



# SAP Enterprise Support Reporting Cockpit

## Your interactive reporting tool

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**SAP**

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# SAP Enterprise Support Reporting Cockpit

## Your interactive reporting tool

### Agenda

- Key Deliverables of SAP Enterprise Support
- SAP Enterprise Support Reporting Cockpit
- Demonstration

# Key Deliverables of SAP Enterprise Support



Collaboration

Empowerment

Innovation and value realization

Mission-critical support

## Expert guidance

- SAP Enterprise Support Value Maps
- SAP Enterprise Support Advisory
- Remote services

## Enablement for digital transformation

- SAP Enterprise Support Academy
- SAP Support Portal

## New features and business outcomes

- Releases, updates, patches
- Analyses and reports
- SAP Enterprise Support Advisory Council
- Customer Value Experience Tools

## Digital customer support experience

- Service level agreements
- Next-Generation Support concept
- SAP ONE Support Launchpad

SAP Solution Manager 7.2



SAP Pathfinder, SAP Transformation Navigator, and more

# What is the SAP Enterprise Support Reporting Cockpit?

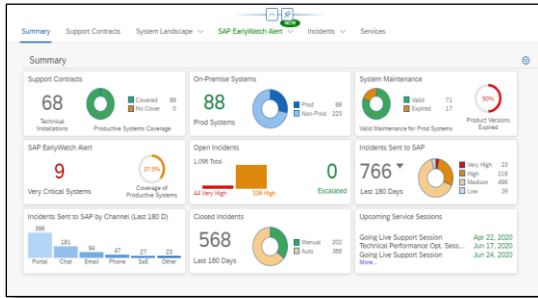
The SAP Enterprise Support reporting cockpit is an interactive dashboard analyzing and documenting the status of your SAP solution, support services and achievements based on solution monitoring capabilities, product and landscape overview, usage KPIs, consumption of SAP Enterprise Support offerings,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

## NEW SAP ENTERPRISE SUPPORT REPORTING COCKPIT



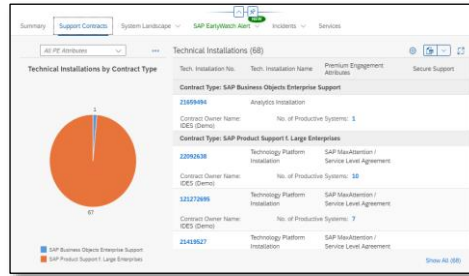
# SAP Enterprise Support reporting cockpit – released on-premise content

## Summary



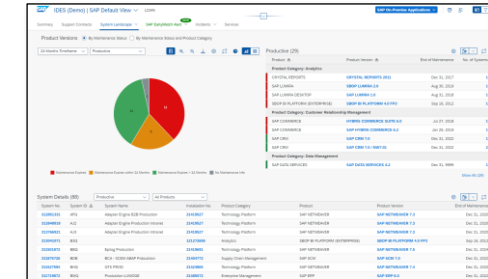
Overview on most important KPIs from each data section

## Support Contracts



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

## System Landscape



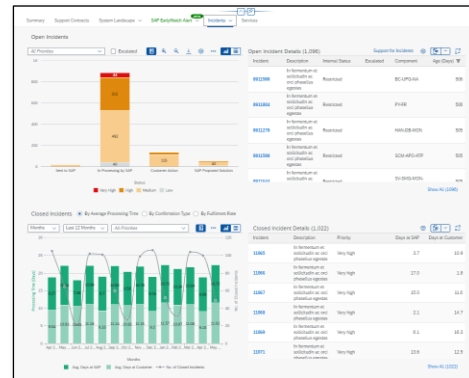
All production and non production systems with their products and maintenance status

## EWA Overview



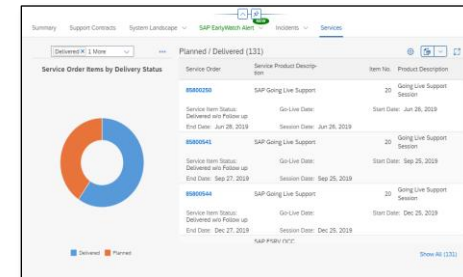
Most important summarized EWA KPIs with history with navigation to EWA WS for details

## 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

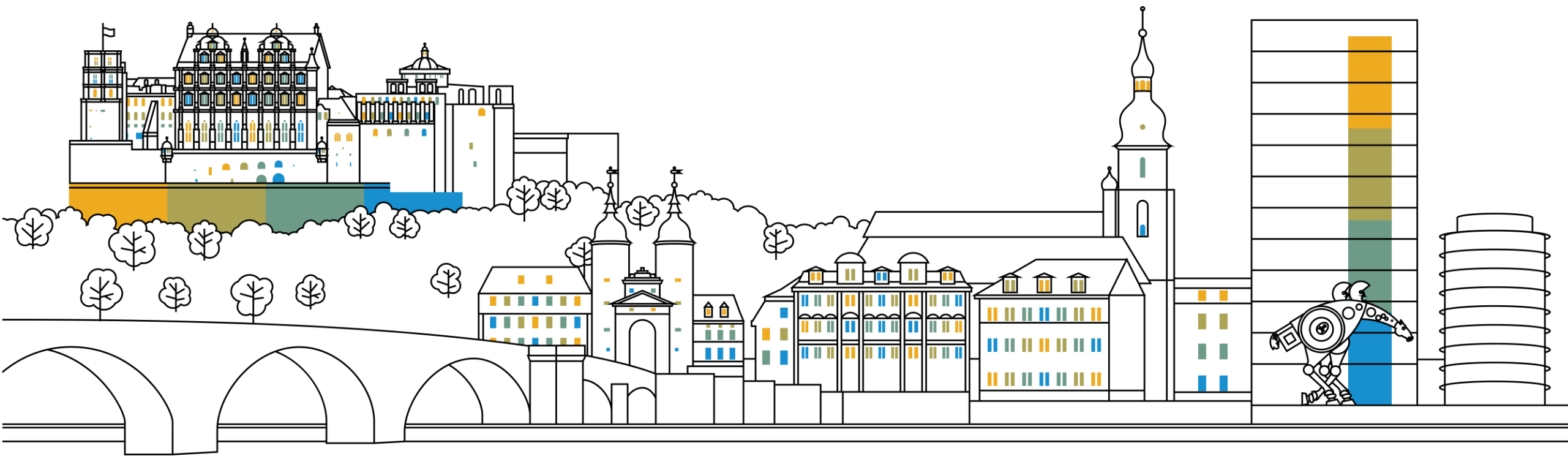
Decide on the graph layout

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

# DEMO for SAP Enterprise Support Reporting Cockpit



# Enterprise Support Reporting Cockpit – Summary View

## Portfolio for SAP Test Account - aPaul Pharma

### Public Cloud

> SAP Business ByDesign	2	Prod Systems
> SAP Business Technology Platform	37	Prod Systems
> SAP Customer Experience	1	Prod Systems
> SAP Digital Supply Chain	4	Prod Systems
> SAP Human Experience Management	4	Prod Systems
> SAP Public Cloud	1	Prod Systems

### On-Premise

> Analytics	20	Prod Systems
> Content and Collaboration	1	Prod Systems
> Customer Relationship Management	1	Prod Systems
> Data Management	5	Prod Systems
> Enterprise Management	21	Prod Systems
> Human Capital Management	3	Prod Systems
> Product Lifecycle Management	2	Prod Systems
> Supply Chain Management	4	Prod Systems
> Technology Platform	36	Prod Systems
> No Category Assigned	31	Prod Systems

### Private Cloud BETA

> Enterprise Management	3	Prod Systems
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## The Pillars of Proactive Support



### Innovation & Value Realization

8  
ACTIVE CLOUD CONTRACTS

3/4/23  
NEXT CLOUD CONTRACT EXPIRY

13 / 25  
EXPIRED ON-PREMISE PRODUCT VERSIONS

12/31/24  
NEXT ON-PREMISE MAINTENANCE EXPIRY



### Mission Critical Support

293  
OPEN CASES

5  
OPEN CASES WITH PRIORITY VERY HIGH

600  
CASES SENT TO SAP



### Collaboration

2<sup>Δ</sup>  
DELIVERED SERVICES

7.2  
SAP SOLUTION MANAGER VERSION

0 / 0  
SAP EARLYWATCH ALERT PROD SYSTEM COVERAGE

YOUR SUPPORT ADVISORY CENTER



### Empowerment

No Data NEW  
ES ADVISORY COUNCIL PARTICIPATION

N/A  
CONSUMED ES ACADEMY OFFERINGS

SAP ENTERPRISE SUPPORT VALUE MAPS

Chat with me!



# Enterprise Support Reporting Cockpit – On-Premise Summary View

SAP Test Account - aPaul Pharma | SAP Default View

On-Premise

Generate Report

Personalize



Click here to set the global filters



Customer No.: 1208936  
Account ID: 12552195

Country: Germany  
Industry: Life Sciences

Cust COE Status: ✗  
Valid: Dec 31, 0000 to Dec 31, 0000

Maintenance Rank: 0  
Maintenance Segment:

Market Segment: N/A  
www.paul-pharma.de



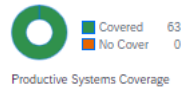
Summary Support Contracts System Landscape SAP EarlyWatch Alert Licenses Cases Services

## Summary

### Support Contracts

36

Technical Installations



Productive Systems Coverage

### On-Premise Systems

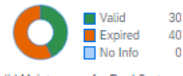
70

Prod Systems

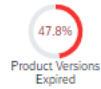


Prod Systems

### System Maintenance



Valid Maintenance for Prod Systems



Product Versions Expired

### SAP EarlyWatch Alert - Latest Overall Rating

0

Very Critical Prod Systems

NaN%

Coverage of Productive Systems

### Open Cases

208

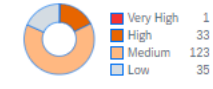
Total



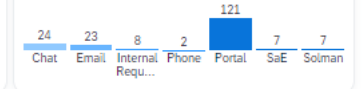
### Cases Sent to SAP

192

Last 6 Months



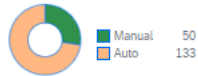
### Sent Cases by Channel (Last 6 Months)



### Closed Cases

183

Last 6 Months



### CCOE Certification Rate (Last 6 Compl Mnths)

Loading Data...

### Upcoming Service Sessions

No Data Found For This Title



# Enterprise Support Reporting Cockpit – Open Cases Status View

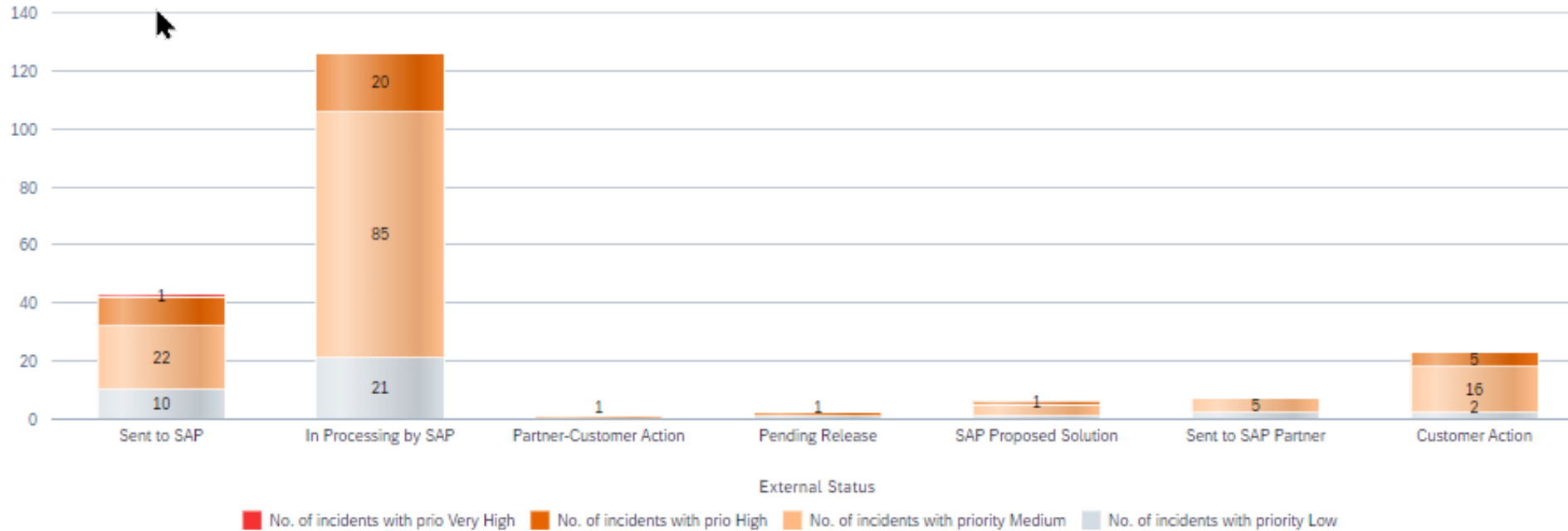
Summary Support Contracts System Landscape ▾ SAP EarlyWatch Alert ▾ Licenses **Cases ▾** Services ▾

Open Cases  By Status  By Creation Date

All Priorities ▾



Open Cases By Status



## Open Case Details (208)

Incident Number(without leading zero)

[371623](#)

[229238](#)

[484213](#)

[509190](#)

[559136](#)

[695018](#)

[669209](#)

[786210](#)

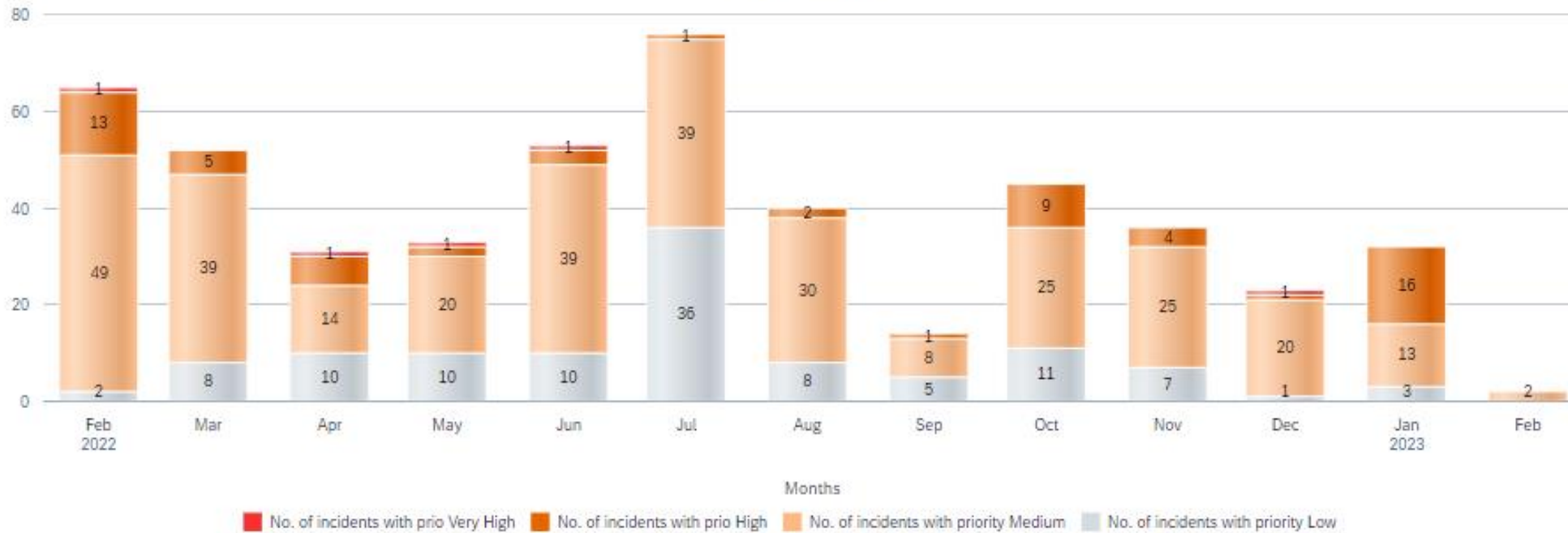
# Enterprise Support Reporting Cockpit – Sent Cases Summary

Cases Sent to SAP  Trend  By System Type  By Initial Component  By Input Channel

Months  Last 12 Months  All System Types



Sent Cases Trend



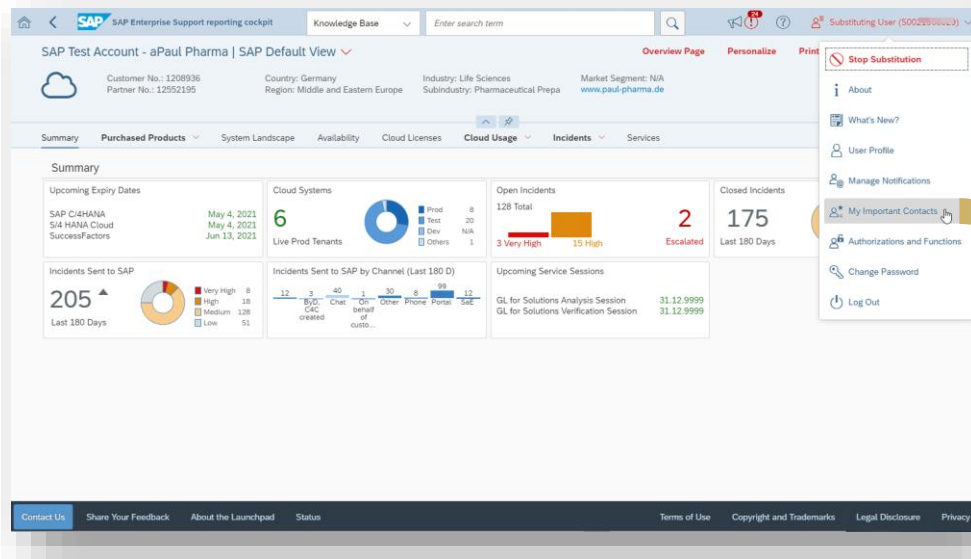
## Sent Cases Details (504)

Incident Number(without leading zero)

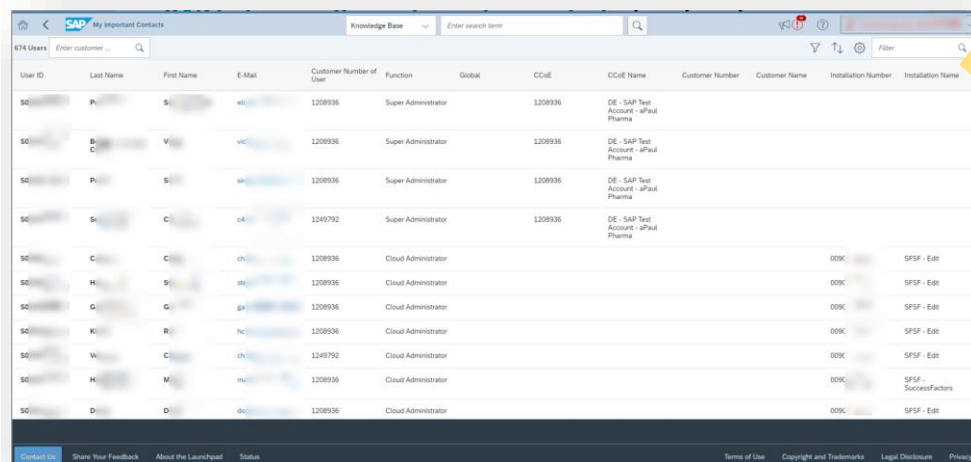
- [123718](#)
- [489137](#)
- [598546](#)
- [601120](#)
- [601158](#)
- [601173](#)
- [601183](#)
- [601451](#)
- [601461](#)
- [601547](#)
- [607654](#)

# SAP ES reporting cockpit – How to get Access

## ACCESS SAP ES reporting cockpit



The screenshot shows the SAP Enterprise Support reporting cockpit dashboard for a customer named 'aPaul Pharma'. The dashboard includes a navigation menu on the right with options like 'Stop Substitution', 'About', 'What's New?', 'User Profile', 'Manage Notifications', 'My Important Contacts', 'Authorizations and Functions', 'Change Password', and 'Log Out'. The main content area displays various metrics and charts, including 'Upcoming Expiry Dates', 'Cloud Systems' (6 Live Prod Tenants), 'Open Incidents' (128 Total, 3 Very High, 15 High, 2 Escalated), and 'Closed Incidents' (175 Last 180 Days). There are also charts for 'Incidents Sent to SAP' and 'Incidents Sent to SAP by Channel'.



The screenshot shows the 'My Important Contacts' table in the SAP reporting cockpit. The table lists 674 users with columns for User ID, Last Name, First Name, E-Mail, Customer Number of User, Function, Global, CCoE, CCoE Name, Customer Number, Customer Name, Installation Number, and Installation Name. The table contains several rows of user data, including Super Administrators and Cloud Administrators.

User ID	Last Name	First Name	E-Mail	Customer Number of User	Function	Global	CCoE	CCoE Name	Customer Number	Customer Name	Installation Number	Installation Name
SC-...	P...	S...	...	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC-...	B...	V...	...	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC-...	P...	S...	...	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC-...	S...	C...	...	1249792	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC-...	C...	C...	...	120936	Cloud Administrator				009C			SFSP - Edit
SC-...	H...	S...	...	120936	Cloud Administrator				009C			SFSP - Edit
SC-...	G...	G...	...	120936	Cloud Administrator				009C			SFSP - Edit
SC-...	K...	R...	...	120936	Cloud Administrator				009C			SFSP - Edit
SC-...	W...	C...	...	1249792	Cloud Administrator				009C			SFSP - Edit
SC-...	H...	M...	...	120936	Cloud Administrator				009C			SFSP SuccessFactors
SC-...	D...	D...	...	120936	Cloud Administrator				009C			SFSP - Edit

### 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)**.

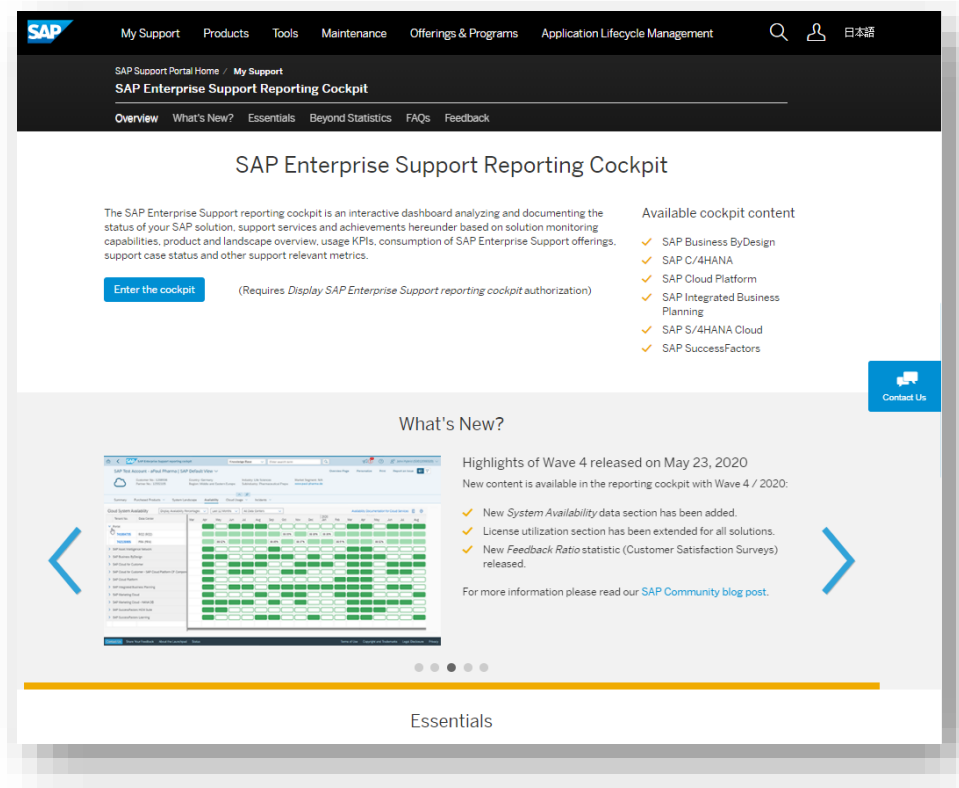
### SAP KBA for access and authorization requirements

- [2834499](#) - How to access the SAP Enterprise Support reporting cockpit
- [2835500](#) - The new SAP Enterprise Support reporting cockpit

# SAP ES reporting cockpit – How to stay Informed

Visit [SAP ES reporting cockpit Customer Portal](https://support.sap.com/esrc)

(<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 – Integration into SAP for Me

Company Name & Co. **SAP for Me** 42 TOTAL PRODUCTS 1 PRODUCTS DISABLED 8 OPEN INCIDENTS

PRODUCT NAME	STATUS	LICENCES	USED LICENCES	DELTA	EVENTS	TOWNS	OPEN INCIDENTS	LEARNING HOURS
SAP Performance Management	DISABLED	30,000	14,324	4,568	4	16	4	10
SAP Digital Recruiting	ACTIVE	34,000	29,432	4,568	2	8	1	10
SAP Manage Payroll by Partners	ACTIVE	85,000	71,432	4,568	8	6	7	10
SAP Employee Profile	ACTIVE	34,000	29,432	4,568	5	21	13	10
SAP Recruiting Marketing	ACTIVE	75,000	53,342	4,568	6	48	6	10
SAP Succession Planning	ACTIVE	90,000	85,589	4,568	7	60	12	10

My Home

- License Utilization Information
- Success insight Cockpit
- Digital Store
- Cloud Availability Center
- Product Availability Matrix
- My SAP notes & KBAs
- Maintenance Planner
- Support User Management
- Help Portal
- Learning Hub

**SC**

**Enterprise Support reporting cockpit**

This is a short description explaining in maximum 2 lines of text...

**SAP ONE Support Launchpad**

My Home

- Support Dashboard On-Premise
- Support Report Document On-Premise & Cloud
- Cloud Availability Center
- SAP Readiness Check
- Enterprise Support Reporting Cockpit Cloud**
- My SAP EarlyWatch Alert Reports (8778)
- My Landscape PILOT ONLY

Welcome


Welcome - SAP Business ByDesign

**Enterprise Support Reporting Cockpit On Premise & Cloud**

Access Cockpit

# Thank you

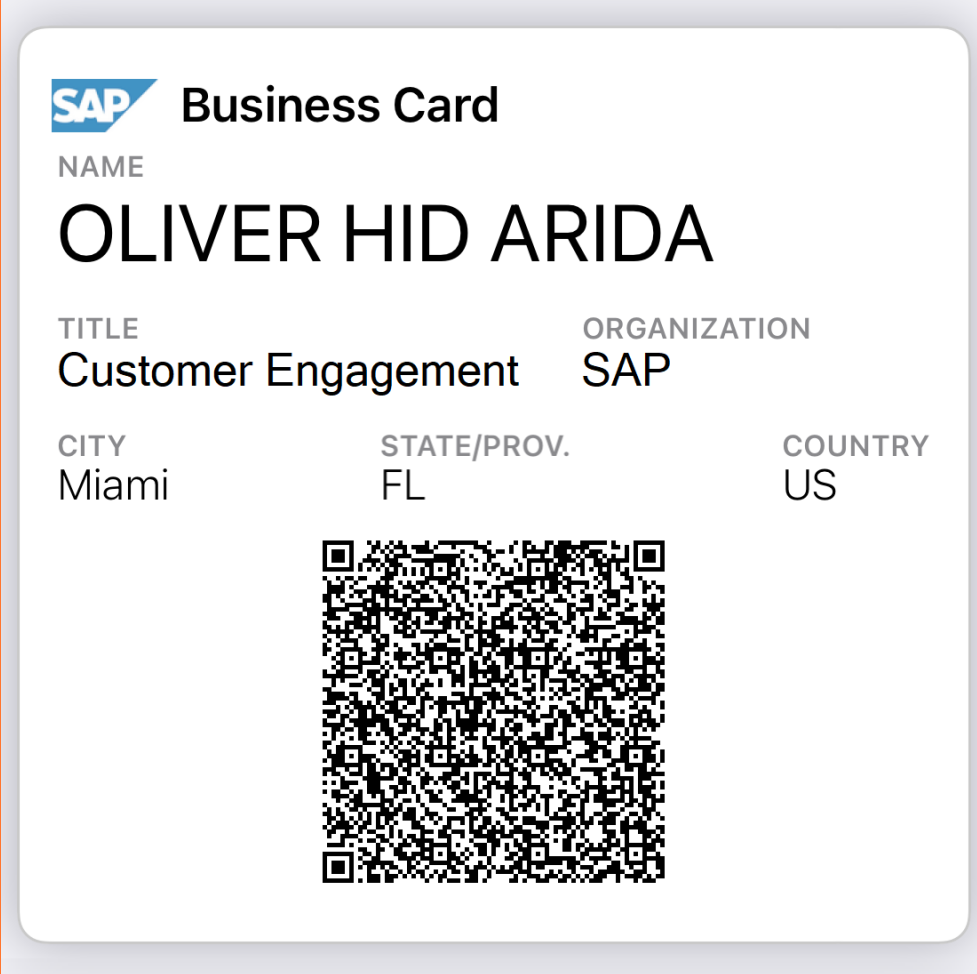
For questions after this session, contact:



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