



# You've Paid For It, So Let's Use It!

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PUBLIC

## Happy National Pirate Speaking Day!

Your fingers have fingertips but your toes don't have toetips, yet you can tiptoe but not tipfinger.



# SAP Enterprise Support

Key deliverables across all SAP deployment options



**Collaboration**

Receive prescriptive guidance

## Expert guidance

- SAP Enterprise Support value maps ([link](#))
- SAP support advisory services
- Customer Interaction Center ([link](#))



**Empowerment**

Gain required knowledge and skills

## Enablement for digital transformation

- SAP Enterprise Support Academy ([link](#))
- SAP Support Portal ([link](#))



**Innovation and value realization**

Benefit from continuous innovations

## New features and business outcomes

- Remote services ([link](#))
- Releases, updates, patches
- Intelligent tools such as SAP Innovation and Optimization Pathfinder on Spotlight ([link](#))
- SAP Enterprise Support Advisory Council ([link](#))



**Mission-critical support**

Protect business continuity

## Digital customer support experience

- Service level agreements
- SAP for Me - [SAP for Me Customer Portal](#)
- Real-Time Support ([link](#))

Proactive and preventive support

SAP Enterprise Support  
powered by **application lifecycle management** capabilities

Across **all deployment** options

# Collaboration

## Receive prescriptive guidance



As part of SAP Enterprise Support, you have access to multiple collaborative resources, that have a **defining impact on your success**.

- Expert access through collaborative social communities
- Rely on functional and technical expertise on key areas
- Get expert advice on the support deliverables and assets
- Prescriptive guidance for accelerated consumption of services and educational content
- Explore the best options to drive innovations



## SAP Enterprise Support Value Maps



# Collaboration – SAP Enterprise Support Value Maps

## Your fast lane to support expertise

**SAP Enterprise Support value maps** – a collaboration program, which leads you through the knowledge, skills, experts and services needed to address business challenges and adopt intelligent technologies. Learn more [here](#).



### Prescriptive guidance

Structured content enables guided journey, simplification, and accelerated consumption of content



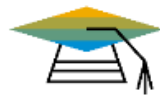
### Social Collaboration

Forums allow you to exchange ideas and best practices with SAP experts and peers



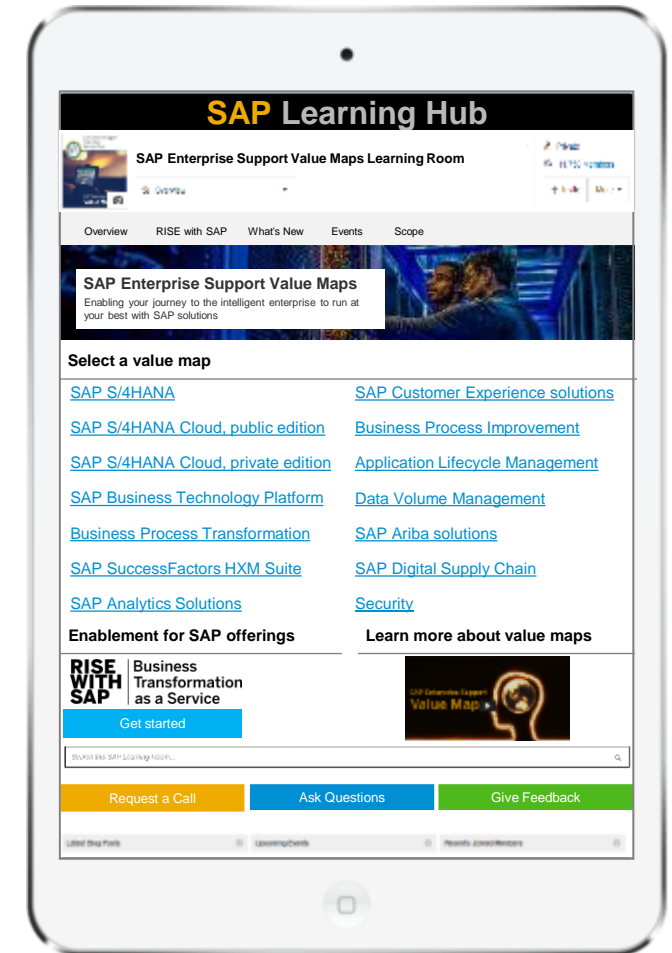
### Expert access

SAP experts provide prescriptive guidance, best practices and technology insight



### Enablement

Carefully curated learning content to empower you with the knowledge and skills for realizing your deployment strategy



# SAP Enterprise Support Value Maps

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[SAP S/4HANA](#)



[SAP Business Technology Platform](#)



[SAP S/4HANA Cloud](#)



[Application Lifecycle Management](#)



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



[Business Process Intelligence](#)



[SAP SuccessFactors](#)



[Business Process Improvement](#)



[SAP Customer Experience solutions](#)



[Data Volume Management](#)



[SAP Analytics Solutions](#)



[Security](#)



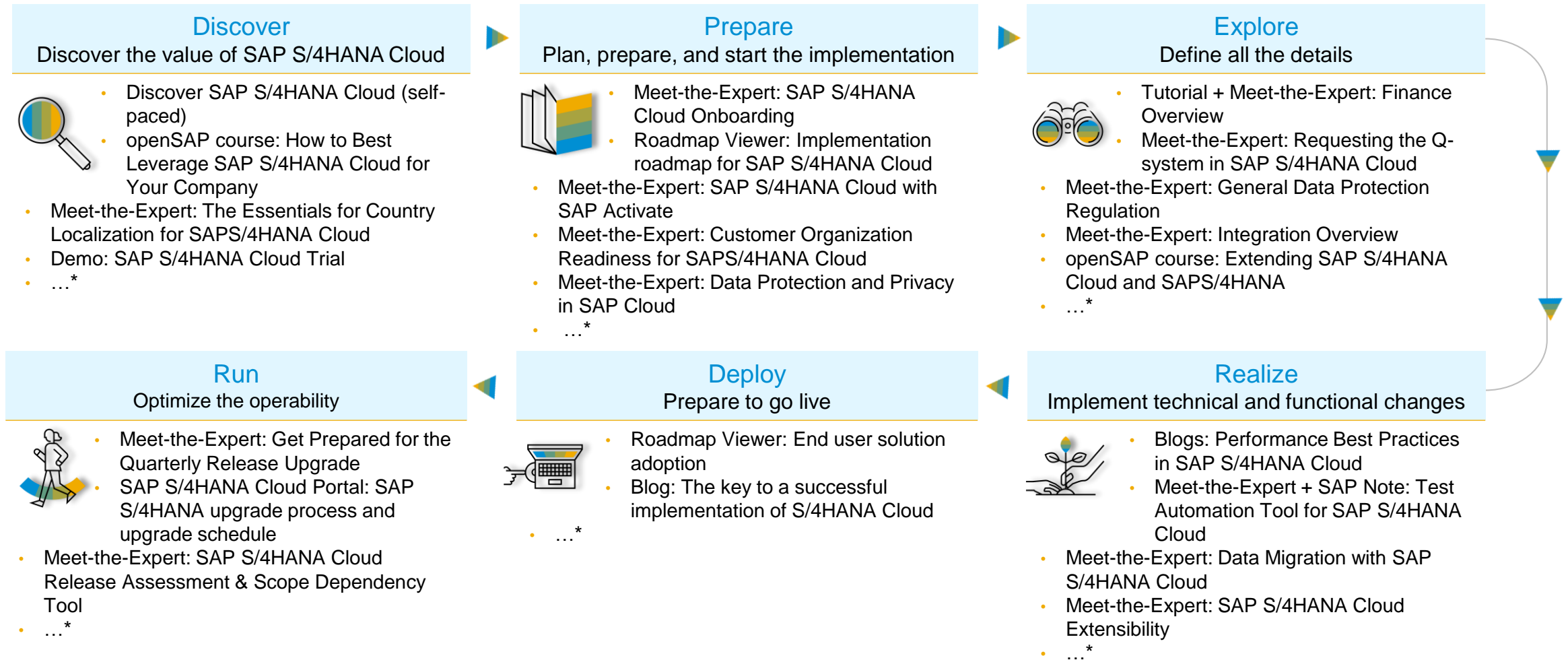
[SAP Ariba](#)



[SAP Jam Collaboration](#)



# Example: SAP S/4HANA Cloud Value Map Learning Journey



\*Please note that the complete content of the learning journey is available within SAP Enterprise Support value maps learning room.



# Collaboration

## Where to find additional assistance



### SAP Support Portal

Your one stop shop for all support and service related needs

- SAP Notes search and incident wizard
- SAP software distribution center
- Administration of remote connections
- License key requests
- SAP service and software catalog
- SAP Enterprise Support Academy
- SAP Enterprise Support Report
- SAP for Me

Access SAP Support Portal: <https://support.sap.com/en/index.html>



### SAP Community

Your social network to get help, share ideas, and connect with others on products you are interested in

- Discussion forums, blogs, and videos
- Quick access to expert advice
- Online trainings
- Software downloads

Access SAP Community: <https://www.sap.com/community.html>



### SAP for Me

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.

Access SAP Community: <https://me.sap.com/>

# Empowerment

Gain required knowledge and skills



Through the SAP Enterprise Support Academy, we help you **build the digital skills needed to drive continuous success.**

- Get empowered by enriched learning and education offerings
- Easily access learning content and services via the SAP Learning Hub platform anytime, anywhere
- Leverage expert content in various delivery formats and levels of detail to build the right digital skills
- Learn how to optimize your software solution to run at peak performance



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



### Knowledge transfer

on digital transformation, integration, and system operations tailored for you, to improve digital business processes and performance



### Accelerated Learning

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



### Trusted expertise

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

## Highlights

**1,400+**  
learning assets  
and services

**All**  
deployment scenarios covered (cloud,  
on-premise, hybrid)

**Included**  
in SAP Enterprise Support at no  
additional cost

**14**  
SAP Enterprise Support  
value maps for more  
guidance and collaboration

## Available Formats

**70+**  
Best  
Practices

**280+**  
Tutorials &  
Videos

**15**  
Guided Self-  
Services

**19+**  
Continuous  
Quality Checks &  
Improvement  
Services

**50+**  
Expert-Guided  
Implementations

**740+**  
Meet-the-Expert  
Sessions

**190+**  
Accelerated  
Innovation  
Enablement

# Innovation & Value Realization

Benefit from continuous innovations



We provide you with tools and proactive services that **help in identifying and realizing business value.**

- Benefit from usually quarterly releases to develop an appropriate strategy that increases feature adoption
- Become an early adopter of support innovations and help improve the support offering by innovating on SAP solution deliverables



# Innovation & Value Realization – Remote Services

Proactive and preventive remote services for the intelligent enterprise

SAP Enterprise Support provides a wide range of **continuous quality checks** and **improvement services** to connect you with our experts to analyze your system and/or specific situation. You can learn more [here](#).



## Huge variety

of topics to address your pain points and improvement areas



## Detailed analysis

based on actual data from your systems or solution



## Action plan

to mitigate risks or improve your situation

## Examples

Business Process Improvement

Transformation Assessment

Security Optimization

Going Live Support

Data Volume Management

...and many more



# GETTING STARTED with Empowerment

## Continuous Quality Checks (CQC)

| SAP Continuous Quality Checks  |   | SAP Improvement Services  |
|--|---|---|
| <ul style="list-style-type: none"> <li>• SAP CQC Business Process Improvement</li> <li>• SAP CQC Business Process Performance Optimization</li> <li>• SAP CQC Data Volume Management</li> <li>• SAP CQC Deployment Readiness</li> <li>• SAP CQC EarlyWatch Check</li> <li>• SAP CQC Financial Data Quality</li> <li>• SAP CQC Going-Live Support</li> <li>• SAP CQC Implementation</li> <li>• SAP CQC Interface Management</li> <li>• SAP CQC OS/DB Migration Check</li> </ul> | <ul style="list-style-type: none"> <li>• SAP CQC Private Cloud Go-Live</li> <li>• SAP CQC Security Optimization</li> <li>• SAP CQC Technical Conversion Optimization</li> <li>• SAP CQC Transformation Assessment</li> <li>• SAP CQC Technical Performance Optimization</li> <li>• SAP CQC Upgrade</li> <li>• SAP CQC Upgrade Assessment</li> </ul> | <ul style="list-style-type: none"> <li>• SAP CQC SAP Modification Justification Check</li> <li>• SAP CQC SAP Custom Code Maintainability Check</li> </ul> |

### SAP Support Portal

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

### SAP Note

#### How to request a CQC service ?

- Remote Services can be requested via the new [Get Support](#) application in SAP for Me ([SAP Note 1296527](#))

When submitting your request, select 'Product' **Continuous Quality Check & Improvement Services** and in 'Product function' choose either:

- **Service Request for a Cloud Solution**
- **Service Request for an On-Premise Solution**

If you need assistance to submit your request, you may contact [your local Customer Interaction Center \(CIC\)](#)

# Business Process Performance Optimization: Real Customer Example

Performance Improvement runtime results after the CQC recommendations were applied to BW's Production environment.

| No. | Priority | Issue Description                            |
|-----|----------|--|
| 1   | High     | Long Running ZPAK_3Z0NTWZQ9E30P6X3QYDR6BCX1  |
| 2   | High     | Long Running ZPAK_3RLC4US3X8WU4YR5VKQ4RZJFP  |
| 3   | High     | Long Running ZPAK_3YQ12OO3DSCAFX3FMMLD38OILH |
| 4   | High     | Long Running DTP_00O2TMDWZ3G2LYQLZR9NOC28O   |
| 5   | High     | Long Running ZPAK_438OKSBC583DX0RGCJGUM0XLX  |
| 6   | High     | Long Running ZPAK_518LUG5UGR81FWB0CACFN4F1Z  |

| No. | Priority | Issues Description                           | Pre-Implementation Runtime (in mins) | Post-Implementation Runtime(in mins) | Reduction % |
|-----|----------|--|--------------------------------------|--------------------------------------|-------------|
| 1   | High     | Long Running ZPAK_3Z0NTWZQ9E30P6X3QYDR6BCX1  | 54.46 m                              | 3.091 m                              | 94%         |
| 2   | High     | Long Running ZPAK_3YQ12OO3DSCAFX3FMMLD38OILH | 2.24 h                               | 37.66 m                              | 72%         |
| 3   | High     | Long Running DTP_00O2TMDWZ3G2LYQLZR9NOC28O   | 56m 14s                              | 13m 34s                              | 77%         |
| 4   | High     | Long Running ZPAK_438OKSBC583DX0RGCJGUM0XLX  | 40.217 m                             | 16.026 m                             | 60%         |
| 5   | High     | Long Running ZPAK_518LUG5UGR81FWB0CACFN4F1Z  | 3.089 h                              | 1.899 h                              | 39%         |

# Data Volume Management (DVM) Service: Real Customer Example

## ARCHIVING / DELETION

| Document Type                       | Current Size [GB] | Reduction Potential [%] | Reduction Potential [GB] | Remaining Size [GB] |
|-------------------------------------|-------------------|-------------------------|--------------------------|---------------------|
| Intermediate Documents              | 587,12            | 90                      | 526,47                   | 60,65               |
| Application Logs                    | 525,54            | 70                      | 367,30                   | 158,24              |
| FI NewGL: Accounting Documents      | 69,72             | 65                      | 45,46                    | 24,26               |
| Work Items                          | 50,97             | 60                      | 30,52                    | 20,45               |
| Billing Documents                   | 27,88             | 78                      | 21,74                    | 6,14                |
| Secondary Index for GL Accounts     | 27,07             | 50                      | 13,56                    | 13,51               |
| Accounting Interface Documents (MM) | 22,00             | 86                      | 19,01                    | 2,99                |
| Material Documents                  | 14,13             | 77                      | 10,86                    | 3,27                |
| Sales Documents                     | 13,55             | 27                      | 3,68                     | 9,87                |
| Delivery Documents                  | 12,85             | 65                      | 8,35                     | 4,50                |
| Table Change Protocols              | 8,77              | 73                      | 6,42                     | 2,35                |
| Total                               | 1.359,60          | 77                      | 1.053,37                 |                     |
| Total DB-Size                       | 2.476,53          | 43                      | 1.053,37                 | 1.423,16            |



# Innovation & Value Realization – Intelligent Tools

## Tailored Recommendations



### SAP Innovation and Optimization Pathfinder on Spotlight

Innovation recommendations, industry benchmarks, and optimization potentials  
<http://www.sap.com/pathfinder>

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### SAP Road Map Explorer

Roadmap of software innovations  
<https://www.sap.com/products/roadmaps.html>

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### Process Discovery

SAP S/4HANA recommendations  
[www.s4hana.com](http://www.s4hana.com)

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### SAP Transformation Navigator

Creation of the plan for your digital transformation journey  
<http://www.sap.com/transformationnavigator>

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### SAP Fiori Apps Library – Recommendations Self Service

Improvement through SAP Fiori Apps  
<http://www.sap.com/fiori-apps-library>

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### SAP Readiness Check

Identification of prerequisites for migration, setup and usage of SAP solutions  
[https://help.sap.com/viewer/p/SAP\\_READINESS\\_CHECK](https://help.sap.com/viewer/p/SAP_READINESS_CHECK)

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# SAP Innovation and Optimization Pathfinder on Spotlight

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

- **Outlines customer-specific improvement and innovation opportunities** based on the customer's current **SAP ERP or SAP S/4HANA system usage**, business & IT performance
- **Recommendations to optimize SAP solutions from an LOB and IT perspective**, or implement software and cloud innovations using relevant SAP Enterprise Support or SAP Services offering
- **Interactive report** navigates customers to relevant information, services and tools and is **free-of-charge for customers on SAP maintenance** (all support models)
- **Key prerequisites:**
  - Implement SAP Notes [2745851](#) and [2758146](#) in your productive SAP ERP or SAP S/4HANA system
  - Standard SAP EarlyWatch Alert (SAP Solution Manager)  
**Note: Activating Business Key Figures in SAP EarlyWatch Alert (as for Pathfinder 1.0) is NOT needed anymore**
  - Optional: Extract SAP Fiori usage data (odata) from SAP system



Order your own report:  
[www.sap.com/Pathfinder](http://www.sap.com/Pathfinder)

# Key Benefits of Process Discovery



- Identify the **most valuable SAP S/4HANA capabilities for your company**



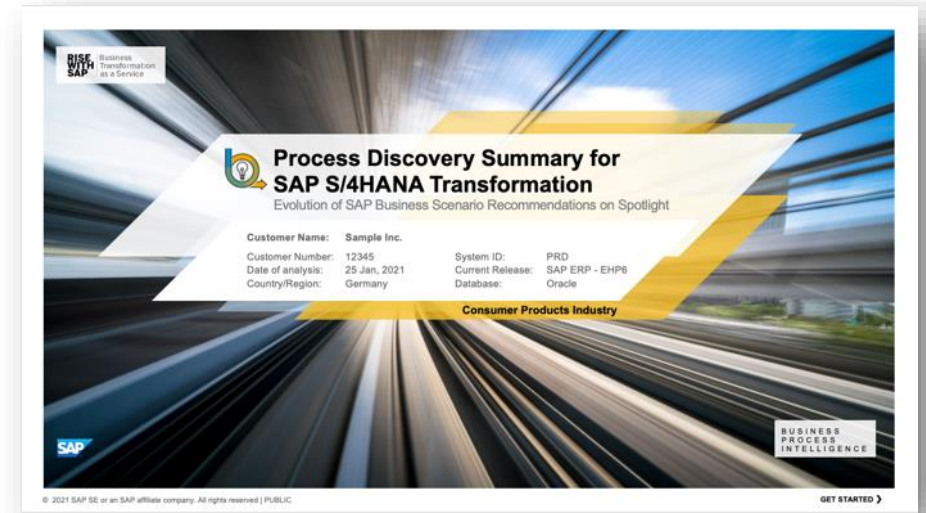
- Receive **tailor-made insights to build your case for SAP S/4HANA**



- Get unique **business performance and usage insights as well as tailored recommendations by line of business** based on the actual usage of your SAP ERP system



- **Personalized analysis at no additional charge** for all customers under SAP maintenance, independent of their support model



Order your free analysis: [www.s4hana.com](http://www.s4hana.com)

# Mission Critical Support

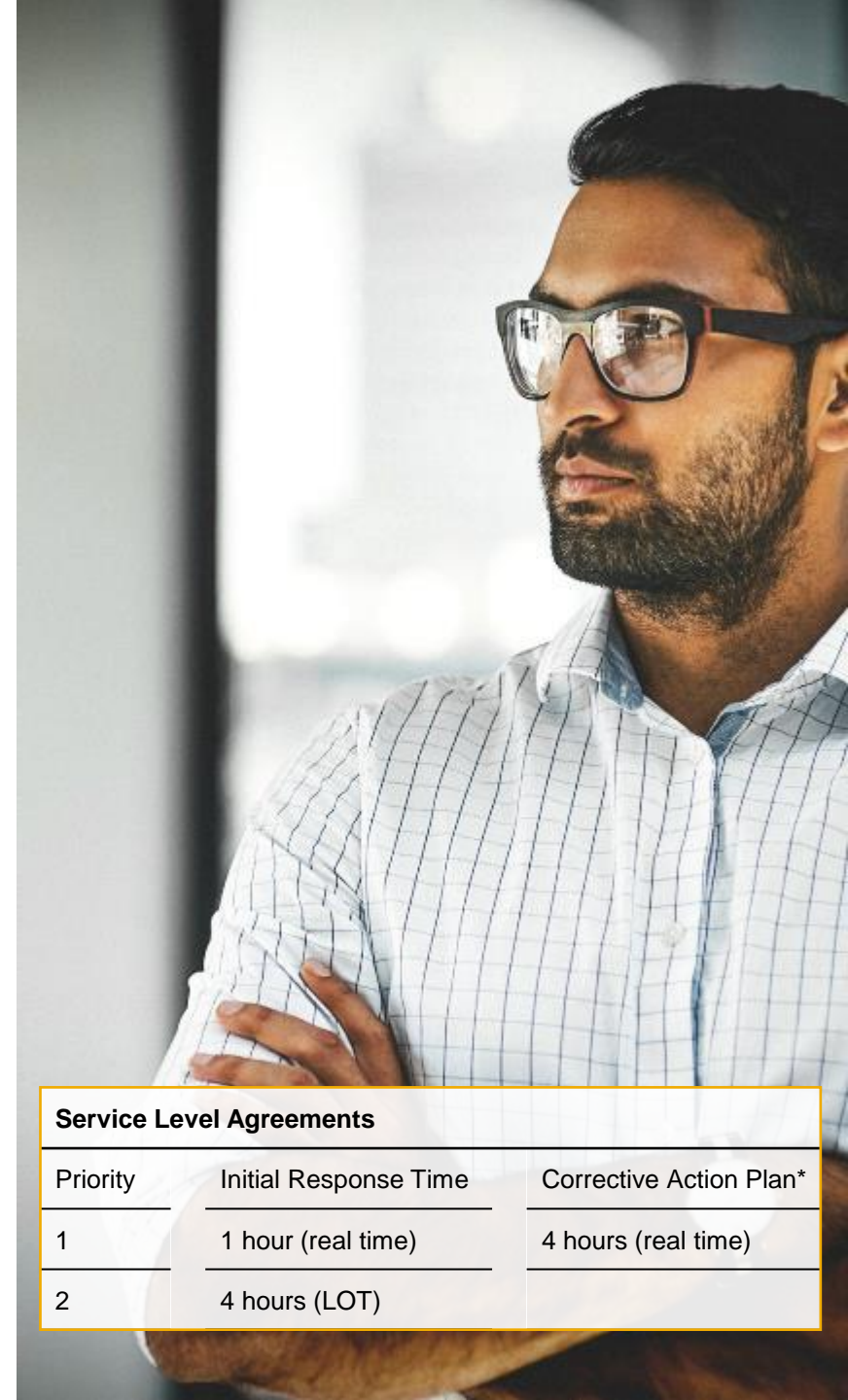
Protect business continuity



We help to relieve you of critical situations and provide various cutting-edge access points to **facilitate rapid collaboration with SAP support experts.**

- Rely on **service-level agreements for faster issue resolution**, whereat initial response time typically already includes a first qualified answer
- Easily access support resources via the **SAP for Me**, a single, intuitive interface to access support resources, displaying only relevant applications and insights to help ensure an efficient and user-friendly experience, including incident dashboard and cloud availability center
- Benefit from Real-Time Support features such as Schedule an Expert product sessions and Expert Chat, if available for the solution
- Count on 24x7 mission-critical support and speed up incidents through the Customer Interaction Center if needed

\* For very high customer incidents, SAP will provide a fix, work-around, or action plan within four hours after the initial response. More details can be found [here](#).



| Service Level Agreements |                       |                         |
|--------------------------|-----------------------|-------------------------|
| Priority                 | Initial Response Time | Corrective Action Plan* |
| 1                        | 1 hour (real time)    | 4 hours (real time)     |
| 2                        | 4 hours (LOT)         |                         |

# Mission-Critical Support

## Live Business needs live support



### Self-service and incident prevention



### Real-time interactions



### Digital support experience



### AI / Machine Learning

[Real-Time Support](#) has several comprehensive solutions to provide prompt answers to your questions.

- [SAP Support Portal](#)
- [SAP Knowledge Base Articles \(KBAs\) via Google search](#)
- [Automatic translation](#)
- [Guided Answers](#)
- [SAP BusinessObjects BI support tool](#)
- [Automated search for SAP Notes](#)
- [Performance Assistant](#)
- [SAP Community](#)
- [Support by Product](#)
- [Product Support Accreditation program](#)

We offer real-time support channels with live and direct access to SAP's support experts.

- [Expert Chat](#)
- [Schedule an Expert](#)
- [Ask an Expert Peer](#)
- [Schedule a Manager](#)
- [Call-1-SAP & Customer Interaction Center \(CIC\)](#)

Benefit from an intuitive support experience with personalized, context-sensitive support when and where you need it.

- [Incident creation and management application](#)
- [Social Media integration](#)
- [Built-in support](#)
- [Cloud Availability Center](#)
- [SAP Trust Center](#)
- [SAP for Me Customer Portal](#)

SAP constantly innovates to improve our products and provide you with an amazing support experience.

- Artificial Intelligence / Machine Learning
- [Incident Solution Matching](#)

# Product Support Accreditation

Self-enablement program for customers and partners for Product Support



**Product Support Accreditation** program enables you to make the best out of SAP's product support tools and Real-Time Support offerings

## Overview

- Easy to consume interactive program
- Available to all SAP customers at no additional cost. It can be accessed via S-User login
- It consists of 3 modules and a final assessment.
- The modules cover incident prevention offerings, real-time interactions and digital support experience
- Watch the [video](#)

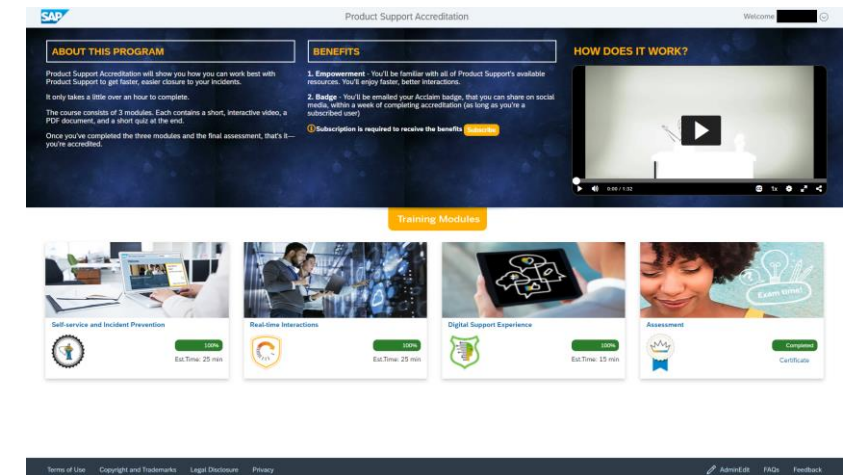
## Benefits

- **Informative:** Gain empowerment and awareness to all the available resources from Product Support
- **Efficient:** The easy to consume enablement with SAP's Product Support Accreditation program helps users to increase their efficiency in working with Real-Time Support tools by selecting the best channel.
- **Rewarding:** A Product Support Accreditation badge is awarded once the final assessment is completed. This badge can be shared in social media.

## Access

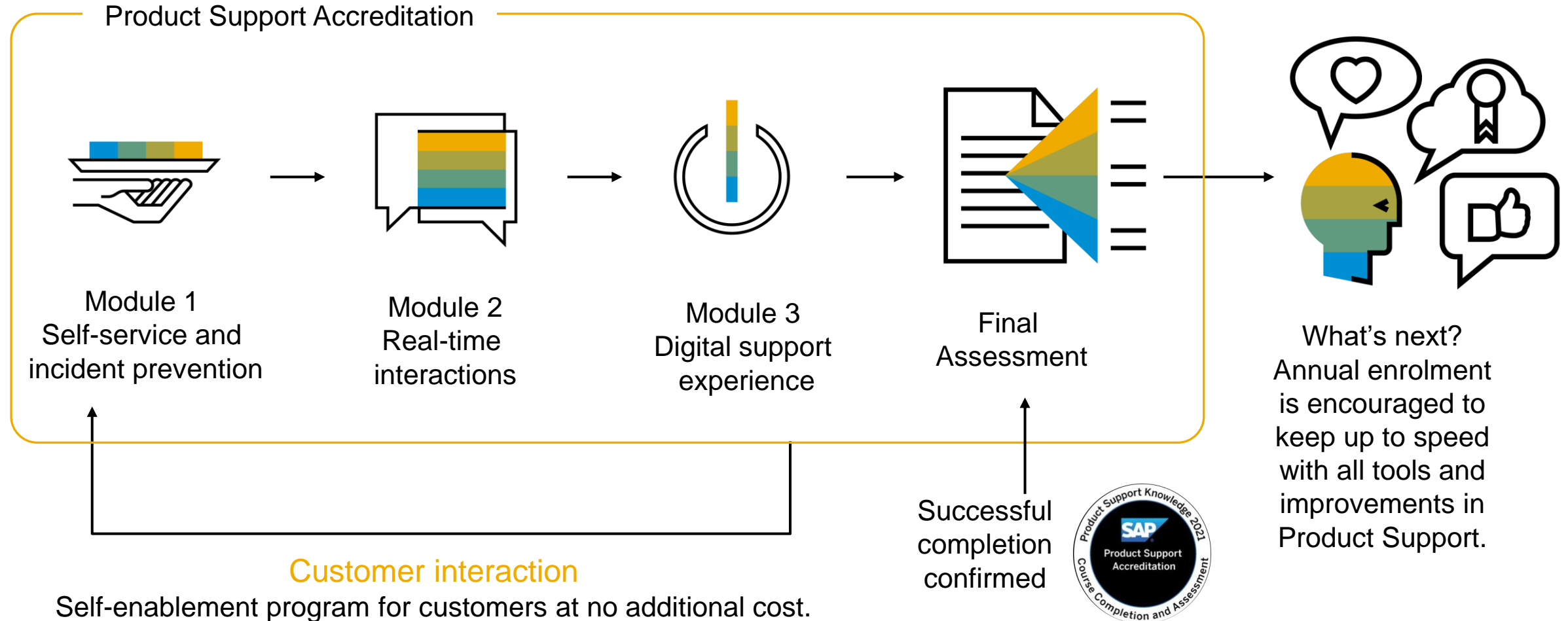
- **Easy to access:** simply use your S-User via **SAP for Me** to enroll for program.
- **Easy to consume:** The accreditation modules can be taken at your own pace and time. Easy to consume content will be provided on demand.
- **Interactive:** Learnings can easily be validated in interactive quizzes supporting the user in their progress.
- Click [here](#) to access the accreditation and [here](#) to learn more.

## Preview



# Product Support Accreditation

Self-enablement program for customers and partners for Product Support



# Mission-Critical Support – SAP for Me

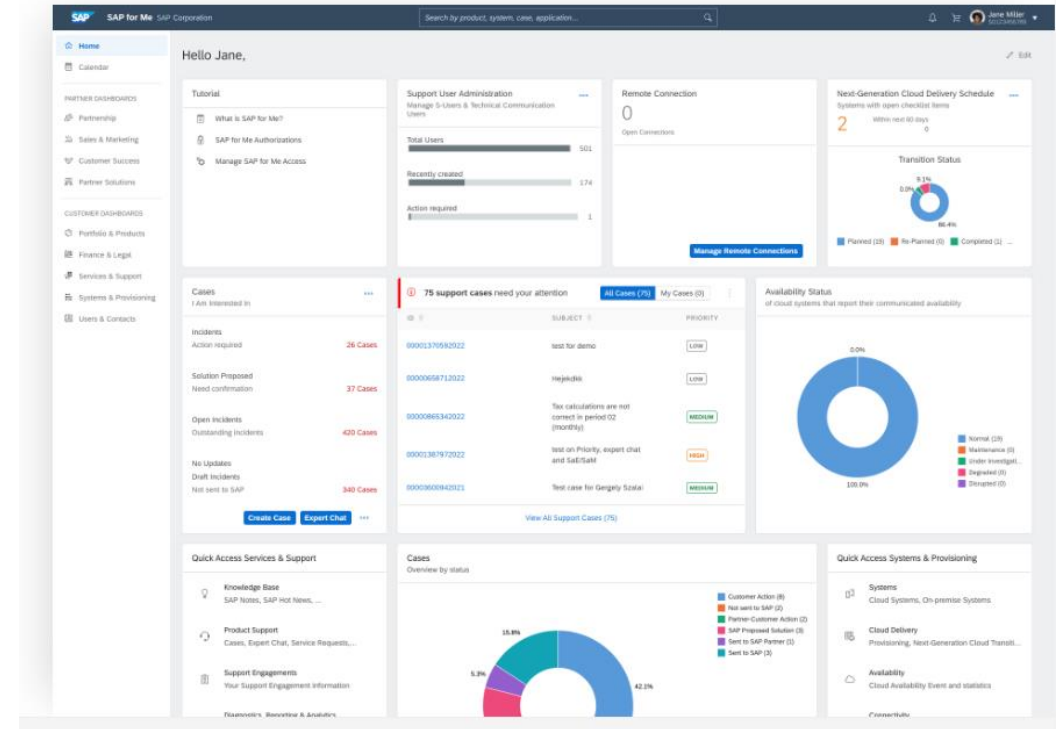
## Your personalized central entry point to SAP's support

**SAP for Me** is the personalized central entry point to SAP's support. SAP for Me provides transparency across all SAP solutions and ensures a harmonized support experience. SAP for Me makes support-related tasks easy with an end-to-end view of the product portfolio all in one place.

Engaging with SAP's support with SAP for Me means to:

- have a single-entry point for all support-related topics and questions
- easily find information and help needed
- perform self-services, such as cloud system provisioning
- get a holistic view of licenses, orders, and consumption status

**SAP for Me is made for you.**



## SAP for Me Customer Portal



# What is the SAP Enterprise Support Reporting Cockpit?

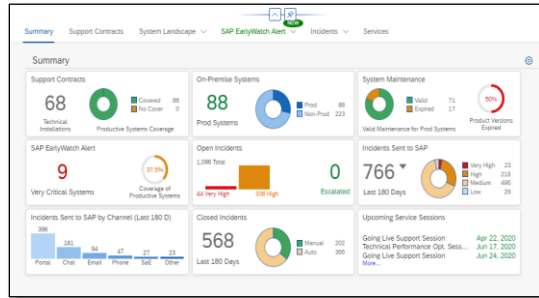
The SAP Enterprise Support reporting cockpit is an interactive dashboard analyzing and documenting the status of your SAP solution, support services and achievements based on solution monitoring capabilities, product and landscape overview, usage KPIs, consumption of SAP Enterprise Support offerings,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

## SAP ENTERPRISE SUPPORT REPORTING COCKPIT



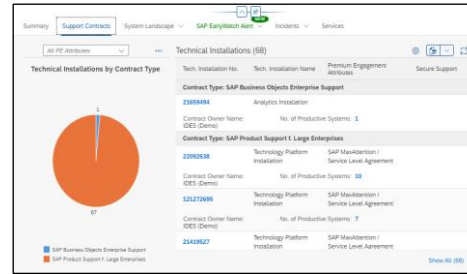
# SAP Enterprise Support reporting cockpit – released on-premise content

## Summary



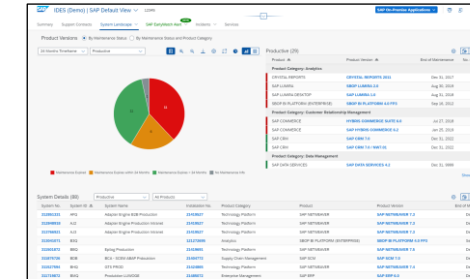
Overview on most important KPIs from each data section

## Support Contracts



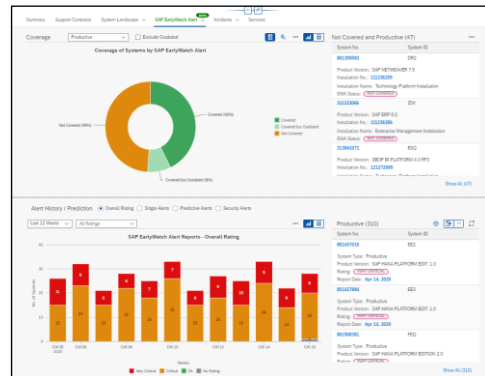
All valid basic and additional support contracts with relevant products and systems

## System Landscape



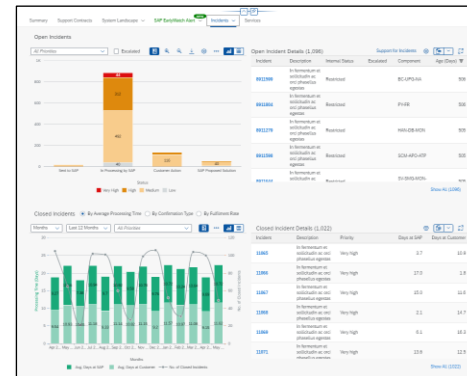
All production and non production systems with their products and maintenance status

## EWA Overview



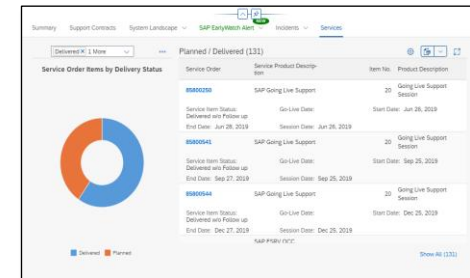
Most important summarized EWA KPIs with history with navigation to EWA WS for details

## 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

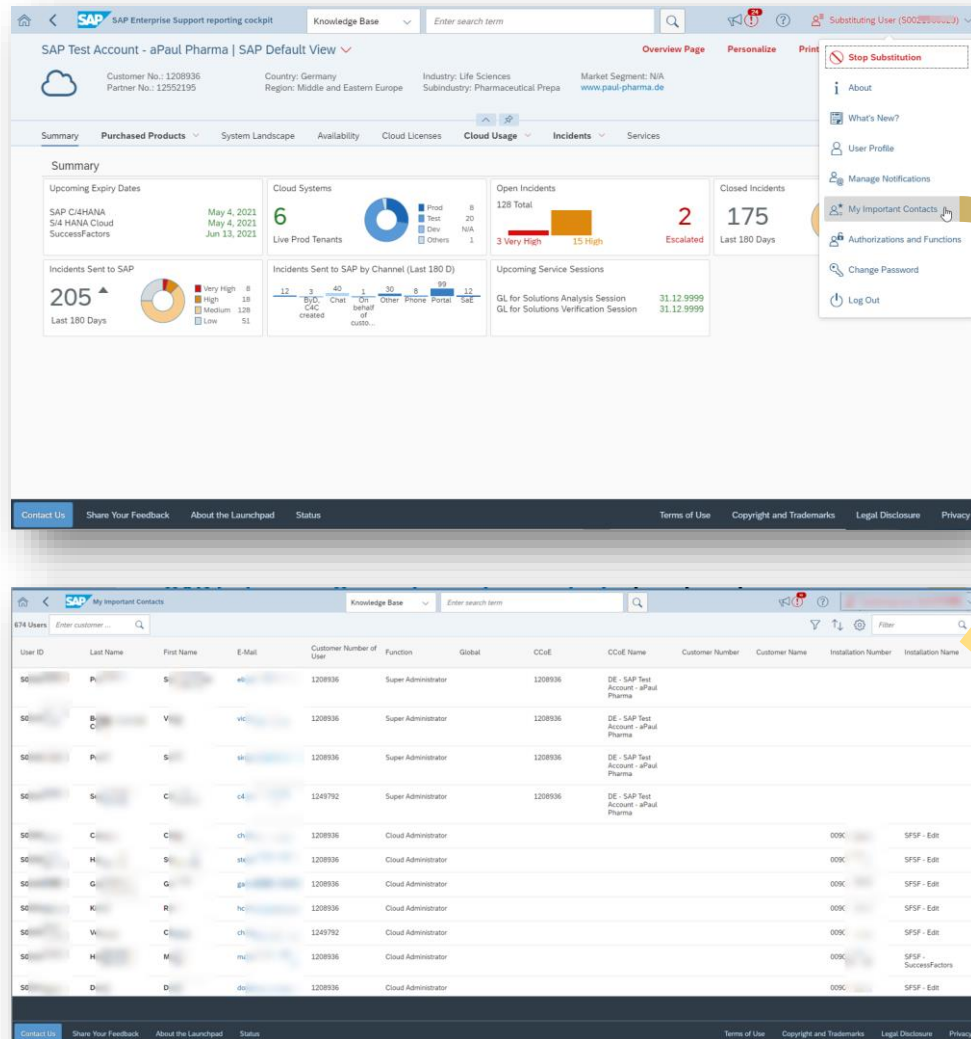
Use the global filter to adjust the content displayed

Specify the content by using individual filters for each statistic

Save and print your own variant

# SAP ES reporting cockpit – How to get Access

## ACCESS SAP ES reporting cockpit



The screenshot shows the SAP Enterprise Support reporting cockpit interface. The top navigation bar includes 'SAP Enterprise Support reporting cockpit', 'Knowledge Base', and a search bar. The main content area is divided into several sections:

- Summary:** Displays 'Upcoming Expiry Dates' (May 4, 2021, May 4, 2021, Jun 13, 2021), 'Cloud Systems' (6 Live Prod Tenants), 'Open Incidents' (128 Total, 3 Very High, 15 High, 2 Escalated), and 'Closed Incidents' (175 Last 180 Days).
- Incidents Sent to SAP:** A pie chart showing 205 incidents over the last 180 days, categorized by severity (Very High, High, Medium, Low).
- Incidents Sent to SAP by Channel (Last 180 D):** A bar chart showing incident counts by channel (BYD, Chat, Other, Phone, Portal, Sat).
- Upcoming Service Sessions:** A table listing sessions like 'GL for Solutions Analysis Session' and 'GL for Solutions Verification Session'.

A sidebar on the right contains navigation options: 'Stop Substitution', 'About', 'What's New?', 'User Profile', 'Manage Notifications', 'My Important Contacts' (highlighted with a yellow arrow), 'Authorizations and Functions', 'Change Password', and 'Log Out'.

Below the main dashboard is a table titled 'My Important Contacts' with 674 users. The table columns include 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      | P.        | S.         | sp@paul-pharma.de | 1209936                 | Super Administrator |        | 1209936 | DE - SAP Test Account - aPaul Pharma |                 |               |                     |                   |
| SC      | B. C.     | V.         | vc@paul-pharma.de | 1209936                 | Super Administrator |        | 1209936 | DE - SAP Test Account - aPaul Pharma |                 |               |                     |                   |
| SC      | P.        | S.         | sp@paul-pharma.de | 1209936                 | Super Administrator |        | 1209936 | DE - SAP Test Account - aPaul Pharma |                 |               |                     |                   |
| SC      | S.        | C.         | sc@paul-pharma.de | 1249792                 | Super Administrator |        | 1209936 | DE - SAP Test Account - aPaul Pharma |                 |               |                     |                   |
| SC      | C.        | C.         | cc@paul-pharma.de | 1209936                 | Cloud Administrator |        |         |                                      | 009C            |               | SFSP - Edit         |                   |
| SC      | H.        | S.         | hs@paul-pharma.de | 1209936                 | Cloud Administrator |        |         |                                      | 009C            |               | SFSP - Edit         |                   |
| SC      | G.        | G.         | gg@paul-pharma.de | 1209936                 | Cloud Administrator |        |         |                                      | 009C            |               | SFSP - Edit         |                   |
| SC      | K.        | R.         | kr@paul-pharma.de | 1209936                 | Cloud Administrator |        |         |                                      | 009C            |               | SFSP - Edit         |                   |
| SC      | V.        | C.         | vc@paul-pharma.de | 1249792                 | Cloud Administrator |        |         |                                      | 009C            |               | SFSP - Edit         |                   |
| SC      | H.        | M.         | hm@paul-pharma.de | 1209936                 | Cloud Administrator |        |         |                                      | 009C            |               | SFSP SuccessFactors |                   |
| SC      | D.        | D.         | dd@paul-pharma.de | 1209936                 | 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

# Questions?



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# Thank you.

For questions after this session, contact:



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