



# SAP for Me

## The Customer Portal from SAP

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Customer Success | SAP Customer Evolution Program

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# 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 Signavio Process Insights discovery edition (SPIDE) ([link](#))
- SAP Enterprise Support Advisory Council ([link](#))



Mission-critical support

Protect business continuity

### Digital customer support experience

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

Proactive and preventive support

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

Across **all** deployment options

# Our scope



Decision makers  
and other people  
engaging with SAP

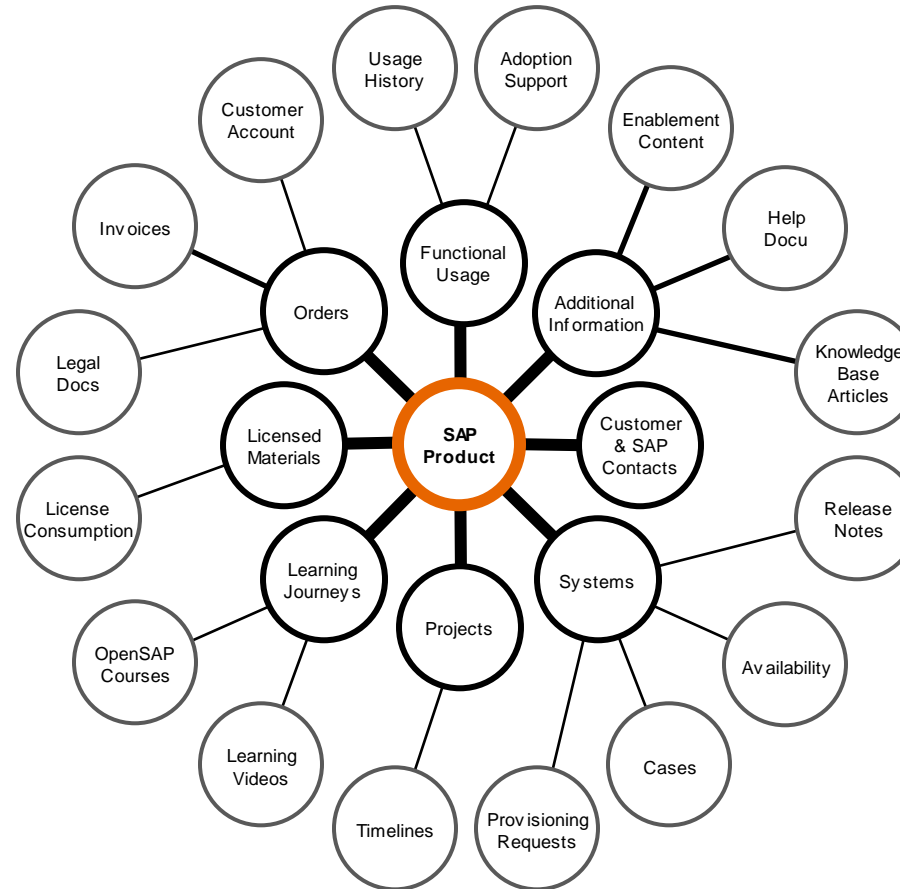
## What we do with SAP for Me – taking advantage of semantics



**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**

# SAP for Me - A New Customer Experience

CUSTOMER EXPERIENCE

PRODUCT EXPERIENCE

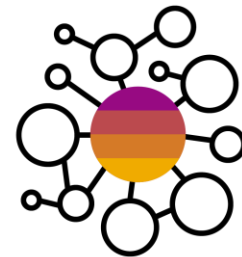
LANDSCAPE EXPERIENCE

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.



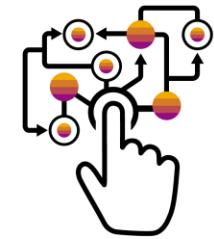
## TRANSPARENCY

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.

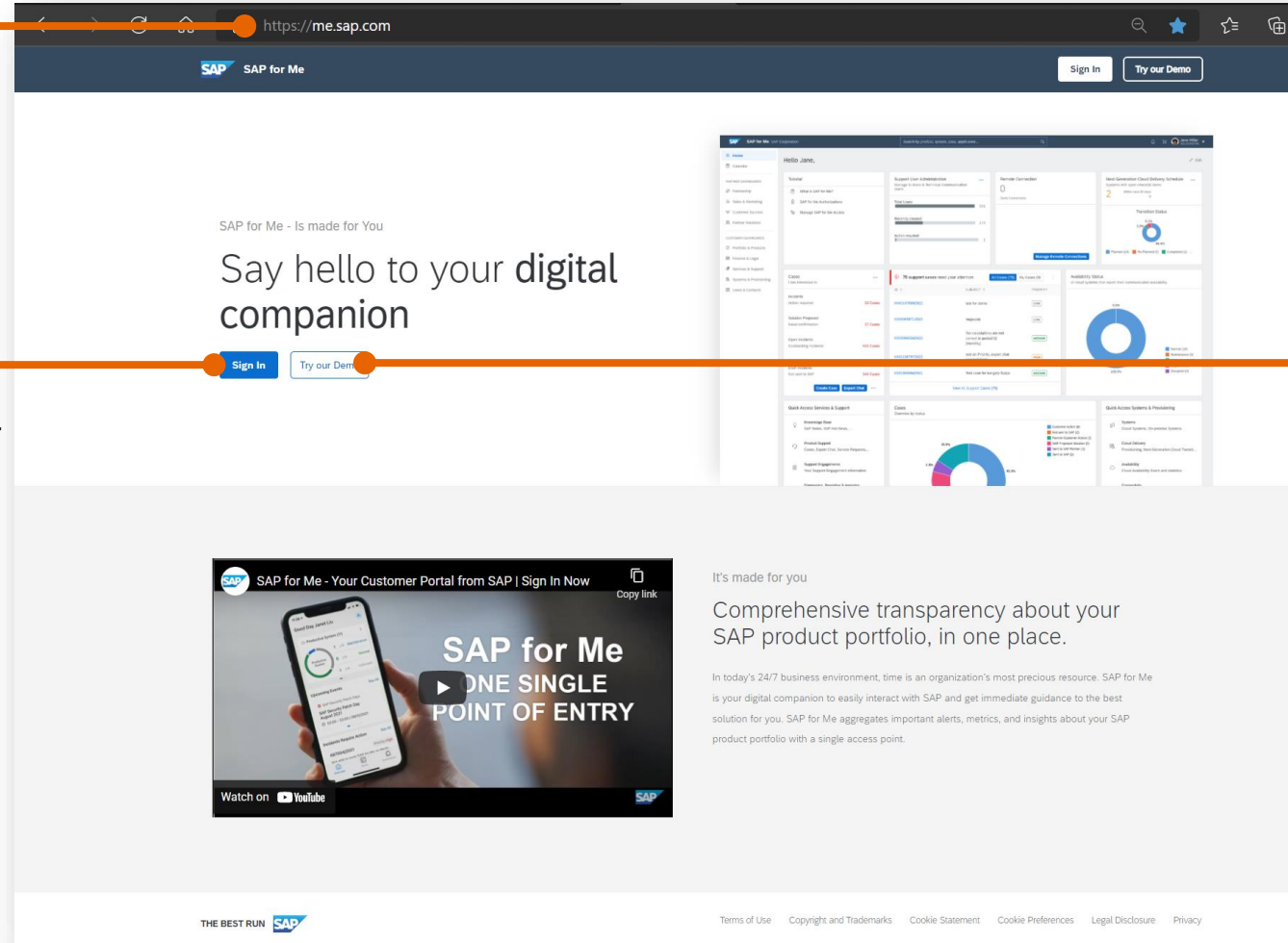


## DIGITAL ACCESS

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)



SAP for Me - Is made for You

Say hello to your digital companion

Sign In Try our Demo

SAP for Me - Your Customer Portal from SAP | Sign In Now

Copy link

Watch on YouTube

THE BEST RUN SAP

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## 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)

# Look & Feel – Home Page

Calendar →

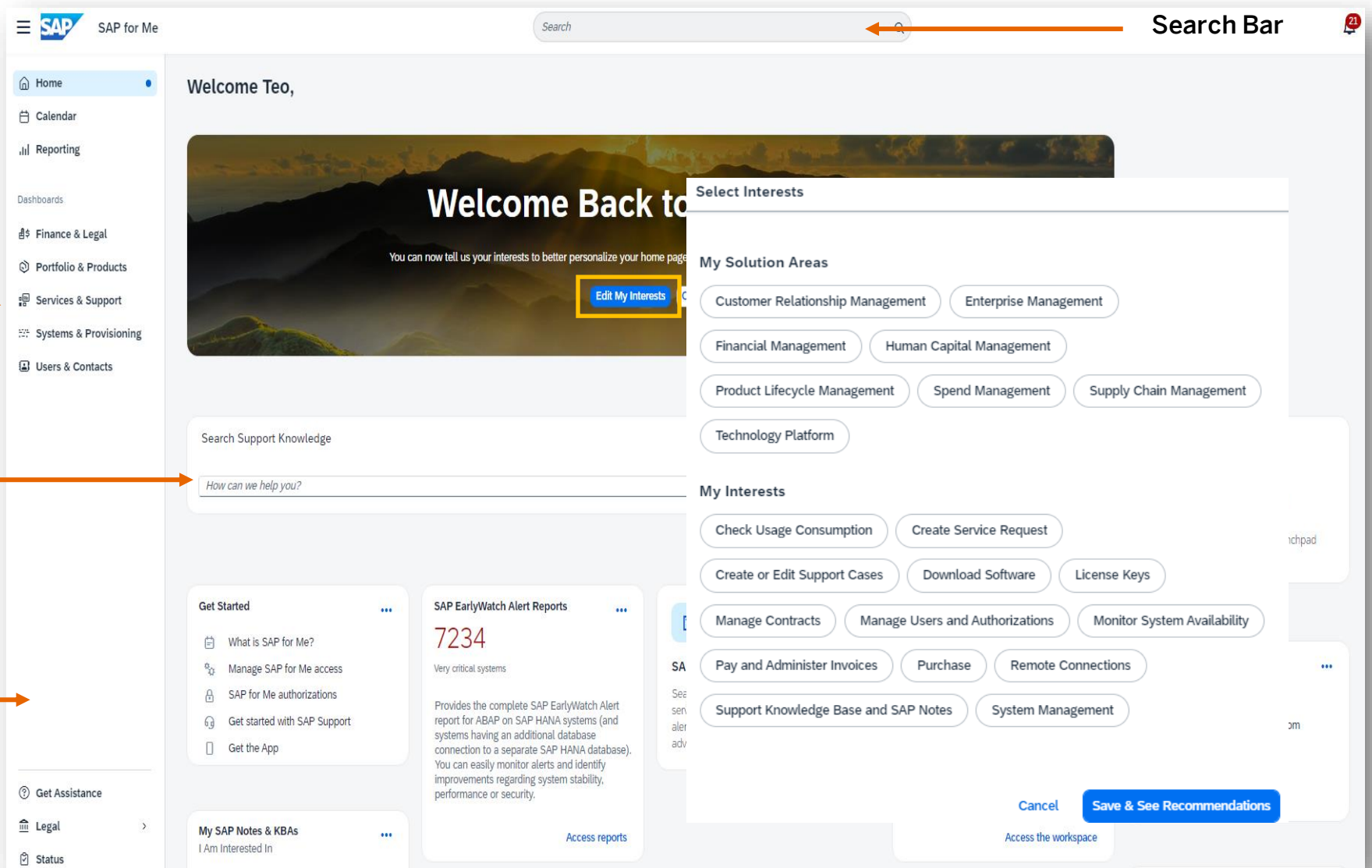
Reporting (CID) →

Customer Dashboards →

Knowledge Search →

Side Panel →

[SAP for Me Access](#)



The screenshot displays the SAP for Me Home Page interface. At the top left, the SAP logo and 'SAP for Me' text are visible. A search bar is located at the top right. The main content area features a 'Welcome Teo' message and a large banner with the text 'Welcome Back to' and a button labeled 'Edit My Interests'. A 'Select Interests' dialog is open, showing 'My Solution Areas' (Customer Relationship Management, Enterprise Management, Financial Management, Human Capital Management, Product Lifecycle Management, Spend Management, Supply Chain Management, Technology Platform) and 'My Interests' (Check Usage Consumption, Create Service Request, Create or Edit Support Cases, Download Software, License Keys, Manage Contracts, Manage Users and Authorizations, Monitor System Availability, Pay and Administer Invoices, Purchase, Remote Connections, Support Knowledge Base and SAP Notes, System Management). The sidebar on the left contains navigation items: Home, Calendar, Reporting, Dashboards (Finance & Legal, Portfolio & Products, Services & Support, Systems & Provisioning, Users & Contacts), Get Assistance, Legal, and Status. A 'Knowledge Search' section is also present with a search input and a placeholder text 'How can we help you?'. A 'Get Started' section includes links for 'What is SAP for Me?', 'Manage SAP for Me access', 'SAP for Me authorizations', 'Get started with SAP Support', and 'Get the App'. A 'SAP EarlyWatch Alert Reports' section shows a count of 7234 and a description: '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.' A 'My SAP Notes & KBAs' section is partially visible at the bottom left. The 'Select Interests' dialog has 'Cancel' and 'Save & See Recommendations' buttons at the bottom right.

# SAP for Me – Calendar

Home

Calendar

Reporting

Dashboards

Finance & Legal

Portfolio & Products

Services & Support

Systems & Provisioning

Users & Contacts

Get Assistance

Legal

Status

## Calendar

Get Assistance

Calendar Maintenance Deliveries

29.02.2024

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 > February 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat	
5 28	6 29	7 30	8 31	9 1	10 2	11 3	
				SAP Extension Suite - ...	SAP SuccessFactors: P...	SAP SuccessFactors: P...	
				SAP Integrated Business Planning: Major upgrade		SAP SuccessFactors: P...	
6 4	7 5	8 6	9 7	10 8	11 9	12 10	
	SAP BusinessObjects Business Intelligence platform 4.3 SP4.02 Maintenance Delivery						SAP Cloud ALM: Plann...
						SAP Extension Suite - ...	
						SAP SuccessFactors: P...	
						1 More	
7 11	8 12	9 13	10 14	11 15	12 16	13 17	
SAP Cloud ALM: Plann...					SAP Business ByDesign: Major upgrade		
SAP Extension Suite - ...						SAP Cloud ALM: Plann...	
						SAP HANA Cloud: Maj...	
						9 More	
8 18	9 19	10 20	11 21	12 22	13 23	14 24	
	SAP BW/4HANA, business consolidation add-on 2.0 SP18 Maintenance Delivery						SAP SuccessFactors: P...
9 25	10 26	11 27	12 28	13 29	14 1	15 2	
	SAP BusinessObjects Business Intelligence platform 4.3 SP3.10 Maintenance Delivery						SAP SuccessFactors: P...
	SAP S/4HANA 2023 FPS1 Maintenance Delivery						SAP Integrated Busine...
	SAP BW/4HANA 2023 SP01 Maintenance Delivery						SAP Business ByDesig...





# SAP for Me – Systems and Provisioning (See More - Details)



Systems & Provisioning / EV27623608

**EV27623608** ★

Event Type	Start Time	End Time	Duration	SLA Relevance
🔊 Major Upgrade	02.02.2024, 23:00	03.02.2024, 06:03	07h 03m 20s	NO

Affected Systems (1 entry)

Find Systems

SYSTEM	CLOUD SERVICE	DATA CENTER	SYSTEM ROLE	GLOBAL ACCOUNT	SUBACCOUNT
OZU100 743646686	SAP Integrated Business Planning for Supply Chain	Netherlands: Amsterdam	Test		

Notifications (3 entries)

- Notification**  
03.02.2024, 06:03  
Explanation Update:  
**Your system has been upgraded to 2402 HFC02 successfully.**  
Additional Details:  
An overview of all new Integrated Business Planning features and any upgrade considerations, please see the [Preliminary What's New \(sneak preview\)](#). We also recommend that you attend the ['What's New' webinar](#).
- Notification**  
02.02.2024, 22:33  
Explanation Update:  
**Kindly note that system will be upgraded to 2402 HFC02 as per aligned downtime window.**  
Additional Details:  
An overview of all new Integrated Business Planning features and any upgrade considerations, please see the [Preliminary What's New \(sneak preview\)](#). We also recommend that you attend the ['What's New' webinar](#).
- Notification**  
10.01.2024, 00:41  
Explanation Update:  
We are contacting you as you are designated as a System Administrator contact for SAP Integrated Business Planning.  
We would like to provide you with the planned release upgrade dates of all your tenants for your Integrated Business planning systems.

# SAP for Me – Finance and Legal - Overview



SAP for Me

Search

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Home  
Calendar  
Reporting

Dashboards

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

## Finance & Legal

Get Assistance

Overview Cloud On-Premise Learning Enterprise Agreements Billing Consumption

### Missing PO Numbers

Contracts billing in less than 90 days

On Premise Maintenance 0

Cloud Contracts **3 Missing POs**

### Manage PO Numbers

Contract/Case ID	Order ID	Materials	Current PO No.	Estimated Billing	Annual Fee	Currency	Billing Interval	From	To
<input type="checkbox"/> N/A	240487457	<a href="#">1 Materials</a>	No PO Provided	2024-03-02 Bills in 1 days	0	EUR	Quarterly	2023-12-03	2024-03-02
<input type="checkbox"/> N/A	240502250	<a href="#">2 Materials</a>	No PO Provided	2024-03-05 Bills in 4 days	0	EUR	Yearly	2024-03-05	2025-03-04
<input type="checkbox"/> N/A	240481542	<a href="#">1 Materials</a>	No PO Provided	2024-03-20 Bills in 19 days	0	EUR	Quarterly	2023-12-21	2024-03-20

New PO Number:  
Enter new PO Number

PO Validity:  
 until dd/mm/yyyy (quarterly)  until dd/mm/yyyy (yearly)

Cancel No PO Number Required Add New PO Number

# SAP for Me – Finance and Legal – Materials and Orders



SAP for Me

Search

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- [Home](#)
- [Calendar](#)
- [Reporting](#)
- [Dashboards](#)
- [Finance & Legal](#)
- [Portfolio & Products](#)
- [Services & Support](#)
- [Systems & Provisioning](#)
- [Users & Contacts](#)

## Finance & Legal

Overview
Cloud
On-Premise
Learning
Enterprise Agreements
Billing
Consumption

### Materials and Orders

Cloud Materials (18 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="#">Ariba StartSourcing (8000642)</a>	SAP Ariba Sourcing	1	1		<a href="#">Request Quote</a>
<a href="#">SAP CP Integration for SAP cloud app (8000800)</a>	SAP 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="#">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>	SAP Integration Suite	1	1	Flat Fee	<a href="#">Request Quote</a>

[Get Assistance](#)
Public
11




# SAP for Me – Finance and Legal – Maintenance

**Maintenance**

On-Premise Maintenance (0 entries) [SAP Orders](#) [Partner Orders](#)  Show Alerts Only    

CASE ID	ORDER ID & PO NUMBER	SUPPORT MODEL	RENEWAL TYPE	MAINTENANCE PERIOD END	MAINTENANCE FEE (EXCLUDING TAXES)
No data					

**Maintenance**

On-Premise Maintenance (1 entry) [SAP Orders](#) [Partner Orders](#)    

CASE ID	ORDER ID & PO NUMBER	SUPPORT MODEL	RENEWAL TYPE	MAINTENANCE PERIOD END	
N/A	0015879991 No PO Assigned	Enterprise support	Auto Renewal	31.12.2024	<a href="#">Contact Partner</a>

# SAP for Me – Finance and Legal - Billing

## Finance & Legal

[Get Assistance](#)

Overview Cloud On-Premise Learning Enterprise Agreements **Billing** Consumption

### Invoices

Invoices (3 entries)

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




**1,142.40 EUR**  
Total Amount (Past Due)

**1,142.40 EUR**  
Total Amount

**⚠** Please contact AR to allocate the credit on your account. See invoice for contact details.

INVOICE DESCRIPTION	ORDER ID	DOCUMENT NUMBER	DUE	STATUS	DAYS OVERDUE	INVOICE AMOUNT	OPEN	
<input type="checkbox"/> Invoice 10023220003819 of 17.08.2022	503557087	110300012246	16.09.2022	Overdue	531	EUR 571.20	EUR 571.20	<a href="#">PDF</a>
<input type="checkbox"/> Invoice 10023230088042 of 19.07.2023	504115136	110300039879	18.08.2023	Overdue	195	EUR 571.20	EUR 571.20	<a href="#">PDF</a>
<input type="checkbox"/> Credit 20023230003543 of 13.11.2023 <b>Contact AR</b>	503557087	111000157606	13.11.2023	Overdue	108	EUR -1,142.40	EUR -1,142.40	<a href="#">PDF</a>

### Recurring Payments

Recurring Payments





ORDER	TYPE	START	END	VENDOR	PAYMENT OPTION
0240502250 SAP ByDesign Base Fee <a href="#">+2 more</a>	VB	05.03.2024	04.03.2025	SAP Deutschland SE&Co. KG	<a href="#">Add Payment Option</a>
0240501525 SAP Preferred Success Commerce <a href="#">+4 more</a>	VB	19.02.2024	18.02.2025	SAP Deutschland SE&Co. KG	<a href="#">Add Payment Option</a>

# SAP for Me – Finance and Legal - Consumption



Finance & Legal [Get Assistance](#)

Overview Cloud On-Premise Learning Enterprise Agreements Billing Consumption

### Metric Consumption

Public Cloud Consumption Search  All Solution Areas

METRIC	CONSUMPTION	SUBSCRIBED	MEASURED	DELTA
Users - Sourcing (CA03) <a href="#">🔗</a> Ariba StartSourcing (8000642)		1	0	+1
Users - ByD SCM Enterprise (CB01) <a href="#">🔗</a> SAP ByDesign SCM Enterprise User (8000044)		10	0	+10
Users - ByD Standard Enterprise (CB02) <a href="#">🔗</a> SAP ByDesign Base Fee (8000340)		5	7	-2
Users - ByD CRM Sales Team (CB03) <a href="#">🔗</a>		0	11	-11
Users - ByD advanced (CB10) <a href="#">🔗</a>		12	3	+9
Users - ByD core (CB11) <a href="#">🔗</a>		3	1	+2
Gross Merchandise Value - Commerce Professional Ed. (CC16) <a href="#">🔗</a>		21,600,000	0	+21,600,000

My Product Portfolio
Enterprise Agreements
Explore Products
Get Onboarded

## Product Summary

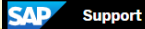
My Purchased Products (47 entries) Search In: Product Name Favorites only SAP Test Account - ... All Types All Solution Areas

Mark your favorites by clicking on the star ★

PRODUCT NAME

- ★ SAP Business ByDesign
- ★ 3rd Party Products Data Mgmt
- ★ ERP Products (other)
- ★ Personnel Administration (PA)
- ★ Products (other)

5 entries per page



[My Support](#)
[Products](#)
[Tools](#)
[Maintenance](#)
[Offerings & Programs](#)
[ALM](#)
[Explore SAP](#)

... / Offerings & Programs / Support Programs

### SAP Customer Evolution Program

Overview | Planning | Steps

## SAP Customer Evolution Program

### Accelerate Your Journey to the Cloud

The SAP Customer Evolution Program accelerates our installed base customers' journey toward an intelligent, sustainable enterprise across solution areas by bringing together best practices from SAP, latest innovations, services and tools, and the powerful SAP ecosystem. By **guiding existing customers** on their move from on-premise solutions to the cloud, the program helps you achieve a successful **business process transformation**, tailored to your unique business needs and requirements – no matter if in the cloud or hybrid.

**Technology core of your business strategy**

A modular, agile, integrated, and highly secure ERP landscape provides you with holistic real-time insights into the entire business, built on an ERP clean core, helping you to benefit from the latest release with minimal modifications and cloud-compliant extensions and customizations.

- ✓ [Read the article](#)
- ✓ [Read the IDC Report](#)
- ✓ [Read the Gartner Report](#)

**Higher flexibility across your entire organization**

- ✓ Work in real time with a homogeneous user interface
- ✓ Stay up-to-date in every place you do business

**Adopt innovation faster**

- ✓ Leverage new capabilities as soon as they become available
- ✓ Build new business models
- ✓ Deliver more value to your customers through new and enhanced business processes quickly

**Reduce complexity**

Operate your intelligent, sustainable enterprise in the cloud to:

- ✓ Free up resources
- ✓ Reduce technical and vendor complexity
- ✓ Invest time in growing your business

ORDERS

2

0

11

13

2

SYSTEMS

2


1

0

0

0

### Additional Services and Information



**Planning your MOVE to the Cloud**

Start planning your Move from on-premise solutions to the cloud with the SAP Customer Evolution Program and achieve a successful business process transformation, tailored to your unique business needs and requirements – no matter if in the cloud or hybrid.

**Find Product Documentation**

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

**Start Planning Your Move**

**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.

# 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 - Cases

**Services & Support** [Get Assistance](#)

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

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

⚠ There are Cases that will Auto Confirm soon. Please review and confirm closure. [View Cases](#)

Open My Open Closed Drafts Ask an Expert Peer Favorites Auto Confirm

Status:  Priority:  Last Update:  System:  Created On:  Updated On:  Installation:  Reporter:  Customer:  [Go](#) [Adapt Filters \(1\)](#)

Cases (69)  Favorites Only [Updated at 13:24:29](#)

CASE	STATUS	PRIORITY	INSTALLATION	SYSTEM	COMPONENT	REPORTER	CUSTOMER	CREATED ON	UPDATED ON	AUTO-CONFIRM DATE
<a href="#">224434/2024</a> ERNW MOB TEST3	SAP Proposed Solution	Medium	SAP CLOUD ALM 0090463457	CLOUD - SAP Cloud ALM us10 - 2022-11-21-sap- test 743055246	SAP Universal ID (XX-SER-UID)	Mobile TEST S0025230463	SAP Test Account - aPaul Pharma Test-Account AGS Data Quality 0001208936	29.02.2024 09:27:39	29.02.2024 10:53:24	21.03.2024
<a href="#">224428/2024</a> test another user	SAP Proposed Solution	Medium	Installation AH1 0020659001	A77 - My New Test 850578104	SAP for Me (XX-SER-FORME)	Leadlight S4M S0024232091	SAP Test Account - aPaul Pharma Test-Account AGS Data Quality 0001208936	29.02.2024 09:42:30	29.02.2024 10:51:22	21.03.2024
<a href="#">224302/2024</a> ernw Pentest 2	Customer Action	Medium	Dummy Installation 0020601305	BQ7 - 800000244	SAP for Me (XX-SER-FORME)	Leadlight S4M S0024232091	SAP Test Solution Manager 0001105772	29.02.2024 08:13:28	29.02.2024 08:33:15	21.03.2024
<a href="#">224223/2024</a> Pentest ERRNW	Customer Action	Medium	Dummy Installation 0020601305	BQ7 - 800000244	SAP for Me (XX-SER-FORME)	Leadlight S4M S0024232091	SAP Test Solution Manager 0001105772	29.02.2024 07:29:55	29.02.2024 08:32:34	21.03.2024
<a href="#">1095482/2023</a> Test for sap for me mobile	SAP Proposed Solution	Medium	NW Standard Support 0020700116	A11 - 311834471	Digital Signature (CA-DSG)	Mobile TEST S0025230463	SAP Test Account - aPaul Pharma Test-Account AGS Data Quality 0001208936	04.12.2023 03:06:13	29.02.2024 08:29:22	21.03.2024
<a href="#">200677/2024</a> test	Customer Action	Medium	ERP Standard Support 0020659687	A31 - 850641080	MJC-CO-Profitability Analysis (XX-MJC-CO-PA)	Test Hybrid S0018132425	SAP Test Account - aPaul Pharma Test-Account AGS Data Quality 0001208936	27.02.2024 02:28:24	29.02.2024 07:01:32	14.04.2024
<a href="#">213697/2024</a> test28365	Customer Action	Medium	ERP Standard Support 0020659687	A31 - 850641080	Upgrade tools for ABAP (BC-UPG-TLS-TLA)	Test Hybrid S0018132425	SAP Test Account - aPaul Pharma Test-Account AGS Data Quality 0001208936	29.02.2024 01:28:57	29.02.2024 05:53:17	21.03.2024
<a href="#">193112/2024</a> 2024 Q1 Test, please ignore, Mike X	Customer Action	Medium	SFSF - Edit 0090119095	SAP SuccessFactors HXM Core 2311 / C0012552195T3 740164789	ITSM internal testing component for active system is Now (XX-SER-ITSM-TEST)	Tester A HCSM S0025151530	SAP Test Account - aPaul Pharma Test-Account AGS Data Quality 0001208936	24.02.2024 04:28:11	29.02.2024 04:52:17	21.03.2024

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

## Services & Support

Overview Knowledge Search KBAs & Notes Cases Service Requests Support Entitlements Diagnostics, Re...

**Roadmap Viewer**

Access implementation roadmaps

**Pathfinder**

Get tailor-made recommendations on areas of process improvements and IT optimization potentials (SAP ERP or SAP S/4HANA).

**SAP Readiness Check**

Plan your journey to SAP S/4HANA

**Custom Code Analytics**

Overview about the custom code footprint of a system provides insights about code quality and usage


**SAP Signavio Process Navigator**

Get insights into SAP's process portfolio and leverage related process implementation guidance

**SAP Cloud ALM**

SAP Cloud ALM Projects (85 entries)

Project	Current Phase	Kickoff
<a href="#">1 Onboard to SAP - New Customer</a>	Prepare	2023-04-02
<a href="#">2 Onboard to S/4 HANA Cloud</a>	Prepare	2023-10-26
<a href="#">20220607-test</a>	Prepare	
<a href="#">20221219-Eric-CalmTask-Test-2sys</a>	Prepare	




### Start your Transformation Journey with SAP Signavio Process Insights, Discovery Edition

Understand your current business process performance. Identify new functionalities from SAP S/4HANA, SAP Fiori apps, automation and intelligent technologies to support your business goals.

You can use SAP Signavio Process Insights, discovery edition for:

- your SAP ERP system (e.g. for your transition to SAP S/4HANA)
- your SAP S/4HANA system (e.g. you want optimize it)




How SAP Signavio and SAP S/4HANA help your business

The technical migration to SAP S/4HANA with process improvement is just one part of the transformation. SAP Signavio offers all capabilities to analyse, transform, govern and automate your processes. SAP Signavio Process Insights, discovery edition is a perfect starting point for your process transformation.

**What you can expect**

- Unique tailored insights into your current operational business process performance, based on data from your SAP ERP or SAP S/4HANA system
- Specific insights and recommendations are segmented by line of business and end-to-end processes
- More functionalities, automation, intelligent technologies, SAP Fiori apps and all the SAP cloud solutions with SAP S/4HANA
- Build your case for SAP S/4HANA in SAP Signavio Process Insights, discovery edition and secure the buy-in from the business



How to request your own SAP Signavio Process Insights, discovery edition

With only a little effort, you can request SAP Signavio Process Insights, discovery edition. Please follow the instructions provided and apply the standard SAP notes 2758146 and 2745881 in your productive SAP ERP system.

This will generate a ZIP file with all necessary information. Please review the content in the file and submit your request below.

SAP partners can no longer submit a SAP Signavio Process Insights, discovery edition request on behalf of their end customers.

**How to request your Process Insights, discovery edition:**

- Follow the how-to guide

You will get your report by email within 5 business days.

**Want to know more?**

On track

On track 0%

**Maintenance Planner**

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

**Simplification Items**

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

[Get Assistance](#)

## Services & Support

[Get Assistance](#)

[Overview](#) [Knowledge Search](#) [KBAs & Notes](#) [Cases](#) [Service Requests](#) [Support Entitlements](#) [Diagnostics, Reporting & Analytics](#) [ALM](#) [ECS Workspace](#) [More Resources](#)

### SAP EarlyWatch Alert Workspace

0

New decisive red alerts

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

0

Very critical systems

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

Fulfillment Rate

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

[Check the report](#)

### Technical Downtime Optimization

Drill into your Downtime

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

[Get insights](#)

### Cloud Application Services Reporting Dashboard

Nominated key users only

Only accessible for key users of customers with a valid Cloud Application Services contract, nominated by your company. For assistance, contact your Client Delivery Manager.

[Visit the dashboard](#)

Public

19

# SAP for Me – Systems and Provisioning - Overview

## Systems & Provisioning

Overview Systems Availability Get Notified Provisioning Connectivity Keys System Measurement

Systems  
325  
On Premise 229 Cloud 92 Private

Installations

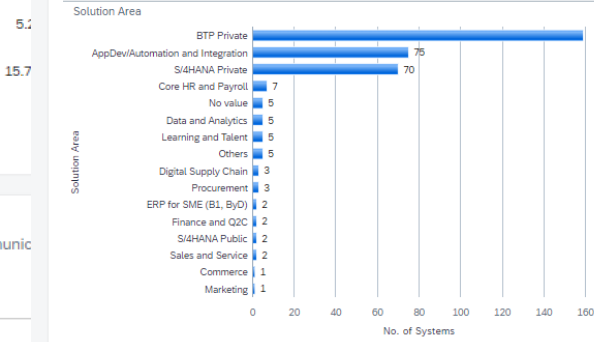
Landscape Applications

### Customer Insights Dashboard | Standard

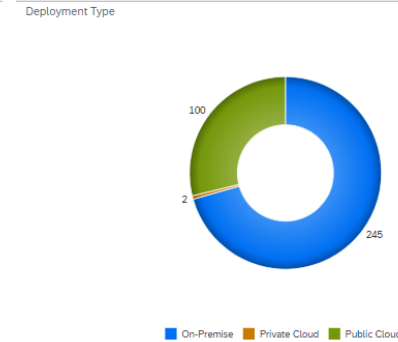
Personalize

Summary Purchased Solutions Support Entitlements System Landscape Cloud Availability Cases SAP EarlyWatch Alert

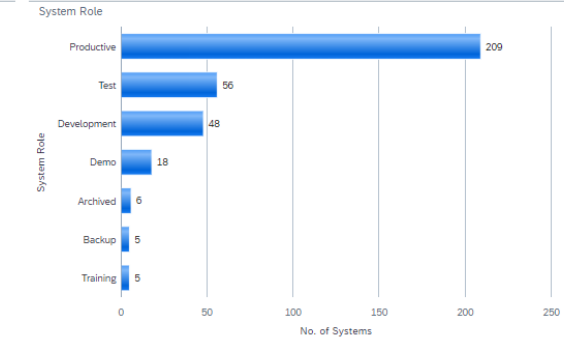
#### By Solution Area



#### By Deployment



#### By System Role



#### Availability Status of cloud systems that report their communic

All



#### Systems Detail (347)

Main System No.	System No.	System ID	System Name	Installation No.	Installation Name	System Role	Software Product	Solution Area	De
	311336783	AO5	Solution Manager S1	20601305	Dummy Installation	Productive	SAP Solution Manager	BTP Private	Or
	311471751	BO7		20601305	Dummy Installation	Development	SAP Solution Manager	BTP Private	Or
	311476634	BO7	ST-CONT 710 Test System	20601305	Dummy Installation	Development	SAP Solution Manager	BTP Private	Or
	311548362	ERP	Testsystem AGS Sissi upd	20984432	SAP Enterprise Resource Planni	Test	SAP ERP	S/4HANA Private	Or
	311568761	M45		20601305	Dummy Installation	Development	SAP NetWeaver	BTP Private	Or
	311628235	SEM	Test tier separation	20984432	SAP Enterprise Resource Planni	Productive	SAP ERP	S/4HANA Private	Or
	311653548	CD1	AGS DATA QUALITY _repl	20659687	ERP Standard Support	Archived	SAP ERP	S/4HANA Private	Or
	311656080	AP1	Test System Overview	20700116	NW Standard Support	Development	SAP NetWeaver	BTP Private	Or
	311669898	HN1	ERP<324324532532>>	20659001	Installation AH1	Test	SAP R/3	S/4HANA Private	Or
	311705476	BQ7		20601305	Dummy Installation	Development	SAP Solution Manager	BTP Private	Or

#### Systems & Provisioning Reporting

Insights into system landscape

Insights into cloud availability

# 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	Start Provisioning
SAP Commerce Cloud	Staging	System Determined	04.07.2022 End: 20.05.2023	Materials	Start Provisioning
SAP Integrated Business Planning for Supply Chain	Production	System Determined	05.05.2022 End: 04.05.2024	Materials	Start Provisioning
SAP Integrated Business Planning for Supply Chain	Test	System Determined	05.05.2017 End: 04.05.2024	Materials	Start Provisioning
SAP Commerce Cloud	Development	System Determined	21.06.2021 End: 20.06.2024	Materials	Start Provisioning
SAP Commerce Cloud	Production	System Determined	21.06.2021 End: 20.06.2024	Materials	Start Provisioning
SAP Commerce Cloud	Staging	System Determined	21.06.2021 End: 20.06.2024	Materials	Start Provisioning
SAP Commerce Cloud	Development	System Determined	23.09.2021 End: 02.09.2024	Materials	Start Provisioning
SAP Commerce Cloud	Production	System Determined	23.09.2021 End: 02.09.2024	Materials	Start Provisioning
SAP Commerce Cloud	Staging	System Determined	23.09.2021 End: 02.09.2024	Materials	Start Provisioning

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

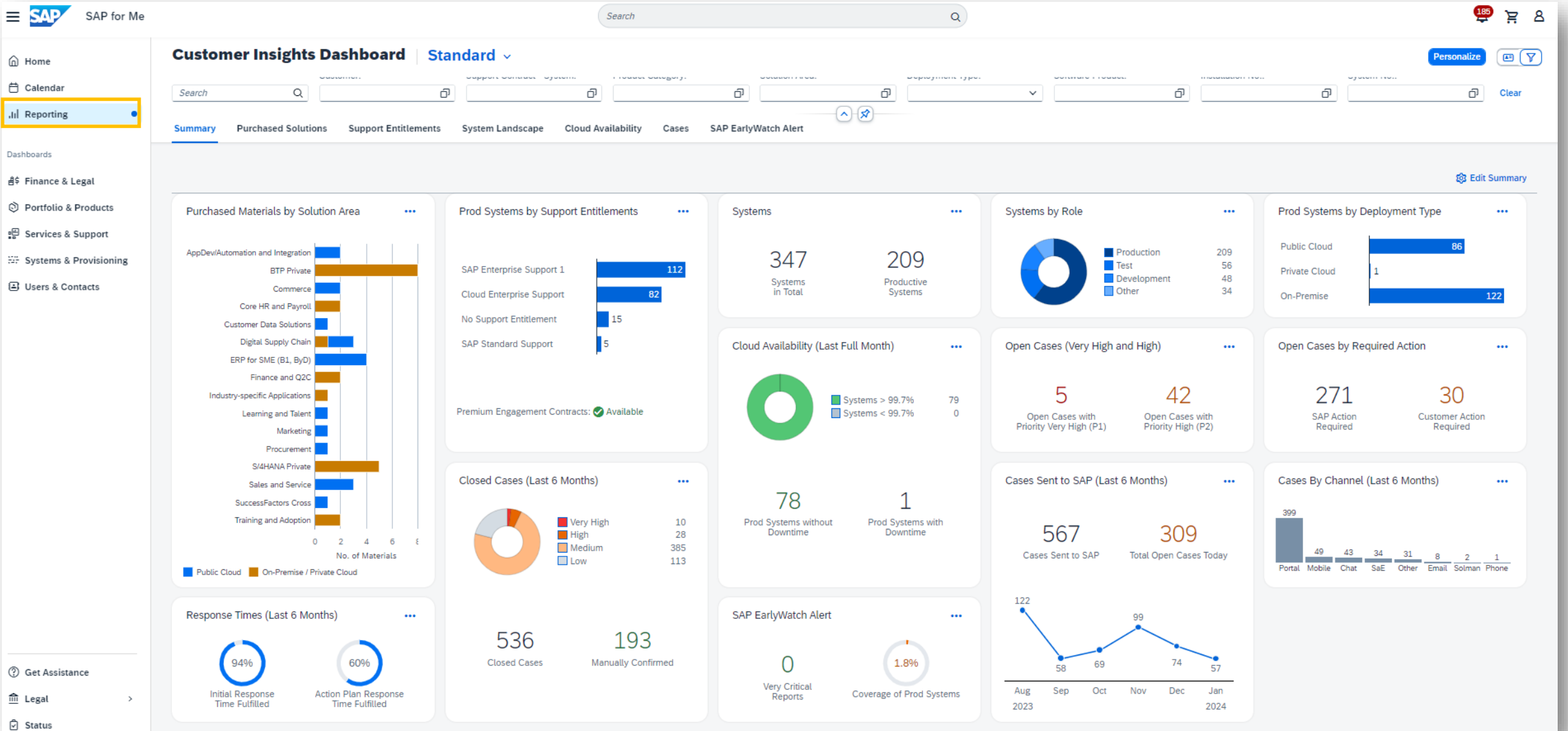
■ Activated ■ Scheduled

### 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 – Customer Insights Dashboard – Snapshot



# 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](#).



## 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.**

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