



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

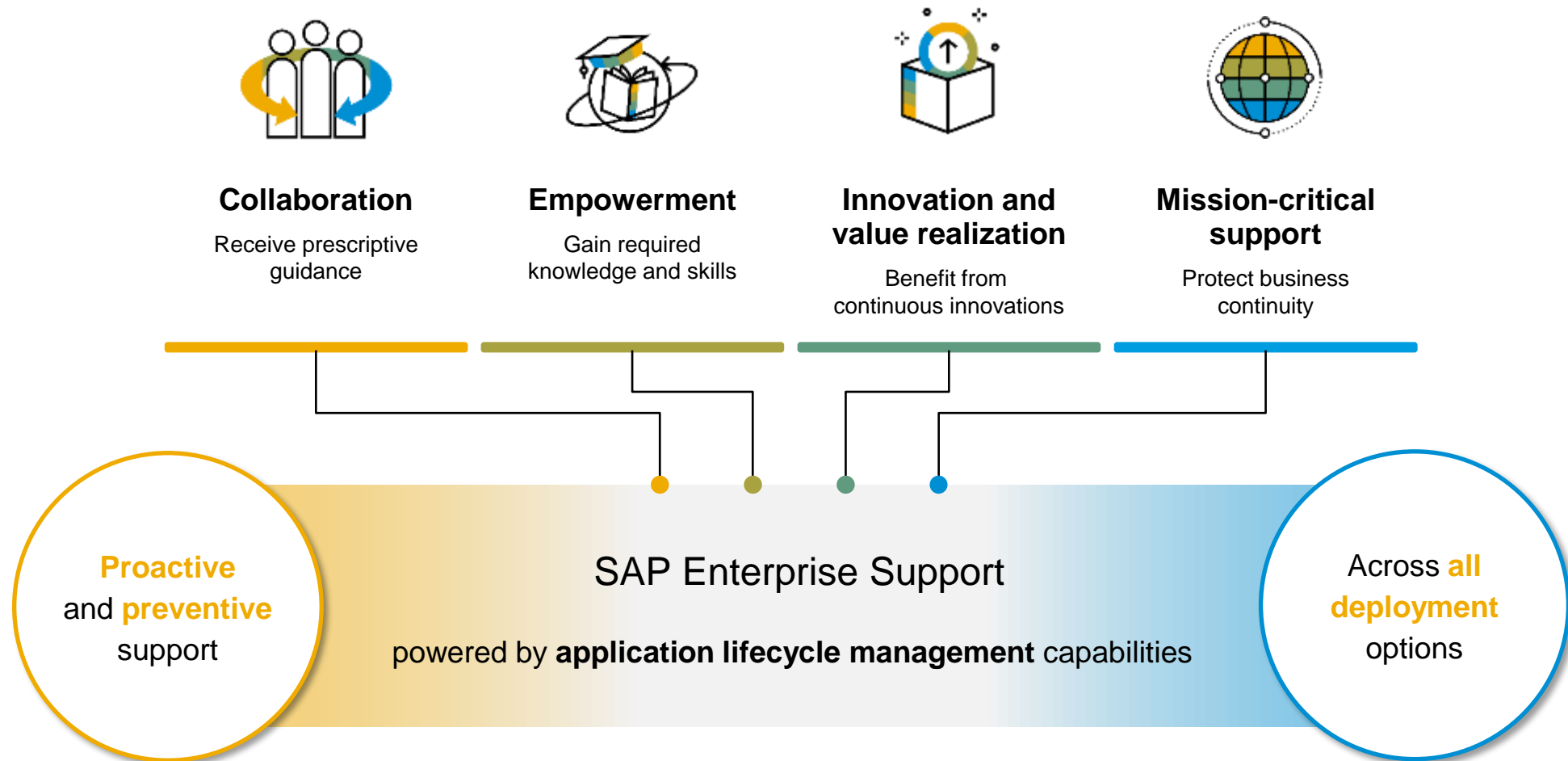
**VerNeil Mesecher Jr. – SAP**

Sr. Director – Customer Engagement Events Liaison, North America

PUBLIC

# SAP Enterprise Support

Establish the foundation for your success



# SAP Enterprise Support

## Key deliverables for SAP on-premise solutions



### Collaboration

#### Expert guidance

- SAP Enterprise Support value maps ([link](#))
- SAP support advisory services
- Customer Interaction Center ([link](#))



### Empowerment

#### Enablement for digital transformation

- SAP Enterprise Support Academy ([link](#))
- SAP Support Portal ([link](#))



### Innovation and value realization

#### New features and business outcomes

- Remote services ([link](#))
- Releases, updates, patches
- Intelligent tools such as SAP Innovation and Optimization Pathfinder on Spotlight ([link](#))
- SAP Enterprise Support Advisory Council ([link](#))



### Mission-critical support

#### Digital customer support experience

- Service level agreements
- SAP ONE Support Launchpad ([link](#))
- Real-Time Support ([link](#))



### Application Lifecycle Management ([link](#))

Find more information about SAP Enterprise Support [here](#)

# 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



# 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 – 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



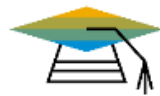
### Social Collaboration

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



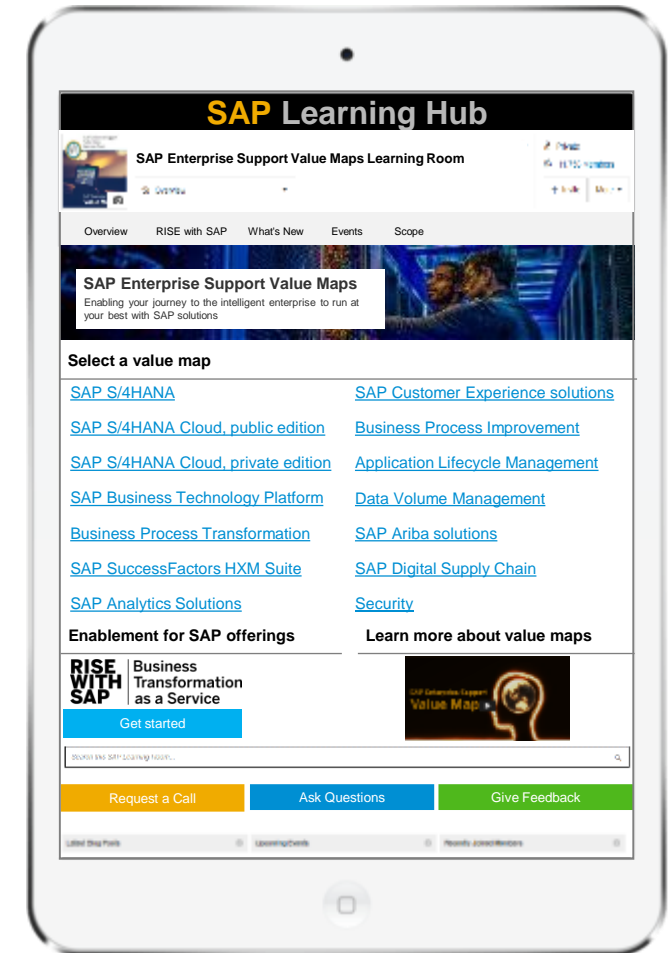
### Expert access

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



# 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



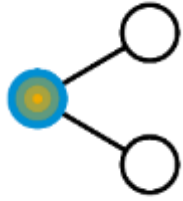
Through the SAP Enterprise Support Academy, we help you **build the digital skills needed to drive continuous success.**

- 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.



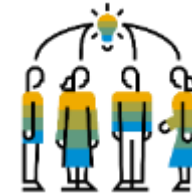
## High-impact knowledge transfer

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

# 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



# Innovation & Value Realization – Remote Services

Proactive and preventive remote services for the intelligent enterprise

SAP Enterprise Support provides a wide range of **continuous quality checks** and **improvement services** to connect you with our experts to analyze your system and/or specific situation. You can learn more [here](#).



## Huge variety

of topics to address your pain points and improvement areas



## Detailed analysis

based on actual data from your systems or solution



## Action plan

to mitigate risks or improve your situation

## Examples

Business Process Improvement

Transformation Assessment

Security Optimization

Going Live Support

Data Volume Management

...and many more

# Innovation & Value Realization – Intelligent Tools

## Tailored Recommendations



### SAP Innovation and Optimization Pathfinder on Spotlight

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

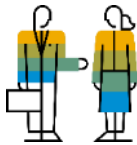
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### SAP Road Map Explorer

Roadmap of software innovations  
<https://www.sap.com/products/roadmaps.html>

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### Process Discovery

SAP S/4HANA recommendations  
[www.s4hana.com](http://www.s4hana.com)

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### SAP Transformation Navigator

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

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### SAP Fiori Apps Library – Recommendations Self Service

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

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### SAP Readiness Check

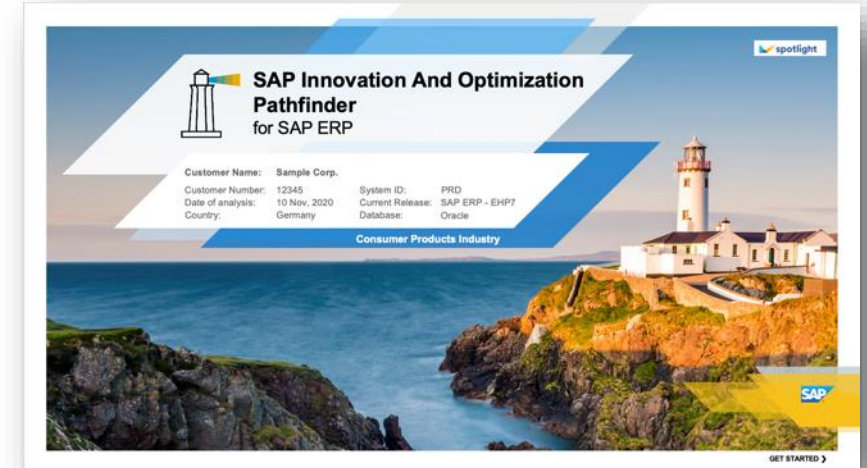
Identification of prerequisites for migration, setup and usage of SAP solutions  
[https://help.sap.com/viewer/p/SAP\\_READINESS\\_CHECK](https://help.sap.com/viewer/p/SAP_READINESS_CHECK)

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# SAP Innovation and Optimization Pathfinder on Spotlight

A tailor-made report highlighting innovation potentials, business process and IT optimizations

- **Outlines customer-specific improvement and innovation opportunities** based on the customer's current **SAP ERP or SAP S/4HANA system usage**, business & IT performance
- **Recommendations to optimize SAP solutions from an LOB and IT perspective**, or implement software and cloud innovations using relevant SAP Enterprise Support or SAP Services offering
- **Interactive report** navigates customers to relevant information, services and tools and is **free-of-charge for customers on SAP maintenance** (all support models)
- **Key prerequisites:**
  - Implement SAP Notes [2745851](#) and [2758146](#) in your productive SAP ERP or SAP S/4HANA system
  - Standard SAP EarlyWatch Alert (SAP Solution Manager)  
**Note: Activating Business Key Figures in SAP EarlyWatch Alert (as for Pathfinder 1.0) is NOT needed anymore**
  - Optional: Extract SAP Fiori usage data (odata) from SAP system



Order your own report:  
[www.sap.com/Pathfinder](http://www.sap.com/Pathfinder)

# Key Benefits of Process Discovery



- Identify the **most valuable SAP S/4HANA capabilities for your company**



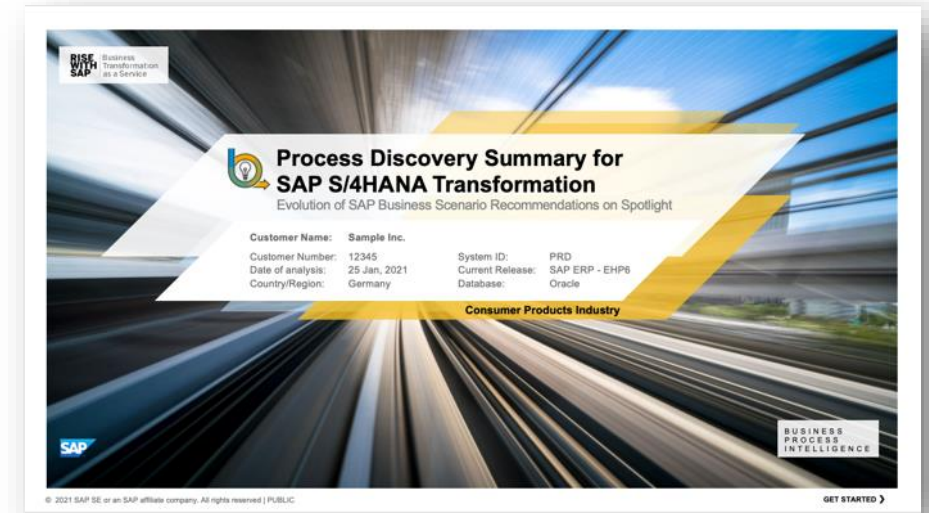
- Receive **tailor-made insights to build your case for SAP S/4HANA**



- Get unique **business performance and usage insights as well as tailored recommendations by line of business** based on the actual usage of your SAP ERP system



- **Personalized analysis at no additional charge** for all customers under SAP maintenance, independent of their support model

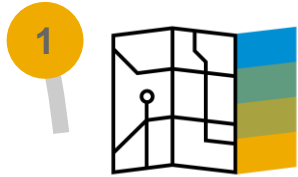


Order your free analysis: [www.s4hana.com](http://www.s4hana.com)

# SAP Transformation Navigator in 6 steps

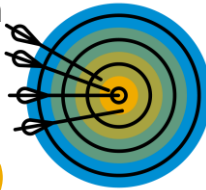
## Transform your landscape

Get your recommendations based on currently used products



## Set your priorities

Review and prioritize your product transition and new implementation



## Share your map

Collaborate with colleagues or SAP-representatives



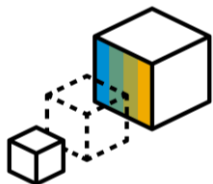
## Review benefits

Review the value drivers most important for your transformation and calculate a business case



## Extend your business

Expand your business with new capabilities and solutions

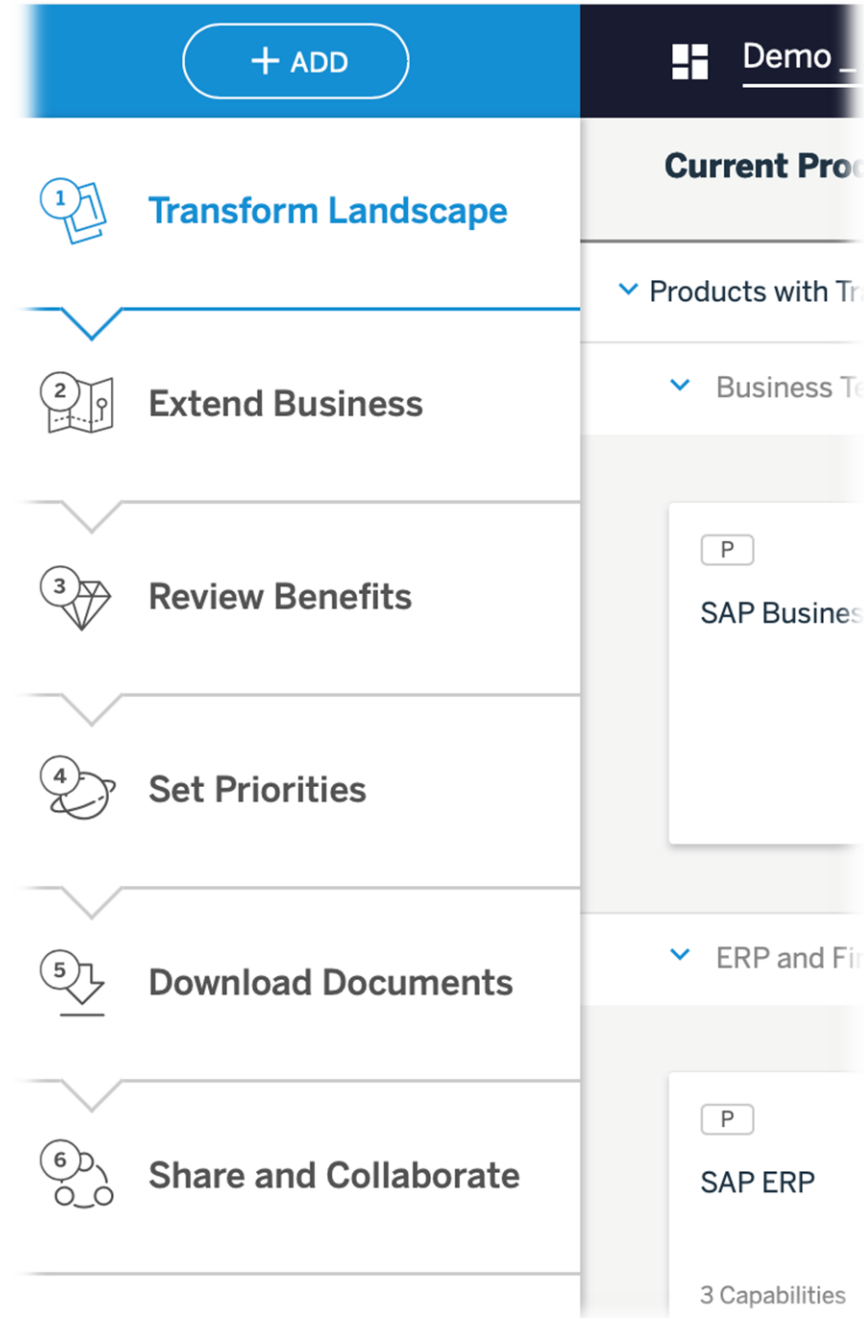


## Download guides

Create your documents with comprehensive information on digital transformation



[www.sap.com/transformationnavigator](http://www.sap.com/transformationnavigator)





# Mission Critical Support

Protect business continuity

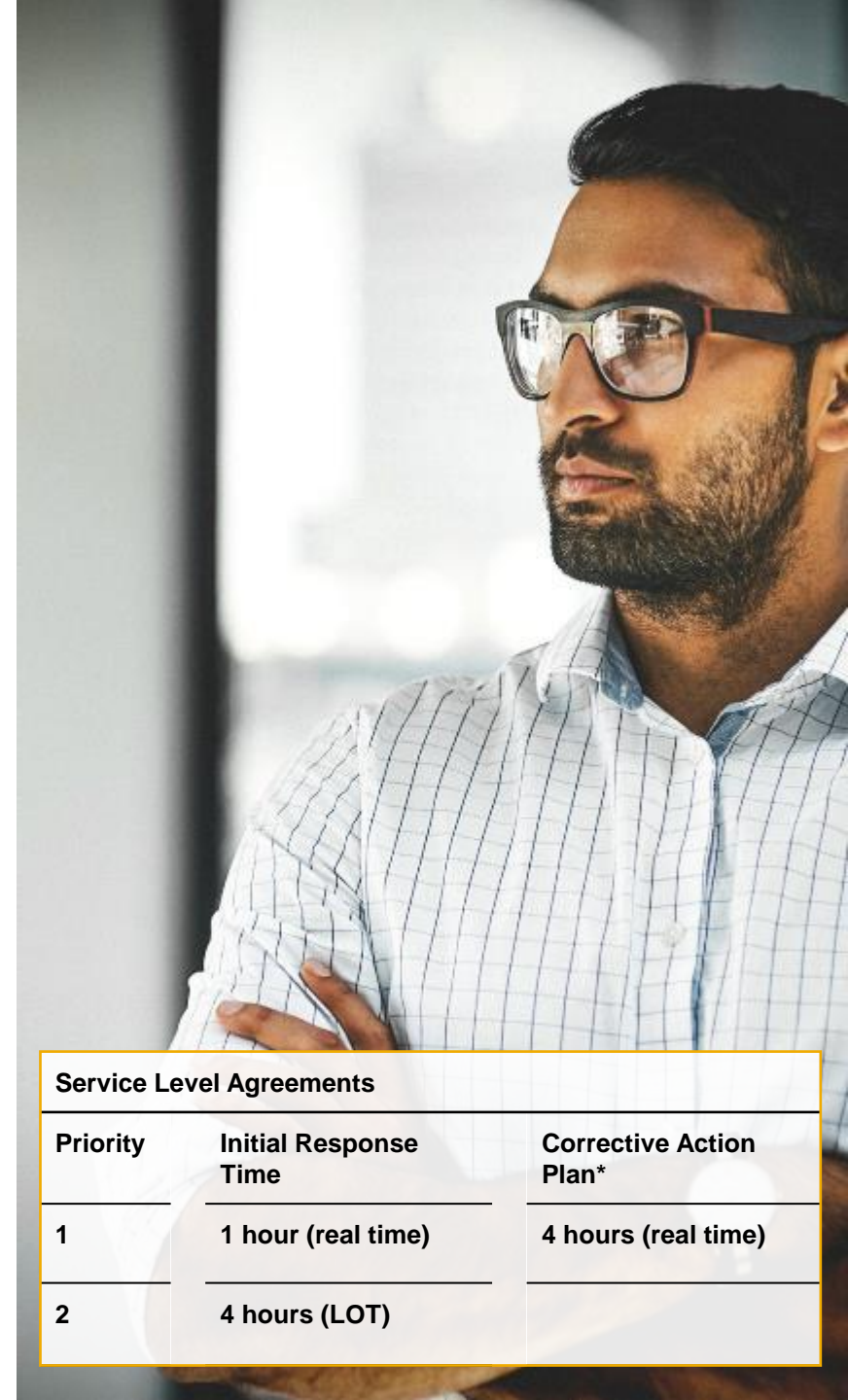


We help to relieve you of critical situations and provide various cutting-edge access points to **facilitate rapid collaboration with SAP support experts.**

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



# Mission-Critical Support

Reliable end-to-end support across all deployment scenarios

Through **mission-critical support**, SAP Enterprise Support provides problem resolution for system incidents and critical projects, minimizes business disruption and reduction of unforeseen downtime. This is further enriched by SAP's Real-Time Support features.



**SAP ONE Support Launchpad** with a single, intuitive interface to access support resources, displaying only relevant applications and insights to help ensure an efficient and user-friendly experience

**24x7 availability** independent of your deployment model, with CALL-1-SAP as your global toll-free telephone number for contacting the SAP support team

**Service-level agreements** for a timely initial reaction and a corrective action to minimize business disruption and accelerate problem resolution

# Mission-Critical Support

## Live Business needs live support



### Self-service and incident prevention

[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](#)



### Real-time interactions

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 \(CIC\)](#)



### Digital support experience

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](#)



### AI / Machine Learning

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 – SAP ONE Support Launchpad

Get access to task-driven support resources in an intuitive interface

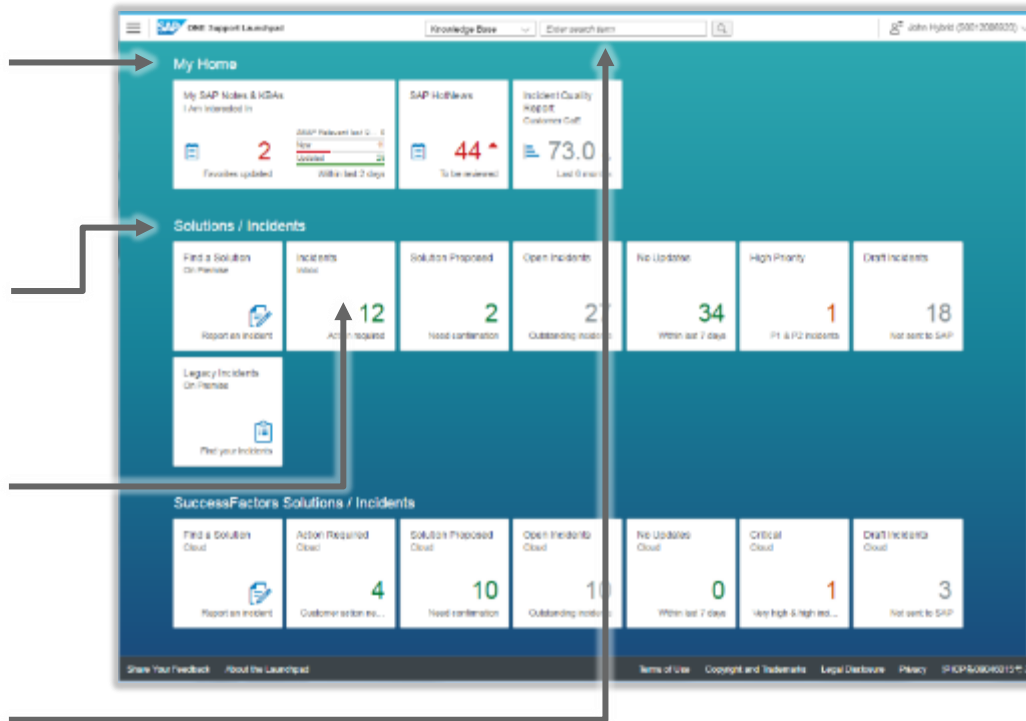
Support Application **Launchpad** as central entry point

Groups and Tiles are displayed dependent of the **user profiles**

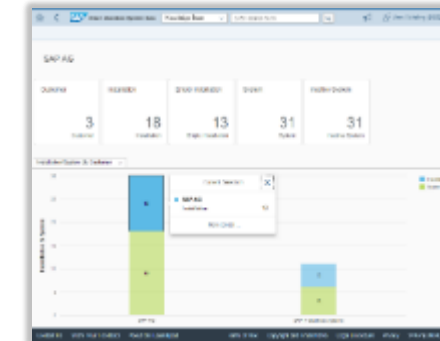
**Relevant Info** is displayed directly on the tile

**Search** for Knowledge documents and business objects relevant to the user

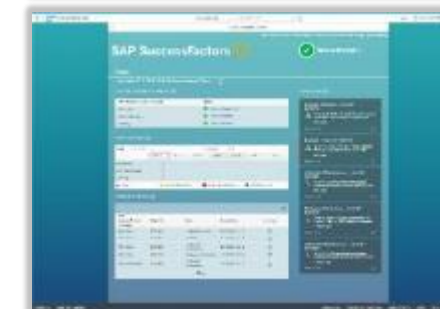
Access SAP ONE Support Launchpad: <https://launchpad.support.sap.com/>



**Incident Dashboard**  
One Stop Incident Management incl. link tile to other portals



**ONE System Overview**  
End-to-End view on landscape incl. on-premise and cloud



**Cloud Availability Center**  
End-to-End view on availability



SAP ONE Support Launchpad will transition to SAP for Me. Learn [more](#).

# 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

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- [Customer Center of Expertise \(CCOE\)](#)
- [Primary Customer COE](#)

## Assets

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

# Application Lifecycle Management

Manage the lifecycle of your landscape

SAP provides a digital support experience with solutions for autonomous **application lifecycle management** (ALM) and service and support delivery for all customers and landscapes, integrating the products that make up the Intelligent Enterprise. You can learn more [here](#).



**SAP Solution Manager** supports on-premise applications as well as hybrid landscapes. The rich functional portfolio supports all aspects of ALM. Customers can select those functions they require and configure them individually to their individual needs.



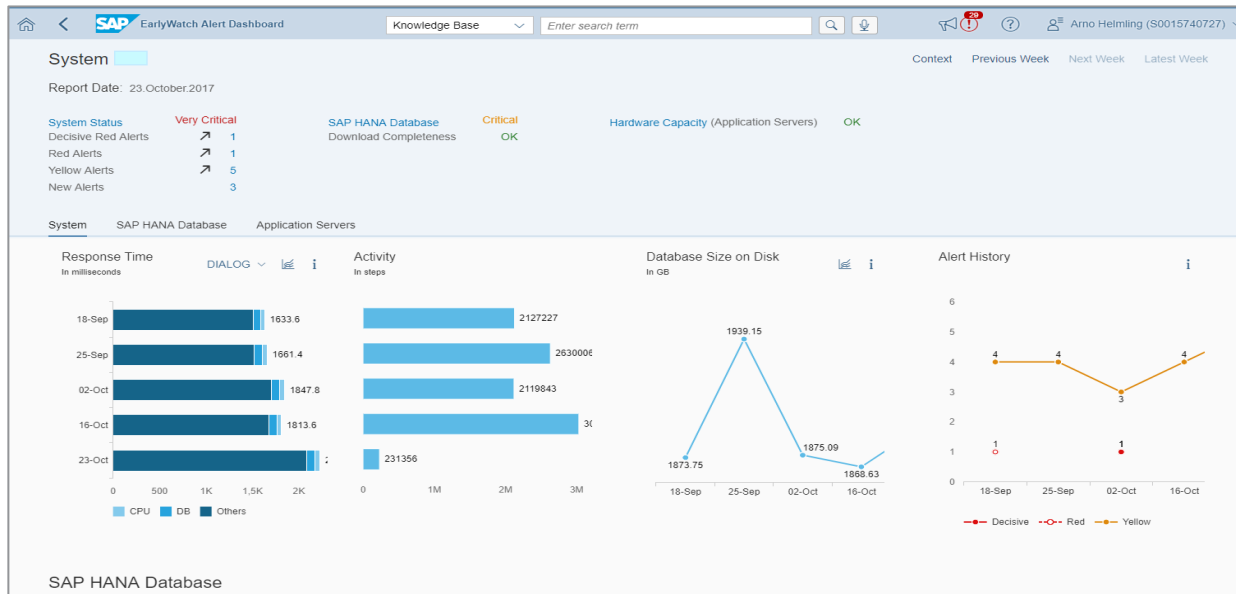
**SAP Focused Run** is a solution for service providers who want to host their customers in a central, scalable, and automated environment. It also addresses customers with advanced needs regarding system management, user monitoring, and security analytics.



**SAP Cloud ALM** is for cloud-centric customers that do not want to deploy their own ALM platform on-premise for managing their cloud applications. It provides extensive implementation and operations capabilities for cloud solutions.

# Application Lifecycle Management

## SAP Solution Manager–SAP EarlyWatch Alert



Activate SAP EarlyWatch Alert for productive systems to

- Monitor the administrative areas of SAP components
- Keep you updated on their performance and stability
- Run system checks automatically
- React to issues before they become critical

### [SAP ONE Support Launchpad](#)

### [SAP EarlyWatch Alert Workspace](#)

### [SAP Support Portal](#)

### [SAP EarlyWatch Alert proactive monitoring](#)

### [SAP Help Portal](#)

### [SAP EarlyWatch Alert](#)

### [SAP Note](#)

- [SAP Note 2520319](#)
- [SAP Note 1257308](#)
- [SAP Note 207223](#)

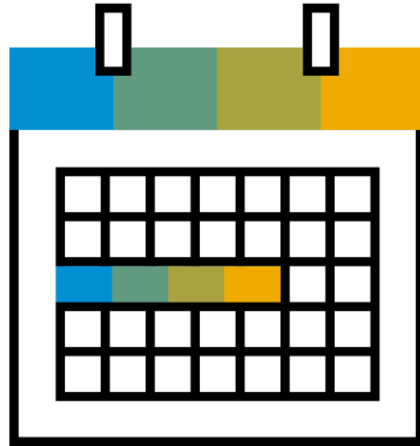
**Questions?**

**Thank you!!**





## Next steps:



## Contact me:



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