



# **You Don't Need Lasik to See THIS Clearly – Your own IT Landscape**

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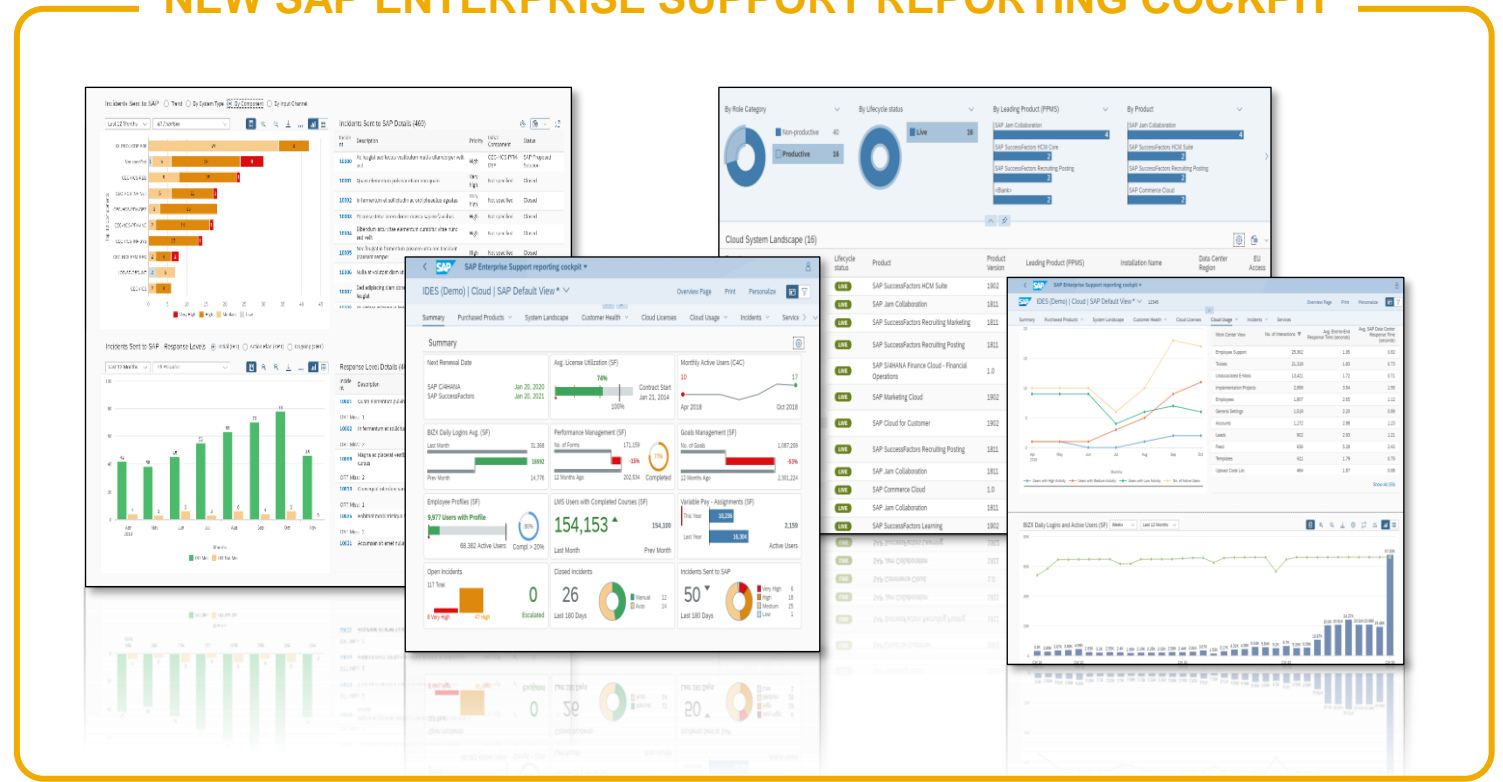
Public



# What is the SAP Enterprise Support Reporting Cockpit?


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

## NEW SAP ENTERPRISE SUPPORT REPORTING COCKPIT



# SAP Enterprise Support reporting cockpit – Benefits

**ACCESS**  
SAP Enterprise Support reporting cockpit  
In SAP ONE Support Launchpad

Enterprise Support Reporting Cockpit  
On Premise & Cloud  
  
Access Cockpit

## NEW 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*

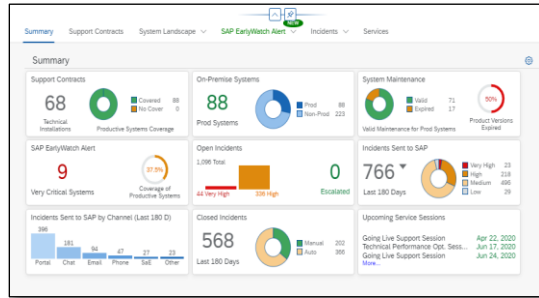
*One data source, internal and external, with 2 years history*

*One tool for many major solutions*

*Interactive tool connected to other apps*

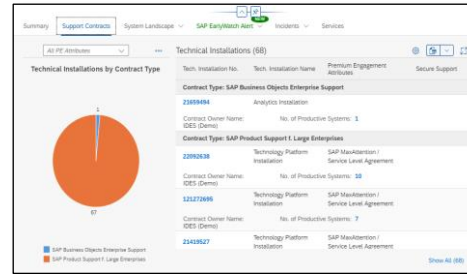
# SAP Enterprise Support reporting cockpit – released on-premise content

## Summary



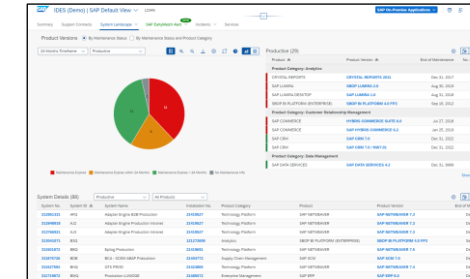
Overview on most important KPIs from each data section

## Support Contracts



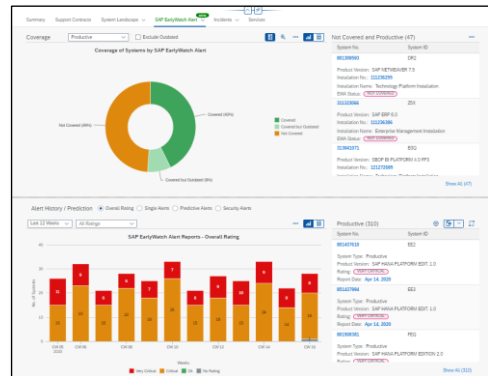
All valid basic and additional support contracts with relevant products and systems

## System Landscape



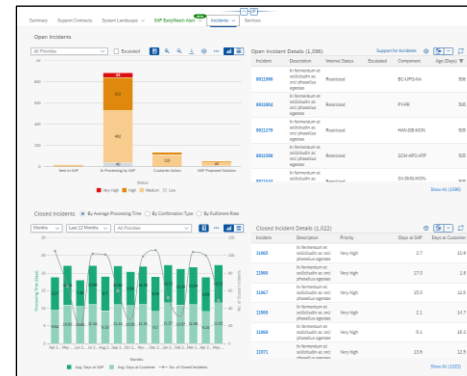
All production and non production systems with their products and maintenance status

## EWA Overview



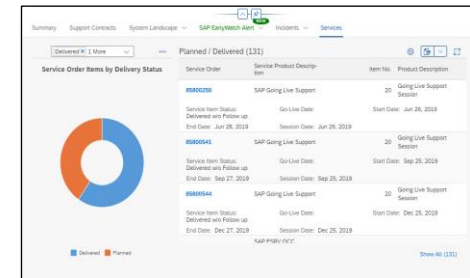
Most important summarized EWA KPIs with history with navigation to EWA WS for details

## Incidents



14 different statistics for open, closed and incoming incidents

## Services



Services overview on all services planned or delivered by SAP

Decide which statistics should be shown

Design your Summary

Add/remove fields to/from the tables

Decide on the graph layout

Use the global filter to adjust the content displayed

Specify the content by using individual filters for each statistic

Save and print your own variant

# SAP Enterprise Support reporting cockpit – released cloud content

For more details please see the [Release Notes](#) or the customer community [Blogs](#)

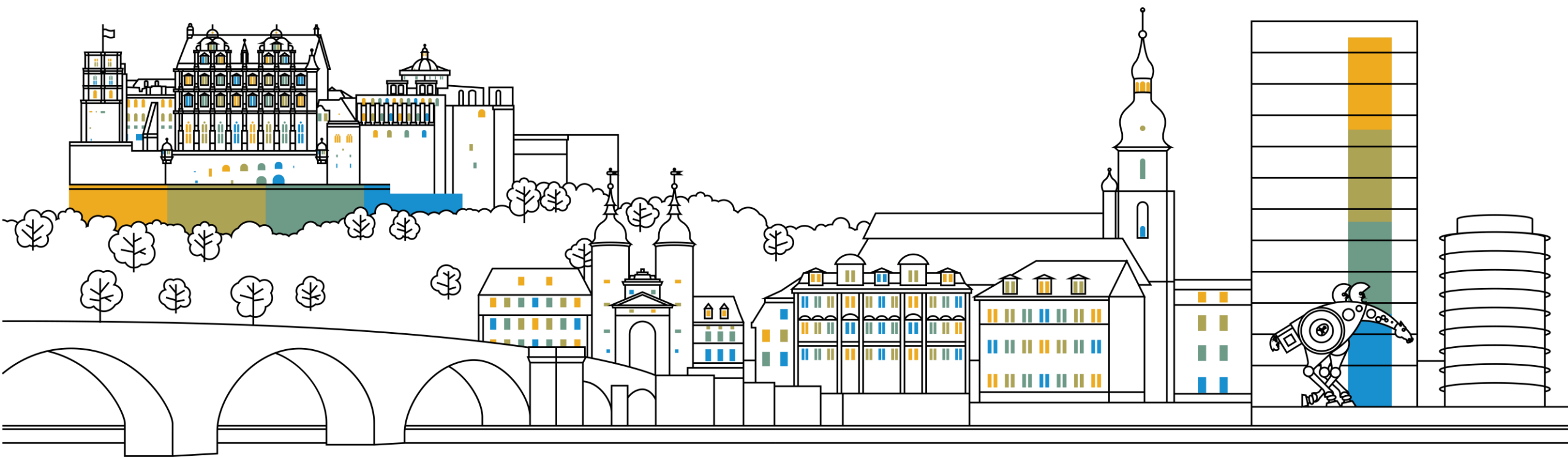
IMPORTANT! The pdf based Enterprise Support report cloud edition has been replaced by the new SAP Enterprise Support reporting cockpit

	SAP Success Factors	SAP CX (Customer Experience)	SAP S/4HANA Cloud	SAP Business By Design	SAP IBP/SAP Business Technology Platform	SAP Cloud Platform (SCP)
Purchased solutions	✓	✓	✓	✓	✓	✓
License Compliance	✓	✓	✓	✓	✓	✓
Contracts and orders	✓	✓	✓	✓	✓	✓
Usage (active users)	✓	✓	✓	✓	✓	-
Systems	✓	✓	✓	✓	✓	✓
Incidents	✓	✓	✓	✓	✓	✓
Availability	✓	✓	✓	✓	✓	✓
Services	✓	✓	✓	✓	✓	✓



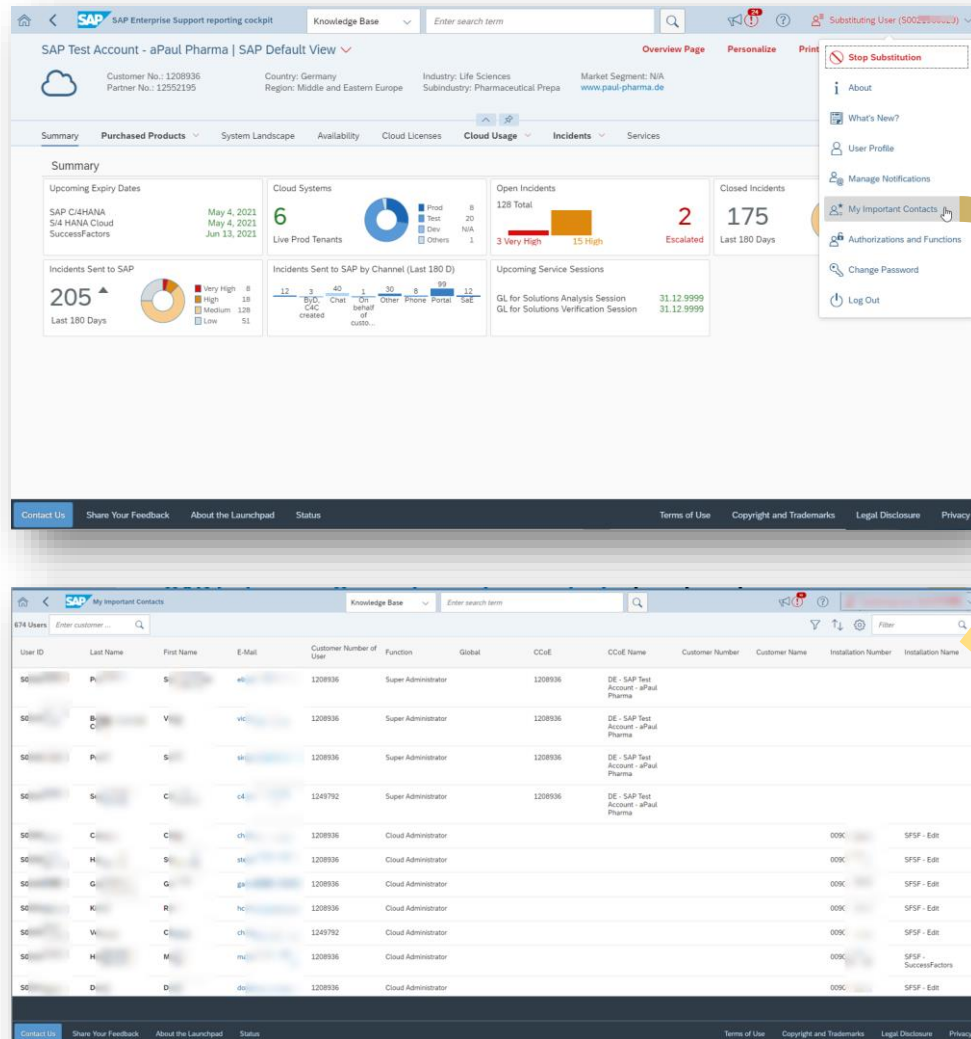


# DEMO for SAP Enterprise Support Reporting Cockpit



# SAP ES reporting cockpit – How to get Access

## ACCESS SAP ES reporting cockpit



The screenshot shows the SAP Enterprise Support reporting cockpit interface. The top section displays account information for 'aPaul Pharma' and various summary cards for 'Upcoming Expiry Dates', 'Cloud Systems', 'Open Incidents', and 'Closed Incidents'. A sidebar on the right contains navigation options, with 'My Important Contacts' highlighted. Below the main dashboard, a table lists users with columns for User ID, Last Name, First Name, E-Mail, Customer Number of User, Function, Global, CCoE, CCoE Name, Customer Number, Customer Name, Installation Number, and Installation Name.

User ID	Last Name	First Name	E-Mail	Customer Number of User	Function	Global	CCoE	CCoE Name	Customer Number	Customer Name	Installation Number	Installation Name
SC	...	...	...	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC	...	...	...	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC	...	...	...	120936	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC	...	...	...	1249792	Super Administrator		120936	DE - SAP Test Account - aPaul Pharma				
SC	...	...	...	120936	Cloud Administrator				009C			SFSP - Edit
SC	...	...	...	120936	Cloud Administrator				009C			SFSP - Edit
SC	...	...	...	120936	Cloud Administrator				009C			SFSP - Edit
SC	...	...	...	120936	Cloud Administrator				009C			SFSP - Edit
SC	...	...	...	1249792	Cloud Administrator				009C			SFSP - Edit
SC	...	...	...	120936	Cloud Administrator				009C			SFSP SuccessFactors
SC	...	...	...	120936	Cloud Administrator				009C			SFSP - Edit

### Initial authorization provided to your Cloud Admins

- Authorization **Display SAP Enterprise Support reporting cockpit (ESRCDISP)** provided on installation level to access the cloud part of the cockpit. Additionally for “Purchased Products” and “Cloud Licenses” you need the authorization **Access License Utilization for Cloud (LICAUD\_CLO)**.

### Initial authorization provided to Super Administrators

- Authorization **My Support Program Report (SUPPROGREP)** provided on customer level to access the on-premise part of the cockpit. For the Section “EarlyWatch Alert” you need authorization **Service Reports and Feedback (SC\_CCCREAD)**.

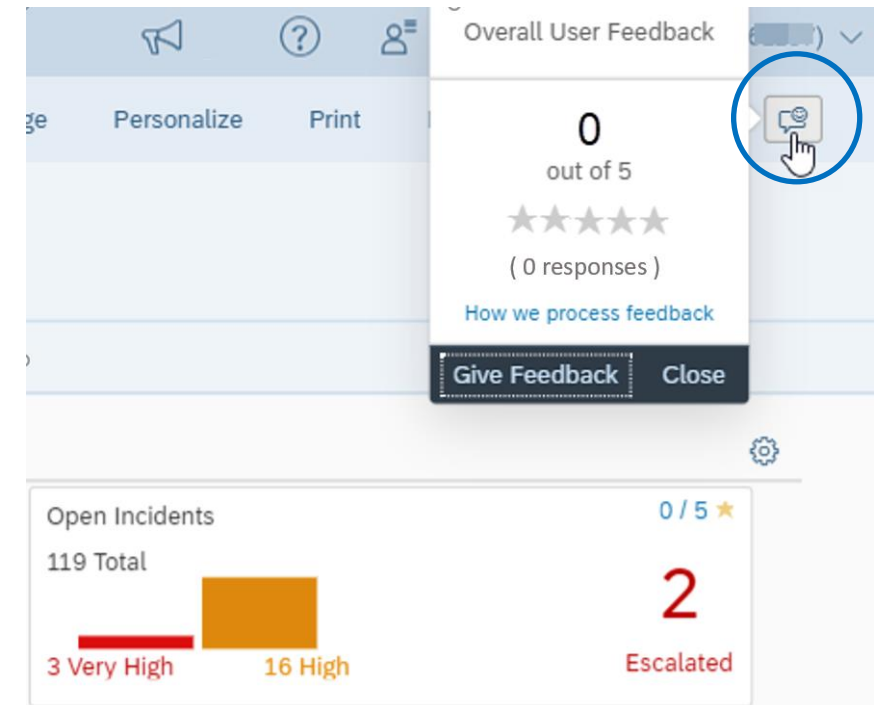
### SAP KBA for access and authorization requirements

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

# SAP Enterprise Support reporting cockpit – How to provide feedback



- Your feedback really matters. Together, we can improve the user experience for everyone. Share with us what you like and what needs to be improved, and we will channel your feedback to the experts for consideration in future releases. You have also call-back option if you agree to explain to us what you'd like to change or what you additionally need.
- All provided feedbacks will be displayed as average star-rating to all users when clicking on the feedback icon.
- Additionally you can find in the portal how your feedback influences the development plans and the new content of ESRC.
- Please find in the [customer blog](#) how easy you can provide feedback using the new feedback option.

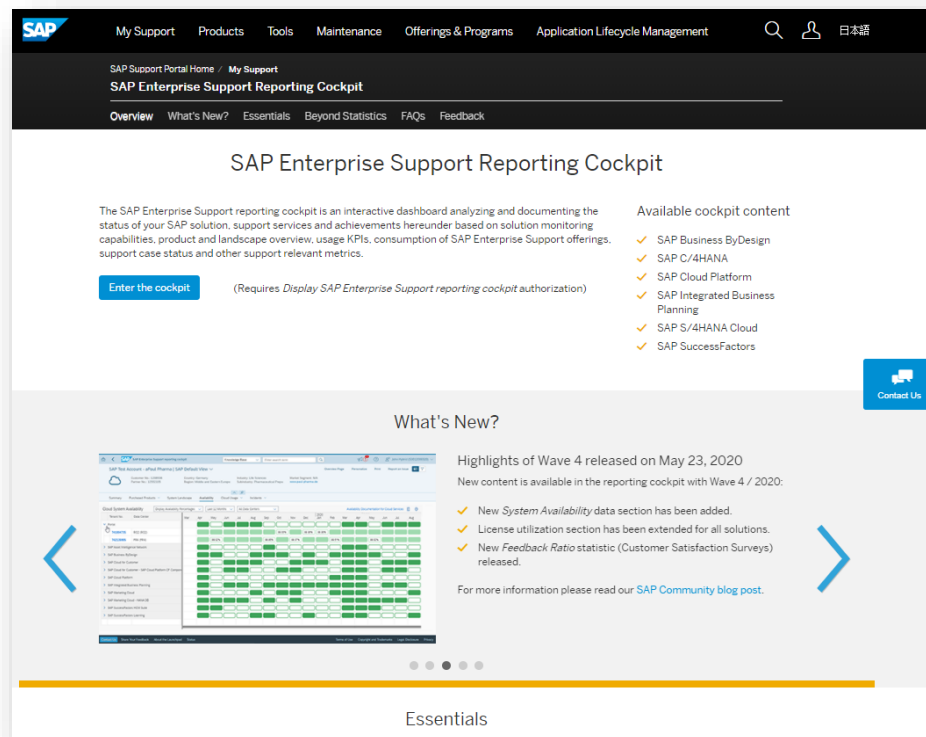




# SAP ES reporting cockpit – How to stay Informed

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

(<https://support.sap.com/esrc>)



## Customer Sessions in SAP ES Academy\*

- Meet the expert sessions for SAP ES reporting cockpit CLOUD
  - [Click here to listen](#) to the recorded webinar.
- Meet the expert session for SAP ES reporting cockpit ON-PREMISE
  - [Click here to listen](#) to the recorded webinar.

## Release Notes and

- Read [Release News](#) and customer [ESRC BLOGS](#)

## Promotional Materials

- Watch the short [ESRC introduction video](#)

## Other Options inside of SAP ES reporting cockpit

- Visit the Guided Tour provided in the cockpit documentation
- Provide Feedback using the “Feedback” icon
- Possible to send a ticket to SAP out of the application by clicking on „Report an Issue“

\* If your S-user is not registered for the SAP Learning Hub, Enterprise Support edition, please follow the steps [here](#) to sign up.

# SAP Enterprise Support reporting cockpit – Integration into SAP for Me

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

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

My Home

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

**SC**

**Enterprise Support reporting cockpit**

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

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The screenshot displays a comprehensive dashboard with the following sections:

- Summary:** Key performance indicators including 15.0% (with a downward arrow), 2.03 (with an upward arrow), and 154,153\* (with a downward arrow).
- Purchased Products:** A table listing products like SAP Succession Planning and SAP Performance Management with their respective dates and statuses.
- Cloud Licenses:** A bar chart showing license utilization across different product lines.
- Usage by Module:** A line chart showing usage trends for various modules over time.
- Processing Periods:** A bar chart showing the distribution of processing periods.
- Open Incident Details:** A table listing open incidents with columns for ID, description, and status.
- Support Interaction Survey:** A bar chart showing survey results for support interactions.

**SAP ONE Support Launchpad**

My Home

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

Welcome

SAP SuccessFactors Product Documentation

SAP News (53) To be reviewed

Welcome - SAP Business ByDesign

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

Access Cockpit

# Thank you.

For questions after this session, contact



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