



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

VerNeil Mesecher Jr. – RCM Regulated Industries Director – Customer Engagement

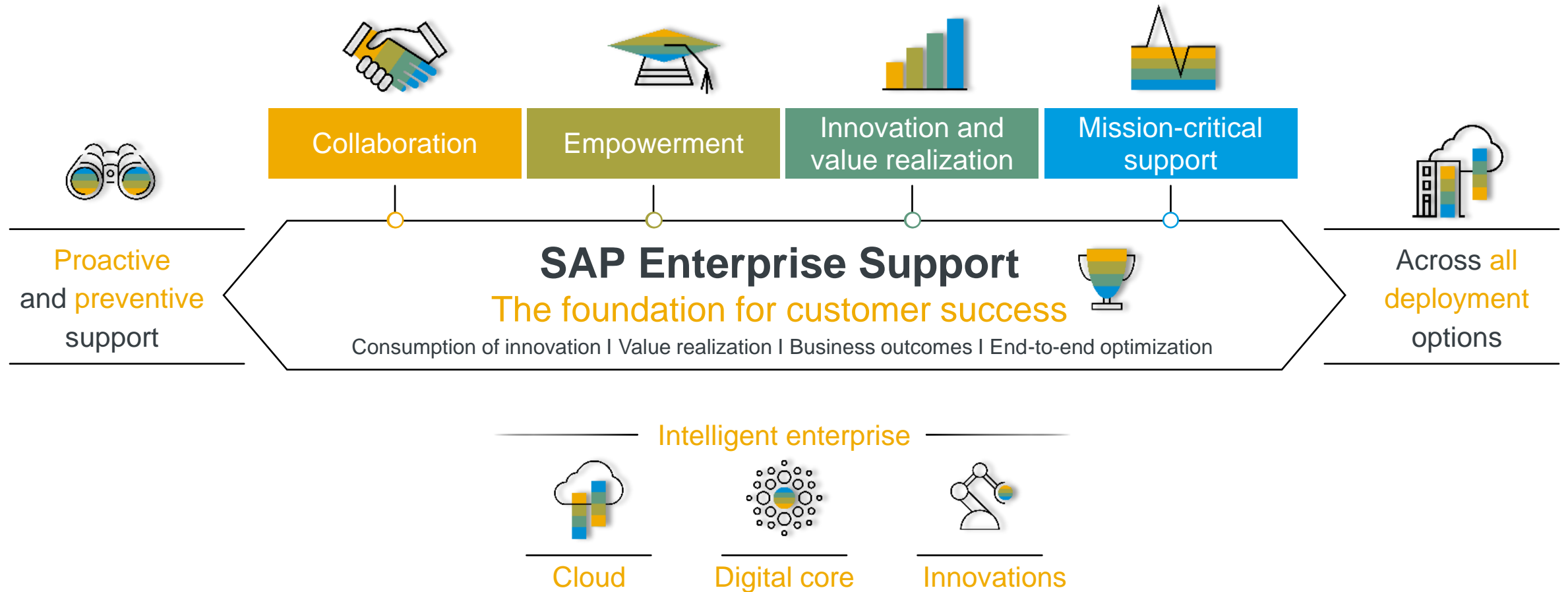
Tim Nguyen – Consultant, SAP S/4HANA Project

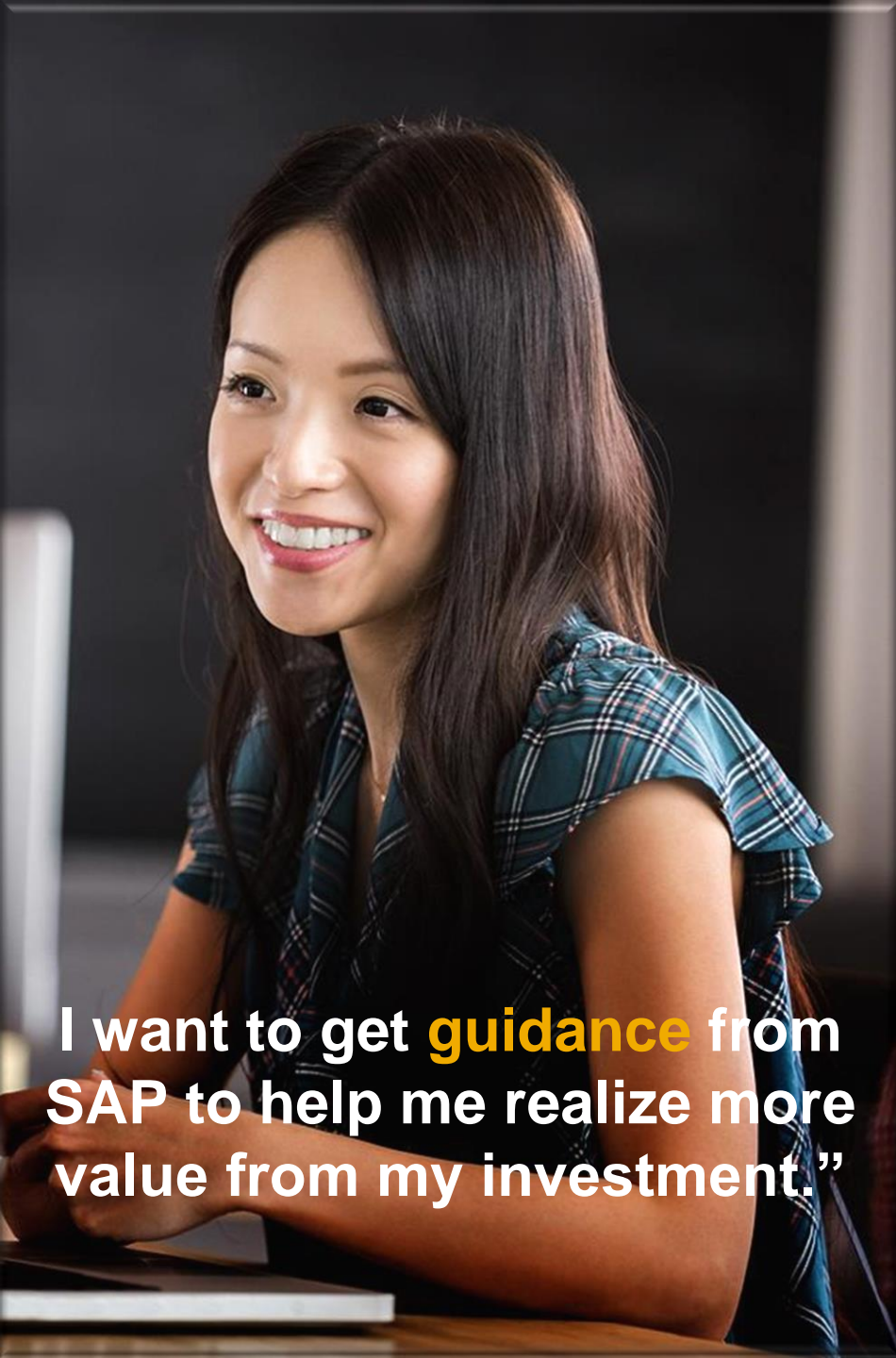
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PUBLIC

SAP Enterprise Support

The foundation for customer success





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.

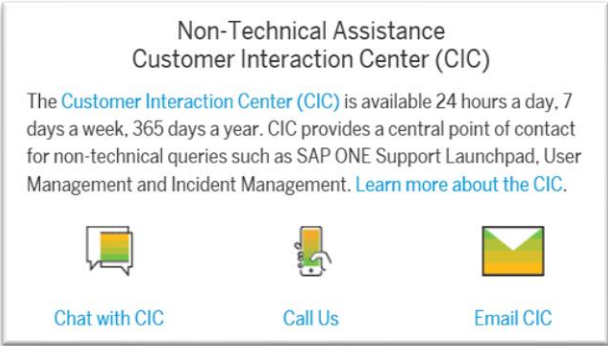
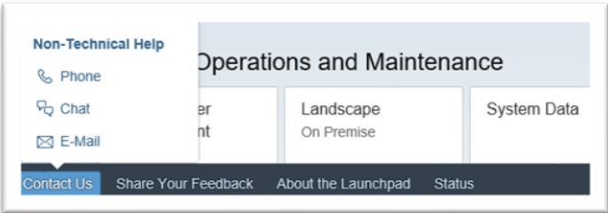
- Leverage expert access through collaborative social communities
- Get in touch with SAP experts 24x7, e.g. via the SAP ONE Support Launchpad
- Benefit from targeted reports and analyses
- Rely on functional and technical expertise on key areas
- Benefit from advice on the right support deliverables 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 incidentsSAP ONE Support Launchpad and supporting applicationsS-user queries and supportSAP remote service requests <p>The SAP CIC may be reached by phone, chat, or email.</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 in most countries through landline phones and some mobile providers.</p> <p>Access to a product area specific IVR call routing menu.</p>	<p>You may access the SAP CIC from the SAP Support Portal or through SAP ONE Support Launchpad.</p> <p>Direct access</p> <ul style="list-style-type: none">Chat with CICCall CICE-mail CIC <p>Learn more</p> <ul style="list-style-type: none">Access to CICTopics to contact CICReference Guide	 <p>Non-Technical Assistance Customer Interaction Center (CIC)</p> <p>The Customer Interaction Center (CIC) is available 24 hours a day, 7 days a week, 365 days a year. CIC provides a central point of contact for non-technical queries such as SAP ONE Support Launchpad, User Management and Incident Management. Learn more about the CIC.</p> <p>Chat with CIC Call Us Email CIC</p> <p>SAP Support Portal</p>  <p>Non-Technical Help</p> <p>Operations and Maintenance</p> <p>Phone Chat E-Mail</p> <p>er nt Landscape On Premise System Data</p> <p>Contact Us Share Your Feedback About the Launchpad Status</p> <p>SAP ONE Support Launchpad</p>



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](#)

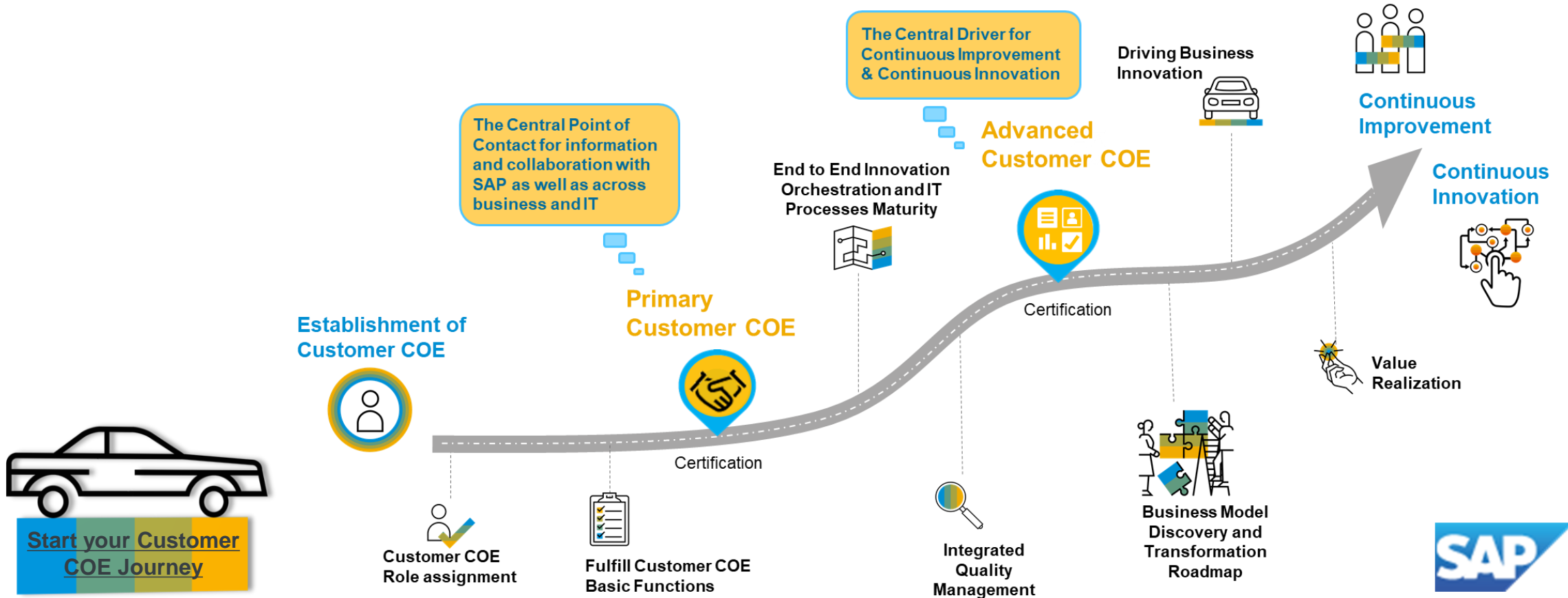
PDF

- [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–Lifetime Journey of IT for Business





GETTING STARTED with Collaboration

Customer Center of Expertise–Basic Functions

Customer COE Setup – the 4 basic functions

Details



Information

- Start new communication channels for end users (such as with SAP Jam, blogs, chats, etc.)
- Position direct, fast and open communication hubs
- Information about company IT strategy / security guidelines and best practices
- Trainings, Knowledge Transfer and Learning Curriculums
- Success Stories and Best Practices



Contract and License

- License / subscription
- Customer COE internal fees and service catalog
- Existing internal IT pricing models might become obsolete
- Alignment for all SAP related contract activities with cloud offerings in hybrid use cases
- Integration / harmonization of SAP support offerings



Innovation

- Collect and bundle the company demand for innovation
- Enhance the scope with line-of-business expertise into to relevant communities
- Manage overall innovation road map together with the business key contacts in the relevant areas
- Create hybrid visibility for your innovation demand and collaborate cross-solution focused
- Consider SAP Tools and Services like SAP Pathfinder, S/4HANA Readiness Check, etc.



Support Operations

- Analyze the existing SAP Support process landscape
- Follow new features from SAP Support
- Define the hybrid support process project if applicable
- Governance of Support Processes
- Design authority
- Seamless support for hybrid solutions with enhanced responsibilities if applicable



GETTING STARTED with Collaboration

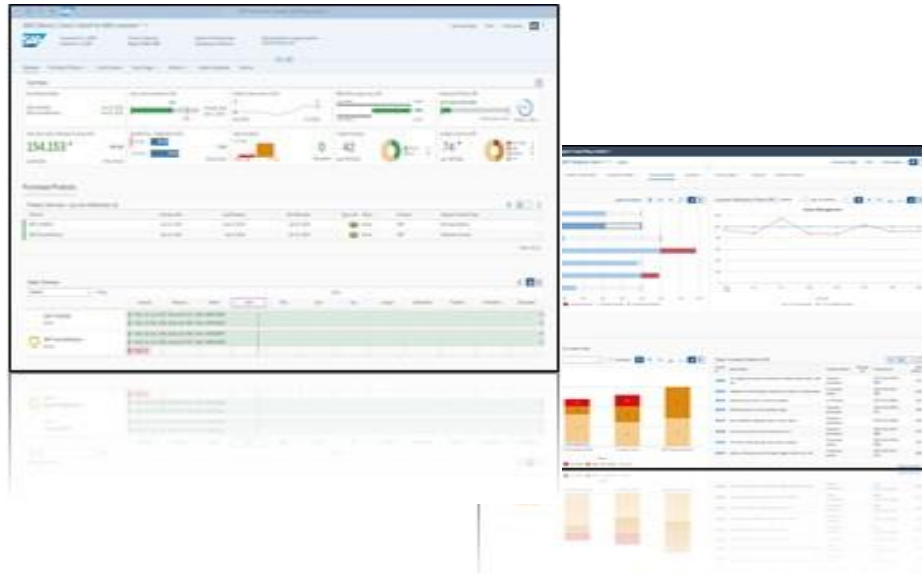
SAP Enterprise Support reporting cockpit

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.

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](#)

GETTING STARTED with Collaboration

SAP Enterprise Support–next-generation value maps

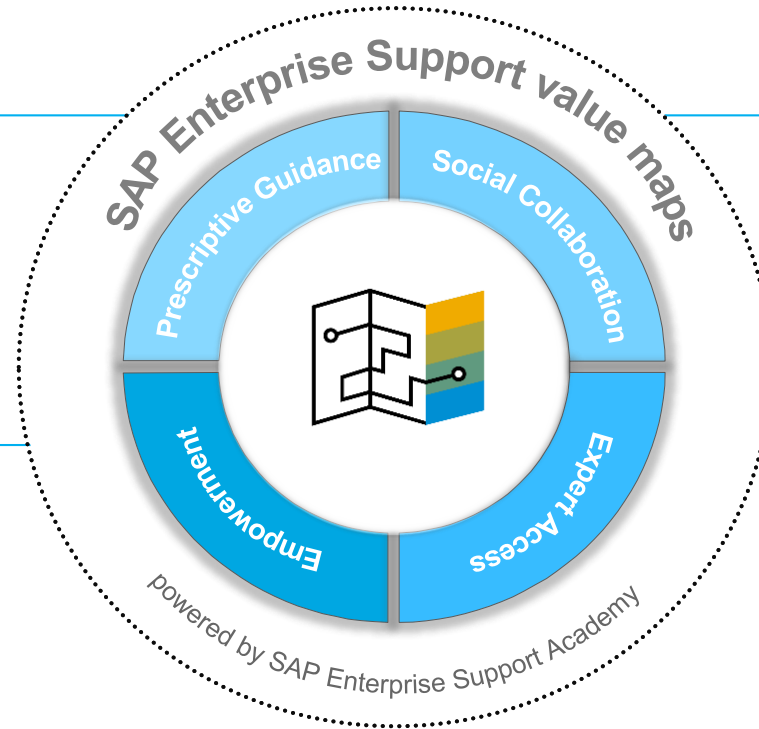
SAP Enterprise Support value maps – an empowerment and support program, which leads you through the knowledge, skills, and services needed to address business challenges and adopt intelligent technologies. Value maps provide direct access to SAP experts, collaboration forums, high-impact learning, and prescriptive guidance, to help you achieve meaningful results and unlock new potential for growth.

Prescriptive Guidance

Structured content enables guided journey, simplification, and accelerated consumption of needed enablement content across the entire lifecycle.

Empowerment

Interactive learning formats to empower you with the knowledge and skills for realizing your deployment strategy.




Social Collaboration


Collaboration forums allow you to get guidance and exchange ideas, and best practices with SAP experts and peers.


Expert Access


Access to SAP experts and industry peers for professional advice, best practices, business insight, and technology know-how.


Your Benefits


 Advance digital skill level with interactive learning formats


 Maximize the value of your SAP solutions

 Get quick advice from SAP experts and peers

 Access to virtual events with leading specialists

 Achieve deployment and Operational goals

 Reduce training expenditures

 Easy access to latest news and releases

 Record of learning accomplishments

SAP Enterprise Support Value Maps Portfolio

Available SAP Enterprise Support value maps

[SAP S/4HANA](#)



[SAP Business Technology Platform](#)



[SAP S/4HANA Cloud](#)



[Application Lifecycle Management](#)



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



[Business Process Intelligence](#)



[SAP SuccessFactors](#)



[Business Process Improvement](#)



[SAP Customer Experience solutions](#)



[Data Volume Management](#)



[SAP Analytics Solutions](#)



[Security](#)



[SAP Ariba](#)

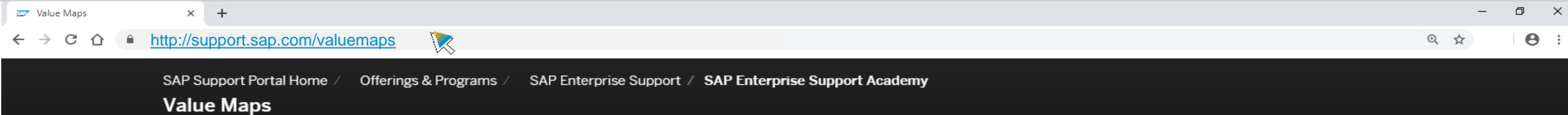


[SAP Jam Collaboration](#)



SAP Enterprise Support Value Maps

How to register and access value maps



SAP Enterprise Support Value Maps

SAP Enterprise Support Value Maps – an empowerment and support program, which leads you through the knowledge, skills, and services needed to address business challenges and adopt intelligent technologies. Value maps provide direct access to SAP experts, collaboration forums, high-impact learning, and prescriptive guidance, to help you achieve meaningful results and unlock new potential for growth.



Your Benefits

- ✓ Achieve deployment and operational goals with prescriptive guidance
- ✓ Advance employee skill level with interactive learning formats
- ✓ Maximize the value of your SAP software
- ✓ Reduce training expenditures
- ✓ Access to SAP experts and industry peers for advice and recommendations
- ✓ Stay informed with latest news and releases
- ✓ Attend virtual events with leading specialists

Request access to SAP Learning Hub, edition for SAP Enterprise Support. Watch [the video](#) and refer to our [tutorial](#) to learn how to sign up and use the hub. If you are already registered you should use 'Access Value Maps' button.

Step 1

Sign Up



Step 2

Access Value Maps

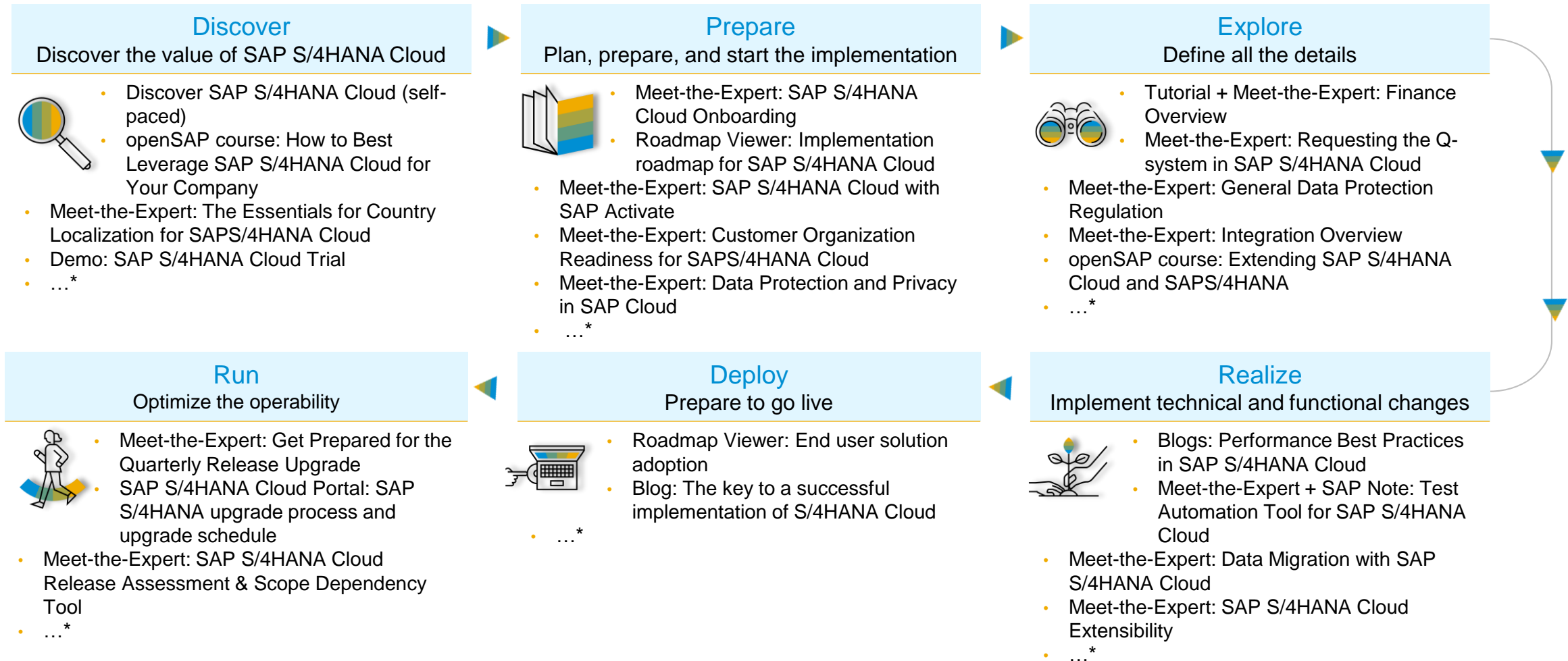


Access SAP Enterprise Support Value Maps Learning Room platform. If you reach the SAP Learning Hub login page, please login and click on [Access Value Maps](#) again.



GETTING STARTED with Collaboration

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

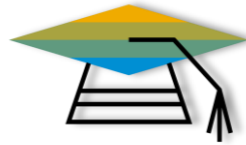


*Please note that the complete content of the learning journey is available within SAP Enterprise Support value maps learning room.



“I need to make sure that both, business and IT, have the **right knowledge** and **skills.**”

Empowerment



Through the SAP Enterprise Support Academy program we help you build competency and expand your skills easily.

- Get empowered through extensive learning and education elements of the SAP Enterprise Support Academy
- Easily access learning content and services via the new SAP Learning Hub platform
- Leverage expert content in various delivery formats and levels of detail
- Making sure you address and cover the right skills gap
- Learn how to run your software solution at peak performance
- Get your organization ready for innovation and accelerate innovation throughout the company



GETTING STARTED with Empowerment

SAP Enterprise Support Academy–SAP Learning Hub and Newsletter

Tap into SAP Support expertise fueled by the SAP Enterprise Support Academy to achieve 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 learning environment that is intuitive, social, collaborative, and reactive to your learning needs.

We use SAP Learning Hub, edition for SAP Enterprise Support to bring you 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 consume the learning material



Stay informed about the 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](#)

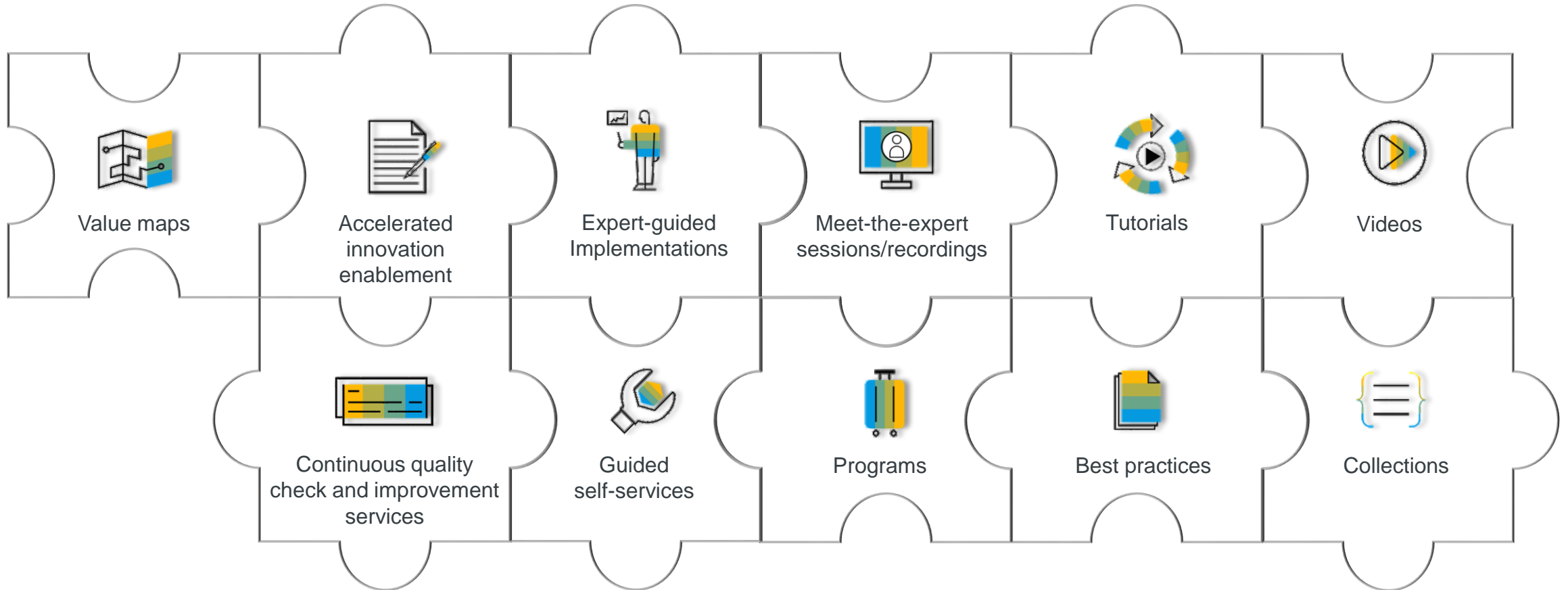
Video

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



GETTING STARTED with Empowerment

SAP Enterprise Support Academy–delivery formats





GETTING STARTED with Empowerment

Continuous Quality Checks (CQC)

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

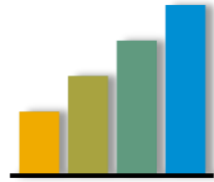
SAP Note

- [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



“I want to have a great customer experience, facilitating success and rapid adoption of innovation.”

Innovation & Value Realization



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
- Co-innovate with SAP on SAP solution deliverables to become an early adopter of support innovations and to help improve the support offering
- Leverage built-in SAP ONE Support capabilities to manage hybrid software landscapes more successfully
- Implement and manage hybrid IT landscapes and leverage the full potential with the help of SAP Solution Manager – if already in place to cover the on-premise solution

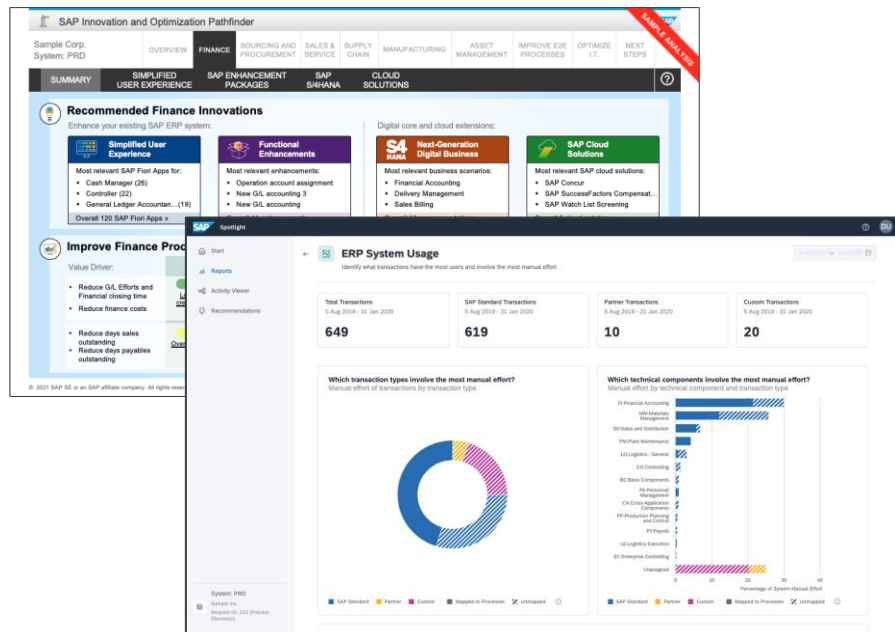
GETTING STARTED with Innovation & Value Realization

Tailored Recommendations

I Starting Point

SAP Innovation and Optimization Pathfinder on Spotlight

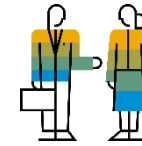
Innovation recommendations, industry benchmarks, and optimization potentials for business and IT
<http://www.sap.com/pathfinder>



I Detailed Recommendations

Process Discovery

SAP S/4HANA recommendations
www.s4hana.com



SAP Fiori Apps Library – Recommendations Self Service

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



SAP Roadmap Explorer

Roadmap of software innovations
<http://www.sap.com/innovationdiscovery>



SAP Transformation Navigator

Creation of the plan for your digital transformation journey
<http://www.sap.com/transformationnavigator>



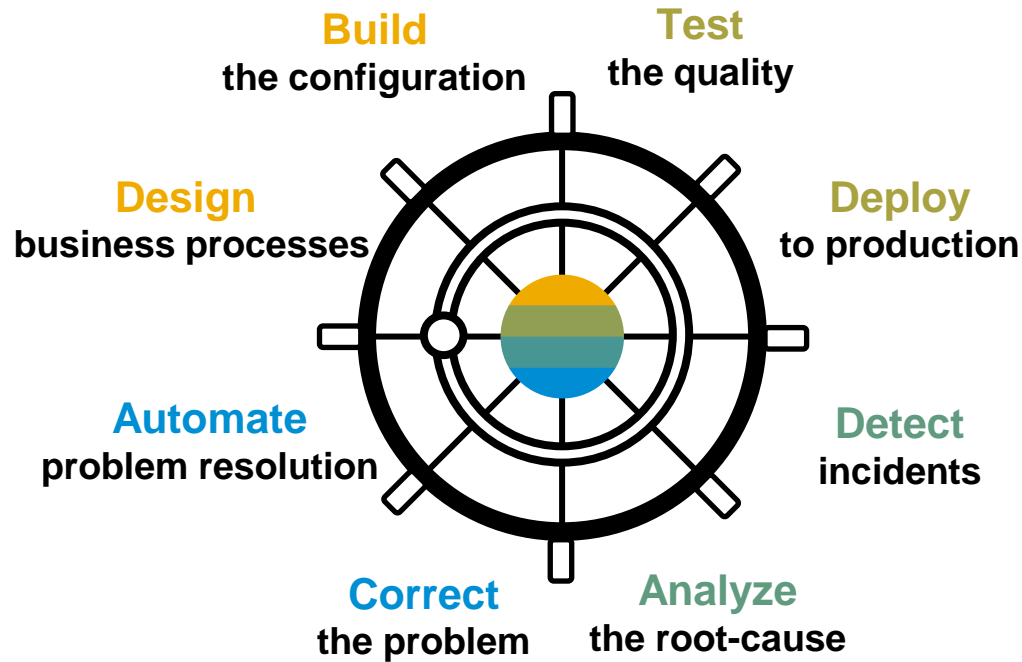
SAP Readiness Check

Identification of prerequisites to a migration to SAP S/4HANA
https://help.sap.com/viewer/p/SAP_READINESS_CHECK



Application Lifecycle Management

Manage the Lifecycle of Your Landscape



Application lifecycle management assists the **implementation** and **operations** of SAP-centric solutions

- **Accelerate** time-to-value
- **Safeguard** business continuity
- **Reduce** cost of ownership

You can learn more [here](#).



- for hybrid solutions
- included in on-premise maintenance agreements



- for hybrid cloud solutions
- included in SAP Enterprise Support, cloud editions

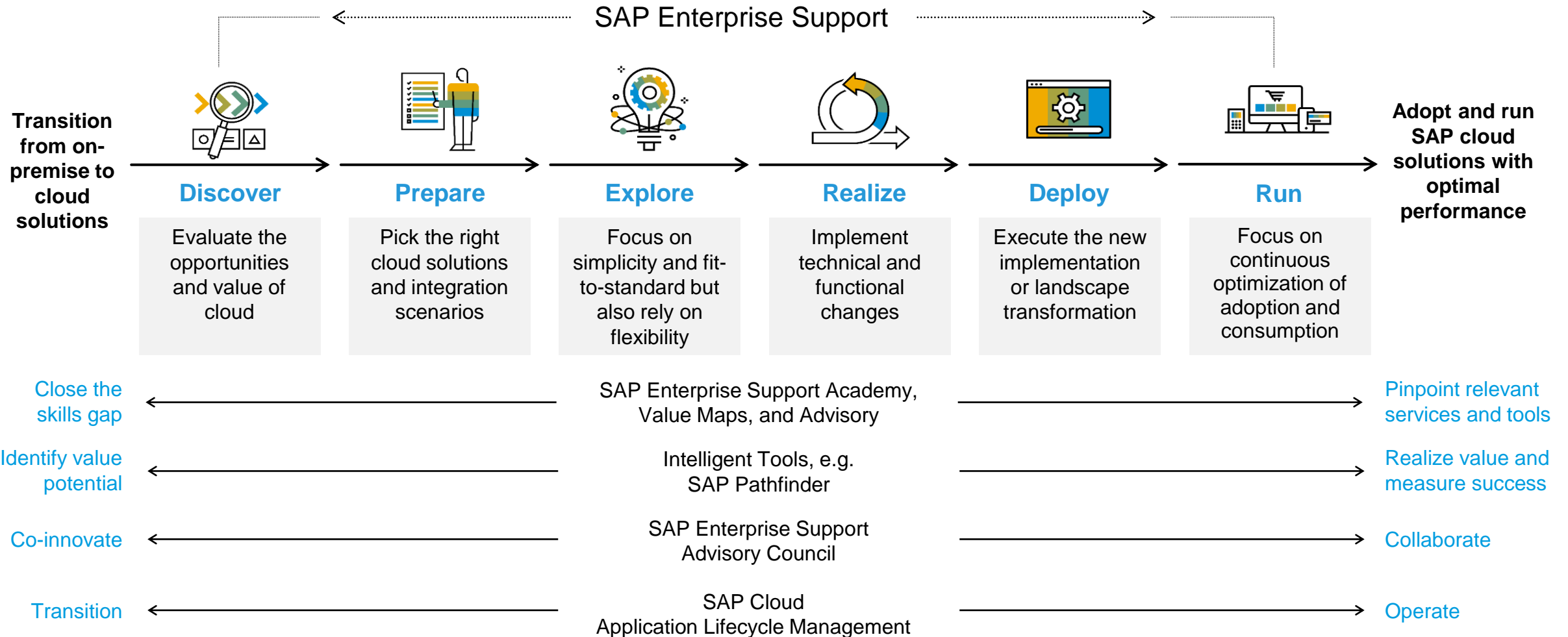
Co-innovate with SAP on strategic support topics

SAP Enterprise Support Advisory Council

As part of the [SAP Enterprise Support Advisory Council](#) program, participants become early adopters of the latest support innovations. They also profit from a bigger investment from SAP's side and have the opportunity of directly influencing SAP's support offering in a meaningful way based on their own requirements.

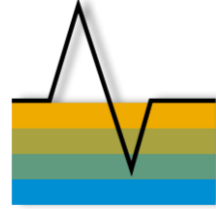


Move to the cloud with SAP Enterprise Support





“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

How some customers feel **before** learning about SAP Support Incident Management Tips and Tricks




How most customers feel **after** learning about SAP Support Incident Management Tips and Tricks






GETTING STARTED with Mission Critical Support


Next Generation Support




Self-service and incident prevention



Real-time interactions



Digital support experience



AI / Machine Learning

[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](#)

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 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](#)
- [Social Media integration](#)
- [Built-in support](#)
- [Cloud Availability Center](#)
- [SAP Cloud Trust Center](#)

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](#)

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](#)

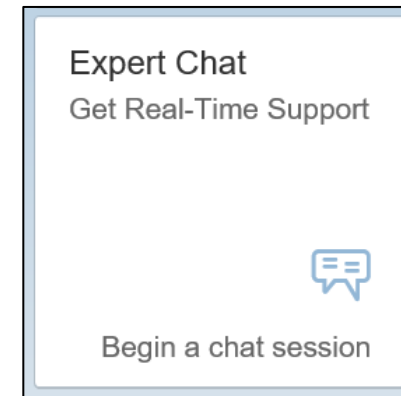
Benefits

- 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

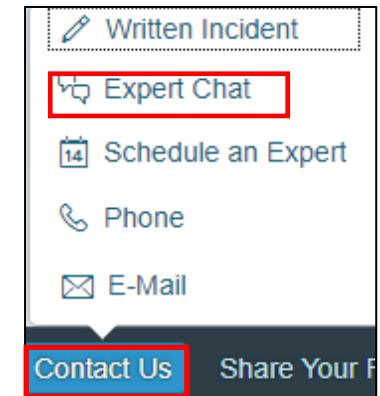
Access

- 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](#)

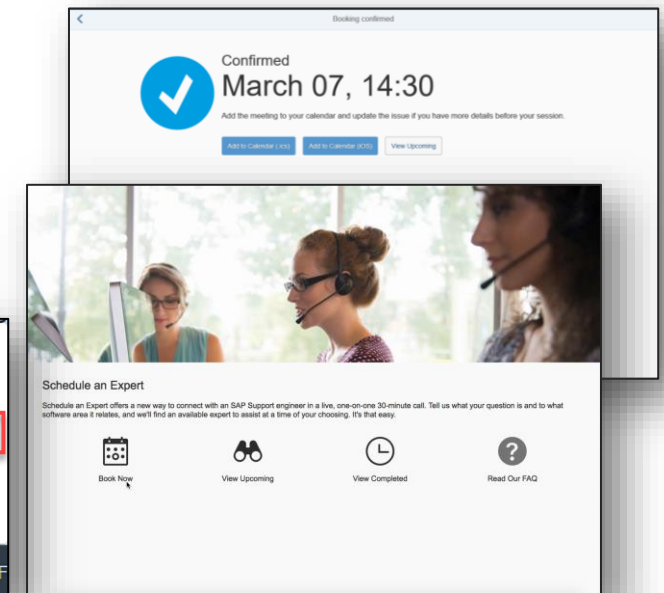
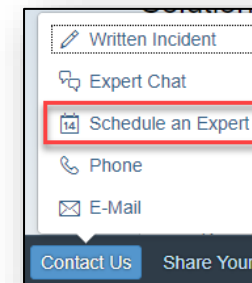
Benefits

- 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 titled '28052 / 2020 Test Incident. SAM 2020 Production Test'. The incident details include System: A33, Installation: 0020719900 - test 2, Component: Internet Sales Web: Event Capturing (CRM-ISA-WEC), and Customer: SAPNet NIS-Frontend Test customer #. The incident is marked as 'High' priority. A 'Schedule a Manager' button is visible in the incident details. A modal window is displayed over the incident page, showing the appointment details: 'Upcoming Jan 22, 16:15 CET'. The modal includes a 'Book a Session' button and an 'Add to Calendar (.ics)' button. A red arrow points to the 'Book a Session' button in the screenshot.

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

Product Support Accreditation

Self-enablement program for customers and partners for Product Support



Product Support Accreditation program enables you to make the best out of SAP's product support tools and Next-Generation Support offerings

Overview

- Easy to consume interactive program.
- Available to all SAP Customers at no additional cost. It can be accessed via S-user login.
- It consists of 3 modules and a final assessment.
- The modules cover incident prevention offerings, real-time interactions and digital support experience.

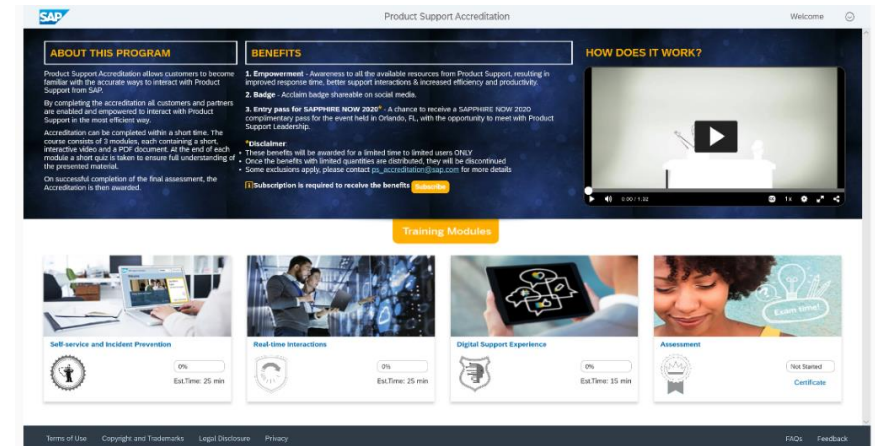
Benefits

- **Informative:** Gain empowerment and awareness to all the available resources from Product Support
- **Efficient:** The easy to consume enablement with SAP's Product Support Accreditation program helps users to increase their efficiency in working with Next-Gen Support tools by selecting the best channel.
- **Rewarding:** A Product Support Accreditation badge is awarded once the final assessment is completed. This badge can be shared in social media.

Access

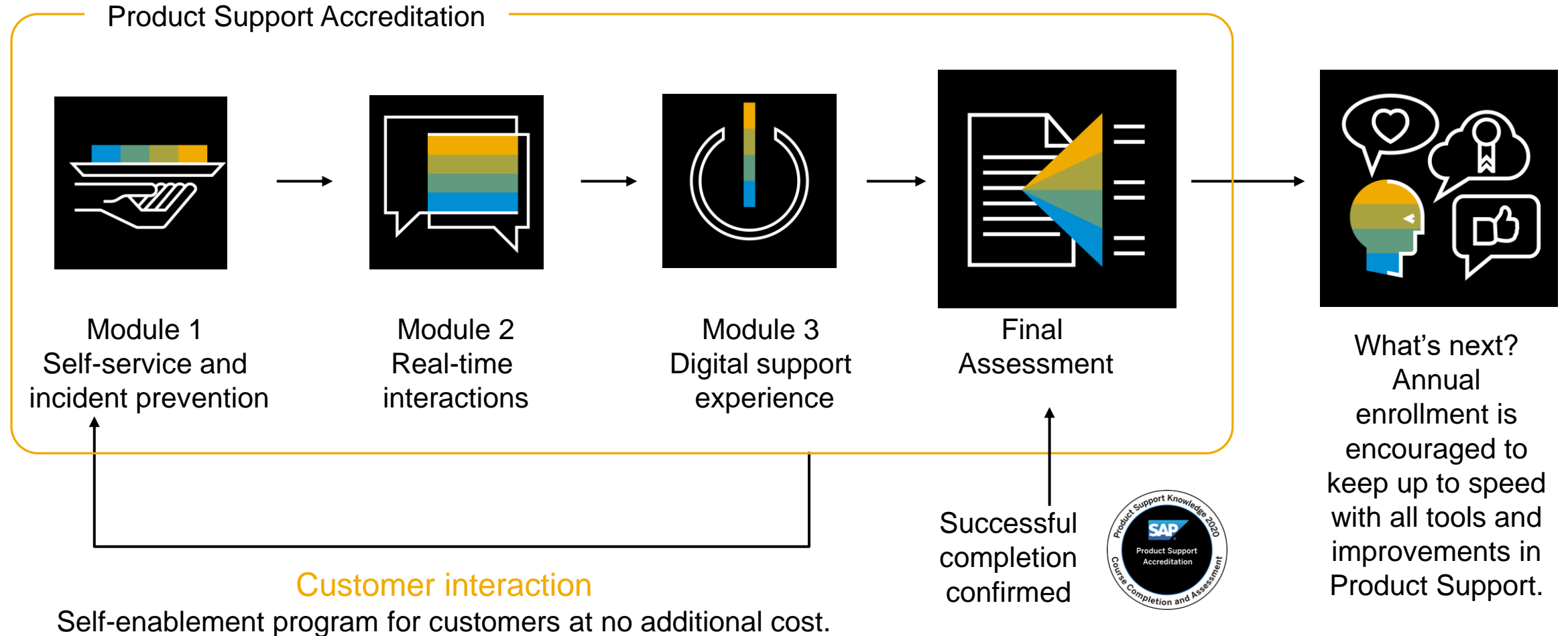
- **Easy to access:** simply use your s-user via SAP ONE Support Launchpad to enroll for program.
- **Easy to consume:** The accreditation modules can be taken at your own pace and time. Easy to consume content will be provided on demand.
- **Interactive:** Learnings can easily be validated in interactive quizzes supporting the user in their progress.
- Click [here](#) to access the accreditation and [here](#) to learn more.

Preview



Product Support Accreditation

Self-enablement program for customers and partners for Product Support





GETTING STARTED with Mission-Critical Support

Service level agreements

SAP Enterprise Support

[SAP Enterprise Support Scope Description](#)

SAP Enterprise Support, cloud editions

[SAP Cloud Support Policy](#)

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



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 submitThe 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"

Questions?



Thank you.

VerNeil Mesecher Jr.
RCM Regulated Industries Director –
Customer Engagement



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