



One Skill, Two Skill, Upskill, New Skill!

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Customer Success | SAP Customer Evolution Program

PUBLIC

One Skill, Two Skill, Upskill, New Skill!

- ❑ **Empower** (Enterprise Support Academy, Open SAP, Newsletter, Continuous Quality Checks, Value Maps)
- ❑ **Innovation** (Road Map Explorer, Pathfinder, Process Discovery)
- ❑ **Transitioning to S/4HANA** (Readiness Check, S/4HANA Simulation, Evolution Kit, S/4HANA Bootcamps)
- ❑ **Improving Operations** (Product Support Accreditation Program, SAP for Me, Enterprise Support Reporting Cockpit)

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Enablement for digital transformation

SAP Enterprise Support Academy – Benefit from expert guidance and high impact knowledge transfer services that enable you to innovate and be successful with SAP solutions.

Visit <http://support.sap.com/esacademy>



Knowledge transfer
on digital transformation, integration,
and system operations

On-demand learning experience
by combining self-paced and expert-
led offerings, available on a 24x7
platform

High-quality vendor knowledge
from SAP Support experts helps to
close the digital skills gap of key
users, IT and line-of-business experts

Available Formats

70+
Best
Practices

280+
Tutorials &
Videos

100+
Live Must-
Know
Webcasts

17+
Continuous
Quality Checks &
Improvement
Services

50+
Expert-Guided
Implementations

740+
Meet-the-Expert
Sessions

190+
Accelerated
Innovation
Enablement

Open online courses by SAP

With complementary microlearning and podcasts!

Browse all courses

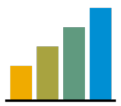
Play the video

[SAP Training | openSAP](#)



SAP Enterprise Support Academy Newsletter

[SAP Enterprise Support Academy newsletter](#)



Continuous Quality Checks

Remote services which help you to reduce technical risks and outline optimization potentials

- [Business Process Operations](#)
- [Business Process Performance Optimization](#)
- [Configuration Check](#)
- [Data Consistency Management](#)
- [Data Volume Management](#)
- [Downtime Assessment](#)
- [Early Watch Check](#)
- [Going Live Support](#)
- [Implementation](#)
- [Interface Management](#)
- [Integration Validation](#)
- [OS/DB Migration Check](#)
- [Security Optimization Check](#)
- [Technical Performance Optimization](#)
- [Transport Execution Analysis](#)
- [Upgrade](#)
- [Upgrade Assessment](#)
- [SAP Modification Justification Check](#)
- [SAP Custom Code Maintainability Check](#)

Additional Information

SAP Support Portal:

- [SAP Enterprise Support Delivery \(CQCs & Improvement Services\)](#)

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

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](#)

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

[SAP SuccessFactors](#)

[SAP Analytics Solutions](#)

[SAP Customer Experience solutions](#)

[SAP Business Technology Platform](#)

[Business Process Intelligence](#)

[Data Volume Management](#)

[Application Lifecycle Management](#)

[Business Process Improvement](#)

[Security](#)

[SAP Ariba](#)

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SAP Road Map Explorer

Discover Innovations Available from SAP

Goal

Gain an up-to-date overview on planned and available innovations, as well as technical information, through an interactive road map experience.

Benefits of Road Map Explorer:

- Search SAP Road Maps by keywords, topics processes or products
- Over 12,000 innovations
- Covers all SAP products
- SAP Road Maps support the journey to SAP's future product portfolio

<https://roadmaps.sap.com/welcome>

The screenshot displays the SAP Road Map Explorer web application. At the top, there is a navigation bar with the SAP logo, 'Road Map Explorer' title, and tabs for 'Products', 'Processes', 'Industries', 'My Road Maps', and a 'Disclaimer' link. Below the navigation bar is a search bar containing filters for 'SAP enhancement package for SAP ERP', 'ERP and Finance', and 'SAP ERP', with a search icon and '1,330 Innovations' displayed. A secondary navigation bar includes dropdown menus for 'Products', 'Processes', 'Industries', 'Focus Topics', and 'Suite Qualities', along with a 'Current - Latest' filter, a download icon, and a 'Save' button. The main content area is a grid of four columns representing quarters: Q1 2021 (369 Innovations), Q2 2021 (251 Innovations), Q3 2021 (193 Innovations), and Q4 2021 (270 Innovations). Each column contains several innovation cards with titles and category tags. For example, Q1 2021 includes 'SAP S/4HANA Cloud 2102 +1', 'Access Certification' (System or account review process), 'Access Request and User Provisioning' (Configurable workflow for access request processes), and 'Accounts Payable' (Flexible payment schedules to support automated payment runs). Q2 2021 includes 'Future Release', 'Access Analysis' (Open SCIM interface for third-party application access analysis), 'Access Certification' (Flexible workflow for access certification campaigns), and 'Access Monitoring' (Preconfigured integration with SAP Ariba). Q3 2021 includes 'Future Release', 'Access Analysis' (Open SCIM interface for third-party application access analysis), 'Access Monitoring' (Alerts about known unpatched vulnerabilities), and 'Access Monitoring' (Identification of known unpatched vulnerabilities). Q4 2021 includes 'Future Release', 'Access Monitoring' (HTTP client log integration for more detailed analysis), 'Setting alert status for alerts that have been forwarded to other SIE...', 'Transparency: built-in integration to SAP SuccessFactors solutions', and 'Accounts Payable' (Accounts payable automation – automatic payment checks and...).

Legal Disclaimer: The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. This document is provided without a warranty of any kind. [Read more](#)

SAP Innovation and Optimization Pathfinder

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



Customer-specific improvement and innovation opportunities based on the customer's current core SAP ERP system usage, business & IT performance



Industry benchmarks and recommendations for business and IT to optimize SAP solutions, or to implement software and cloud innovations using relevant SAP Enterprise Support or SAP Services offering



Interactive report navigates decision makers to relevant information, services and tools

Sample Corp.
System: PRD

OVERVIEW FINANCE SOURCING AND PROCUREMENT SALES & SERVICE SUPPLY CHAIN

SUMMARY SIMPLIFIED USER EXPERIENCE SAP ENHANCEMENT PACKAGES SAP S/4HANA

Recommended Finance Innovations

Enhance your existing SAP ERP system:

Simplified User Experience

Most relevant SAP Fiori Apps for:

- Cash Manager (26)
- Controller (22)
- General Ledger Accountan...(19)

Overall 120 SAP Fiori Apps »

Functional Enhancements

Most relevant enhancements:

- Operation account assignment
- New G/L accounting 3
- New G/L accounting

Overall 11 enhancements »

Improve Finance Processes

Value Driver:	Good Performance KPI's above industry median		
<ul style="list-style-type: none">Reduce G/L Efforts and Financial closing timeReduce finance costs	23 days Lead time: Invoice creation to clearing »	96% Vendor payments automatically cleared »	18.20 Overdue & open AR item
<ul style="list-style-type: none">Reduce days sales outstandingReduce days payables outstanding	1.905 Electr. bank statements not completely posted »		



Landing Page:
www.sap.com/Pathfinder

Secure business buy-in for the MOVE to SAP S/4HANA: Process Discovery for SAP S/4HANA Transformation

When to use?

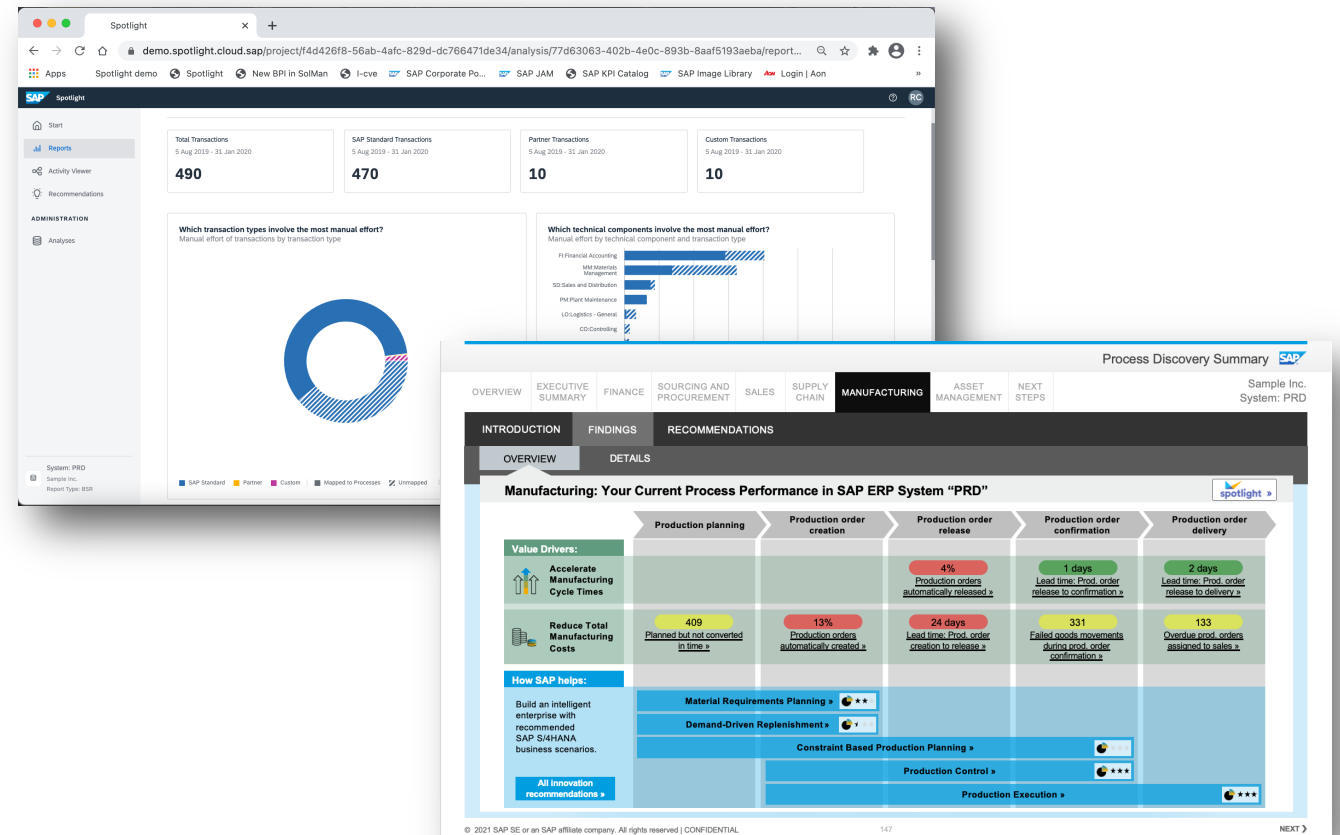
- Answer the questions: “**Why move** to SAP S/4HANA?” and “**How to streamline and automate** my business?”
- **Get buy-in from business executives** for SAP S/4HANA

What are the benefits?

- Know where **to start your journey**
- **Build a strong case** for SAP S/4HANA
- This includes: a PDF summary for the business executives and a cloud solution for the process experts

How to?

- Extract data and submit your request: www.s4hana.com
- Review the analysis with your business stakeholders, identify most valuable business scenarios



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SAP Readiness Check for SAP S/4HANA

Available for all customers, included in maintenance

Add-Ons & Business Functions

- SAP Add-Ons and Business Functions as well as 3rd party Add-Ons have to be checked for their compatibility with SAP S/4HANA
- SAP software is listed and rated
- 3rd party software is listed only

Custom Code & Custom Dev

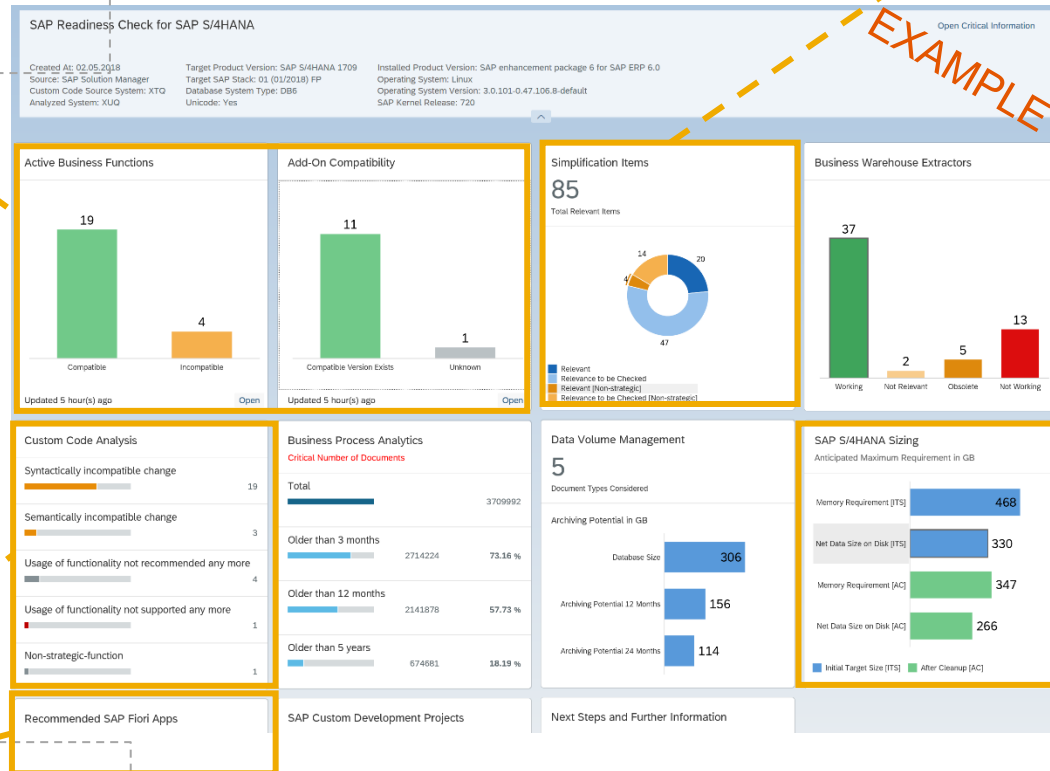
- Custom Code analysis vs. SAP S/4HANA compliance, based on SAP simplification database
- SAP Readiness Check provides BOM of affected objects as well as SAP Custom Development Projects (CDP's)
- An in-depth custom code management activities to follow during project execution

Recommended Fiori Apps

- Fiori apps recommended based on the transaction usage history in the evaluated system

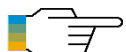
Simplification items

- Simplification Items represent application or architecture changes in comparison to ERP
- They are grouped by business priority (e.g. Core Finance) and industry, respectively

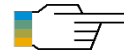


S/4HANA Sizing


- To prepare for SAP S/4HANA, a system sizing is the baseline for further discussions regarding the future target size
- SAP Readiness Check summarizes the technical sizing result so that customers can further engage internally, with SAP or with partners to discuss the future target system size



[EGI Session on SAP Readiness Check](#)



[SAP Help Portal: SAP Readiness Check](#)



SAP S/4HANA Value Exploration Workshop

Explore the possibilities of SAP S/4HANA, featuring a RISE with SAP strategy session

Explore the possibilities of SAP S/4HANA, featuring a RISE with SAP strategy session

Join us for a **2.5-hour virtual event** to learn about **SAP S/4HANA** and how it can **benefit your organization**. Register now for this interactive call-to-action session from **12:30–3:00 p.m. ET**, which includes:

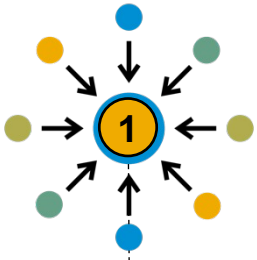
- An **ERP simulation competition** that puts you in the driver's seat across business functions like finance, sales, marketing, and procurement. [Watch this short video](#) to see what customers say about this experience!
- A **RISE with SAP call-to-action strategy session** to give you industry and line-of-business context to make decisions that align to your strategic priorities. Explore SAP adoption and learn how to best meet business goals with an introduction to foundational SAP learning journeys, tools, and services.

Space is limited. To secure your selected date, we require a minimum of four people from your organization, ideally from both business and IT, to attend this session.

[Registration Form | SAP S4Hana Value Exploration Day](#)

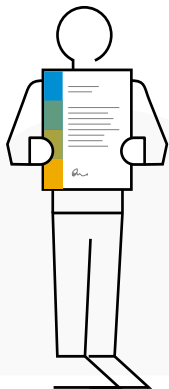
Evolution Kit | Framework

How does the customer journey look like?



Get in touch with your Account Team and receive customer-specific outside in **point-of-view document**

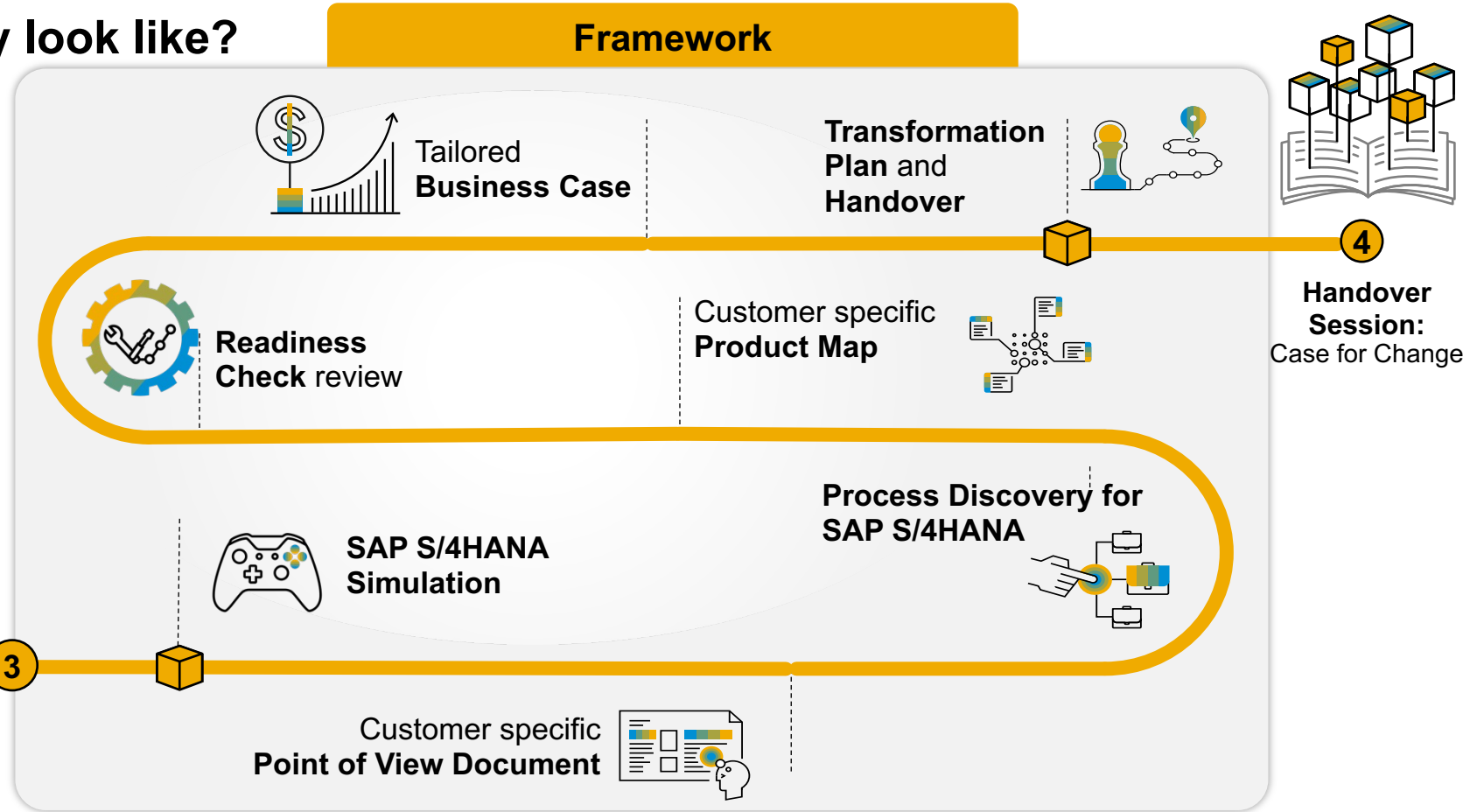
2



Preparation & Information Call

Customer Engages with SAP to investigate more details about the Evolution Kit and to set the focus for the Engagement

3



Build a Tailored Value Case - Create a Phased Transformation to S/4HANA

S/4HANA System Conversion Boot Camp

Registration s4h_customer_care@sap.com

What Boot Camp will cover:

- Each customer to convert a single SAP provided ERP 6.0 EhP7 system to SAP S/4HANA 2021 Private Cloud Edition
- Hands-on experience in the technical and functional activities for doing a system conversion
- System access for the entire duration of the bootcamp
- Installation and configuration of embedded SAP Fiori
- SAP add-on handling
- Custom code analysis and remediation

S/4HANA System Conversion Boot Camp

Registration s4h_customer_care@sap.com

In this bootcamp you will also find answers to questions such as:

- What are the steps involved in system conversion?
- How system conversion is different from a technical upgrade?
- Do we have to involve functional consultants?
- How to evaluate SAP Partners who we want to engage for system conversion?
- What preparation activities can be completed before system conversion project?

<https://blogs.sap.com/2021/09/07/10-steps-to-s-4hana-for-sap-customers/>

5 Steps to Fiori Boot Camp

Registration s4h_customer_care@sap.com

What Boot Camp will cover:

- Each customer to implement a single SAP Fiori instance in SAP S/4HANA
- Hands-on experience in the technical and functional activities for doing an SAP Fiori system implementation
- Installation and configuration of embedded SAP Fiori
- Overview of the extensibility options in SAP Fiori

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Product Support Accreditation

SAP Product Support Accreditation Welcome Marty

ABOUT THIS PROGRAM


Product Support Accreditation will show you how you can work best with Product Support to get faster, easier closure to your incidents. It only takes a little over an hour to complete. The course consists of 3 modules. Each contains a short, interactive video, a PDF document, and a short quiz at the end. Once you've completed the three modules and the final assessment, that's it—you're accredited.

BENEFITS

- 1. Empowerment** - You'll be familiar with all of Product Support's available resources. You'll enjoy faster, better interactions.
- 2. Badge** - You'll be emailed your Acclaim badge, that you can share on social media, within a week of completing accreditation (as long as you're a subscribed user)

Subscription is required to receive the benefits [Subscribe](#)

HOW DOES IT WORK?



0:00 / 1:32

Training Modules

Module	Progress	Est. Time
Self-service and Incident Prevention	100%	25 min
Real-time Interactions	100%	25 min
Digital Support Experience	100%	15 min
Assessment	Completed	Certificate

[Product Support Accreditation](#)

SAP for Me - Is made for You

Say hello to your digital companion

Sign In

Try our Demo

The screenshot displays the SAP for Me dashboard interface. At the top, there's a search bar and user profile information for Jane Miller. The dashboard is divided into several sections:

- Home:** Includes a tutorial, support user administration (501 total users, 174 recently created, 1 action required), remote connection management (0 open connections), and a next-generation cloud delivery schedule (2 systems with open checklist items).
- Cases:** A central section showing 75 support cases. A table lists cases with IDs, subjects, and priorities (Low, Medium, High). A summary on the left shows 26 action required, 37 solution proposed, 420 open incidents, and 340 draft incidents.
- Availability Status:** A donut chart showing 100.0% availability for cloud systems.
- Quick Access Services & Support:** Links to knowledge base, product support, and support engagements.
- Cases Overview by Status:** A donut chart showing the distribution of cases by status: Customer Action (8), Not sent to SAP (2), Partner-Customer Action (2), SAP Proposed Solution (3), Sent to SAP Partner (1), and Sent to SAP (3).
- Quick Access Systems & Provisioning:** Lists systems, cloud delivery, and availability.

Comprehensive transparency about your SAP product portfolio, in one place.

[Support Webinars | SAP Support](#)

[SAP for Me](#)

Enterprise Support Reporting Cockpit

SAP Test Account - aPaul Pharma | SAP Default View

On-Premise



Generate Report ^{new}

Personalize



Customer No.: 1208936
Account ID: 12552195

Country: Germany
Industry: Life Sciences

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

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 70
Non-Prod 49

System Maintenance



Valid Maintenance for Prod Systems



Product Versions Expired

SAP EarlyWatch Alert - Latest Overall Rating

0

Very Critical Prod Systems

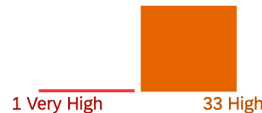
NaN%

Coverage of Productive Systems

Open Cases

203

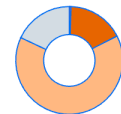
Total



Cases Sent to SAP

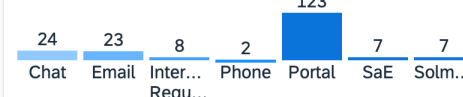
194

Last 6 Months



Very High 1
High 33
Medium 125
Low 35

Sent Cases by Channel (Last 6 Months)



Closed Cases

190

Last 6 Months



Manual 51
Auto 139

CCOE Certification Rate (Last 6 Compl Mnths)

13 Total



11 Fulfilled
2 Not Fulfilled



Fulfillment %

Upcoming Service Sessions

No Data Found For This Tile

[How to access the SAP Enterprise Support Reporting cockpit - SAP ONE Support Launchpad](#)

Thank You

SAP

Marty Cefaratti

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Customer Success | SAP Customer Evolution Program

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