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

VerNeil Mesecher & Jennifer Dubler – SAP Customer Evolution Program
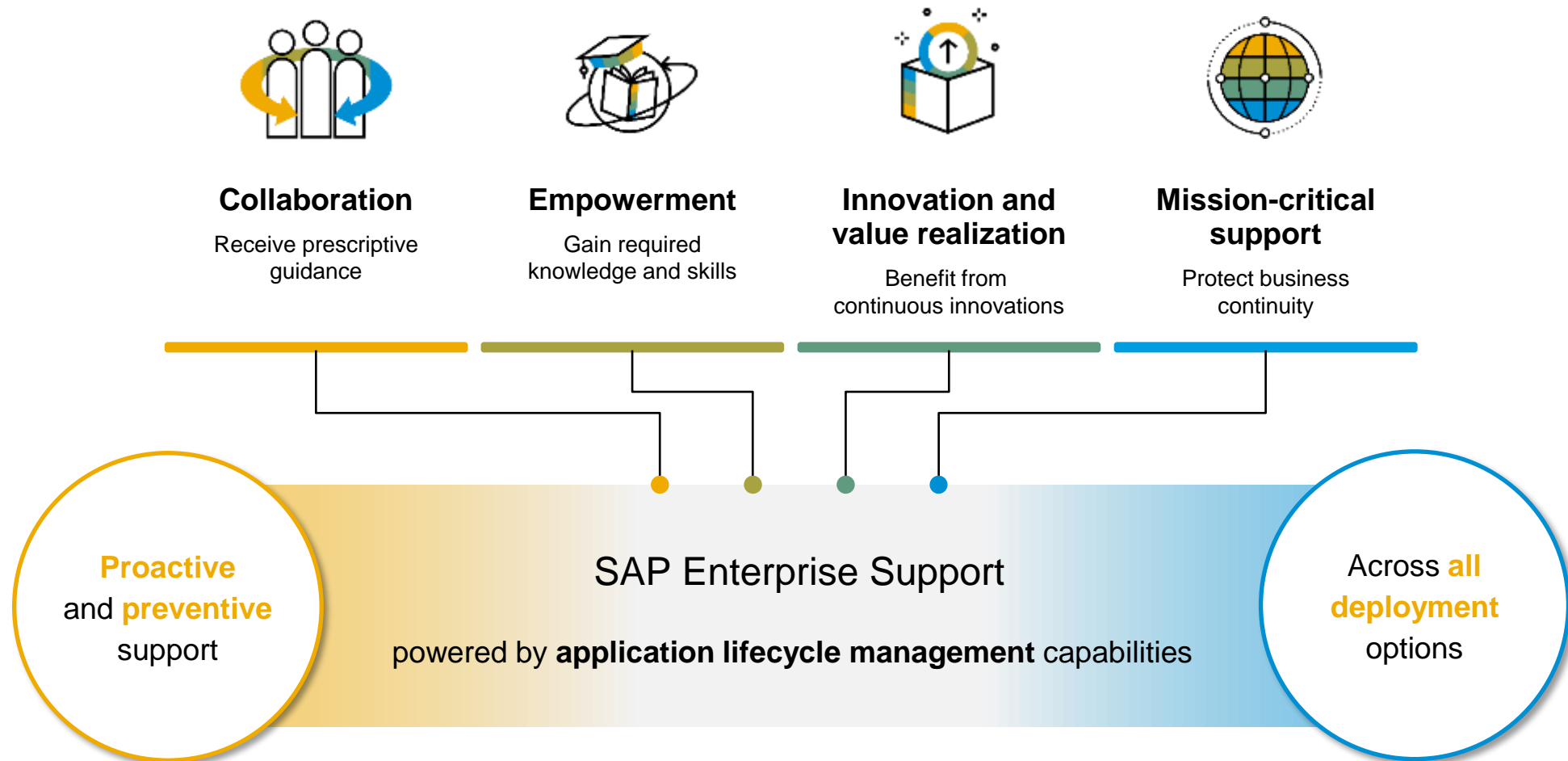
Rakesh Udgiri – Texas Instruments

April 28, 2023

PUBLIC

THE BEST RUN **SAP**

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

SAP Enterprise Support

powered by **application lifecycle management** capabilities

Across **all deployment** options

SAP Enterprise Support

Key deliverables for SAP on-premise solutions

Collaboration

Empowerment

Innovation and value realization

Mission-critical support

Expert guidance

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

Enablement for digital transformation

- SAP Enterprise Support Academy (link)
- SAP Support Portal (link)

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)

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

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
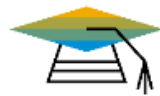
Expert access

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

Enablement

Carefully curated learning content to empower you with the knowledge and skills for realizing your deployment strategy
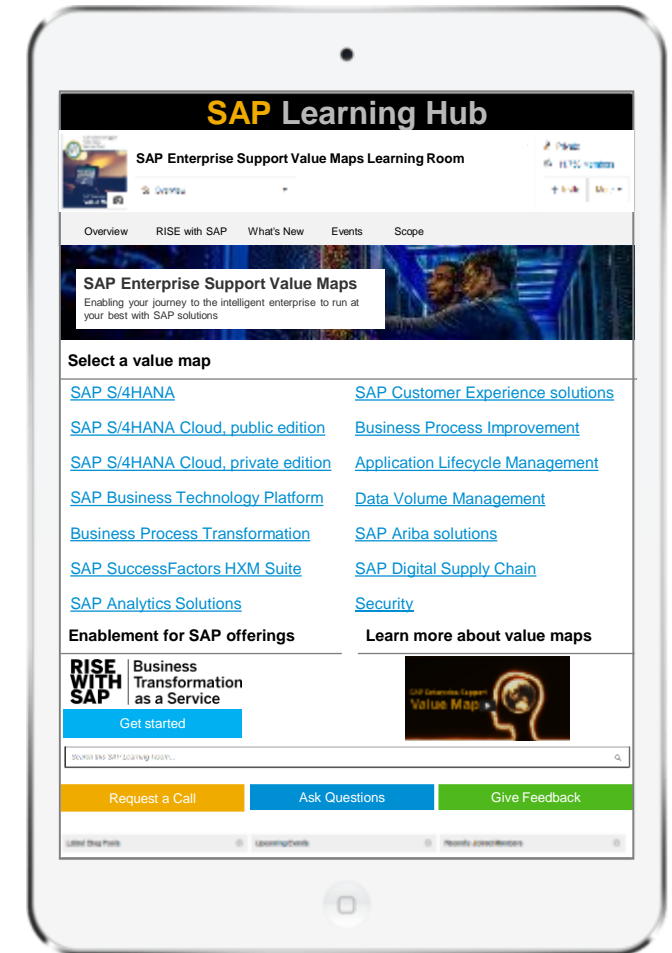
Collaboration – Customer Interaction Center

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.

- SAP for Me recorded webinar and training program links: https://webinars.sap.com/sap-support/en/home
- training program

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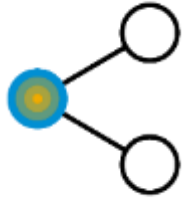
SAP Enterprise Support Academy offers a wide range of educational content tailored to your needs.
From self-paced and guided learning to expert-led live sessions, each customer can find the right format to skill up for the future.

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

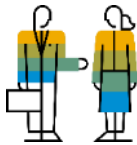**SAP Innovation and Optimization Pathfinder on Spotlight**
Innovation recommendations, industry benchmarks, and optimization potentials
http://www.sap.com/pathfinder

SAP Road Map Explorer
Roadmap of software innovations
https://www.sap.com/products/roadmaps.html

Process Discovery
SAP S/4HANA recommendations
www.s4hana.com

SAP Transformation Navigator
Creation of the plan for your digital transformation journey
http://www.sap.com/transformationnavigator

SAP Fiori Apps Library – Recommendations Self Service
Improvement through SAP Fiori Apps
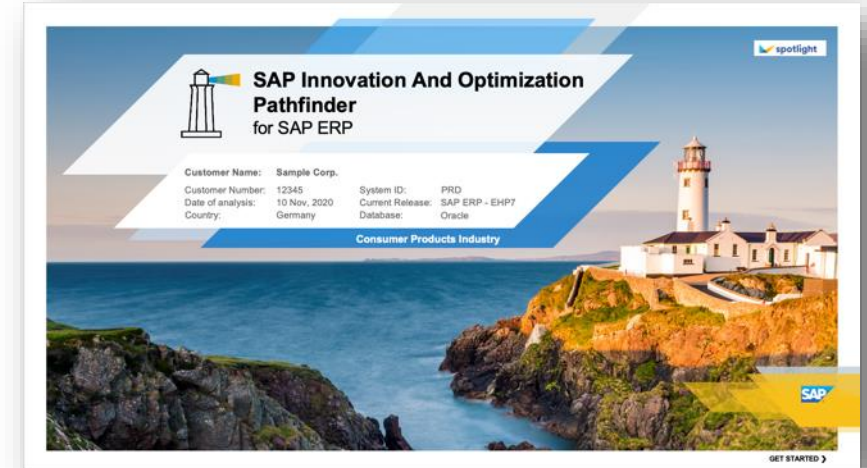http://www.sap.com/fiori-apps-library

SAP Readiness Check
Identification of prerequisites for migration, setup and usage of SAP solutions
https://help.sap.com/viewer/p/SAP_READINESS_CHECK

Find more information here

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)

Order your own report:
www.sap.com/Pathfinder

- **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

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**
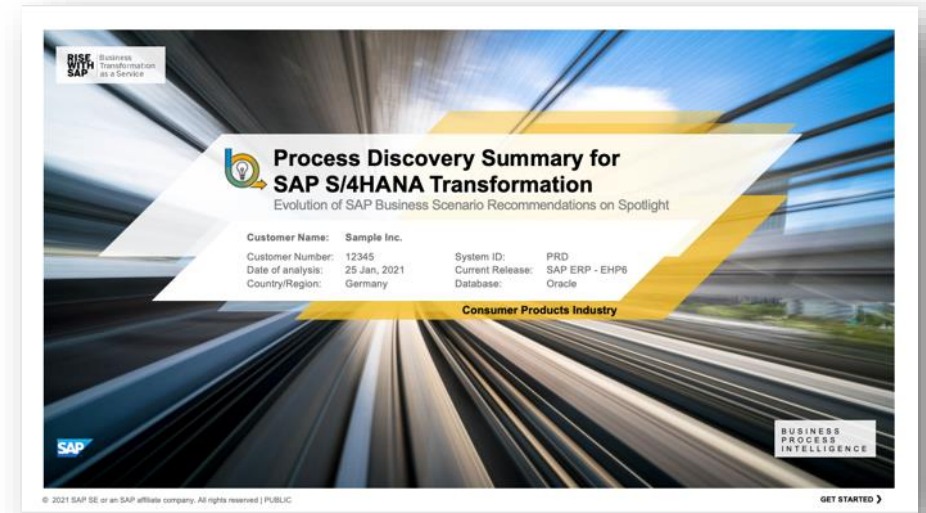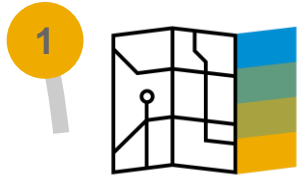

Order your free analysis: www.s4hana.com

SAP Transformation Navigator in 6 steps
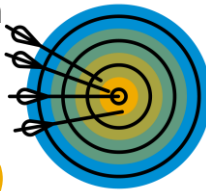
Transform your landscape
Get your recommendations based on currently used products

1

Set your priorities
Review and prioritize your product transition and new implementation

3

4

Share your map
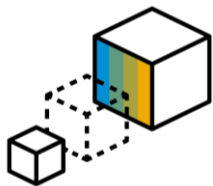Collaborate with colleagues or SAP-representatives

6

2

Extend your business
Expand your business with new capabilities and solutions

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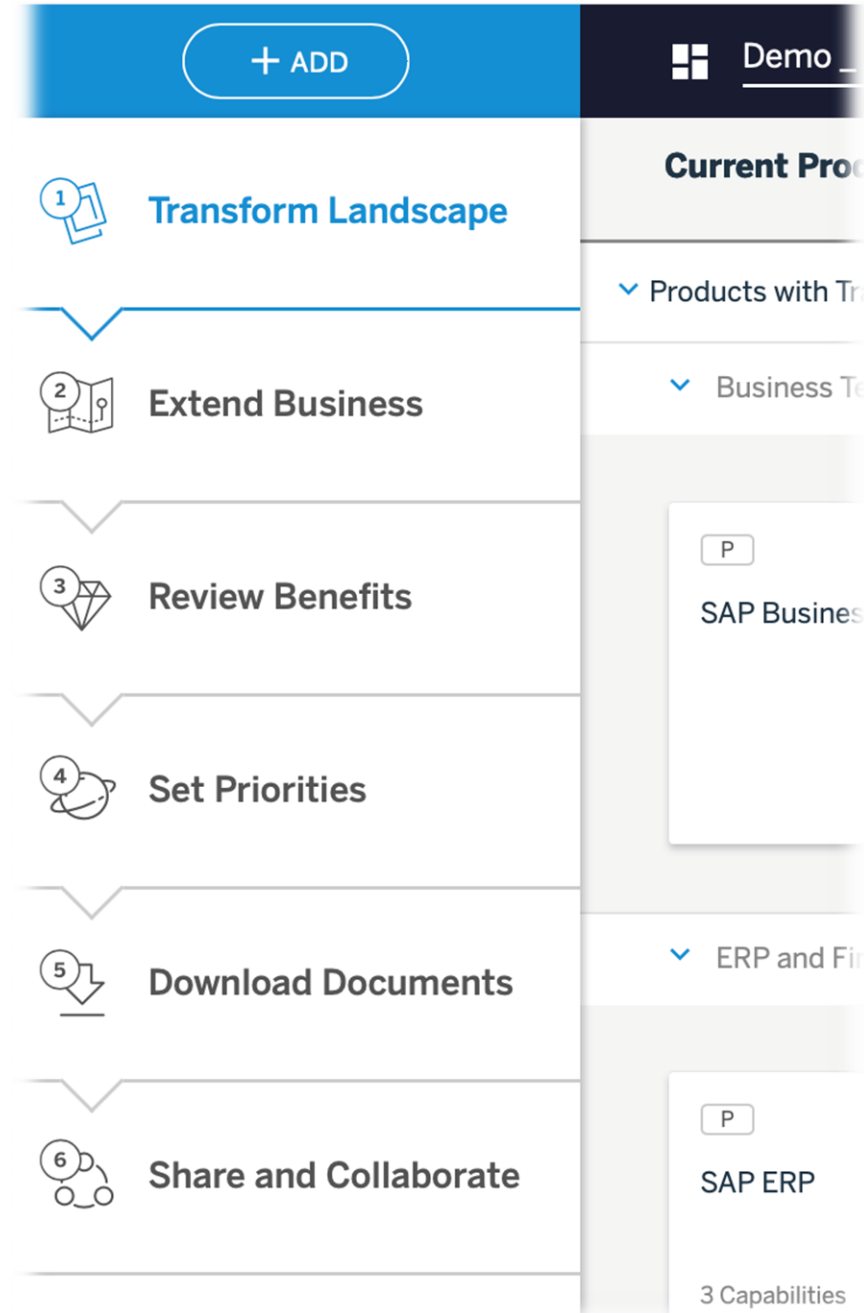Review the value drivers most important for your transformation and calculate a business case

5

Download guides
Create your documents with comprehensive information on digital transformation

Public

www.sap.com/transformationnavigator

SAP Transformation Navigator

+ ADD

Demo_

Current Pro

① **Transform Landscape**

∨ Products with Tr

∨ Business T

② **Extend Business**

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SAP Busines

③ **Review Benefits**

④ **Set Priorities**

∨ ERP and Fi

⑤ **Download Documents**

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⑥ **Share and Collaborate**

SAP ERP

3 Capabilities

Innovation & Value Realization – SAP Enterprise Support Advisory Council

Collaborate with SAP on strategic support topics

As part of the SAP Enterprise Support Advisory Council program, participants collaborate closely with SAP to innovate, pilot or confirm latest support innovations. They also profit from a bigger investment from SAP's side and can directly influence SAP's support offering in a meaningful way based on their own requirements.

SAP

Early adopter

Expert access

Direct influence

Innovate, pilot or confirm new offerings

Direct feedback

Transparency

CUSTOMER

Innovation and close collaboration

| New technologies | New content | New tools | Engagement experience |

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)	
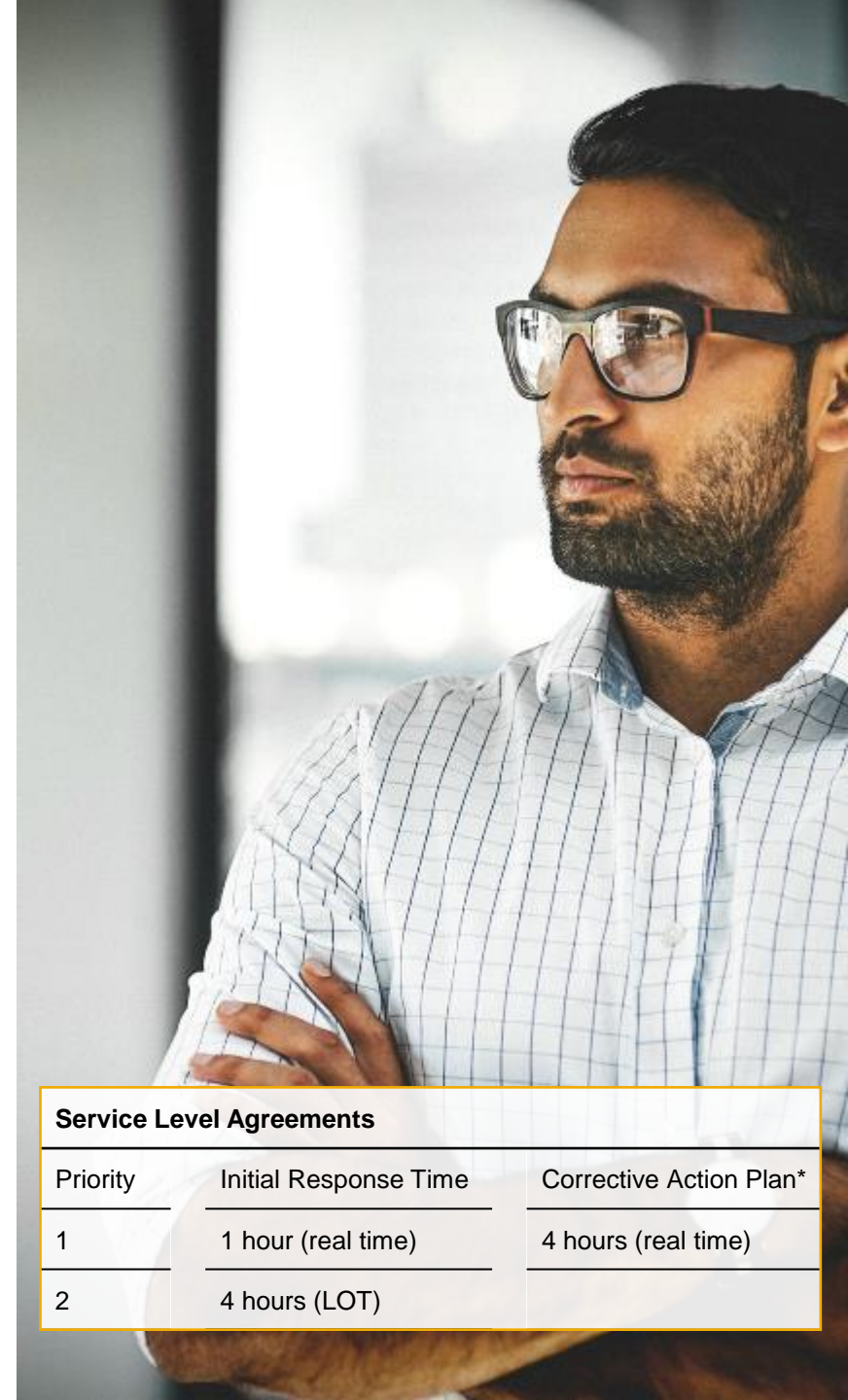
Mission-Critical Support

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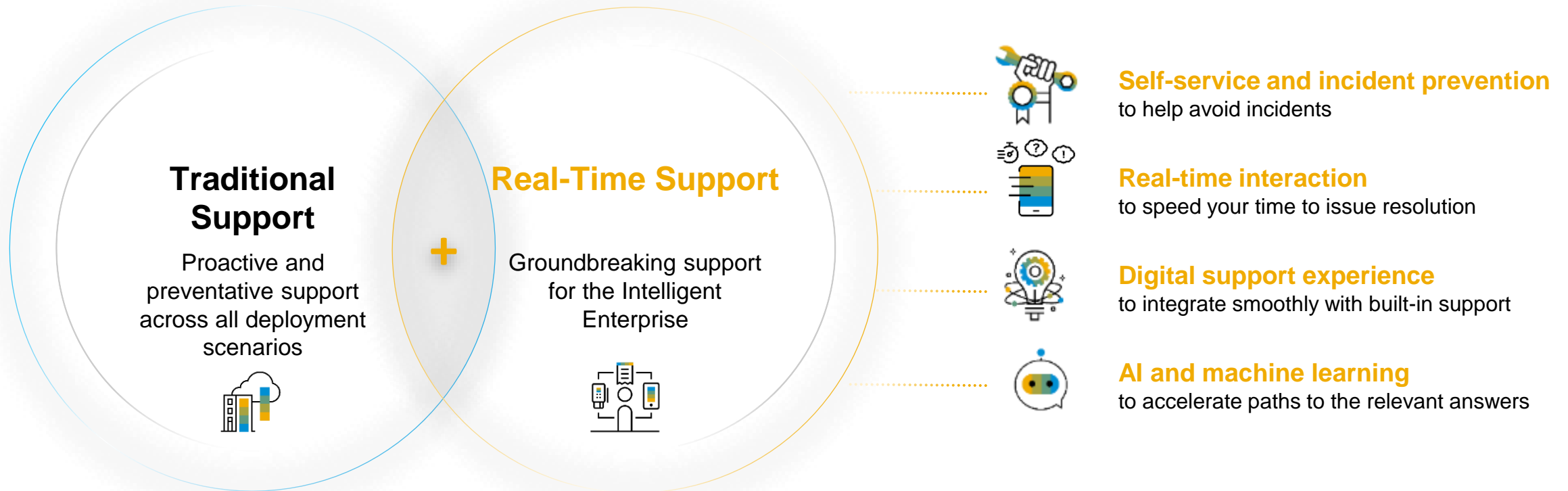
SAP ONE Support Launchpad with a single, intuitive interface to access support resources, displaying only relevant applications and insights to help ensure an efficient and user-friendly experience

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

Real-Time Support for the Intelligent Enterprise

Traditional Support

Proactive and preventative support across all deployment scenarios

Real-Time Support

Groundbreaking support for the Intelligent Enterprise

Self-service and incident prevention
to help avoid incidents

Real-time interaction
to speed your time to issue resolution

Digital support experience
to integrate smoothly with built-in support

AI and machine learning
to accelerate paths to the relevant answers

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/

SAP ONE Support Launchpad will transition to SAP for Me. Learn more.
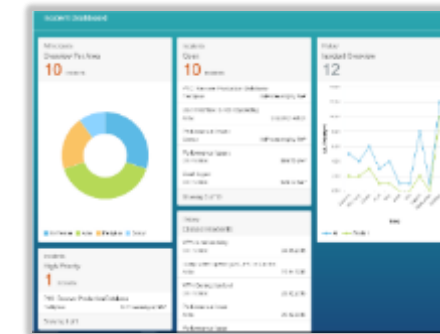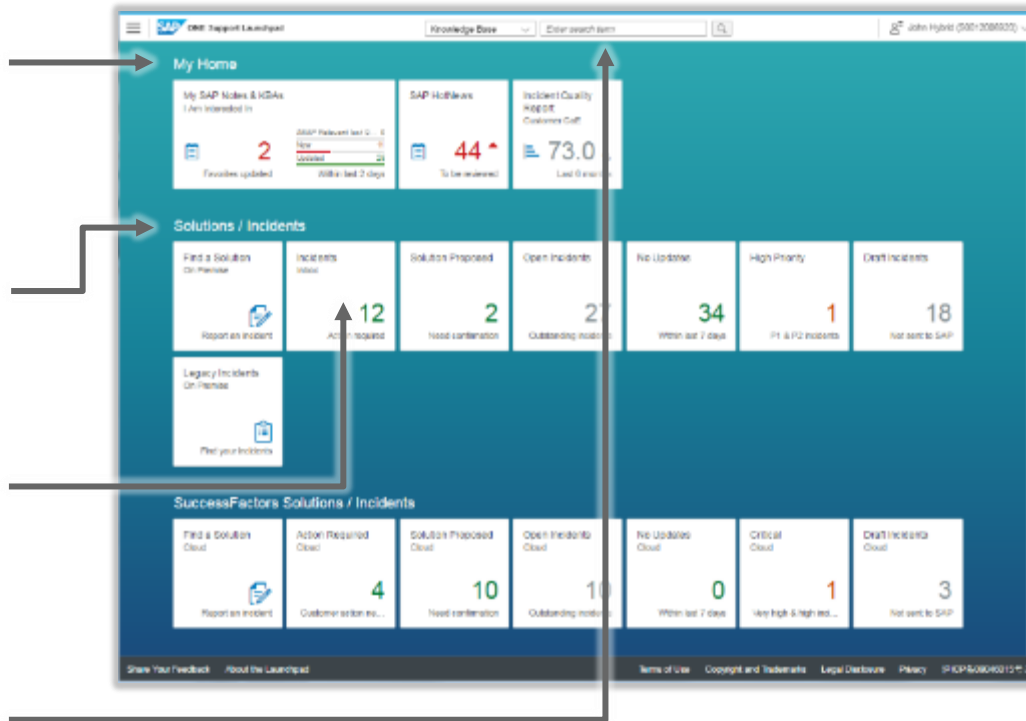
Incident Dashboard
One Stop Incident Management incl. link tile to other portals
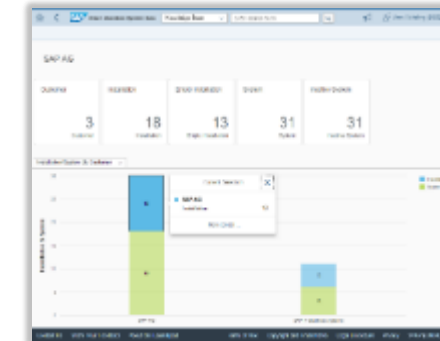
ONE System Overview
End-to-End view on landscape incl. on-premise and cloud

Cloud Availability Center
End-to-End view on availability

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.

Lines of Business

Customer with a
Center of Expertise

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

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
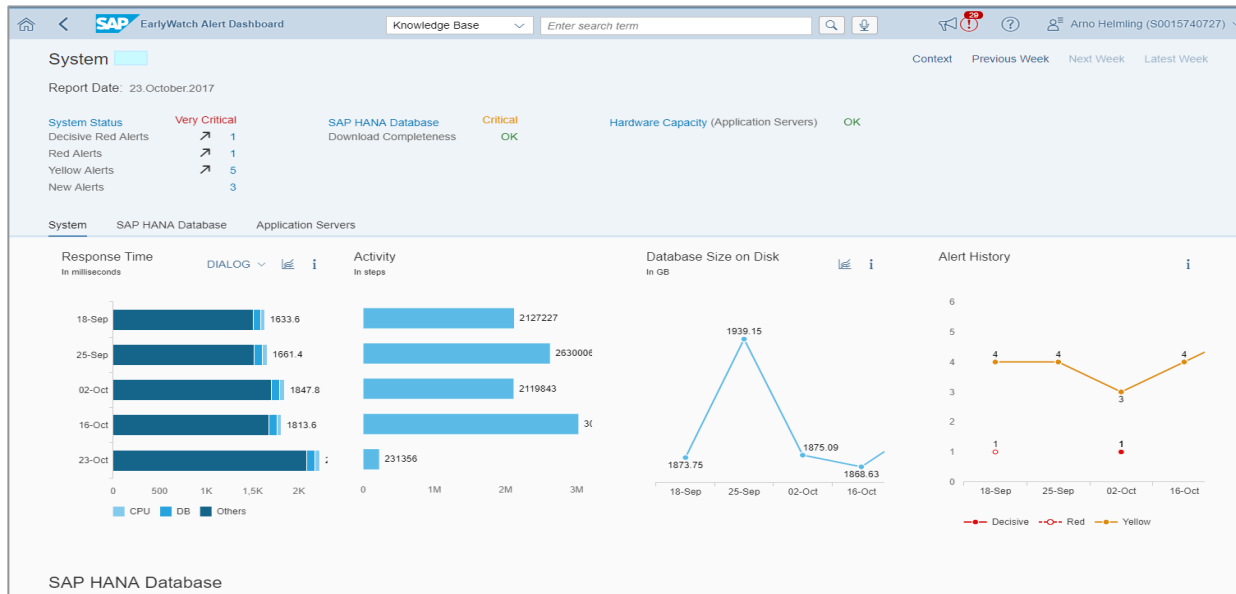
Activate SAP EarlyWatch Alert for productive systems to

- 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

Application Lifecycle Management
SAP Solution Manager– Hybrid environment

SAP's support backbone is the central infrastructure located at SAP to provide technical support to our customers.

The most important changes are upgrading to https communication and enabling server certificates to use SSL.

This update affects SAP Solution Manager and SAP systems that are communicating with the SAP support backbone.

In SAP Solution Manager 7.2, the support hub connectivity enables the updated exchange of data with the SAP support backbone.

➢ More information:
  ✓ Overview page in the SAP Support Portal
  ✓ Transition essentials
  ✓ Creation of users for support hub communication
  ✓ Connectivity to SAP's support backbone in the SAP Support Portal
  ✓ News center article

Stay connected to the SAP support backbone by upgrading your system.

➢ Customer situation 1–System is already on SAP Solution Manager 7.2:
Implement SPS08 (plus additional SAP Notes*) or implement the latest available SPS.

➢ Customer situation 2–System is on SAP Solution Manager 7.1:
  ✓ Request a technical S-user
  ✓ Upgrade to SAP Solution Manager 7.2 SPS08 (plus additional SAP Notes*) or upgrade to the latest available SPS.

➢ Important:
SAP Solution Manager systems on SP stack level lower than SPS08 are not able to communicate with the SAP support backbone. Upgrade your system to stay connected to the SAP support backbone.

* The relevant additional SAP Notes for SPS07 will be published on this page once available.

Thank you.

For questions after this session, contact

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THE BEST RUN **SAP**