

Enterprise Support Reporting Cockpit in SAP for Me

You don't need Lasik to see THIS clearly – View Your own IT Landscape with the SAP Enterprise Support Reporting Cockpit

The SAP Enterprise Support Reporting Cockpit evolution to Customer Insights Dashboard

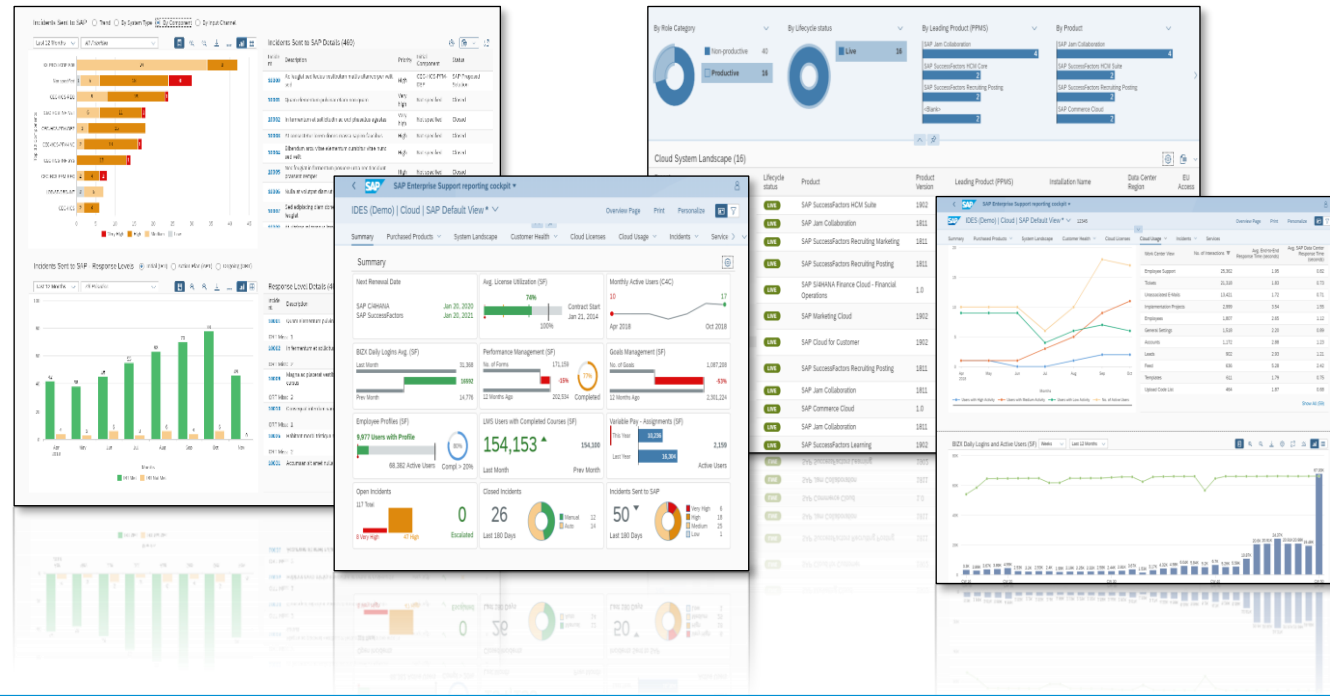
Teo Rodriguez

Customer Success | SAP Customer Evolution Program

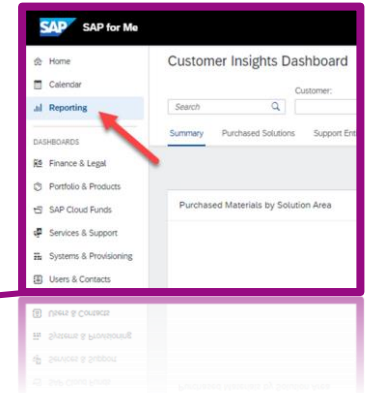
What is SAP Enterprise Support Reporting?

Providing proactive and timely updates on the status of SAP solutions. It gives you a clear picture of your support situation by analyzing your SAP solutions, used support services, and achievements. It looks at factors like application monitoring, usage stats, services consumption, case status, and other important metrics, all in one place.

SAP ENTERPRISE SUPPORT REPORTING COCKPIT



SAP Enterprise Support Reporting Cockpit – Benefits



ACCESS
SAP Enterprise Support reporting cockpit in SAP for Me

cockpit in SAP for Me

SAP ENTERPRISE SUPPORT REPORTING COCKPIT



SAP Customer Success Team
Internal version of SAP Enterprise Support reporting cockpit



SAP Customer
External version in SAP One Support Launchpad

Customizable and personalized

One data source, internal and external, with 2 years history

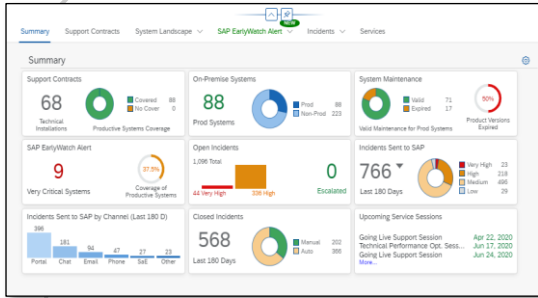
One tool for many major solutions

Interactive tool connected to other apps



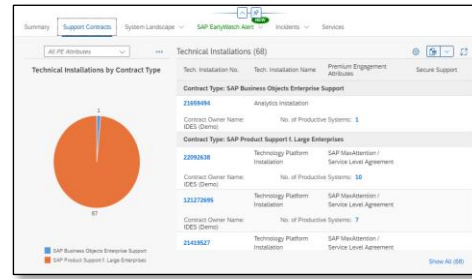
SAP Enterprise Support reporting cockpit

Summary



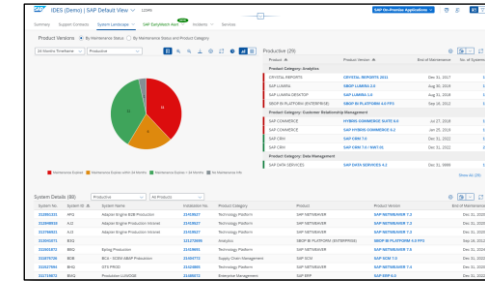
Overview on most important KPIs from each data section

Support Contracts



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

System Landscape



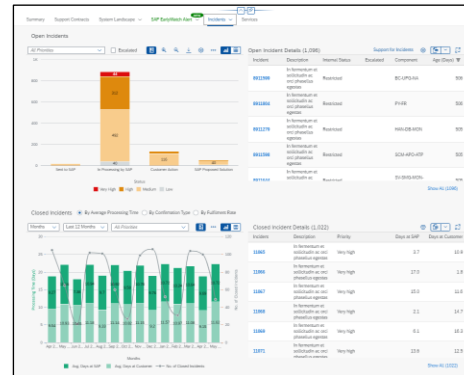
All production and non production systems with their products and maintenance status

EWA Overview



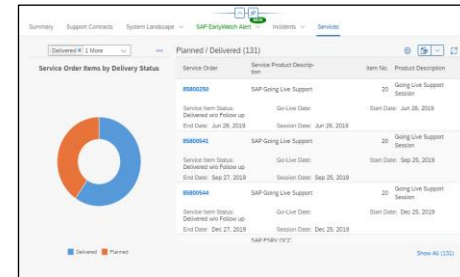
Most important summarized EWA KPIs with history with navigation to EWA WS for details

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

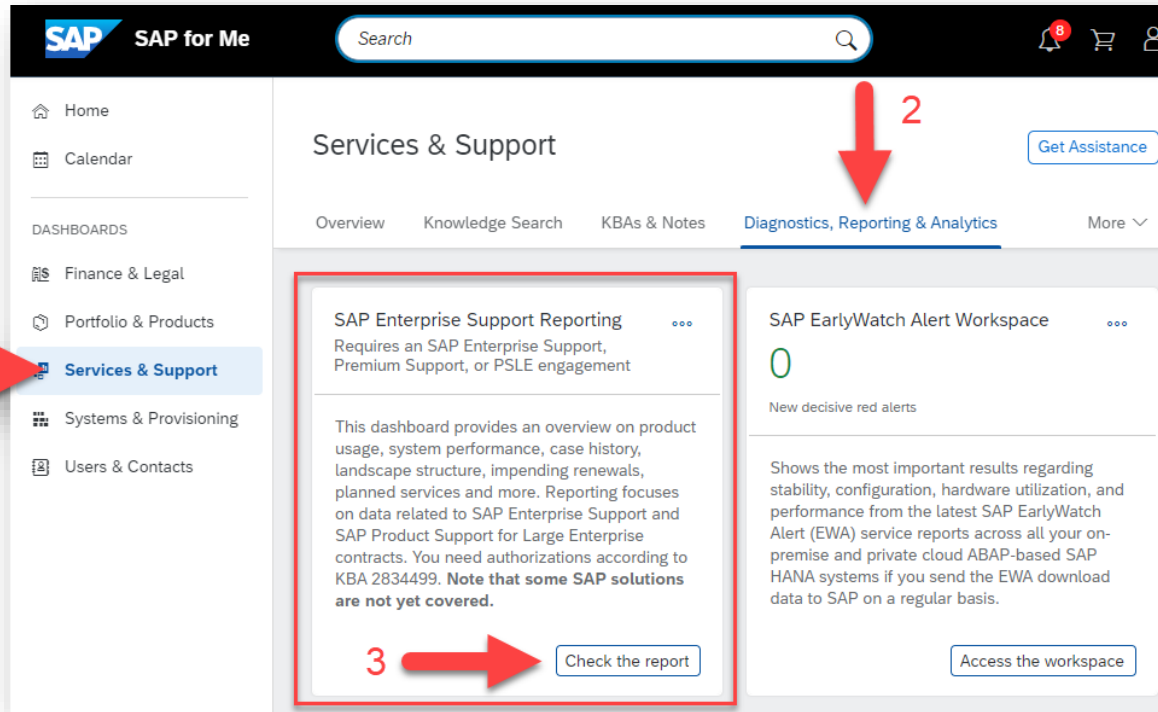
Decide on the graph layout

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

Access SAP ES Reporting Cockpit



SAP KBA for access and authorization requirements

- [2834499](#) - How to access the SAP Enterprise Support reporting cockpit
- [3336856](#) - how to access Customer Insights Dashboard - SAP for Me

[Direct link to SAP ES reporting cockpit](#)

To access user needs a S-user ID with valid authorization objects. These authorizations control what data should be displayed.

Initial authorization provided to Cloud/Super Administrators

- **Display SAP Enterprise Support reporting cockpit (ESRCDISP)** assigned by installation to access cloud data
- **Access License Utilization for Cloud (LICAUD_CLO)**. for “Purchased Products” and “Cloud Licenses” data
- **My Support Program Report (SUPPROGREP)** assigned on customer level to access on-premise data
- **Service Reports and Feedback (SC_CCCREAD)** for “EarlyWatch Alert” data

Demo / Overview for SAP Enterprise Support Reporting Cockpit



Overview: Summary – The Pillars of Proactive Support

Portfolio for SAP Test Account - aPaul Pharma

SAP Enterprise Support Cloud Edition i

> SAP Business ByDesign	2	Prod Systems
> SAP Business Technology Platform	53	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

SAP Enterprise Support / SAP Product Support Large Enterprise (SAP PSLE)

> Analytics	22	Prod Systems
> Customer Relationship Management	No Productive Systems	
> Data Management	5	Prod Systems
> Enterprise Management	24	Prod Systems
> Product Lifecycle Management	1	Prod Systems
> Supplier Relationship Management	No Productive Systems	
> Technology Platform	28	Prod Systems

The Pillars of Proactive Support



Innovation & Value Realization

6
ACTIVE CLOUD CONTRACTS

11/2/23
NEXT CLOUD CONTRACT EXPIRY

13 / 25
EXPIRED ON-PREMISE PRODUCT VERSIONS

12/31/24
NEXT ON-PREMISE MAINTENANCE EXPIRY



Mission Critical Support

295
OPEN CASES

4
OPEN CASES WITH PRIO VERY HIGH

589 ^Δ
CASES SENT TO SAP



Collaboration

2 ^Δ
DELIVERED SERVICES

7.2
SAP SOLUTION MANAGER VERSION

0 / 47
SAP EARLY WATCH ALERT PROD SYSTEM COVERAGE

YOUR SUPPORT ADVISORY CENTER



Empowerment

N/A
CONSUMED ES ACADEMY OFFERINGS

SAP ENTERPRISE SUPPORT VALUE MAPS

Overview: Summary

SAP Test Account - aPaul Pharma | SAP Default View

SAP Enterprise Support / SAP PSLE

Overview Page

Report an Issue



Customer No.: 1208936
Account ID: 12552195

Country/Region: Germany
Industry: Life Sciences

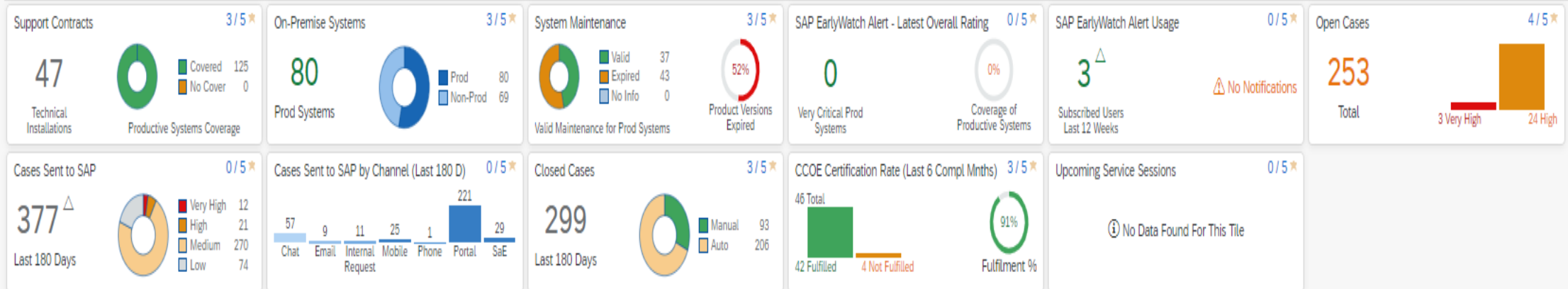
Cust COE Status: ✗
Valid: Dec 31, 0000 to Dec 31, 0000

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



Summary | Support Contracts | System Landscape | SAP EarlyWatch Alert | Licenses | Cases | Services

Summary



Overview: Support Contracts

SAP Test Account - aPaul Pharma | SAP Default View

SAP Enterprise Support / SAP PSLE Overview Page Report an Issue

Customer No.: 1208936 Country/Region: Germany Cust COE Status: ✗ Market Segment: N/A
 Account ID: 12552195 Industry: Life Sciences Valid: Dec 31, 0000 to Dec 31, 0000 www.paul-pharma.de

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

Only installations with a valid maintenance agreement are displayed.

Support Contracts By Technical Installation By System

All PE Attributes Productive

Support Contracts by Technical Installation

Installation No.	Installation Name	Contract Type	Contract Type Description	Contract Owner Name	Secure Support	PE Attribute - Installation	PE Attribute - Installation (Long Text)	No. of Productive Systems
Contract Type Description: Other SAP Support Models								
90316690	HANA CLOUD (NW classification)		Other SAP Support Models	SAP Test Account - aPaul Pharma				41
20659687	ERP Standard Support		Other SAP Support Models	SAP Test Account - aPaul Pharma				21
90119716	SAP BUSINESS OBJECTS		Other SAP Support Models	SAP Test Account - aPaul Pharma				12
20659001	Installation AH1		Other SAP Support Models	SAP Test Account - aPaul Pharma				6
20689660	ERP ESupport		Other SAP Support Models	SAP Test Account - aPaul Pharma				6
20700116	NW Standard Support		Other SAP Support Models	SAP Test Account - aPaul Pharma				5
20984431	Sybase		Other SAP Support Models	SAP Test Account - Prokesch Pharma AG				4

Show All (46)

Overview: System Landscape

SAP Test Account - aPaul Pharma | SAP Default View

SAP Enterprise Support / SAP PSLE

Overview Page

Report an Issue



Customer No.: 1208936
Account ID: 12552195

Country/Region: 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

Maintenance

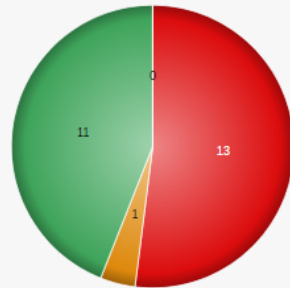
Leading Product Versions By Maintenance Status By Maintenance Status and Leading Product Category

24 Months Timeframe

Productive



Leading Product Versions by Maintenance Status



Leading Product Versions by Maintenance Status

- No. of Maintenance Expired
- No. of Maintenance Expires within 24 Mon
- No. of Maintenance Expires > 24 Months
- No. of No Maintenance Info

Productive (25)

How to calculate EOM for NW systems

Leading Product Name	Leading Product Version	PPMS PV End of Maintenance (Leading PV)	No. of Systems
Leading Product Category Description: Analytics			
Crystal Reports Server	Crystal Reports Server 2013	31.12.2018	1
SAP BusinessObjects Business Intelligence platform (formerly)	SAP BusinessObjects Business Intelligence platform (formerly)	31.12.2022	11
SAP BusinessObjects Business Intelligence platform (formerly)	SAP BusinessObjects Business Intelligence platform (formerly)	31.12.2025	1
SAP BusinessObjects Business Intelligence platform (formerly)	SAP BusinessObjects Business Intelligence platform 4.0 (form	31.12.2015	2
SAP BusinessObjects DASHBOARD	SAP BusinessObjects DASHBOARD SBOP DASHBOARDS 4.2	31.12.2020	2
SAP Crystal Reports	SAP Crystal Reports SAP 2013	31.12.2018	1
SAP Crystal Reports	SAP Crystal Reports SAP 2016	31.12.2022	3
SAP Crystal Reports	SAP Crystal Reports SAP 2020	31.12.2025	1

Show All (25)

Systems

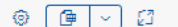
System Details (80)

Productive

All Products



All System Add-ons (17)



System Number	System ID	System Name	System Type	Installation No.	Leading Product Category Description	Leading Product Name	Leading Product Version	PPMS PV End of Maintenance (Leading PV)	Add-on Product Version Description	Add-on Product Version End of Maintenance
850641080	A31		PROD	20659687	Enterprise Management	SAP ERP	SAP ERP 6.0	31.12.2025	FOCUSED BUILD AND INSIGHTS 2.0	31.12.2027
850644003	A4H	Pioneer Solution Manager Testsystem	PROD	21257549	Technology Platform	SAP Solution Manager	SAP Solution Manager 7.2	31.12.2027	SAP Deduction Management Component (DMC) 6.0	21.12.2027
800025935	AAA		PROD	90119716	Analytics	SAP BusinessObjects Business Intelligence platform (formerly)	SAP BusinessObjects Business Intelligence platform (formerly)	31.12.2022	SAP Employee File Mgt by OT 4.0	30.06.2018
						SAP Adaptive Server			SAP enhancement package 2 for SAP ERP 6.0	31.12.2025

Overview: EarlyWatch Alert Workspace

SAP Test Account - aPaul Pharma | SAP Default View

SAP Enterprise Support / SAP PSLE Overview Page Report an Issue

Summary Support Contracts System Landscape SAP EarlyWatch Alert Licenses Cases Services

Coverage

Coverage of SAP NetWeaver Productive Systems by SAP EarlyWatch Alert Workspace All Coverage Statuses

Coverage of SAP NetWeaver Productive Systems by SAP EarlyWatch Alert Workspace

Legend: Covered (Green), Covered but Outdated (Light Green), Not Covered (Orange)

NotCovered (100%)

System No.	System ID	Leading Product Version	Installation No.	Coverage Status
311628235	SEM	SAP ERP 6.0	20659687	NOT COVERED
312340253	ZZZ	SAP ERP 6.0	20659001	NOT COVERED
312340311	ZZZ	SAP ERP 6.0	20659001	NOT COVERED
312544299	SFS	SAP ERP 6.0	20689660	NOT COVERED
800083307	PI1	SAP NETWEAVER 7.5	20700116	NOT COVERED
800093678	AAA	SAP ERP 6.0	20982420	NOT COVERED
800228854	CCC	SAP ERP 6.0	20659687	NOT COVERED
800311170	SY0	SAP ERP 6.0	20727367	NOT COVERED
800311310	TS1	SAP ERP 6.0	20727367	NOT COVERED
800317665	CCC	SAP ERP 6.0	90119716	NOT COVERED
800445846	NWP	SAP NETWEAVER 7.5	20700116	NOT COVERED
800556787	LT6	SAP NETWEAVER 7.3	21115943	NOT COVERED

How SAP Early Watch Coverage is Calculated

Show All (47)

Overview: Cases / Incidents sent to SAP

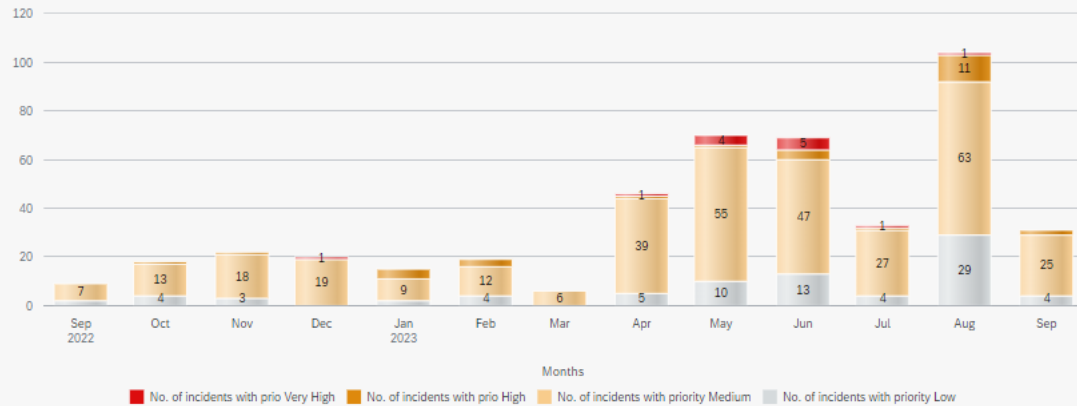
Sent to SAP

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

Months ▼ Last 12 Months ▼ All System Types ▼



Sent Cases Trend

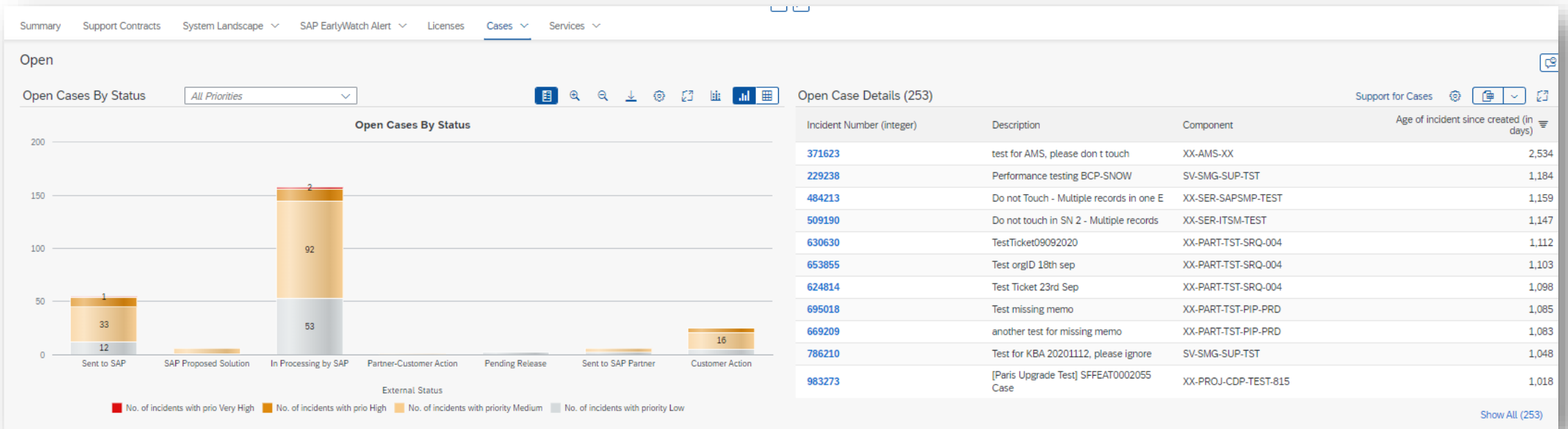


Cases Sent to SAP Details (462)

Incident Number (integer)	Description	Priority	Initial Component Key	External Status
42	BCP create non-front runner, then transf	Medium	XX-SER-SAPSMP-BC	Confirmed
6638	This is to check TDUser in EUDP incident	Medium	XX-PART-TST-SRQ-005	In Processing by SAP
13382	This is test for EUDP TDFUSER	Medium	XX-PART-TST-SRQ-005	In Processing by SAP
16485	Test case	Medium	XX-SER-OC-RC	Confirmed Automatically
20394	sync test	Medium	XX-PART-TST-SRQ-005	In Processing by SAP
25105	This is test Incident for EUDP	Medium	XX-PART-TST-SRQ-005	In Processing by SAP
46113	BCP create non-front runner, then transf	Medium	XX-SER-ITSM-BC	Confirmed
50719	EUDP Test Confirm	Medium	XX-PART-TST-SRQ-005	Confirmed Automatically
53435	S4M test case Linda 0119 from S4M	Low	FI-GL-GL-A	Confirmed Automatically
56845	DO NOT TOUCH - Test SPU	Medium	SV-SMG-SUP-TST	Confirmed

[Show All \(462\)](#)

Overview: Open Cases / Incidents



Overview: Closed Cases / Incidents

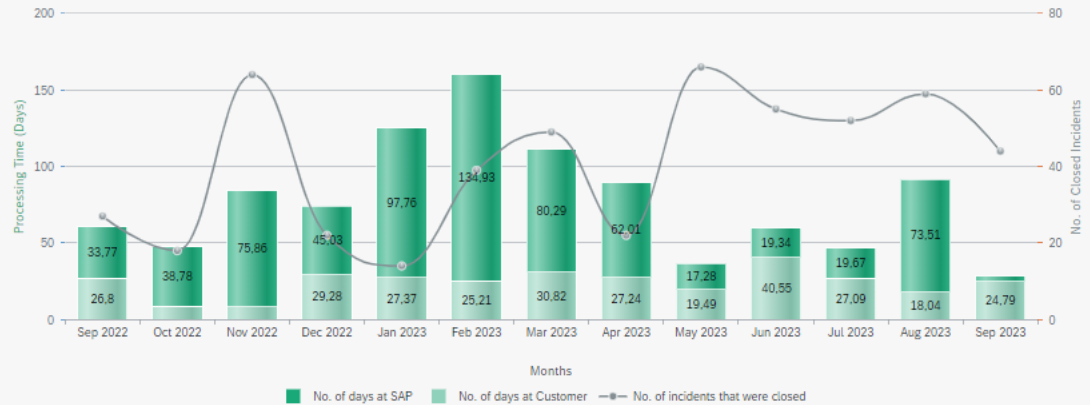
Closed

Closed Cases By Average Processing Time By Confirmation Type By Fulfillment Rate

Months



Closed Cases By Average Processing Time



Closed Case Details (534)

Incident Number (Integer)	Description	No. of days at SAP	No. of days at Customer
42	BCP create non-front runner, then transf	0.0	0.0
12677	QA Team Test Case 1	162.9	30.6
12705	QA Team Test Case 3	95.8	30.7
12715	QA Team Test Case 2	162.9	1.8
12743	QA Team Test Case 4	48.0	30.5
12751	QA Team Test Case 5	48.0	30.5
16485	Test case	15.3	32.0
18521	test by wendie	38.2	30.7
19788	QA Team Test Case 9	44.0	30.5
19798	QA Team Test Case 6	44.0	30.5
19800	QA Team Test Case 8	30.1	30.5
19805	QA Team Test Case 7	44.0	30.5

Show All (534)

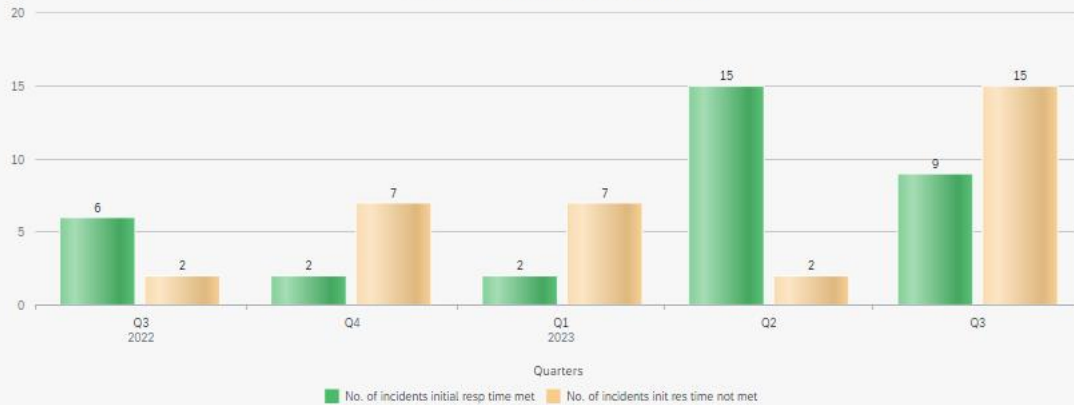
Overview: Response Levels – Cases / Incidents

Cases Sent to SAP - Response Levels Initial (IRT) Action Plan (APT)

Quarters



Sent Cases - Initial Response Time (IRT)



Initial Response Time (IRT) Details (56)


Response Levels Documentation

Incident Number (integer)	Description	Priority	Initial Response Time (IRT) Met
323197	Test case Creation	Very high	✓
347659	encryption in transit	Very high	✓
350080	APT Test Case 1	Very high	✓
350099	APT Test Case 2	Very high	✓
350140	APT Test Case 3	Very high	✓
502888	test to create a case by wendie	Very high	✗
532912	This is a test incident for testing sap4me	Very high	✓
569520	test case replication	Very high	✓
699083	ESRC Down/OData Service Down (no customer can access ESRC)	Very high	✓
973161	Test by wendie pls ignore	Very high	✗
5650335	Utah Upgrade Smoke Testing For NAM	Very high	✓
197524	Test Email Notification	Medium	✗

Show All (56)

Overview: Cloud Services

SAP Test Account - aPaul Pharma | SAP Default View ⌵ SAP Enterprise Support Cloud Edition Overview Page Report an Issue 📄 👤 🗑️ 🔍 🗨️

 Customer No.: 1208936 Country/Region: Germany Industry: Life Sciences Market Segment: N/A
Account ID: 12552195 Region: Middle and Eastern Europe Subindustry: Pharmaceutical Prepa www.paul-pharma.de

Summary Purchased Products ⌵ System Landscape Availability Cloud Licenses Cloud Usage ⌵ Cases ⌵ Services 🔍 🗨️

Service Sessions (2) Last 12 Months ⌵ Available Services ⚙️ 📄 ⌵ 🗨️

Service Order ID	Service User Status	Service Product Description	Item Number	Product Description	Rating	Installation Number	System Number	Item Session Date	Leading Product Txt
73473062	Delivery Preparation	OBSOLETE SAP ESRV OCC ProcDes & Integrat	20	Engagement Support Session		90316693	740385559	31.12.9999	
73561180	Delivered	SAP CQC for Implementation	20	GL for Solutions Analysis Session	GREEN	90119095	740276824	31.12.9999	SAP SuccessFactors Recruiting Posting

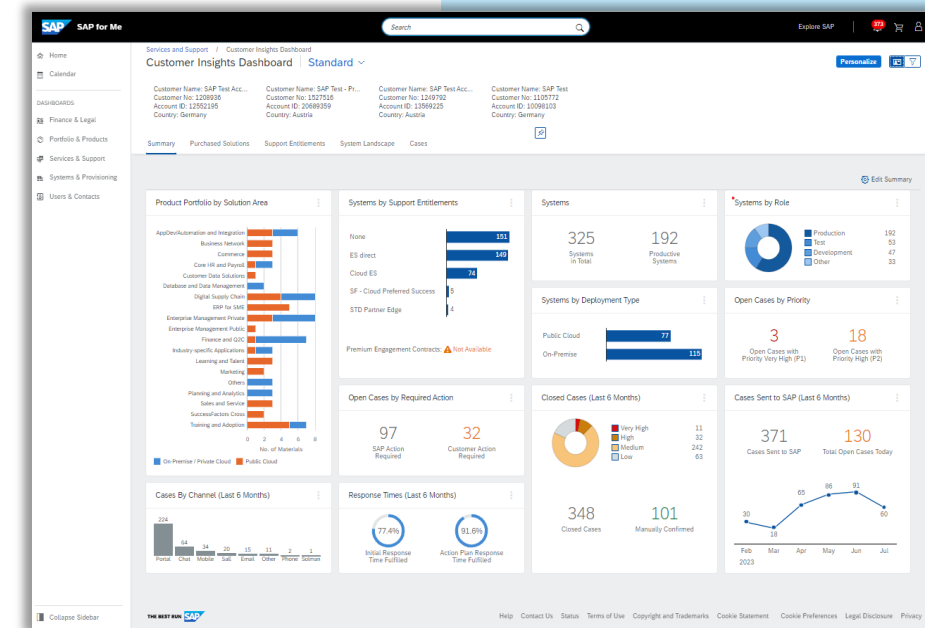
[Show All \(2\)](#)

Customer Insights Dashboard – Overview

The new customer insights dashboard in SAP for Me is a smooth, automated tool for reporting. It gives you a clear picture of your support situation by analyzing your SAP solutions, used support services, and achievements. It looks at factors like application monitoring, usage stats, services consumption, case status, and other important metrics, all in one place.

The customer insights dashboard in SAP for Me provides:

- Self-service, customizable reporting capabilities for tailored reports.
- A centralized data hub for all integrated SAP products and deployment scenarios.
- A comprehensive authorization system that manages application access based on user roles and tasks.
- Empowering SAP support experts with project insights, enabling them to provide recommendations for maximizing value from your SAP solutions.



Overview: Summary

Services and Support / Customer Insights Dashboard

Customer Insights Dashboard | Standard* ▼

Personalize



Summary

Purchased Solutions

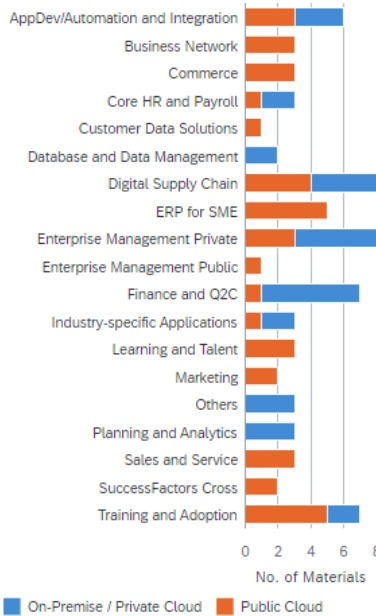
Support Entitlements

System Landscape

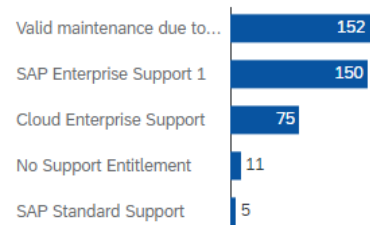
Cases

Edit Summary

Purchased Materials by Solution Area



Prod Systems by Support Entitlement:

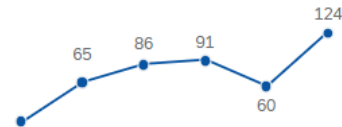


Premium Engagement Contracts: ✔ Available

Cases Sent to SAP (Last 6 Months)

460 Cases Sent to SAP

176 Total Open Cases Today



Systems

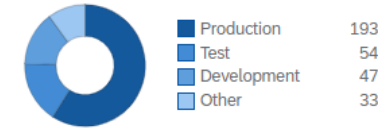
327

Systems in Total

193

Productive Systems

Systems by Role



Open Cases by Priority

3

Open Cases with Priority Very High (P1)

19

Open Cases with Priority High (P2)

Open Cases by Required Action

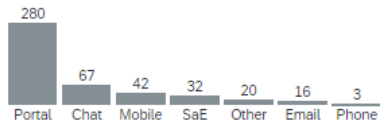
118

SAP Action Required

56

Customer Action Required

Cases By Channel (Last 6 Months)



Response Times (Last 6 Months)

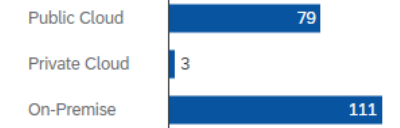


Initial Response Time Fulfilled

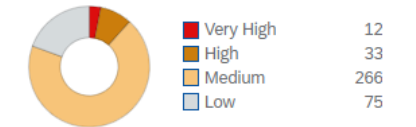


Action Plan Response Time Fulfilled

Prod Systems by Deployment Type



Closed Cases (Last 6 Months)



386

Closed Cases

125

Manually Confirmed

Overview: Cases

Services and Support / Customer Insights Dashboard

Customer Insights Dashboard | Standard* ▼

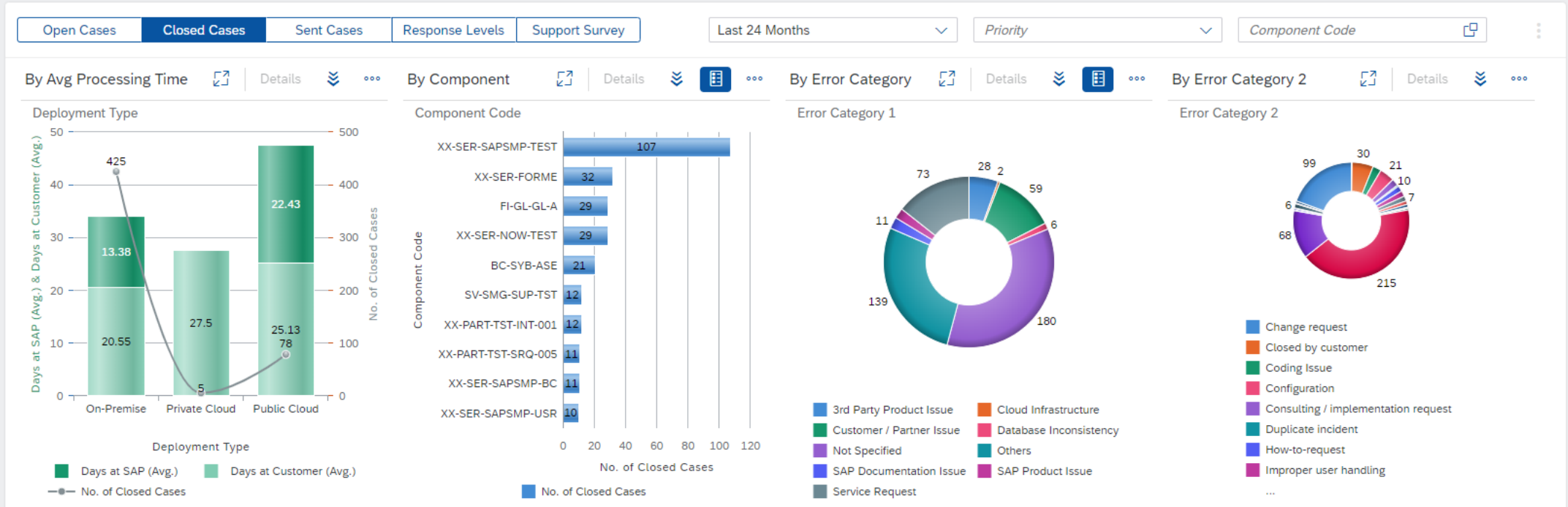
Personalize



Customer: Support Contract - System: Product Category: Solution Area: Deployment Type: Software Product:

Installation No.: System No.:

Summary Purchased Solutions Support Entitlements System Landscape **Cases**

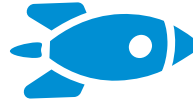


Evolution of Customer Support Reporting in SAP for Me

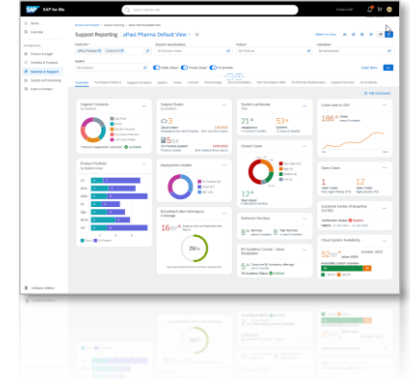
Reduce tools, automate and simplify to get ONE Consistent Customer Experience



SAP ES reporting cockpit
In SAP ONE Support Launchpad



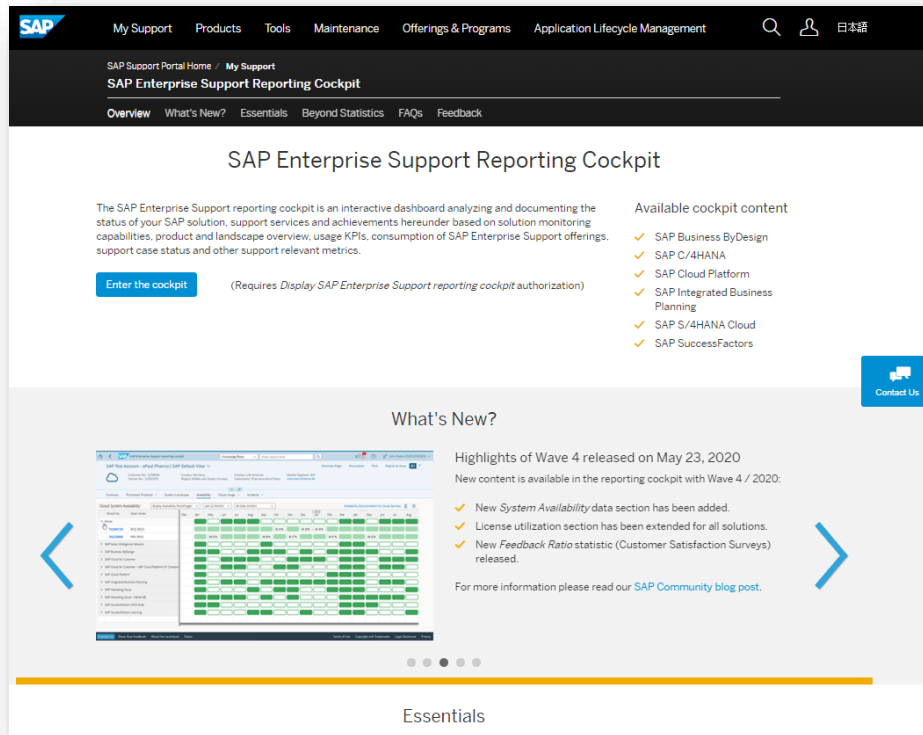
Customer Insights Dashboard in
SAP for Me



- ✓ **Combine SAP solution status** into one insights dashboard making it easy to access and to consume
- ✓ **Available to all customers** independent of support contract and front-role assignment
- ✓ Focus on **historical analytical data**, analyzing the situation of SAP solutions and provide recommended actions
- ✓ Personalized options to tailor reporting according to individual needs
- ✓ Customized printable template-based report function
- ✓ Combined internal and external version for better collaboration with SAP Support

Stay informed

[Customer Portal](https://support.sap.com/esrc) has everything you need
(<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.

Thank you.

Contact information:

Teo Rodriguez

CSP - Customer Engagement NA - Southeast

Customer Success | SAP Customer Evolution Program

Teo.rodriquez@sap.com

Learn more

By visiting the Power Your Success website:

<https://sap.com/enterprise-support>

Check out

What other SAP Enterprise Support customers say:

[SAP Enterprise Support customer references](#)

