SAP for Me
The Customer Portal from SAP

Teo Rodriguez
Customer Success | SAP Customer Evolution Program

Our scope

SAP for Me
Your Customer Portal from SAP

Decision makers and other people engaging with SAP

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

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

- Usage History
- Adoption Support
- Enablement Content
- Customer Account
- Help Docu
- Invoices
- Functional Usage
- Additional Information
- Knowledge Base Articles
- Orders
- SAP Product
- Customer & SAP Contacts
- Legal Docs
- Licensed Materials
- Release Notes
- License Consumption
- Learning Journeys
- Projects
- Systems
- OpenSAP Courses
- Availability
- Learning Videos
- Timelines
- Provisioning Requests
- Cases

me.sap.com

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

SAP for Me
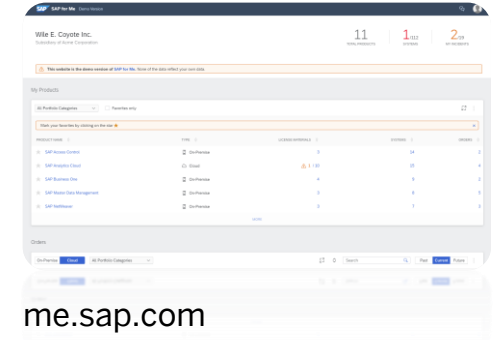Your Customer Portal from SAP

Primary Entry Points
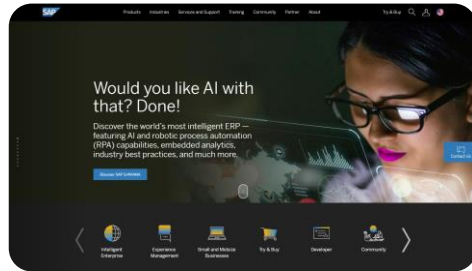
sap.com
The Digital Front Door
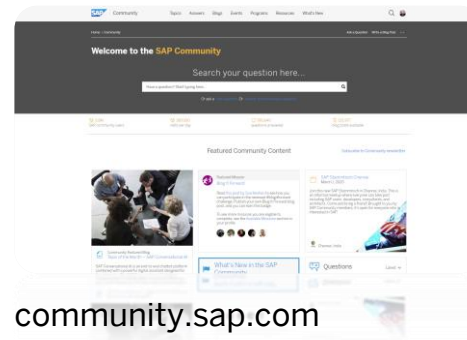
community.sap.com
The Community

me.sap.com
The Customer Portal

Secondary Entry Points

[SAP Transformation Navigator](#)

[ESRC](#)

[Innovation Discovery](#)

[SAP Best Practices Explorer](#)

[SAP Help](#)

[Platform Availability Matrix](#)

!

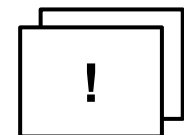And many more…

[SAP Value Lifecycle Manager](#)

[SAP Road Map Explorer](#)

[SAP ONE Support Launchpad](#)

[Software Download Center](#)

[Maintenance Planner](#)

SAP for Me - A New Customer Experience

SAP for Me
Your Customer Portal from SAP

| 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.
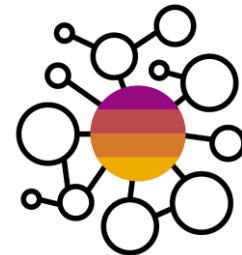
TRANSPARENCY

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.
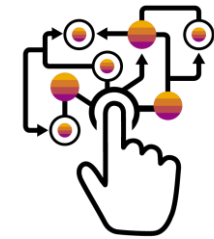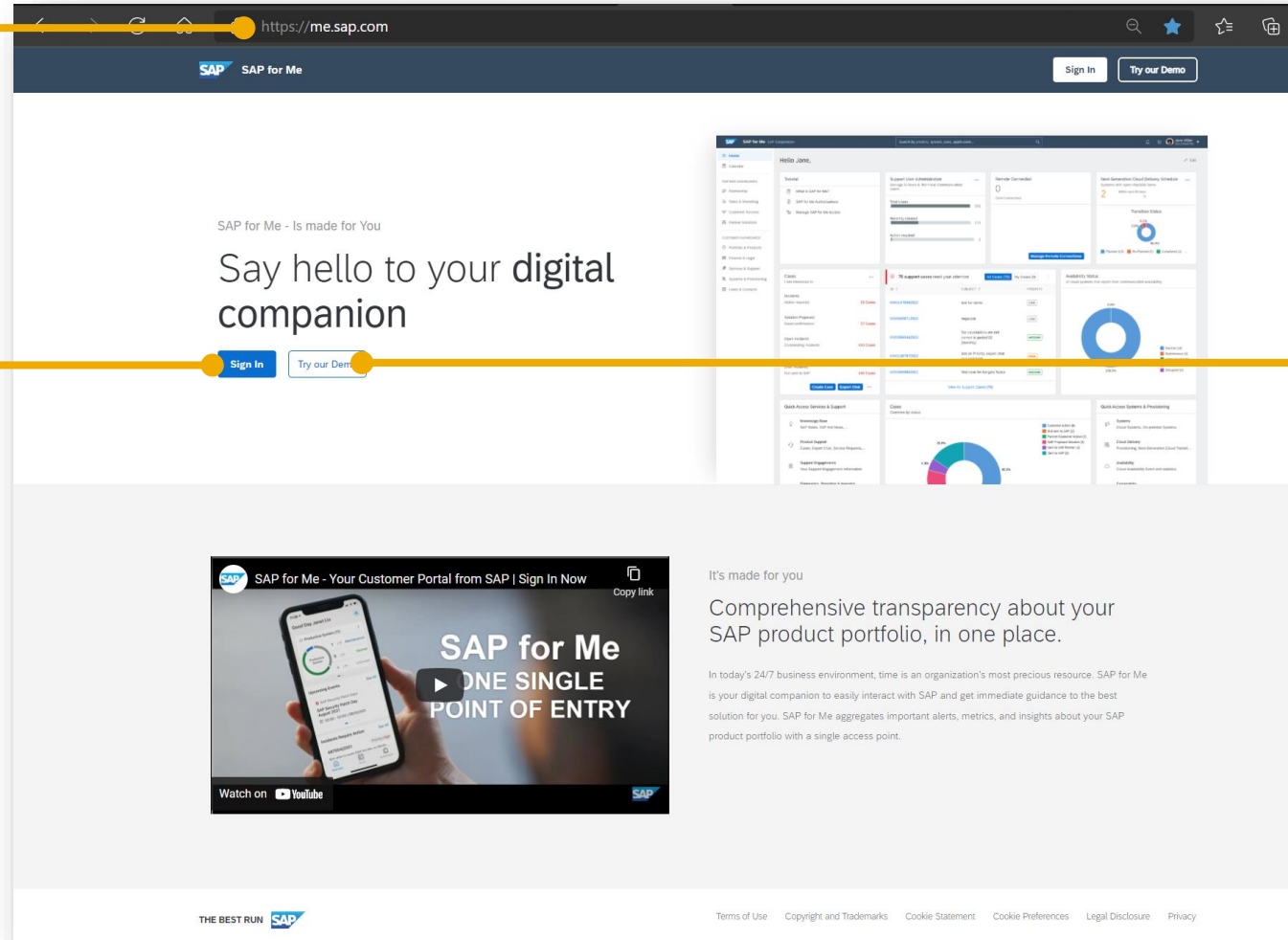
DIGITAL ACCESS

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

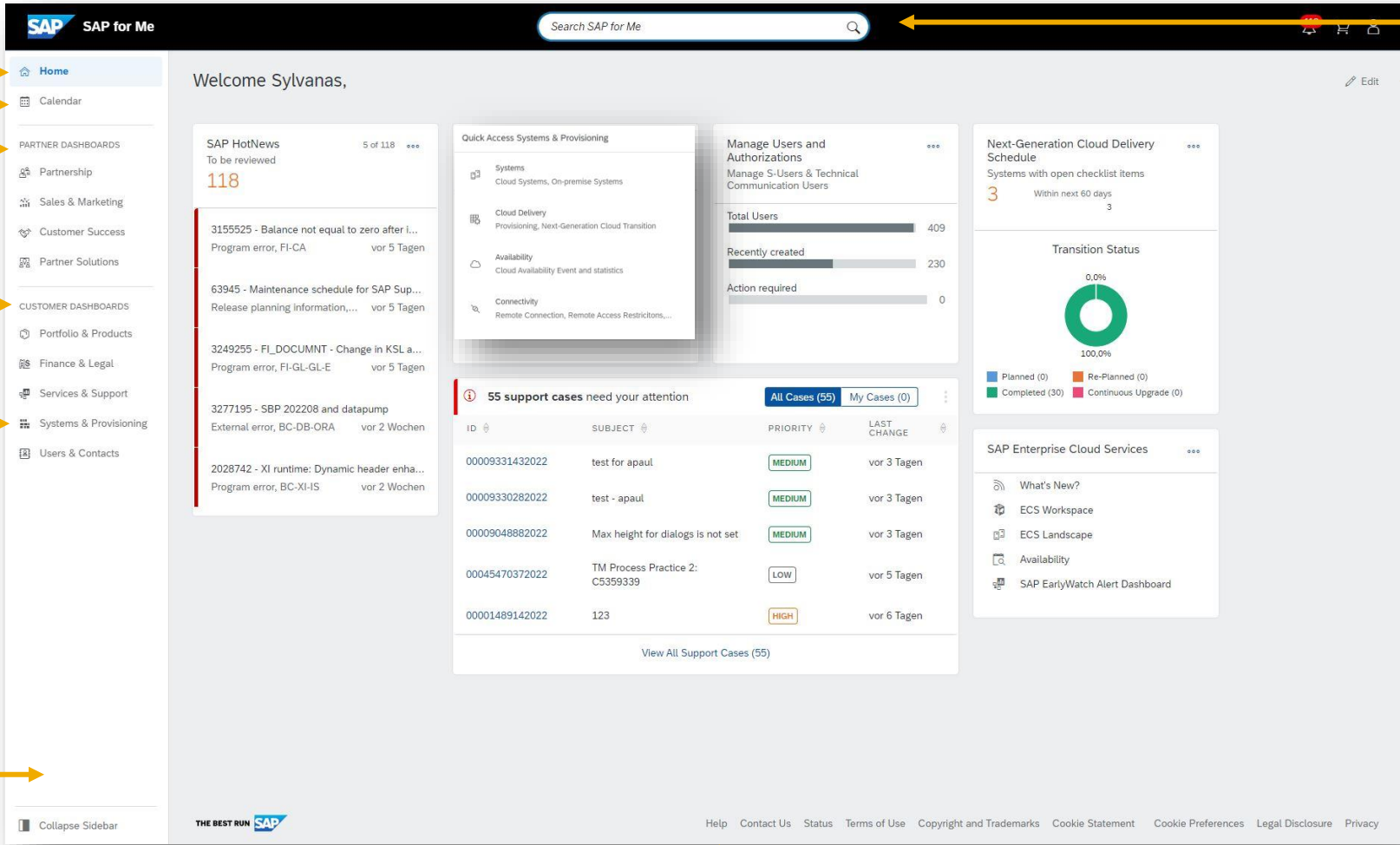**Use Sign-In**

- 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

Search Bar

Home

Calendar

Partner Dashboards

Customer Dashboards

Capability Entry Point

Side Panel

Edit Card Catalogue

Help Page

SAP for Me Access

SAP for Me – Home

SAP for Me
Your Customer Portal from SAP

SAP for Me – Calendar

SAP for Me – Calendar

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: [▾]   [Find Systems 🔍]   ⋮

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

SAP for Me – Finance and Legal

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	SYSTEMS	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

EXTERNAL

14

SAP for Me – Service and Support

SAP for Me – Services and Support – Application Lifecycle Management

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

SAP for Me – Systems and Provisioning - Overview
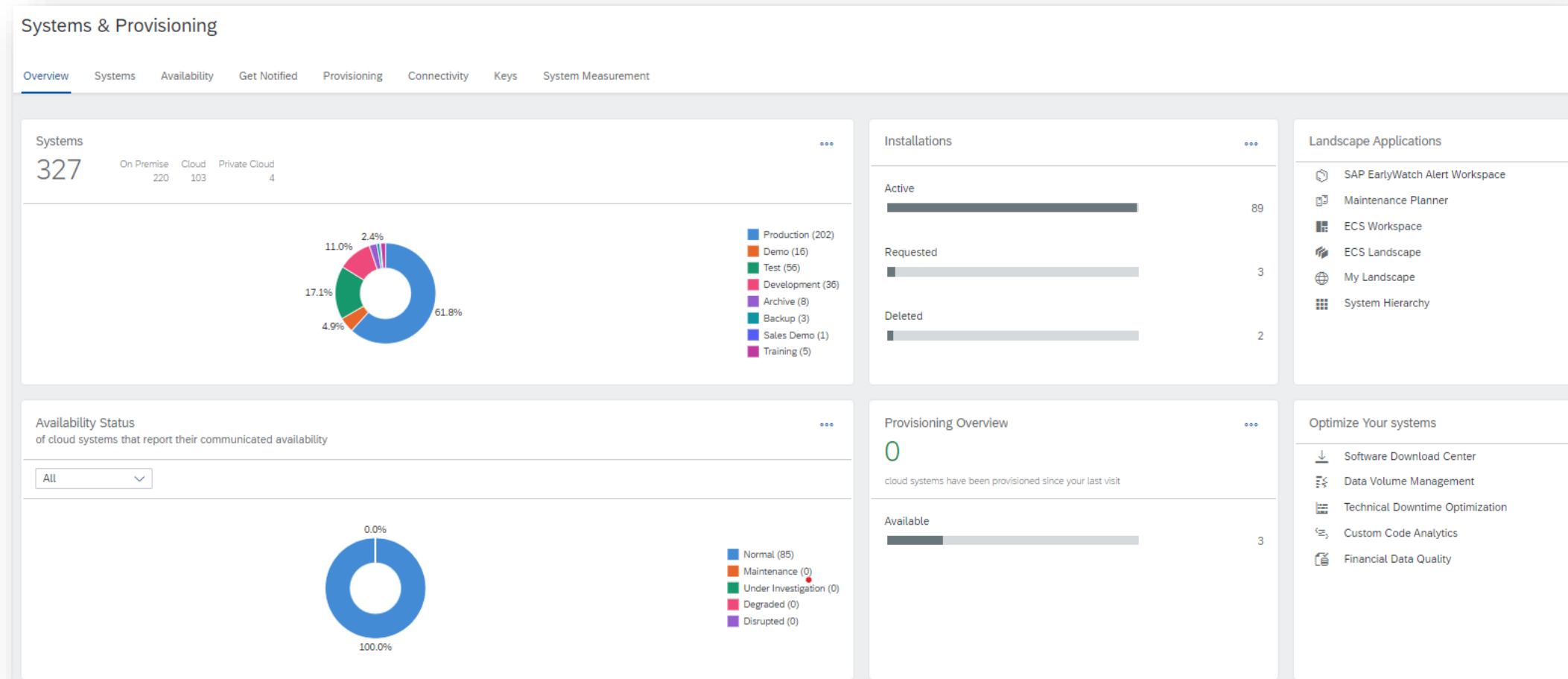
SAP for Me – System and Provisioning - Provisioning

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
AWS		
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
Azure		
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

SAP for Me
Your Customer Portal from SAP

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.

3) Free of any charge
SAP for Me is the customer portal which comes completely for free of charge.

4) Access via me.sap.com
SAP for Me is accessible via the website 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.

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.

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.

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.

8) Better value discussion
Release yourself from recurring questions and tasks

9) Great Customer adoption
More than 12.000 customers world wide are using SAP for Me already. More than 150.000 visits in 2020.

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

Teo Rodriguez
Customer Engagement
Sales & Presales

SAP for Me
Your Customer Portal from SAP

THE BEST RUN SAP

SAP for Me
Your Customer Portal from SAP

Your digital companion on the journey to the intelligent enterprise.

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

Capabilities
YOUR DASHBOARDS

Portfolio & Products	Finance & Legal	Service & Support	System & Provisioning	Users & Contracts	Knowledge & Learning

Benefits
YOUR ADVANTAGES

Get a 360-degree view of your products, including road maps and innovations.	Review your SAP orders, licenses, invoices, consumption, and balance statements.	Review support cases and manage service and support topics across your company.	Manage your cloud and on-premise systems, as well as their availability and status.	Access SAP contacts and manage roles in your company with self-service tools.	Explore opportunities to enhance your product skills.

Access
YOUR EXPERIENCES

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

Knowledge
YOUR EXPERTISE

SAP for Me Landing Page	SAP for Me Community	SAP ONE Support Launchpad Transition to SAP for Me

SAP for Me
Your Customer Portal from SAP

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

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	SAP for Me SUPPORT	SAP for Me DEEP DIVE
Log in to the portal	Use the SAP Support Portal	View the specific blog posts
Visit our website	Explore the SAP for Me Online Help	Follow us via #sapforme
Download the app Apple Store / Google Play	Review the permissions	Watch the Introduction Video

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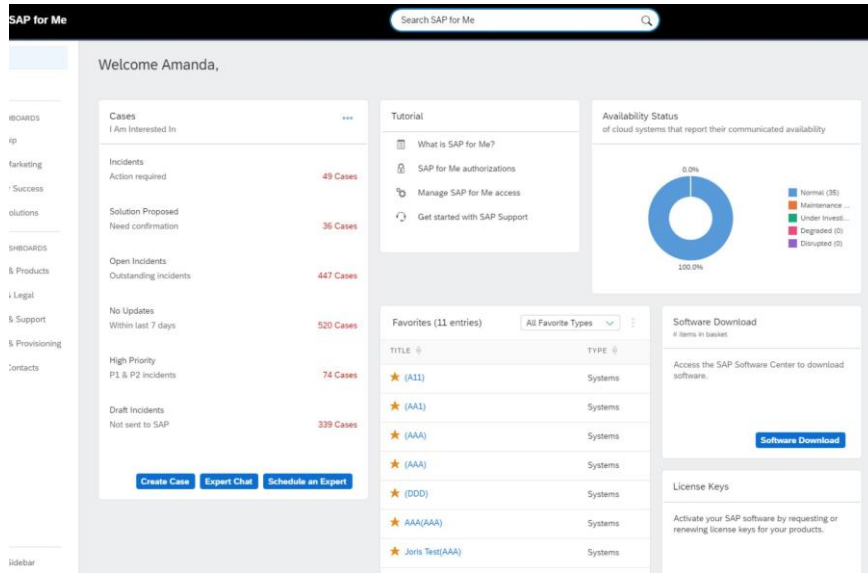
SAP for Me

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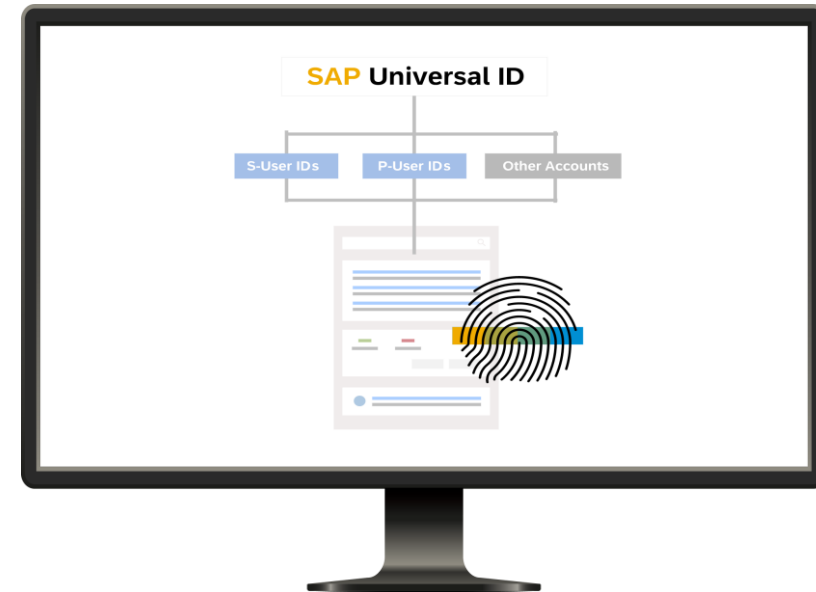
SAP Universal ID

- 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

Three Steps. Two Minutes. Done!

[Create your SAP Universal ID now](#)

Static QR code (no tracking)
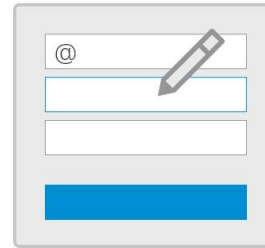
1 Provide your personal information
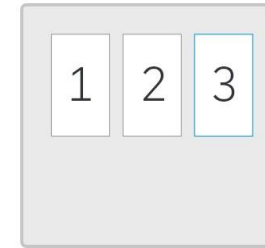
2 Verify your e-mail address

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
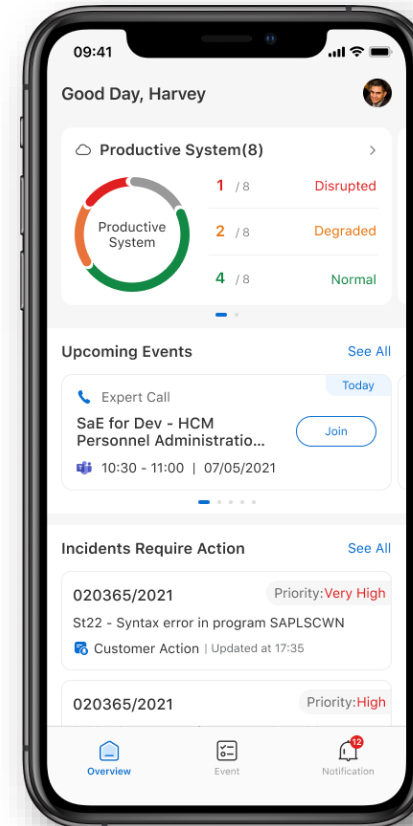
Breakthru Beverage Group, USA

| Portfolio & Products | Finance & Legal | Systems & Provisioning | Knowledge & Learning | Maintenance & Support | User & Contacts | Cross Capabilities |
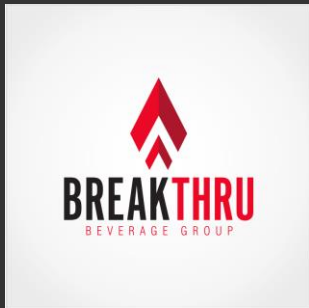
Staying ahead of innovation demands with SAP for Me

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

Natura, Brazil

SAP for Me
Your Customer Portal from SAP

Portfolio & Products

Finance & Legal

Systems & Provisioning

Knowledge & Learning

Maintenance & Support

User & Contacts

Cross Capabilities

"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.

mercado libre

MercadoLibre S.R.L.
Buenos Aires, Argentina
www.mercadolibre.com.ar
(Spanish)

Industry
High tech

Employees
15,546 (2020)

Revenue
US$4 billion (2020)

Featured Solution
SAP for Me

THE BEST RUN **SAP**

"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

Industry
Chemicals

Employees
~6,000

Revenue
€2.3 billion

Featured Solution
SAP for Me

THE BEST RUN SAP

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.