You Don’t Need Lasik to See THIS Clearly – Your own IT Landscape

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What is the SAP Enterprise Support Reporting Cockpit?

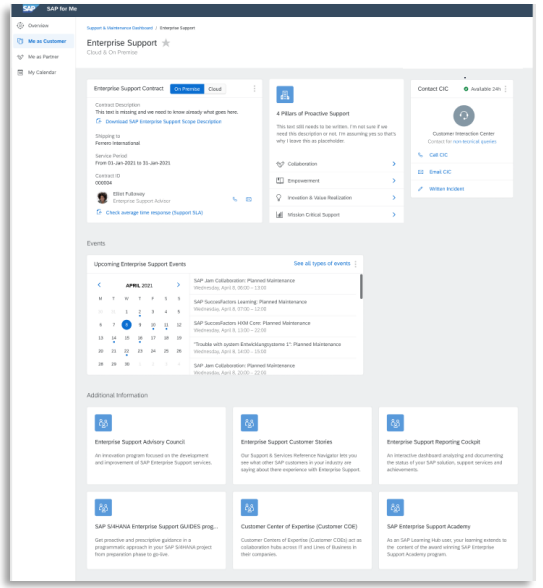
The SAP Enterprise Support reporting cockpit is an interactive dashboard analyzing and documenting the status of your SAP solution, support services and achievements based on solution monitoring capabilities, product and landscape overview, usage KPIs, consumption of SAP Enterprise Support offerings,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

NEW SAP ENTERPRISE SUPPORT REPORTING COCKPIT

Evolution of the SAP Enterprise Support Reporting Cockpit

Online ES reporting as interactive cockpit

Interactive ES reporting as part of the single customer platform SAP for Me



PDF based ES reporting

- PDF based ES report cloud edition has been completely replaced by the cockpit and sunset in November 2020
- PDF based ESR / PSLE replaced in Q1 2022
- Integration into SAP for Me – start is underway!

SAP Enterprise Support reporting cockpit – Benefits

ACCESS
SAP Enterprise Support reporting cockpit
In SAP ONE Support Launchpad

Enterprise Support Reporting Cockpit
On Premise & Cloud
Access Cockpit

NEW SAP ENTERPRISE SUPPORT REPORTING COCKPIT

SAP Customer Success Team
Internal version of SAP Enterprise Support reporting cockpit

SAP Customer
External version in SAP One Support Launchpad

Customizable and personalized

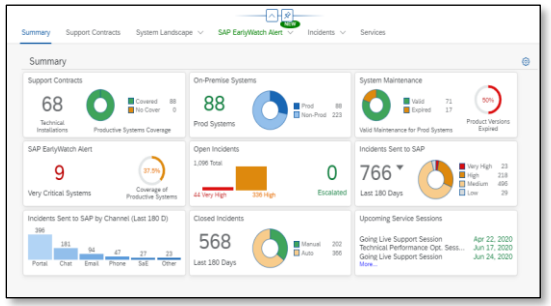
One data source, internal and external, with 2 years history

One tool for many major solutions

Interactive tool connected to other apps

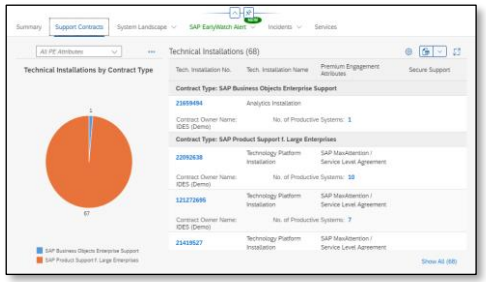
SAP Enterprise Support reporting cockpit – released on-premise content

Summary



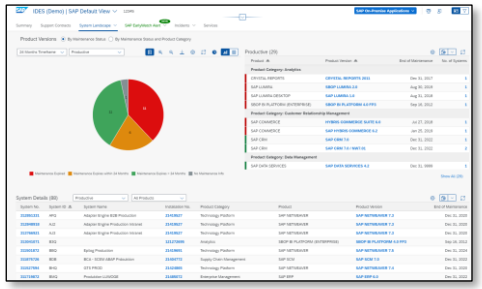
Overview on most important KPIs from each data section

Support Contracts



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

System Landscape

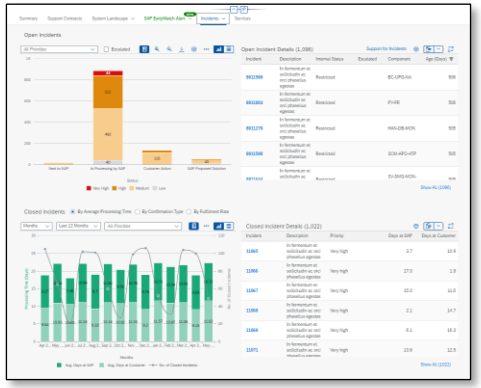


All production and non production systems with their products and maintenance status

EWA Overview

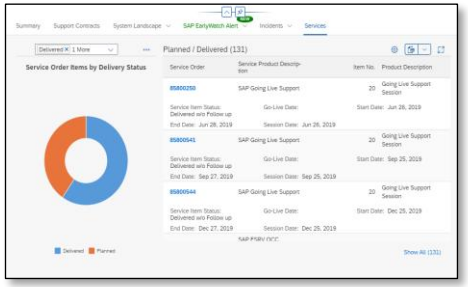
Most important summarized EWA KPIs with history with navigation to EWA WS for details

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

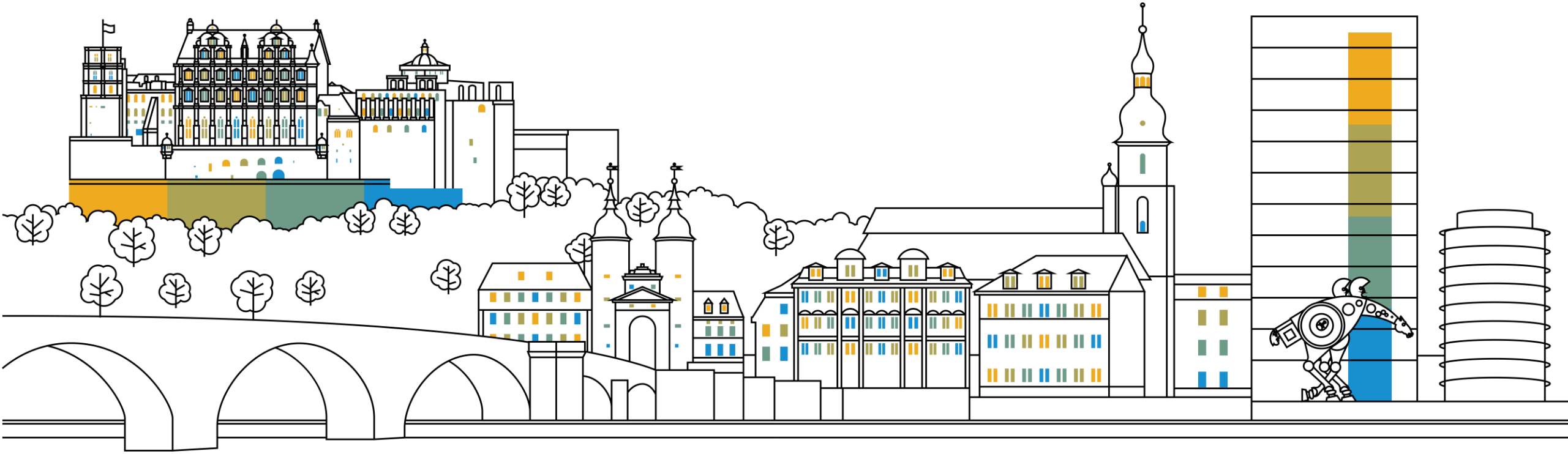
SAP Enterprise Support reporting cockpit– released cloud content

For more details please see the **Release Notes** or the customer community **Blogs**

IMPORTANT! The pdf based Enterprise Support report cloud edition has been replaced by the new SAP Enterprise Support reporting cockpit

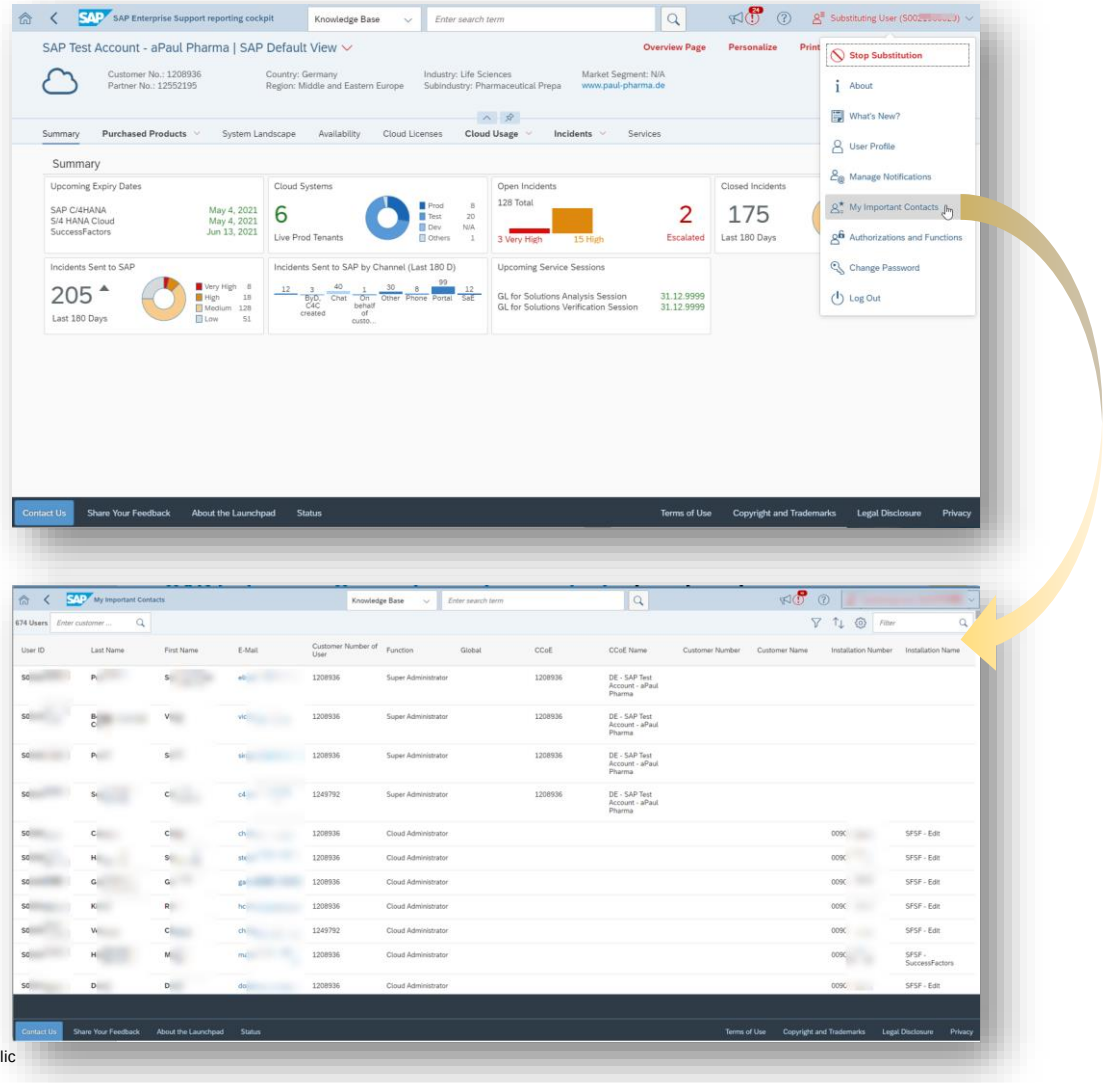
	SAP Success Factors	SAP CX (Customer Experience)	SAP S/4HANA Cloud	SAP Business By Design	SAP IBP/SAP Business Technology Platform	SAP Cloud Platform (SCP)
Purchased solutions	✓	✓	✓	✓	✓	✓
License Compliance	✓	✓	✓	✓	✓	✓
Contracts and orders	✓	✓	✓	✓	✓	✓
Usage (active users)	✓	✓	✓	✓	✓	-
Systems	✓	✓	✓	✓	✓	✓
Incidents	✓	✓	✓	✓	✓	✓
Availability	✓	✓	✓	✓	✓	✓
Services	✓	✓	✓	✓	✓	✓

DEMO for SAP Enterprise Support Reporting Cockpit



SAP ES reporting cockpit – How to get Access

ACCESS SAP ES reporting cockpit



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

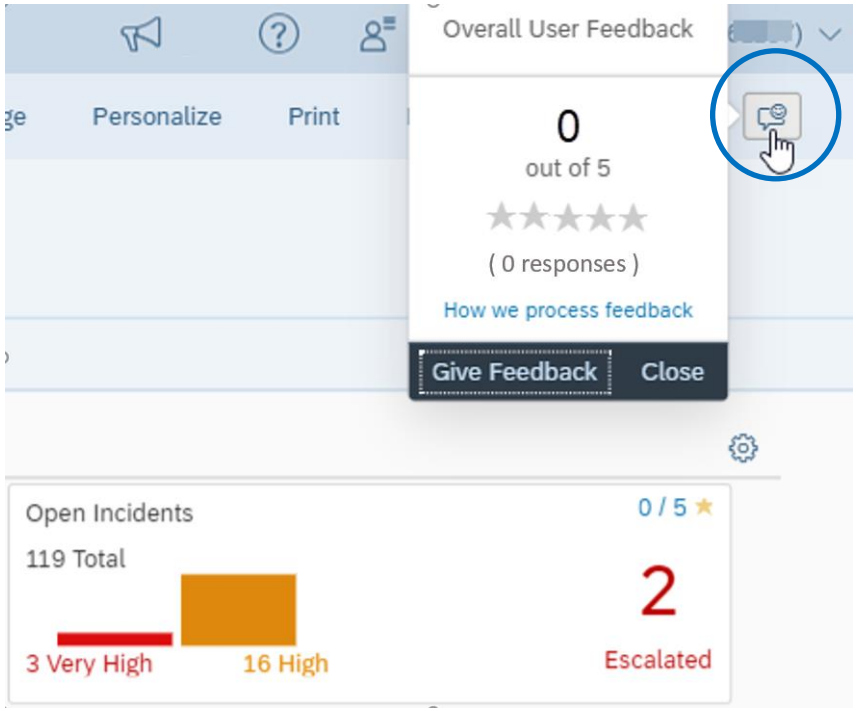
SAP Enterprise Support reporting cockpit – How to provide feedback

- Your feedback really matters.
  Together, we can improve the user experience for everyone. Share with us what you like and what needs to be improved, and we will channel your feedback to the experts for consideration in future releases. You have also call-back option if you agree to explain to us what you'd like to change or what you additionally need.

- All provided feedbacks will be displayed as average star-rating to all users when clicking on the feedback icon.

- Additionally you can find in the portal how your feedback influences the development plans and the new content of ESRC.

- Please find in the customer blog how easy you can provide feedback using the new feedback option.

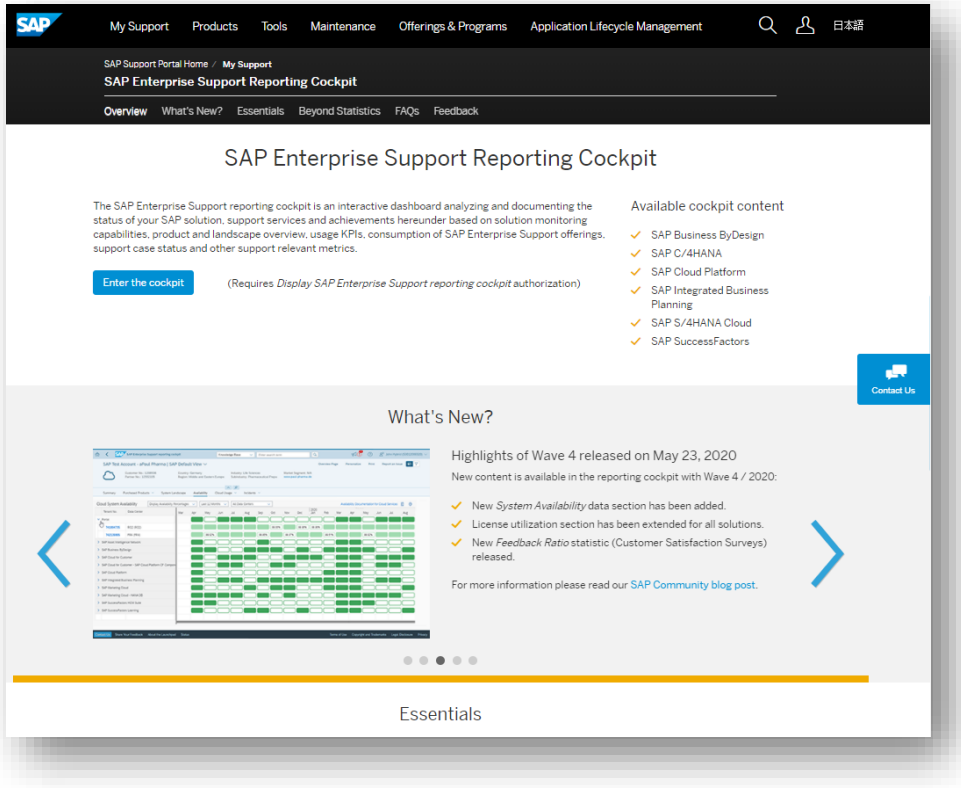


SAP ES reporting cockpit – How to stay Informed

Customer

Visit SAP ES reporting cockpit Customer Portal

(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

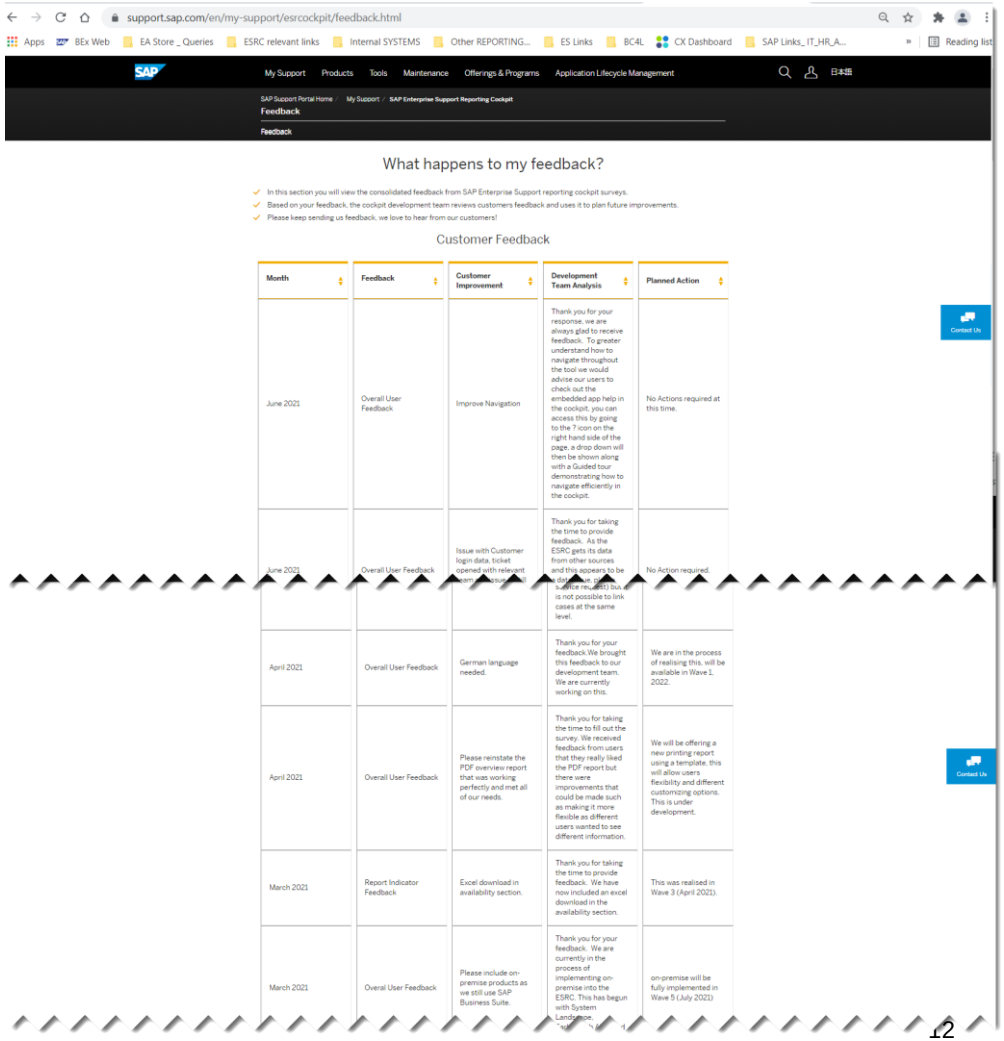
- Visit the Guided Tour provided in the cockpit documentation
- Provide Feedback using the “Feedback” icon
- Possible to send a ticket to SAP out of the application by clicking on „Report an Issue“

* 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 – What's coming next?

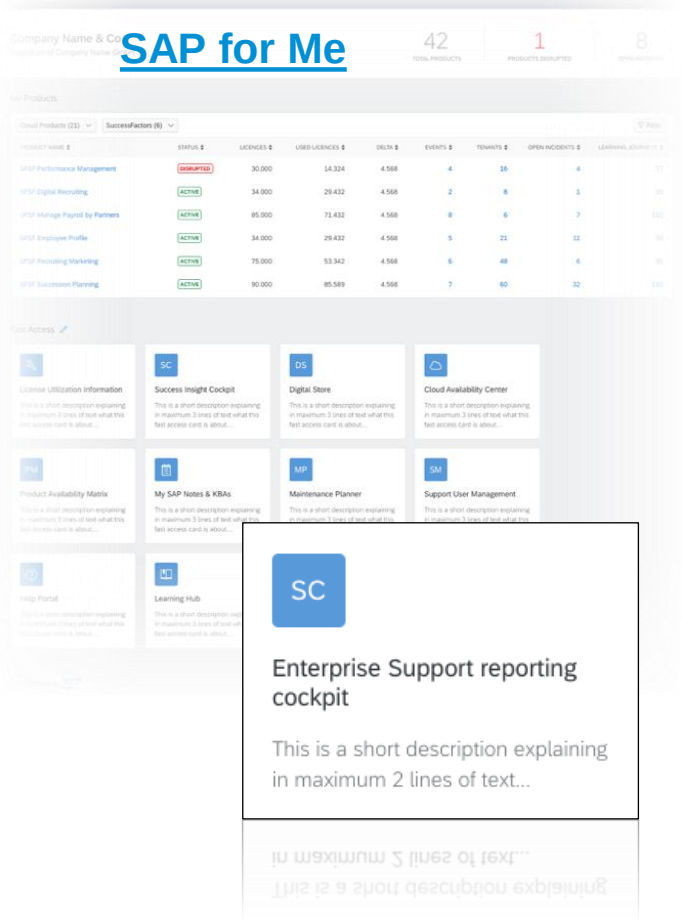
Based on your feedback we are working on the following topics:

- To create a new template for a printed customizable report out of the cockpit
- Additional statistics on SAP EarlyWatch Alert Workspace usage
- Translation into different languages
- Improve the Cloud System Landscape display and insert the EU compliance flag
- … and many more

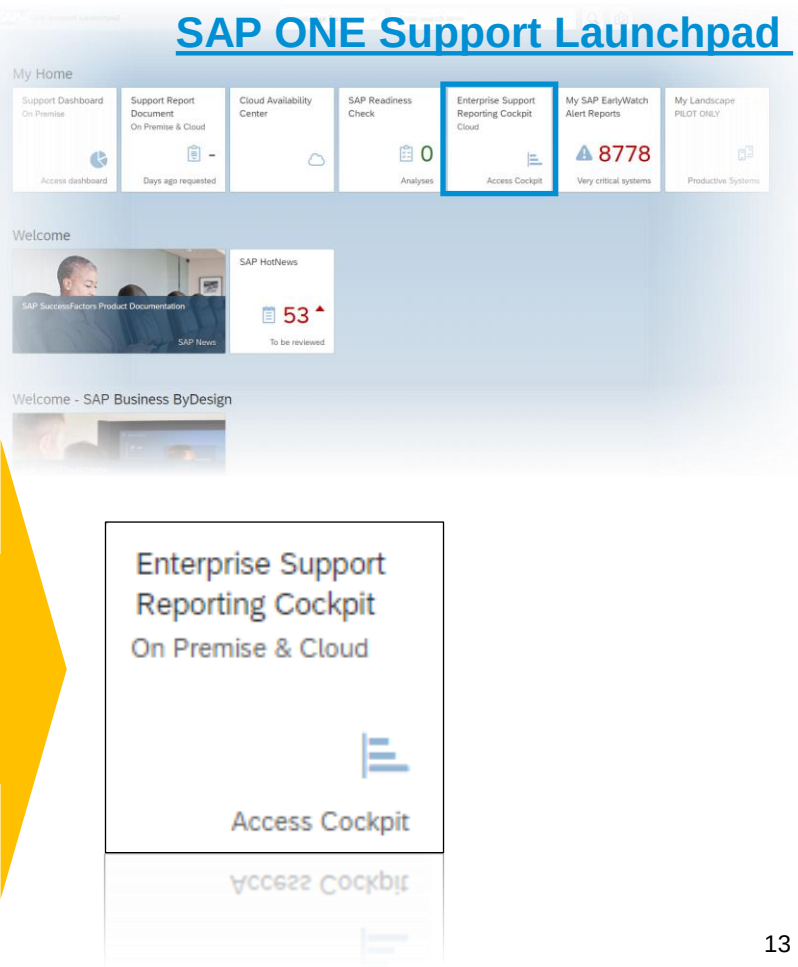


SAP Enterprise Support reporting cockpit – Integration into SAP for Me

SAP for Me



SAP ONE Support Launchpad



Thank you.

For questions after this session, contact

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