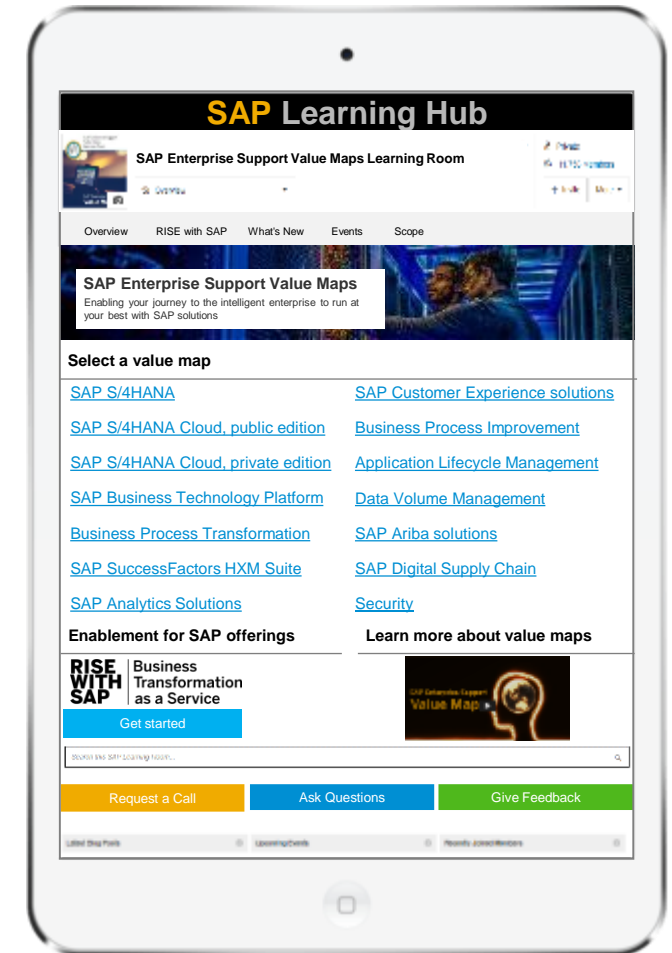
Expert access

SAP experts provide prescriptive guidance, best practices and technology insight



Enablement

Carefully curated learning content to empower you with the knowledge and skills for realizing your deployment strategy



SAP Enterprise Support Value Maps

SAP Enterprise Support value maps – an empowerment and support program, which leads you through the knowledge, skills, experts and services needed to address business challenges and adopt intelligent technologies. Learn more [here](#).



Program Offerings

- **Prescriptive guidance** - Structured content enables guided journey, simplification, and accelerated consumption of content
- **Expert access** - SAP experts provide prescriptive guidance, best practices and technology insight
- **Social Collaboration** - Forums allow you to exchange ideas and best practices with SAP experts and peers
- **Empowerment** - Interactive learning formats to empower you with the knowledge and skills for realizing your deployment strategy



User Benefits

- **Advance** digital skill level with interactive learning formats
- **Achieve** deployment and operational goals
- **Maximize** the value of your SAP solutions
- **Reduce** training expenditures
- **Get quick** advice from SAP experts and peers
- **Easy** access to latest news and releases
- **Access** to virtual events with leading experts
- **Record** of learning accomplishments

Available value maps

[SAP S/4HANA](#)

[SAP S/4HANA Cloud, public edition](#)

[SAP S/4HANA Cloud, private edition](#)

[SAP SuccessFactors HXM Suite](#)

[SAP Analytics Solutions](#)

[SAP Customer Experience solutions](#)

[SAP Business Technology Platform](#)

[Business Process Transformation](#)

[Data Volume Management](#)

[SAP Digital Supply Chain](#)

[Application Lifecycle Management](#)

[Business Process Improvement](#)

[Security](#)

[SAP Ariba solutions](#)

Collaboration – Customer Interaction Center

Getting the most from support

The Customer Interaction Center (CIC) is one of the main interfaces between customers and the SAP support organization. It's available 24 hours a day, 7 days a week, 365 days a year, and provide a central point of contact for queries not related to the functionality of your SAP solution. CIC can help you with:

- New and existing incidents
- SAP ONE Support Launchpad and supporting applications
- S-user queries and support
- SAP remote service requests



Chat with CIC



Call CIC



Email CIC

Learn more about the Customer Interaction Center [here](#)

Collaboration

Where to find additional assistance



SAP Support Portal

Your one stop shop for all support and service related needs

- SAP Notes search and incident wizard
- SAP software distribution center
- Administration of remote connections
- License key requests
- SAP service and software catalog
- SAP Enterprise Support Academy
- SAP Enterprise Support Report
- SAP ONE Support Launchpad

Access SAP Support Portal: <https://support.sap.com/en/index.html>



SAP Community

Your social network to get help, share ideas, and connect with others on products you are interested in

- Discussion forums, blogs, and videos
- Quick access to expert advice
- Online trainings
- Software downloads

Access SAP Community: <https://www.sap.com/community.html>



SAP for Me

Your digital companion to easily interact with SAP and get immediate guidance to the best solution for you. SAP for Me aggregates important alerts, metrics, and insights about your SAP product portfolio with a single access point.

Access SAP Community: <https://me.sap.com/>

Empowerment

Gain required knowledge and skills



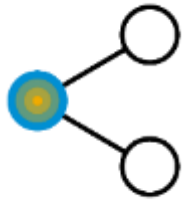
Through the SAP Enterprise Support Academy, we help you **build the digital skills needed to drive continuous success.**

- Get empowered by enriched learning and education offerings
- Easily access learning content and services via the SAP Learning Hub platform anytime, anywhere
- Leverage expert content in various delivery formats and levels of detail to build the right digital skills
- Learn how to optimize your software solution to run at peak performance



Empowerment - SAP Enterprise Support Academy

Enablement for digital transformation



SAP Enterprise Support Academy offers a wide range of educational content tailored to your needs. From self-paced and guided learning to expert-led live sessions, each customer can find the right format to skill up for the future.



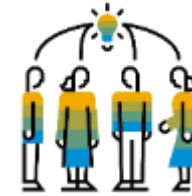
High-impact knowledge transfer

services on integration, deployment, and system operations tailored for you, to improve digital business processes and performance



Accelerated learning

with prescriptive and social-driven guidance through live and on-demand support offerings and a personalized learning plan



Trusted expertise

from SAP Support engineers helps to close the skills gap of key users, IT and line-of-business experts to succeed in achieving your business outcomes, while boosting proficiency and fostering continuous innovation

Highlights

>> [Home page & sign-up](#)

1,400+
learning assets
and services

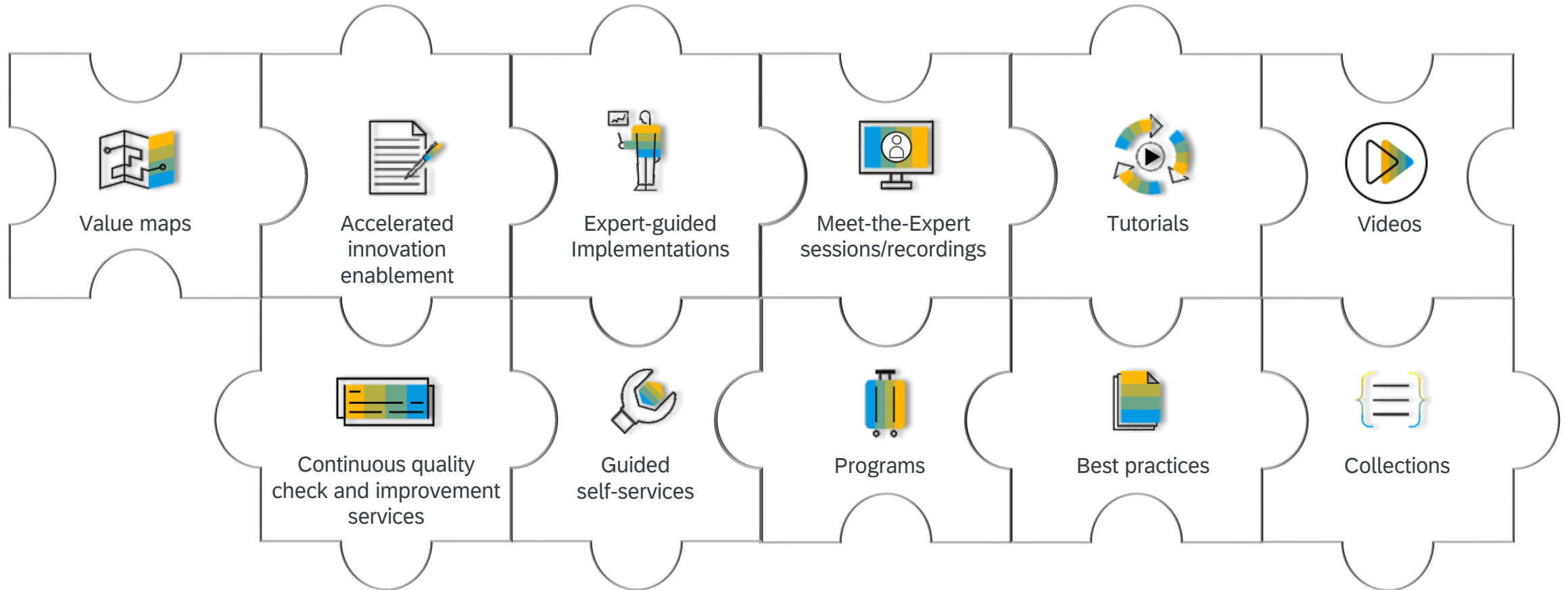
All
deployment scenarios
covered (cloud,
on-premise, hybrid)

Included
in SAP Enterprise
Support at no
additional cost

13
SAP Enterprise
Support value maps for
more guidance and
collaboration

Empowerment

SAP Enterprise Support Academy – Delivery Formats



Innovation & Value Realization

Benefit from continuous innovations



We provide you with tools and proactive services that **help in identifying and realizing business value.**

- Benefit from usually quarterly releases to develop an appropriate strategy that increases feature adoption
- Become an early adopter of support innovations and help improve the support offering by innovating on SAP solution deliverables



SAP Enterprise Support

Continuous Quality Checks (CQC)

SAP Continuous Quality Checks		SAP Improvement Services
<ul style="list-style-type: none"> • SAP CQC Business Process Improvement • SAP CQC Business Process Performance Optimization • SAP CQC Data Volume Management • SAP CQC Deployment Readiness • SAP CQC EarlyWatch Check • SAP CQC Financial Data Quality • SAP CQC Going-Live Support • SAP CQC Implementation • SAP CQC Interface Management • SAP CQC OS/DB Migration Check 	<ul style="list-style-type: none"> • SAP CQC Private Cloud Go-Live • SAP CQC Security Optimization • SAP CQC Technical Conversion Optimization • SAP CQC Transformation Assessment • SAP CQC Technical Performance Optimization • SAP CQC Upgrade • SAP CQC Upgrade Assessment 	<ul style="list-style-type: none"> • SAP CQC SAP Modification Justification Check • SAP CQC SAP Custom Code Maintainability Check

SAP Support Portal

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

SAP Note

How to request a CQC service ?

- Remote Services can be requested via the new [Get Support](#) application in SAP for Me ([SAP Note 1296527](#))

When submitting your request, select 'Product' **Continuous Quality Check & Improvement Services** and in 'Product function' choose either:

- **Service Request for a Cloud Solution**
- **Service Request for an On-Premise Solution**

If you need assistance to submit your request, you may contact [your local Customer Interaction Center \(CIC\)](#)

Innovation & Value Realization – Intelligent Tools

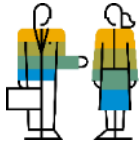
Tailored Recommendations



SAP Road Map Explorer

Roadmap of software innovations

<https://www.sap.com/products/roadmaps.html>



SAP Signavio Process Insights, discovery edition

SAP S/4HANA recommendations

<https://url.sap/discovery-edition>



SAP Readiness Check

Identification of prerequisites for migration, setup and usage of SAP solutions

https://help.sap.com/viewer/p/SAP_READINESS_CHECK



SAP Fiori Apps Library – Recommendations Self Service

Improvement through SAP Fiori Apps

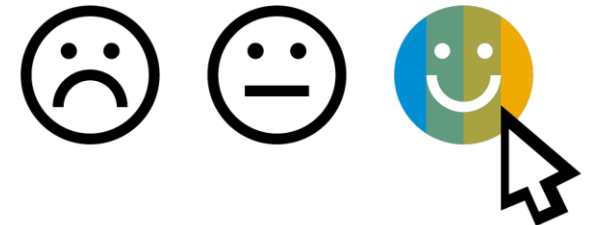
<http://www.sap.com/fiori-apps-library>

Introduction of a new solution

SAP Signavio Process Insights, discovery edition

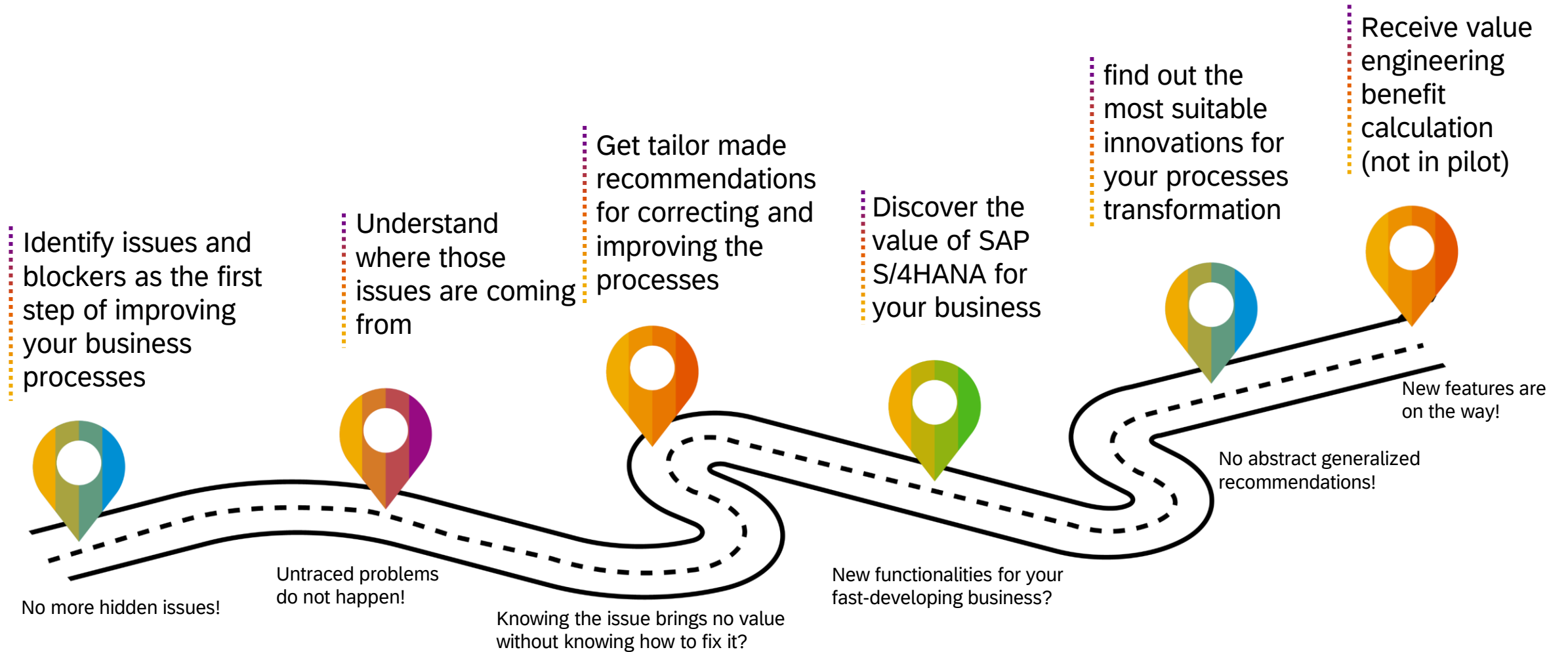
One solution - **SAP Signavio Process Insights, discovery edition**, to:

- improve business processes
- start the journey to SAP S/4HANA
- optimize live SAP S/4HANA systems
- get to know the interface and functionality of **SAP Signavio Process Insights**
(both offerings have similar interface).



Value and Structure

Benefits



How to request SAP Signavio Process Insights, discovery edition?

Request Process Overview

1. Extract data

- Implement the latest versions of SAP Notes [2745851](#) and [2758146](#) in productive SAP S/4HANA or ERP system
- Run data extraction report and download ZIP file

[How-To Guide »](#)

2. Initiate your request

- Initiate your request – go to the url.sap/discovery-edition
- Fill in the form, upload the extracted ZIP file and submit your request

3. Confirm your request

- After submitting your request you receive an e-mail to confirm your e-mail address
- SAP Backoffice creates the scenario with your data

4. SAP will share results

- SAP emails you the instruction to activate your online SAP Signavio Process Insights, discovery edition solution account.
- Follow-up meetings with your SAP administrator are possible

SAP Process Insights, discovery edition currently is currently not available in China. Customers in China can still use Process Discovery for SAP S/4HANA Transformation (www.s4hana.com).

SAP Readiness Check For SAP S/4HANA

Available Checks and Analyses

- Simplification Items
- Compatibility Scope Analysis
- Activities Related to Simplification Items
- Add-On Compatibility
- Active Business Functions
- SAP S/4HANA Sizing
- Custom Code Analysis
- Integration
- Customer Vendor Integration Analysis
- Planned Downtime Calculator
- Financial Data Quality
- Recommended SAP Fiori Apps
- SAP Innovative Business Solutions
- Business Process Discovery
- Innovation Potential

AVAILABLE READINESS CHECKS AND SET-UP NOTES

- ❖ [3193560 - SAP Readiness Check for SAP SuccessFactors Solutions](#)
- ❖ [3123220 – SAP Readiness Check for SAP Customer Experience solutions](#)
- ❖ [3112362 – SAP Readiness Check for SAP ERP usage and data profiling](#)
- ❖ [3061594 - SAP Readiness Check for SAP BW/4HANA](#)
- ❖ [3059197 – SAP Readiness Check for SAP S/4HANA upgrades](#)
- ❖ [2913617 – SAP Readiness Check for SAP S/4HANA](#)
- ❖ [3352301 – SAP Readiness Check for SAP Datasphere, SAP BW bridge](#)
- ❖ [3236443 – SAP Readiness Check for SAP Cloud ALM](#)

Mission Critical Support

Protect business continuity



We help to relieve you of 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
- Easily access support resources via the SAP ONE Support Launchpad including incident dashboard and cloud availability center
- Benefit from Real-Time 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

* For very high customer incidents, SAP will provide a fix, work-around, or action plan within four hours after the initial response. More details can be found [here](#).

Service Level Agreements – on premise solutions

Priority	Initial Response Time	Corrective Action Plan*
1	1 hour (real time)	4 hours (real time)
2	4 hours (LOT)	

Service Level Agreements – cloud solutions

Priority	Initial Response Time	Corrective Action Plan*
1	1 hour (real time)	4 hours (real time)
2	4 hours (real time)	
3	1 business day	
4	2 business days	

Mission-Critical Support

Live Business needs live support



Self-service and incident prevention



Real-time interactions



Digital support experience



AI / Machine Learning

[Real-Time Support](#) has several comprehensive solutions to provide prompt answers to your questions.

- [SAP Support Portal](#)
- [SAP Knowledge Base Articles \(KBAs\) via Google search](#)
- [Automatic translation](#)
- [Guided Answers](#)
- [SAP BusinessObjects BI support tool](#)
- [Automated search for SAP Notes](#)
- [Performance Assistant](#)
- [SAP Community](#)
- [Support by Product](#)
- [Product Support Accreditation program](#)

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

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

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

- [SAP ONE Support Launchpad](#)
- [Incident creation and management application](#)
- [Social Media integration](#)
- [Built-in support](#)
- [Cloud Availability Center](#)
- [SAP Trust Center](#)
- [SAP for Me Customer Portal](#)

SAP constantly innovates to improve our products and provide you with an amazing support experience.

- Artificial Intelligence / Machine Learning
- [Incident Solution Matching](#)

Mission-Critical Support – 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](#)

Assets

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

SAP Cloud ALM - Facts and figures



License and cost

Included in SAP Enterprise Support / Cloud Subscription

- Maintenance and operations by SAP
- Included memory: 8 GB
- API usage: 8 GB outbound data transfer per month



Supported Solutions

Designed for cloud and hybrid customers

- Cloud solutions from SAP
- On-premise ABAP solutions (SAP S/4HANA, SAP Business Suite, SAP BW)
- Non-SAP solutions



Delivery and Update

Cloud-native

- Customer-owned SaaS
- Available in 15 minutes
- Daily integrated delivery
- Bi-weekly feature release

SAP Cloud ALM – start your journey **today!**

Included with your SAP cloud subscription

Learn



Browse presentations and watch recorded demos on the SAP Cloud ALM [home page](#).

Try



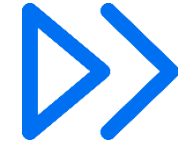
Access the [public demo system](#).

Request



Request SAP Cloud ALM [here](#). It's usually available within 15 minutes!
Just do a few [set-up](#) steps.

Use



[Invite](#) your SAP Cloud ALM users.
Network with other customers in the [ALM Community](#).

Easily adopt SAP Cloud ALM!

SAP Cloud ALM Supported Solutions (what is available today?)

Supported Solutions



The following table shows in which way your SAP product is supported by SAP Cloud ALM.

You can find the latest additions to the scope in [What's New for SAP Cloud ALM](#). For a complete list of SAP Cloud ALM features, refer to [SAP Cloud ALM Feature Scope Description](#).

SAP makes no warranty, either expressed or implied, for the information provided here. Due to short-term software updates, completeness can't be guaranteed. The features in the list are subject to change.

Hide/Show Columns ▾

SAP Solution	SAP Cloud ALM Area	SAP Cloud ALM Capability	Notes
Filter: [No Selection] ▾ Filter Values <input type="checkbox"/> Select All Derivatives	Filter: [No Selection] ▾	Filter: [No Selection] ▾	Search column
<input type="checkbox"/> SAP BTP, ABAP environment	Operations	Integration and Exception Monitoring	More under Integration and Exception Monitoring (Expert Portal).
<input type="checkbox"/> SAP BTP, Cloud Foundry environment	Operations	Real User Monitoring	More under Real User Monitoring (Expert Portal).
<input type="checkbox"/> SAP BTP, Kyma runtime	Operations	Configuration & Security Analysis	More in the Expert Portal (SAP Support Portal).
<input type="checkbox"/> SAP BTP, Neo environment	Operations	Integration and Exception Monitoring	More under Integration and Exception Monitoring (Expert Portal).
<input type="checkbox"/> SAP Build Process Automation	Operations	Real User Monitoring	More under Real User Monitoring (Expert Portal).
<input type="checkbox"/> SAP Build Work Zone	Implementation	Process Management	<ul style="list-style-type: none"> Acquire to Decommission Idea to Market Lead to Cash Plan to Fulfill Recruit to Retire Source to Pay
<input type="checkbox"/> SAP Business ByDesign	Operations	Integration and Exception Monitoring	More under Integration and Exception Monitoring (Expert Portal).
<input type="checkbox"/> SAP Business Network	Operations	Real User Monitoring	More under Real User Monitoring (Expert Portal).
<input type="checkbox"/> SAP Business Suite	Operations	Real User Monitoring	More under Real User Monitoring (Expert Portal).
<input type="checkbox"/> SAP Cell and Gene Therapy Orchestration	Operations	Real User Monitoring	More under Real User Monitoring (Expert Portal).
<input type="checkbox"/> SAP Cloud ALM	Implementation	Process Management	<ul style="list-style-type: none"> Acquire to Decommission Idea to Market Lead to Cash Plan to Fulfill Recruit to Retire Source to Pay
<input type="checkbox"/> SAP Cloud Connector	Implementation	Task Management	
<input type="checkbox"/> SAP Cloud for Customer	Implementation	Requirement Management	
<input type="checkbox"/> SAP Concur	Implementation	Documents	
	Implementation	Test Management	
Intelligent Enterprise – Implementation	Implementation	Task Management	
Intelligent Enterprise – Implementation	Implementation	Requirement Management	
Intelligent Enterprise – Implementation	Implementation	Documents	
Intelligent Enterprise – Implementation	Implementation	Test Management	
SAP Analytics Cloud	Operations	Integration and Exception Monitoring	More under Integration and Exception Monitoring (Expert Portal).

SAP Cloud ALM is enabled with SAP Enterprise Support

Major service offerings help you get started



Mission in the SAP Discovery Center

- The mission “Onboarding and first steps with SAP Cloud ALM” is a digital service.
- Step-by-step guidance for requesting SAP Cloud ALM and doing the initial setup steps.
- Designed to be consumed at own pace.
- Further information: [blog post](#)



Expert Guided Implementation

- Multi-day remote service delivered in a one-to-many format.
- Covers onboarding, initial setup and the SAP Cloud ALM scenarios Implementation, Operations and Service.
- Time for hands-on activities in customer environment.
- Further information: [blog post](#)

Application Lifecycle Management Value Maps

Application Lifecycle Management Value Map – SAP Enterprise ... ☆
This value map will enable SAP Enterprise Support customers to setup SAP Solution Manager and use [Show more](#)

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Application Lifecycle Management
Learn everything about the various Application Lifecycle Management offerings from SAP.

SAP Solution Manager
SAP Solution Manager 7.2 is a powerful ALM tool that allows customers to manage their landscapes and drive their innovations. Learn how to discover the functionalities, prepare and perform your transition to SAP Solution Manager 7.2.

Application Lifecycle Management Value Map
This value map will enable SAP Enterprise Support customers to set up SAP Solution Manager and use it for Application Lifecycle Management.
SAP Cloud ALM as the best option for cloud-centric customers is covered within the Value Map as well.
This value map guides users on setup, process management, custom code management, application operations, business process operations and change control management.

Focused Solutions from SAP
Understand the concept of Focused Solutions and get more insights on how Focus Build and Focused Insights will support your implementation projects.

SAP Cloud ALM
Learn everything about the new SAP Cloud ALM offering and how it's related to SAP Solution Manager on-premise, the roadmap, and the functionalities which are already available.

[Request a Call](#)
[Ask Questions](#)
[Give Feedback](#)

[Register today](#)

Questions?

Thank you.

Contact information:

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