



# SAP for Me The Customer Portal from SAP

**Teo Rodriguez**

Customer Success | SAP Customer Evolution Program

# Our scope



Decision makers and other people engaging with SAP

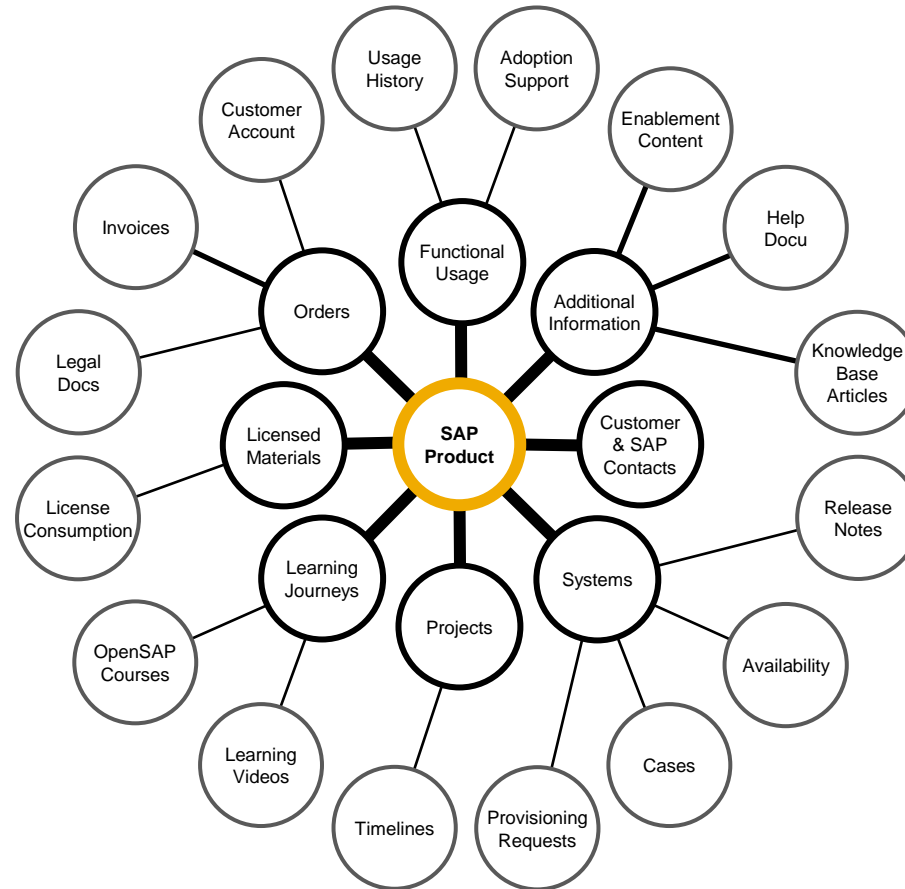
## What we do with SAP for Me – taking advantage of semantics



**me.sap.com**

### Without SAP for Me

- Too many portals and tools
- No overarching picture across the SAP portfolio
- Missing transparency
- Limited self-services
- No focus on individual interests and needs

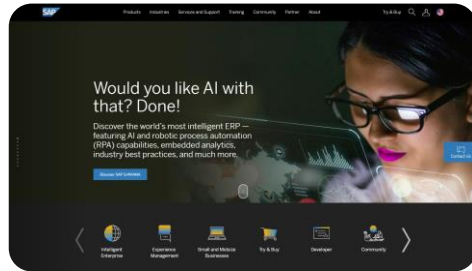


### With SAP for Me

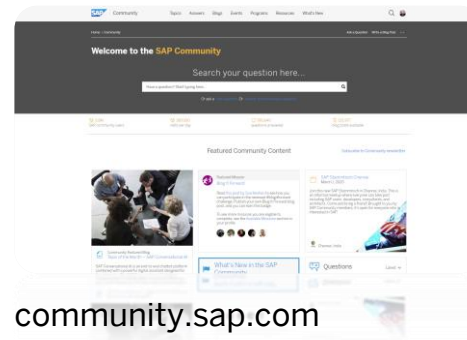
- Start at **one** entry point
- Personalize views based on **your role and interests**
- Get transparency across **your complete SAP Portfolio**
- Take action with **self-services for your needs**
- Actively influence **your products and SAP for Me**

# Digital Channels at SAP

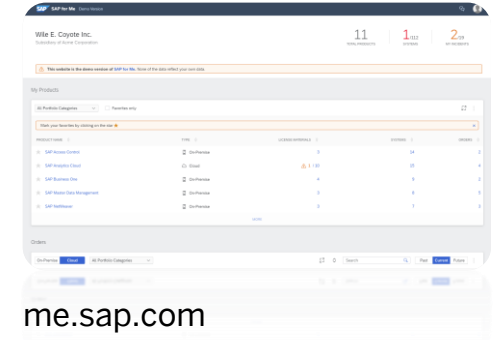
## Primary Entry Points



sap.com  
**The Digital Front Door**



community.sap.com  
**The Community**



me.sap.com  
**The Customer Portal**

## Secondary Entry Points



[SAP Transformation Navigator](#)



[ESRC](#)



[Innovation Discovery](#)



[SAP Best Practices Explorer](#)



[SAP Help](#)



[Platform Availability Matrix](#)



[SAP Value Lifecycle Manager](#)



[SAP Road Map Explorer](#)



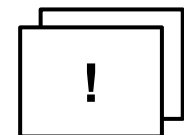
[SAP ONE Support Launchpad](#)



[Software Download Center](#)



[Maintenance Planner](#)



And many more...

# SAP for Me - A New Customer Experience

CUSTOMER EXPERIENCE

PRODUCT EXPERIENCE

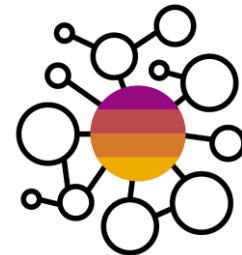
LANDSCAPE EXPERIENCE

SMART EXPERIENCE



## SIMPLIFICATION

SAP for Me is the new single point of entry and defines how our customers will **engage** with SAP in the future.



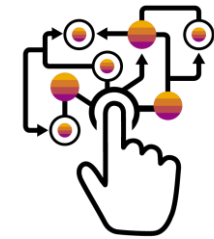
## TRANSPARENCY

SAP for Me **aggregates** important alerts, metrics, and insights about the SAP product portfolio and makes disparate information a thing of the past.



## HARMONIZATION

SAP for Me will **integrate** other digital touchpoints (satellites) and thereby harmonize and consolidate the tool landscape within SAP.

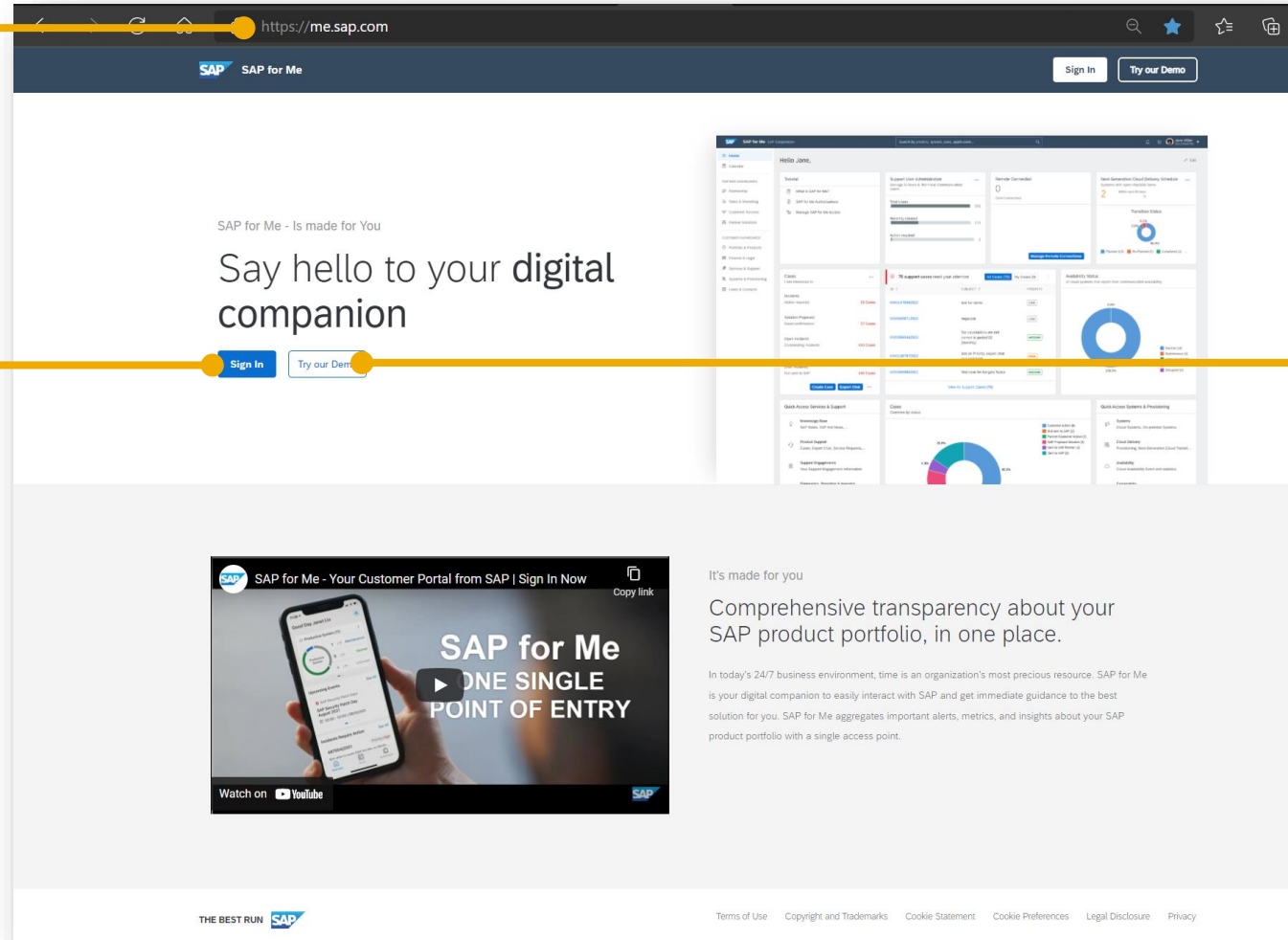


## DIGITAL ACCESS

SAP for Me is the digital companion for all customers to easily **interact** with SAP and get immediate guidance to the best solution.

# Demo

Go to [me.sap.com](https://me.sap.com)



The screenshot shows the SAP for Me website interface. At the top, there is a navigation bar with the SAP logo, the text 'SAP for Me', and buttons for 'Sign In' and 'Try our Demo'. Below the navigation bar, the main content area features the heading 'SAP for Me - Is made for You' and a large text block: 'Say hello to your digital companion'. To the right of this text is a preview of the SAP for Me dashboard, which displays various data visualizations and charts. At the bottom of the page, there is a video player with the title 'SAP for Me - Your Customer Portal from SAP | Sign In Now' and a play button. The video content shows a hand holding a smartphone displaying the SAP for Me app interface, with the text 'SAP for Me ONE SINGLE POINT OF ENTRY' overlaid. Below the video player, there is a section titled 'It's made for you' with the text: 'Comprehensive transparency about your SAP product portfolio, in one place.' and a paragraph: 'In today's 24/7 business environment, time is an organization's most precious resource. SAP for Me is 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.'

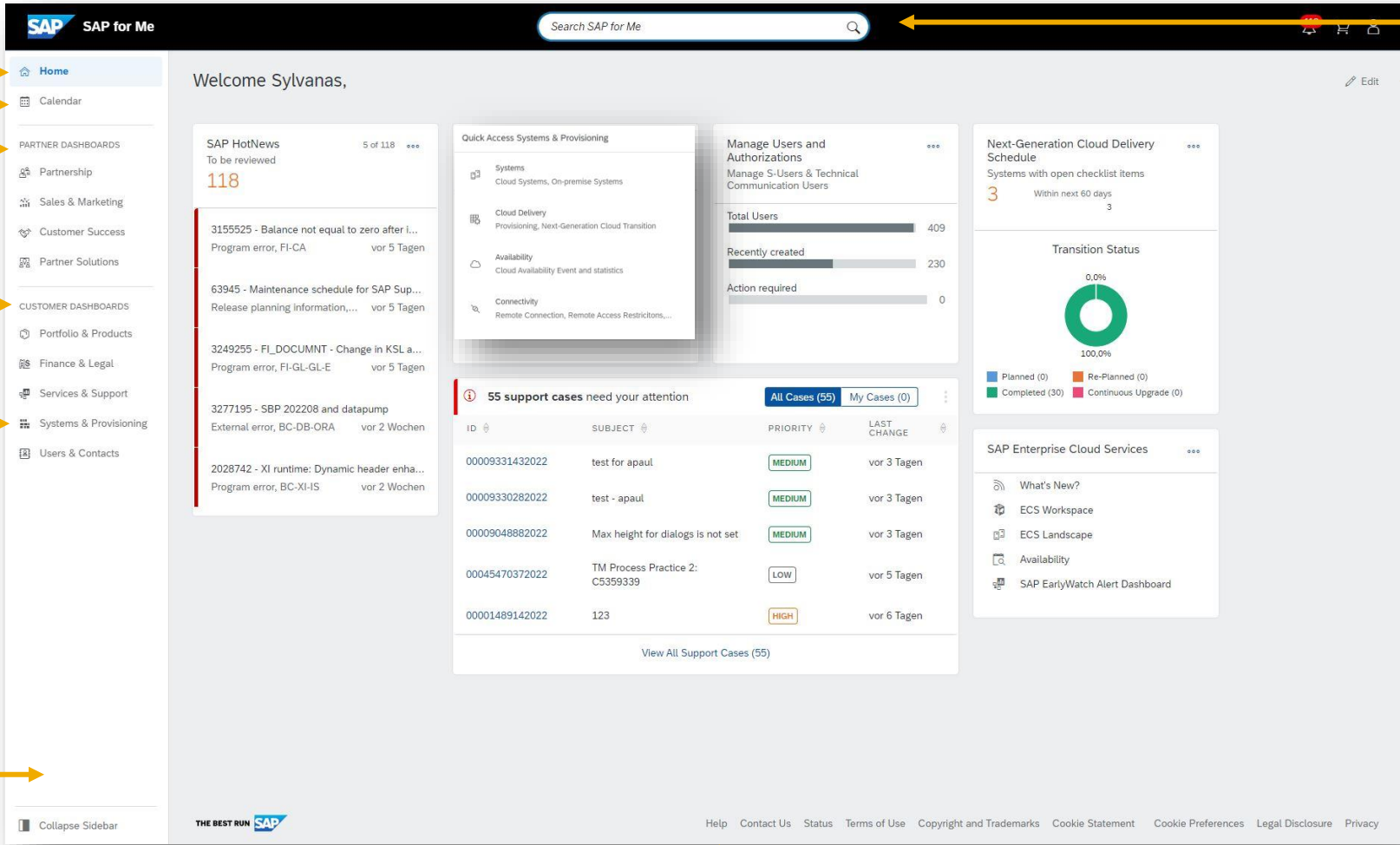
## Use Sign-In

- If you have an S-user

## Use Try our Demo

- Does not require any user
- Shows only mock data (no real data)

# Updated Look & Feel



**Home** (points to Home button)

**Calendar** (points to Calendar button)

**Partner Dashboards** (points to Partner Dashboards section)

**Customer Dashboards** (points to Customer Dashboards section)

**Capability Entry Point** (points to Systems & Provisioning button)

**Search Bar** (points to search input)

**Edit Card Catalogue** (points to Edit button)

**Help Page** (points to Help link in footer)

**Side Panel** (points to Collapse Sidebar button)

**Support Cases Table:**

ID	SUBJECT	PRIORITY	LAST CHANGE
00009331432022	test for apaul	MEDIUM	vor 3 Tagen
00009330282022	test - apaul	MEDIUM	vor 3 Tagen
00009048882022	Max height for dialogs is not set	MEDIUM	vor 3 Tagen
00045470372022	TM Process Practice 2: C5359339	LOW	vor 5 Tagen
00001489142022	123	HIGH	vor 6 Tagen

[SAP for Me Access](#)

# SAP for Me – Home

Welcome Teo,

Search Support Knowledge

How can we help you?

### Manage Service Requests

- Awaiting Info: 2
- To be Reviewed: 3
- In Progress: 5

[New Service Request](#)

### Software Download

# items in basket

Access the SAP Software Center to download software.

[Software Download](#)

### Quick Access Services & Support

- Knowledge Search: Find notes, documentation, commu...
- KBAs & Notes: SAP Notes, SAP Hot News, ...
- Cases: Cases, Expert Chat,...
- Service Requests: Overview of the Service Requests
- Support Engagements: Your Support Engagement informat...
- Diagnostics, Reporting & Analytics: SAP EarlyWatch Alert, Service Mes...
- ALM: Roadmap Viewer, Maintenance Pla...
- ECS Workspace: Tools for SAP Enterprise Cloud Ser...
- More Resources: SAP Trust Center, Product Availabil...

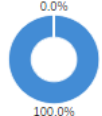
### Get Started

- What is SAP for Me?
- Manage SAP for Me access
- SAP for Me authorizations
- Get started with SAP Support
- Get the App

### Availability Status

of cloud systems that report their communicated availability

All



■ Normal (85) ■ Maintenance (0) ■ Under Investigation (0) ...

### License Key

Activate your SAP software by requesting or renewing license keys for your products.


[Request License Key](#)

### Quick Access Systems & Provisioning

- Systems: Cloud Systems, On-premise Syste...
- Availability: Cloud Availability Event and statistics
- Provisioning: Provision your cloud systems
- Cloud Delivery: Next-Generation Cloud Transition
- Connectivity: Remote Connection, Remote Acces...

### Products with Potential Overconsumption

SAP Business ByDesign in 1 License(s)



Available: 3

### Cases

I Am Interested In

All Cases: Show a list of all cases

Draft Cases: Show cases not sent to SAP

[Get Support \(Case, Expert Chat, ...\)](#)

### License Consumption Card

A comprehensive overview of license entitlement/subscribed products versus consumption information

### SAP Cloud ALM

- What's New?
- Try it out now
- Project setup in SAP Cloud ALM
- Product Information and Documentati...
- Customer Community

### Latest Balance Statements

No balance statements available.

### Next-Generation Cloud Delivery Schedule

Systems with open checklist items

Within next 60 days

# SAP for Me – Calendar

SAP SAP for Me
 

411
🛒
👤

- Home
- Calendar

DASHBOARDS

- Finance & Legal
- Portfolio & Products
- Services & Support
- Systems & Provisioning
- Users & Contacts

## Calendar

25.09.2023

Favorite products only

Day
Week
Month

<
Today
>
September 2023

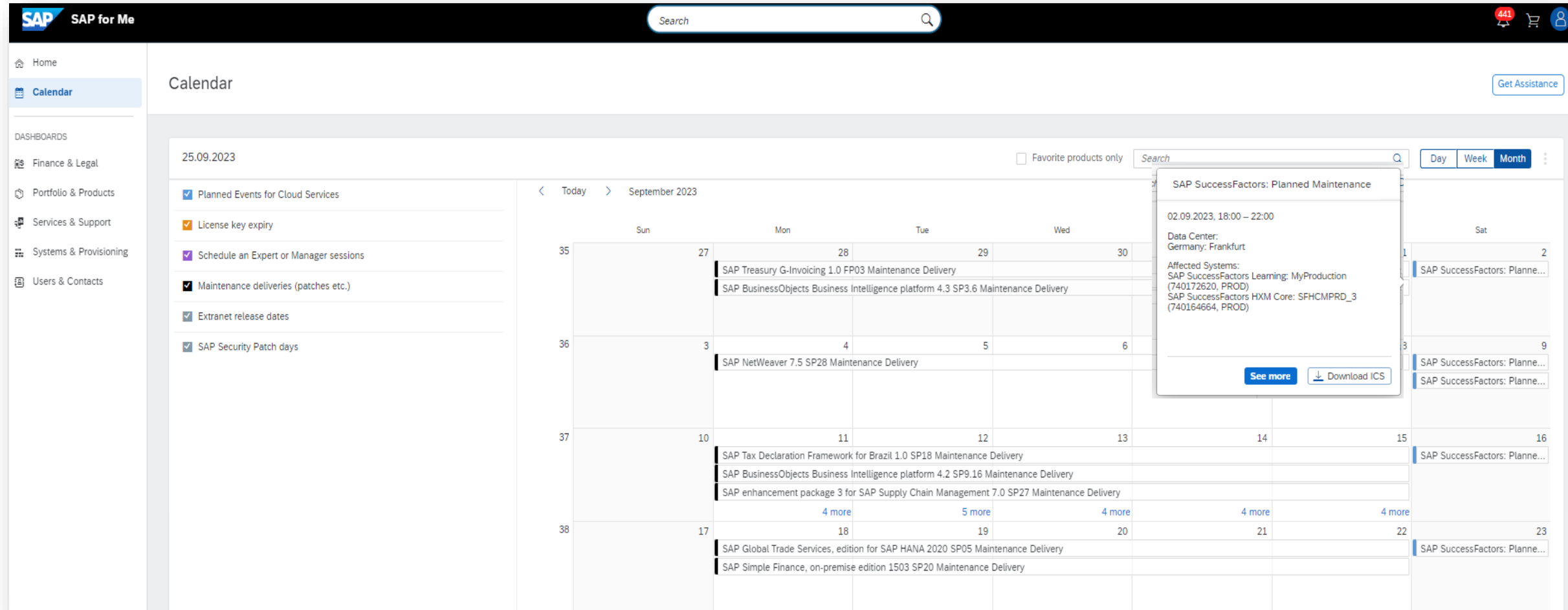
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
35	27	28	29	30	31	1	2
		<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP Treasury G-Invoicing 1.0 FP03 Maintenance Delivery</div>					<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP SuccessFactors: Planne...</div>
		<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP BusinessObjects Business Intelligence platform 4.3 SP3.6 Maintenance Delivery</div>					
36	3	4	5	6	7	8	9
		<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP NetWeaver 7.5 SP28 Maintenance Delivery</div>					<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP SuccessFactors: Planne...</div>
							<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP SuccessFactors: Planne...</div>
37	10	11	12	13	14	15	16
		<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP Tax Declaration Framework for Brazil 1.0 SP18 Maintenance Delivery</div>					<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP SuccessFactors: Planne...</div>
		<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP BusinessObjects Business Intelligence platform 4.2 SP9.16 Maintenance Delivery</div>					
		<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP enhancement package 3 for SAP Supply Chain Management 7.0 SP27 Maintenance Delivery</div>					
		4 more	5 more	4 more	4 more	4 more	
38	17	18	19	20	21	22	23
		<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP Global Trade Services, edition for SAP HANA 2020 SP05 Maintenance Delivery</div>					<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP SuccessFactors: Planne...</div>
		<div style="background-color: #ccc; padding: 2px; font-size: 0.8em;">SAP Simple Finance, on-premise edition 1503 SP20 Maintenance Delivery</div>					

EXTERNAL

8



# SAP for Me – Calendar



The screenshot shows the SAP for Me Calendar interface. At the top, there is a search bar and navigation icons. The left sidebar contains a navigation menu with options like Home, Calendar, and various dashboards. The main area displays a calendar for September 2023, with a detailed view for the week of September 25th. A modal window is open over the calendar, showing details for a maintenance event on 02.09.2023. The modal includes the event title, time, data center, and affected systems.

**SAP for Me** | Search | 441 | [User Icon]

Home | **Calendar** | Get Assistance

25.09.2023 |  Favorite products only | Search | Day | Week | Month

Planned Events for Cloud Services

- License key expiry
- Schedule an Expert or Manager sessions
- Maintenance deliveries (patches etc.)
- Extranet release dates
- SAP Security Patch days

Today > September 2023

Sun	Mon	Tue	Wed	Sat		
27	28	29	30	1		
	SAP Treasury G-Invoicing 1.0 FP03 Maintenance Delivery SAP BusinessObjects Business Intelligence platform 4.3 SP3.6 Maintenance Delivery			SAP SuccessFactors: Planne...		
3	4	5	6	3		
	SAP NetWeaver 7.5 SP28 Maintenance Delivery			SAP SuccessFactors: Planne... SAP SuccessFactors: Planne...		
10	11	12	13	14	15	16
	SAP Tax Declaration Framework for Brazil 1.0 SP18 Maintenance Delivery SAP BusinessObjects Business Intelligence platform 4.2 SP9.16 Maintenance Delivery SAP enhancement package 3 for SAP Supply Chain Management 7.0 SP27 Maintenance Delivery					SAP SuccessFactors: Planne...
	4 more	5 more	4 more	4 more	4 more	
17	18	19	20	21	22	23
	SAP Global Trade Services, edition for SAP HANA 2020 SP05 Maintenance Delivery SAP Simple Finance, on-premise edition 1503 SP20 Maintenance Delivery					SAP SuccessFactors: Planne...

**SAP SuccessFactors: Planned Maintenance**

02.09.2023, 18:00 – 22:00

Data Center:  
Germany: Frankfurt

Affected Systems:  
SAP SuccessFactors Learning: MyProduction (740172620, PROD)  
SAP SuccessFactors HXM Core: SFHCMPRD\_3 (740164664, PROD)

[See more](#) | [Download ICS](#)

# SAP for Me – Systems and Provisioning

Systems & Provisioning / EV21693534

EV21693534 ★

Event Type	Start Time	End Time	Duration	SLA Relevance
Maintenance	02.09.2023, 18:00	02.09.2023, 22:00	04h 00m 00s	NO

## Affected Systems (4 entries)

Customer:

SYSTEM	CLOUD SERVICE	DATA CENTER	SYSTEM ROLE	MAIN SYSTEM	CUSTOMER
SFHCMPRD_3<2195P!> 740164664	SAP SuccessFactors HXM Core	Germany: Frankfurt	Production	—	SAP Test Account - aPaul Pharma 1208936
my Cloud System 740172443	SAP Jam Collaboration	Germany: Frankfurt	Production	—	SAP Test Account - aPaul Pharma 1208936
MyProduction 740172620	SAP SuccessFactors Learning	Germany: Frankfurt	Production	—	SAP Test Account - aPaul Pharma 1208936
C0020689359P 740174664	SAP Jam Collaboration	Germany: Frankfurt	Production	—	SAP Test - Prokesch Pharma Data Loa 1527516

## Notifications (1 entry)

- **Maintenance Announcement**  
09.05.2023, 10:13

**Explanation Update:**

We perform maintenance as needed to keep our systems and applications current and secure. We strive to minimize impact to customers by scheduling maintenance at the least business intrusive time for the majority of our users.

**Additional Details:**

During the scheduled maintenance window, your Production environment will not be available or accessible to users.

**Note:** Applicable only if you have HXM suite and/or LMS applications - SuccessFactors HXM suite jobs or reports scheduled to run during this maintenance window(s) will be temporarily paused and restarted following the maintenance window. SuccessFactors Learning scheduled jobs will not run until the next scheduled run time unless it is manually executed after the maintenance window.

# SAP for Me – Finance and Legal

FinanceLegal [Get Assistance](#)

Cloud (4) On-Premise Learning Billing Consumption

Cloud Materials (26 entries) All Solution Areas All Cloud Materials

MATERIALS	PRODUCT	ORDERS	QUANTITY	UNIT		
<a href="#">SAP ByDesign SCM Enterprise User (8000044)</a>	SAP Business ByDesign	1	10	Users	<a href="#">Request Quote</a>	
<a href="#">SAP ByDesign Base Fee (8000340)</a>	SAP Business ByDesign	1	1	Flat Fee	<a href="#">Request Quote</a>	
<a href="#">SAP CP Integration for SAP cloud app (8000800)</a>	CP Integration Suite	1	1	% net rec	<a href="#">Request Quote</a>	
<a href="#">SAP Hybris Cloud for Sales (8001003)</a>	SAP Cloud for Customer core applications	1	4	Users	<a href="#">Request Quote</a>	
<a href="#">SAP IBP for demand (8003061)</a>	SAP Integrated Business Planning for Supply Chain	1	1	Revenue	<a href="#">Request Quote</a>	
<a href="#">SAP IBP test tenant 256 GB (8003064)</a>	SAP Integrated Business Planning for Supply Chain	1	1	Flat Fee	<a href="#">Request Quote</a>	
<a href="#">S4HC Cash Management, EX (8003315)</a>	SAP Treasury and Risk Management, version for the United States	1	40	Revenue	<a href="#">Request Quote</a>	
<a href="#">SAP SFSF Recruiting Posting (8004475)</a>	SAP SuccessFactors Recruiting Posting	1	10		<a href="#">Request Quote</a>	
<a href="#">SAP CP Integration, enterprise edition (8004741)</a>	CP Integration Suite	1	1	Flat Fee	<a href="#">Request Quote</a>	
<a href="#">SAP Preferred Success HXM (8005457)</a>	Preferred Success SFSF	1	1	% net rec	<a href="#">Request Quote</a>	

# SAP for Me – Finance and Legal

FinanceLegal [Get Assistance](#)

Cloud (4) On-Premise Learning **Billing** Consumption

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Invoices (2 entries) [Select All Invoices](#) [Open Invoices](#) [Paid Invoices](#)

1,142.40 EUR  
Total Amount (Past Due)

1,142.40 EUR  
Total Amount

INVOICE DESCRIPTION	ORDER ID	DOCUMENT NUMBER	DUE	STATUS	DAYS OVERDUE	INVOICE AMOUNT	OPEN
<input type="checkbox"/> Invoice 10023220003819 of 16.08.2022	503557087	110300012246	15.09.2022	Overdue	374	EUR 571.20	EUR 571.20 <a href="#">📄</a>
<input type="checkbox"/> Invoice 10023230088042 of 18.07.2023	504115136	110300039879	17.08.2023	Overdue	38	EUR 571.20	EUR 571.20 <a href="#">📄</a>

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Recurring Payments   Orders in the last

ORDER	TYPE	START	END	VENDOR	PAYMENT OPTION
0015820985 SAP Enterprise Support <a href="#">+1 more</a>	ON-PREM	18.09.2023		SAP Deutschland SE&Co. KG	<a href="#">Add Payment Option</a>
0062309337 SAP PFM for clean operations	CLOUD	18.07.2023	17.07.2024	SAP Deutschland SE&Co. KG	<a href="#">Add Payment Option</a>

# SAP for Me – My Product Portfolio



My Product Portfolio   Enterprise Agreements   Explore Products   Get Onboarded

My Purchased Products (49 entries)   Search In: Product Name    Favorites only   All Types   All Solution Areas

Mark your favorites by clicking on the star ★

PRODUCT NAME	SOLUTION AREA	TYPE	MATERIALS	ORDERS	SYSTEMS
★ SAP Business ByDesign	ERP for SME	Cloud	1 / 1	2	2
★ 3rd Party Products Data Mgmt	Database and Data Management	On-Premise	0	0	1
★ Advanced Variant Configuration	Digital Supply Chain	Cloud	1	1	0
★ CP Integration Suite	AppDev/Automation and Integration	Cloud	1	2	5
★ Infinite Insight	Planning and Analytics	On-Premise	1	1	0

5 entries per page   < 1 2 3 ... 10 >

**Optimize SAP S/4 HANA or SAP ERP**

Get personalized help to identify opportunities for your core system around innovations, business process improvements and IT optimizations, with SAP Innovation and Optimization Pathfinder.

**Find Product Documentation**

Search for your products and find guides, best practices, as well as what's new.

**SAP Community**

Raise questions, find answers, read blogs or just browse through SAP Community topic pages.

**Customer Influence and Adoption**

Get the opportunity to influence SAP software development decisions and adopt new innovations early on.

**Find Training**

Access SAP Learning Hub, edition for SAP Enterprise Support, for a wide

# SAP for Me – Portfolio and Products - Road Map and Integration



Portfolio & Products / AppDev/Automation and Integration / CP Integration Suite

## CP Integration Suite ★ PURCHASED

Solution Area: AppDev/Automation and Integration | Product Type: Cloud

Overview | Finance & Legal | Systems | API Insights | **Road Map & Innovations** | Knowledge & Learning | Additional Information

Software Products: All (7) | Business Capabilities: All (7) |  Available innovations only | [Reset Filters](#)

### Q3 2023

8 Innovations

AVAILABLE FUTURE

- API Development and Management**
  - API proxy multi-revisioning support
    - API Management | SAP Integration Suite
    - Application Programming Interface | Digital Transformation
    - Integration
  - B2B Integration**
    - Complex date and time conversions for mapping guidelines (MAGs)
      - Cloud Integration | SAP Integration Suite | Digital Transformation
      - Integration
    - Migration of a MIG to a similar message type with a different root node
      - Cloud Integration | Digital Transformation | Integration

### Q4 2023

20 Innovations

AVAILABLE FUTURE

- API Development and Management**
  - Anonymous user-access support for the API business hub enterprise
    - API Management | SAP Integration Suite
    - Application Programming Interface | Digital Transformation
    - Integration
  - API management hybrid in Edge Integration Cell
    - SAP Integration Suite | Application Programming Interface
    - Digital Transformation | Integration
  - Graph administration API for continuous integration and delivery (CI/CD)
    - SAP Integration Suite | Application Programming Interface
    - Digital Transformation | Integration

### Q1 2024

25 Innovations

AVAILABLE FUTURE

- B2B Integration**
  - Ability to consume global code value mappings in mapping guidelines (MAGs) through external parameters
    - Cloud Integration | SAP Integration Suite | Digital Transformation
    - Integration
  - Code value mapping from multiple source to one target node
    - Cloud Integration | SAP Integration Suite | Digital Transformation
    - Integration
  - Flat file to XML converter
    - SAP Integration Suite | Digital Transformation | Integration
  - Global custom code lists

### Q2 2024

14 Innovations

AVAILABLE FUTURE

- API Development and Management**
  - Continuous enhancements to improve developer productivity with Generative AI
    - SAP Integration Suite | Integration
  - B2B Integration**
    - Flexible configuration of agreement matching using custom keys
      - SAP Integration Suite | Digital Transformation | Integration
    - Improve mapping proposals in MAG editor of Integration Advisor
      - Cloud Integration | SAP Integration Suite | Digital Transformation
      - Integration

# SAP for Me – Service and Support

servicessupport

Get Assistance

Overview Knowledge Search KBAs & Notes **Cases** Service Requests Support Engagements Diagnostics, Reporting & Analytics ALM ECS Workspace More Resources

## Case List

Get Support (Cases, Expert Chat, ...)

Open Cases My Open Cases Closed Cases Drafts Ask an Expert Peer

**i** Please note: the Auto Closure time will be reduced from 30 to 21 days from September 21st, 2023. Please review your Cases and if not resolved send back to SAP for further processing. Further details can be found in KBA 3347699 X

Standard v

Status: 3 Items Priority:  Last Update: All System: Select System(s)... Created On: e.g. 22.12.2023-31.12.... Changed On: e.g. 22.12.2023-31.12.... Installation: Select Installation(s)... Reporter: Select Reporter(s)... Customer: Select Customer(s)...


**Go** Adapt Filters (1)

**Cases (68)**  Favorites Only Updated at 15:56:25 Filter 🔍 📄 ⋮


FAVORITE	ID	SUBJECT	STATUS	PRIORITY	PRIORITY	INSTALLATION	SYSTEM / PRODUCT	COMPONENT	REPORTER ID	REPORTER	CUSTOMER ID	CUSTOMER	CREATED ON	UPDATED ON	AUTO CONFIRM DATE	SESSION STATE	SUBMITTED ON	COMPLETED ON
☆	<span>i</span> 856549 / 2022	IGNORE: This is a test	Customer Action		Medium	0020689660 - ERP ESupport	AAA - AAA	for SAP ONE Support Launchpad test purposes only (XX-SER-SAPSMP-TEST)	50009460456	Alexandra Paul 50009460456	0001208936	1208936 - SAP Test Account - aPaul Pharma Test-Account AGS Data Quality 0001208936	11/21/2022 at 3:23:02 AM	9/25/2023 at 5:45:18 AM	16/10/2023			
☆	<span>i</span> 841886 / 2023	it's a test case by dev team! please ignore it!	Customer Action		Medium	0021289995 - SAP S/4HANA PRIV. CL. ED.	UL1 - Uli 1 UL1	Activity Management (CRM-BTX-ACT)	50018132425	Test Hybrid 50018132425	0001208936	1208936 - SAP Test Account - aPaul Pharma Test-Account AGS Data Quality 0001208936	9/25/2023 at 2:43:04 AM	9/25/2023 at 4:04:26 AM	16/10/2023			
☆	<span>i</span> 841882 / 2023	It's a test by dev team! please ignore!	Customer Action		Medium	0020659687 - ERP Standard Support	A31 - A31	Basic Data (CS-BD)	50018132425	Test Hybrid 50018132425	0001208936	1208936 - SAP Test Account - aPaul Pharma Test-Account AGS Data Quality 0001208936	9/25/2023 at 2:41:13 AM	9/25/2023 at 2:53:33 AM	16/10/2023			
☆	<span>i</span> -----	TEST CASE	Customer		Low	0020700116 - NW Standard	A11 - A11	License keys for SAP	50025702006	Jennifer Li	0001208936	1208936 - SAP Test Account - aPaul Pharma Test-Account	9/21/2023	9/21/2023	13/10/2023			

# SAP for Me – Services and Support – Application Lifecycle Management


Overview Knowledge Search KBAs & Notes Cases Service Requests Support Engagements Diagnostics, Reporting & Analytics **ALM** ECS Workspace More Resources




**Roadmap Viewer**  
Access implementation roadmaps




**Pathfinder**  
Get tailor-made recommendations on areas of relevant SAP innovations, business process improvements and IT optimization potentials for your core SAP system (SAP ERP or SAP S/4HANA).




**SAP Transformation Navigator**  
Get clear guidance on how to chart your digital path to an intelligent enterprise based on your current IT landscape, business strategy, and industry trends.




**Maintenance Planner**  
Maintenance Planner is the central tool to plan updates, upgrades, or new installations in your system landscape.




**SAP Readiness Check**  
Conduct a detailed analysis of your existing SAP systems to help plan your digital transformation.




**Custom Code Analytics**  
Overview about the custom code footprint of an ABAP business systems and provides insights about code quality and usage.



**KPI Workspace & Catalog**  
Definitions, technical documentation and comprehensive descriptions of KPIs and associated metrics available to you in various SAP applications



**My Simplification Items**  
Provides a description of all relevant changes that may have an impact when converting from SAP ERP to SAP S/4HANA, or from SAP BW to SAP BW/4HANA.



**SAP Signavio Process Navigator**  
Get insights into SAP's process portfolio and leverage related process implementation guidance

SAP Cloud ALM

SAP Cloud ALM Projects (3 entries) ...

Project	Current Phase	Kickoff	Planned Go-live	Actual Go-live	Status	Progress	Customer
<a href="#">CIAS Demo Project</a>	Prepare				On track	<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%	SAP Test Account - aPaul Pharma Test-Account AGS Data Quality
<a href="#">Implementation Project</a>	Prepare				On track	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	SAP Test Account - aPaul Pharma Test-Account AGS Data Quality



# SAP for Me – Services and Support – Diagnostics, Reporting and Analytics

servicessupport
Get Assistance

Overview
Knowledge Search
KBAs & Notes
Cases
Service Requests
Support Engagements
Diagnostics, Reporting & Analytics
ALM
ECS Workspace
More Resources

SAP EarlyWatch Alert Workspace ...

---

Shows the most important results regarding stability, configuration, hardware utilization, and performance from the latest SAP EarlyWatch Alert (EWA) service reports across all your on-premise and private cloud ABAP-based SAP HANA systems if you send the EWA download data to SAP on a regular basis.

[Access the workspace](#)

SAP EarlyWatch Alert Reports

---

Provides the complete SAP EarlyWatch Alert report for ABAP on SAP HANA systems (and systems having an additional database connection to a separate SAP HANA database). You can easily monitor alerts and identify improvements regarding system stability, performance or security.

[Access reports](#)

**SAP EarlyWatch Alert Dashboard**

Get analytical insights for a system based on your most recent SAP EarlyWatch Alert service reports: stability, configuration, hardware utilization, and performance.

**SAP EarlyWatch Alert Solution Finder**

Search your latest SAP EarlyWatch Alert service reports for systems affected by specific alerts, find recommendations, worklists, and advice on which actions should be taken.

SAP Enterprise Support Reporting ...

Requires an SAP Enterprise Support, Premium Support, or PSLE engagement

---

This dashboard provides an overview on product usage, system performance, case history, landscape structure, impending renewals, planned services and more. Reporting focuses on data related to SAP Enterprise Support and SAP Product Support for Large Enterprise contracts. You need authorizations according to KBA 2834499. **Note that some SAP solutions are not yet covered.**

[Check the report](#)

**Service Messages**

Contains updates regarding the scheduling of remote services, e.g. confirmations about bookings, a service's delivery date, preparation, reminder of the session. Once the service has been delivered, the summary is attached to the message.

Case Quality Report ...

For Customer Centers of Expertise

## 91.7

Fulfillment Rate

---

Statistics about your cases including distribution of priorities, error categorization, and fulfillment rate.

[Check the report](#)

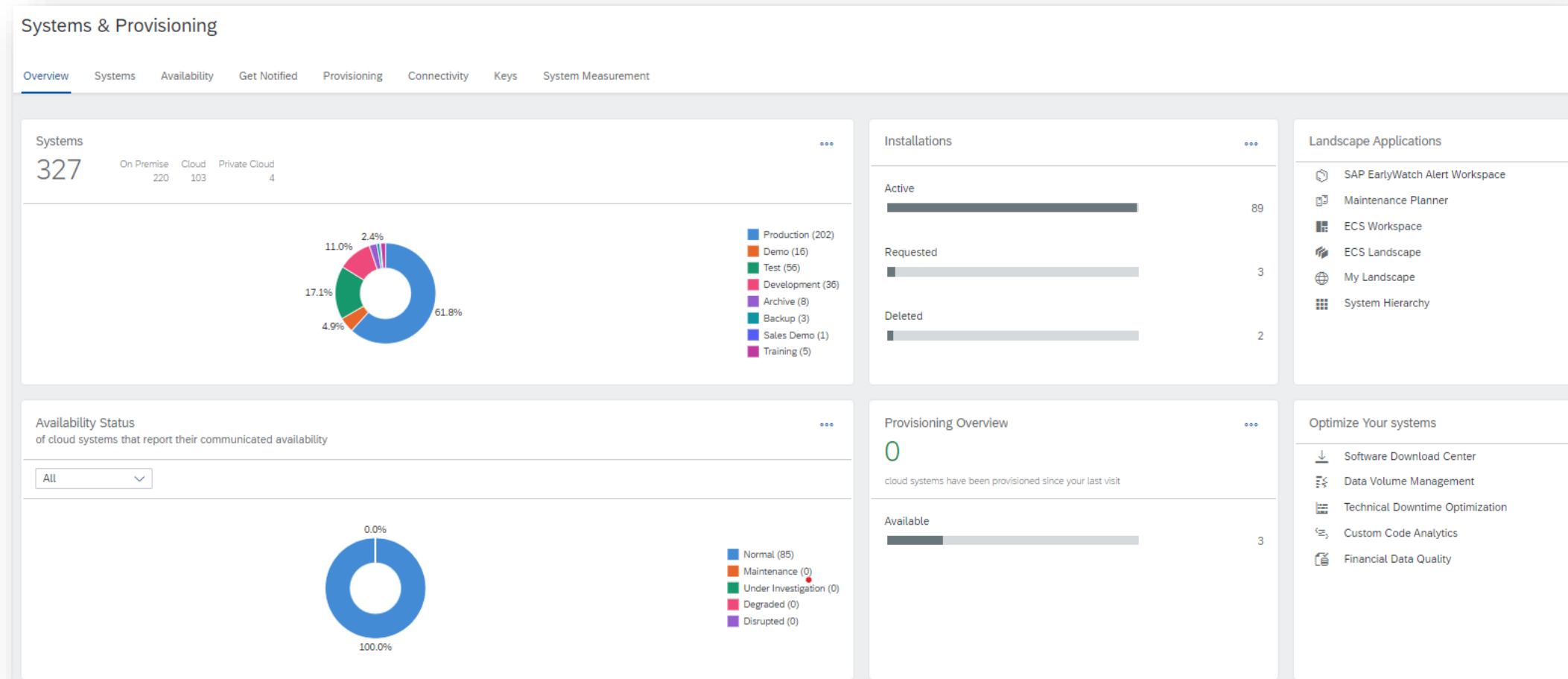
Technical Downtime Optimization ...

---

Provides upgrade and conversion project teams easy to consume analytics, tailored downtime minimization advice, and simulations from a continuously updated knowledge base.

[Get insights](#)

# SAP for Me – Systems and Provisioning - Overview



# SAP for Me – System and Provisioning - Provisioning

## Systems & Provisioning

[Get Assistance](#)

Overview Systems Availability Get Notified **Provisioning** Connectivity Keys System Measurement

Products Available for Provisioning (10 entries) Product:

Search

PRODUCT	ENTITLEMENT ROLE	DATA CENTER PREFERENCE	CONTRACT START	ENTITLED MATERIALS	
SAP Commerce Cloud	Production	System Determined	04.07.2022 End: 20.05.2023	Materials	<a href="#">Start Provisioning</a>
SAP Commerce Cloud	Staging	System Determined	04.07.2022 End: 20.05.2023	Materials	<a href="#">Start Provisioning</a>
SAP Integrated Business Planning for Supply Chain	Production	System Determined	05.05.2022 End: 04.05.2024	Materials	<a href="#">Start Provisioning</a>
SAP Integrated Business Planning for Supply Chain	Test	System Determined	05.05.2017 End: 04.05.2024	Materials	<a href="#">Start Provisioning</a>
SAP Commerce Cloud	Development	System Determined	21.06.2021 End: 20.06.2024	Materials	<a href="#">Start Provisioning</a>
SAP Commerce Cloud	Production	System Determined	21.06.2021 End: 20.06.2024	Materials	<a href="#">Start Provisioning</a>
SAP Commerce Cloud	Staging	System Determined	21.06.2021 End: 20.06.2024	Materials	<a href="#">Start Provisioning</a>
SAP Commerce Cloud	Development	System Determined	23.09.2021 End: 02.09.2024	Materials	<a href="#">Start Provisioning</a>
SAP Commerce Cloud	Production	System Determined	23.09.2021 End: 02.09.2024	Materials	<a href="#">Start Provisioning</a>
SAP Commerce Cloud	Staging	System Determined	23.09.2021 End: 02.09.2024	Materials	<a href="#">Start Provisioning</a>

Provisioning Status (6 entries) Product:  Customer:

Search

PRODUCT	ENTITLEMENT ROLE	CUSTOMER	CONTRACT END	STATUS	ENTITLED MATERIALS	PROVISIONED SYSTEM
SAP Integrated Business Planning for Supply Chain	Test	SAP Test Account - aPaul Pharma 1208936	04.05.2024 Start: 05.05.2017	PROVIDED	Materials	OZU100 743646686

# SAP for Me – Systems and Provisioning - Connectivity

## Systems & Provisioning

[Get Assistance](#)

Overview Systems Availability Get Notified Provisioning **Connectivity** Keys System Measurement

### Remote Connection

0

Open Connections

Allow SAP support engineers remote access to your systems so they can troubleshoot your issues faster.

[Manage Remote Connection](#)



### Remote Connections Logbook

Get an overview about recent remote connections for selected systems in a chosen time period.



### SAProuter Certificate

Request a new certificate for an SAProuter before the current one expires.

### Data Protection Restrictions

#### EU Access Restriction



32 Systems

#### CN Access Restriction



7 Systems

■ Activated ■ Scheduled

### SAP Private Link Service

Control the exposure of your Private Link service on SAP BTP

...

BTP CF Technical Key	Hyperscaler Region Name	Subscription / Account ID
<b>AWS</b>		
cf-eu10	eu-central-1 (Frankfurt)	007222817141 / 316668630902
cf-us10	us-east-1 (N. Virginia)	160046810132 / 808100363979
cf-ap10	Australia (Sydney)	996727738006
cf-ap11	Singapore	763024262462
cf-ap12	South Korea (Seoul)	412166984085
cf-br10	Brazil (Sao Paulo)	478787852555
cf-jp10	Japan (Tokyo)	506201982090
cf-ca10	Canada (Montreal)	994946591958
<b>Azure</b>		
cf-eu20	West Europe (Netherlands)	1d12ae1c-3769-4cb4-8bc7-777cd887c877 / 8ad740c1-8336-40f4-a48f-993c1788a144
cf-us20	US West (Washington)	f35b3d22-3a6f-4c97-8e92-ec7c78f34d22
cf-us21	US East (Virginia)	db25115d-1e0b-4162-bc88-f17a3b49ebe4

# SAP for Me – 10 Things to Know

**1) Key Message** The SAP for Me portal serves as a companion to SAP customers, providing them a personalized access and a transparent view of their entire product portfolio.



## 2) One-Stop-Shop for Customers

The central entry point for our customers on their entire SAP product portfolio. Easy to understand and customized to your needs.



## 5) Best User experience

SAP for Me aggregates important alerts, metrics and insights about the SAP product portfolio and makes disparate information a thing of the past.



## 8) Better value discussion

Release yourself from recurring questions and tasks



## 3) Free of any charge

SAP for Me is the customer portal which comes completely for free of charge.



## 6) New Digital Self-Services

SAP for Me is the digital companion for all customers to easily interact with SAP and get online self-services to renewals, e-commerce, and account management.



## 9) Great Customer adoption

More than 12.000 customers world wide are using SAP for Me already. More than 150.000 visits in 2020.



## 4) Access via me.sap.com

SAP for Me is accessible via the website [me.sap.com](https://me.sap.com) to all customer. All SAP employees need to request a simulation approval under the following [link](#). A test version is available for everybody under [try-me.sap.com](https://try-me.sap.com).



## 7) Comprehensive Customer Insights

Access to what the customer can see and engagement based on trust and transparency. Full insight into the portfolio, regardless of whether it is a Cloud or On-Premise product.



## 10) Find out more

- [Success Map Training](#)
- [Blog Posts on SAP Community](#)
- [Promotional Video](#)
- [Learning video](#)
- [Press release](#)



# Thank you.

**Teo Rodriguez**  
CSP - Customer Engagement NA - Southeast  
Customer Success | SAP Customer Evolution Program  
[teo.rodriguez@sap.com](mailto:teo.rodriguez@sap.com)

**Teo Rodriguez**

Customer Engagement  
Sales & Presales





Your digital companion on the journey to the intelligent enterprise.

Available in English, German, Japanese, Chinese, French, Portuguese, Spanish

## Capabilities

YOUR DASHBOARDS

## Benefits

YOUR ADVANTAGES

## Access

YOUR EXPERIENCES

## Knowledge

YOUR EXPERTISE

## Customer View

Portfolio & Products

Get a 360-degree view of your products, including road maps and innovations.

Finance & Legal

Review your SAP orders, licenses, invoices, consumption, and balance statements.

Service & Support

Review support cases and manage service and support topics across your company.

System & Provisioning

Manage your cloud and on-premise systems, as well as their availability and status.

Users & Contracts

Access SAP contacts and manage roles in your company with self-service tools.

Knowledge & Learning

Explore opportunities to enhance your product skills.

Log in to SAP for Me with your S-User and experience the benefits of the portal in supporting you with daily challenges on the journey to the intelligent enterprise. The portal is also accessible via tablet or mobile phone:

[iOS link in Apple Store](#)

[Android link in Google Play](#)

[SAP for Me Landing Page](#)

[SAP for Me Community](#)

[SAP ONE Support Launchpad Transition to SAP for Me](#)

Your digital companion on the journey to the intelligent enterprise.

Available in English, German, Japanese, Chinese, French, Portuguese, Spanish

## Capabilities

YOUR DASHBOARDS

## Benefits

YOUR ADVANTAGES

## Access

YOUR EXPERIENCES

## Knowledge

YOUR EXPERTISE

## Partner View

Partnership

Sales & Marketing

Customer Success

Customer Details

Partner Solutions

Customer Dashboards

Review your Partnership status including Competencies and Specializations

Get a view of your planning, revenue performance and deal execution.

View high-level information about your customer base, certifications and projects

Manage your specific customers in detail, including consumption, and renewals

Review your developed solutions and find enablement on building your own solution

Review your invoices, TDD licenses, cases and solutions you purchased directly from SAP

Log in to SAP for Me with your S-User and experience the benefits of the portal in supporting you with daily challenges on the journey to the intelligent enterprise.

[SAP for Me](#)

[What permissions do you need?](#)

[SAP for Me Landing Page](#)

[SAP for Me Community](#)



## Your Questions

**SAP for Me**  
GENERAL OVERVIEW

Log in to the [portal](#)

Visit our [website](#)

Download the app [Apple Store](#) / [Google Play](#)

**SAP for Me**  
SUPPORT

Use the [SAP Support Portal](#)

Explore the [SAP for Me Online Help](#)

Review the [permissions](#)

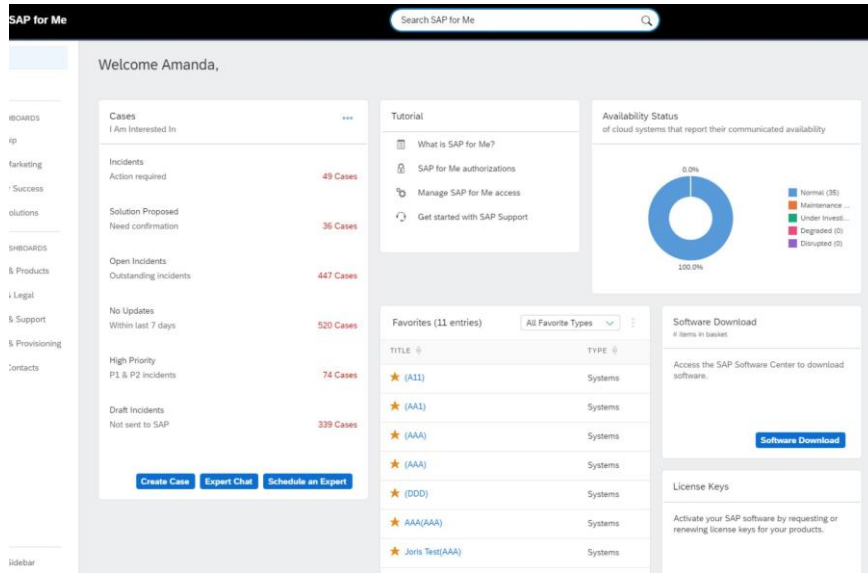
**SAP for Me**  
DEEP DIVE

View the [specific blog posts](#)

Follow us via [#sapforme](#)

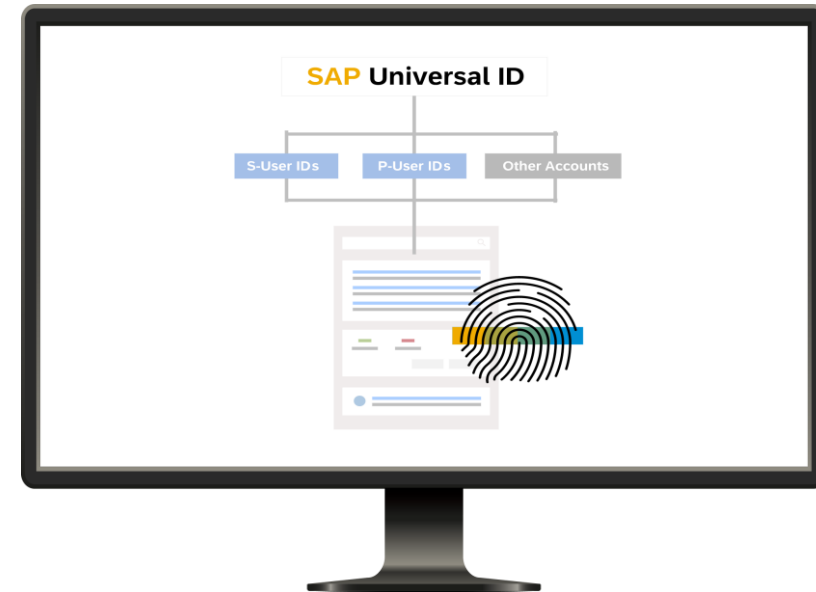
Watch the [Introduction Video](#)

# Customers can fully leverage SAP for Me with SAP Universal ID



## SAP for Me

Single point of entry for your specific information and digital self-services



## SAP Universal ID

- Better user experience, a central place to manage S-user and P-user accounts.
- Stronger security, less vulnerability.



# How to create your SAP Universal ID

ONE Identity for Life

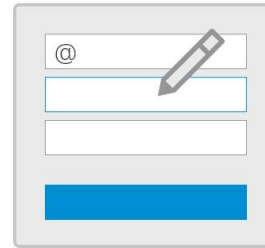


[Create your SAP Universal ID now](#)

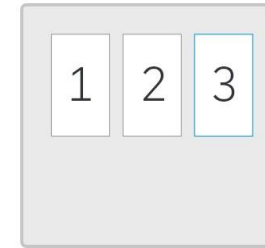


Static QR code (no tracking)

## Three Steps. Two Minutes. Done!



**1** Provide your personal information



**2** Verify your e-mail address



**3** Link all your existing SAP legacy accounts

Once the [ID has been created](#), [SAP Universal ID Account Manager](#), allows you to view, update, and manage personal information, account security settings, including S-/ P-user associations to companies.

SAP Universal ID works on Firefox, Chrome, Safari, and Edge, as well as the latest versions of iOS and Android for smartphones and tablets. It does not work on Internet Explorer.

# SAP for Me mobile app

## Features Available

Overview page

System status and details

Case status and details

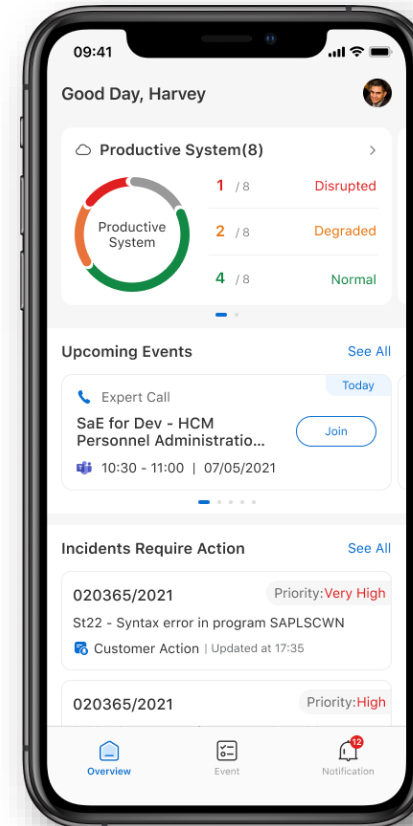
Events overview and details

Notification review

Push notifications (System, Case)

Case quick reply

Access to SAP Notes/KBAs



# Breakthru Beverage Group, USA

Portfolio &  
Products

Finance &  
Legal

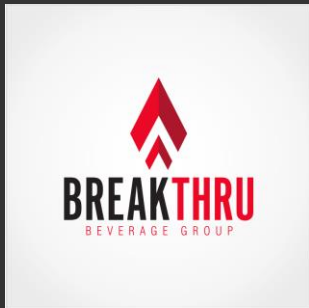
Systems &  
Provisioning

Knowledge &  
Learning

Maintenance  
& Support

User &  
Contacts

Cross  
Capabilities



## Staying ahead of innovation demands with SAP for Me

Breakthru Beverage Group has innovation in its DNA and is accelerating its evolution into an intelligent enterprise to stay on the leading edge of its industry. SAP for Me will enable their IT department to effectively oversee its expanding SAP landscape and centrally manage critical metrics and alerts.

*Peter Monaghan, Availability and Security Manager*





“Talking about SAP for Me, we see that this tool is very important in this process because it simplifies the way to obtain information about SAP solutions and keep teams focused on the business.

Questions that required extensive research on many different links can be found in one place with a well-designed user interface to understand what's going on.”

*Hamilton Bokaleff, Senior Enterprise Architecture Manager*

**“The SAP for Me tool allows us to manage our products, support engagements, and licenses in a simple and effective way, facilitating the management of our customer center of excellence team.”**

Diego E. Cohen, Finance and People Systems Manager, MercadoLibre S.R.L.

MercadoLibre is an Argentinian e-commerce wholesaler based in Buenos Aires and is regionally one of the most popular purchasing platforms. The business units on sales and purchase opportunities, payment methods, and initiatives to improve the platform ecosystem create a comprehensive online shopping experience from a central point of contact with a view toward ecological process improvement. The SAP for Me portal supports MercadoLibre in optimizing these processes by simplifying the use of products, services, and licenses that help the company operate more effectively and focus on innovation and development.



**MercadoLibre S.R.L.**  
 Buenos Aires, Argentina  
[www.mercadolibre.com.ar](http://www.mercadolibre.com.ar)  
 (Spanish)

**Industry**  
 High tech

**Employees**  
 15,546 (2020)

**Revenue**  
 US\$4 billion (2020)

**Featured Solution**  
 SAP for Me



“SAP for Me allows us to see the road map for our **mission-critical software** so we can schedule implementations and trainings in advance. This enables a **faster rollout.**”

Dirk Sailer, Head of Global SAP, FUCHS Petrolub SE

FUCHS is the world’s leading independent supplier of lubricants. With increasing global customer requirements and new business models made possible by advancing digitalization, FUCHS is facing new challenges as it meets the demands of a highly dynamic world. New solutions require new ways of operating. And new ways of operation require a fresh strategy and mindset. The “SAP® for Me” portal supports FUCHS in its approach by delivering a comprehensive rundown of the company’s SAP software landscape and related incidents. The tool’s self-service options enable FUCHS to track, trace, and solve potential issues quickly and more efficiently.



Picture Credit | Customer Name, City, State/Country. Used with permission.



FUCHS Petrolub SE  
Mannheim, Germany  
[www.fuchs.com](http://www.fuchs.com)

Industry  
Chemicals

Employees  
~6,000

Revenue  
€2.3 billion

Featured Solution  
SAP for Me

THE BEST RUN 



# SAP for Me **Customer vs. Partner capabilities**

## Customer

- ✓ **Portfolio and products**  
Get a 360-degree view of your products, including road maps and innovations.
- ✓ **Finance and legal**  
Review your SAP orders, licenses, invoices, consumption, and balance statements.
- ✓ **Systems and provisioning**  
Manage your cloud and on-premise systems, as well as their availability and status.
- ✓ **Knowledge and learning**  
Explore opportunities to enhance your product skills and oversee learning journeys and trainings.
- ✓ **Services and support**  
Review support incidents and manage maintenance and support topics across your company.
- ✓ **Users and contacts**  
Access SAP contacts and manage roles in your company with self-service tools.

## Partner

- ✓ **Partnership**  
View key information about your SAP partnership, including partner tracks, due diligence status, product authorizations, and groupings and affiliates.
- ✓ **Sales and marketing**  
Review your business plan, monitor your revenue performance, and manage comprehensive deal execution.
- ✓ **Customer success**  
Monitor your customers' portfolio, consumption, and renewals. You can also view your certified consultants and cloud projects.
- ✓ **Partner solutions**  
Learn how to get started to develop your own solutions – and monitor the status and progression of those solutions once they're developed.