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

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logo and alt text

SAP Enterprise Support

Establish the foundation for your success

Collaboration

Receive prescriptive guidance

Empowerment

Gain required knowledge and skills

Innovation and value realization

Benefit from continuous innovations

Mission-critical support

Protect business continuity

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

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
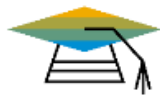
Expert access

SAP experts provide prescriptive guidance, best practices and technology insight

Social Collaboration

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

Enablement

Carefully curated learning content to empower you with the knowledge and skills for realizing your deployment strategy
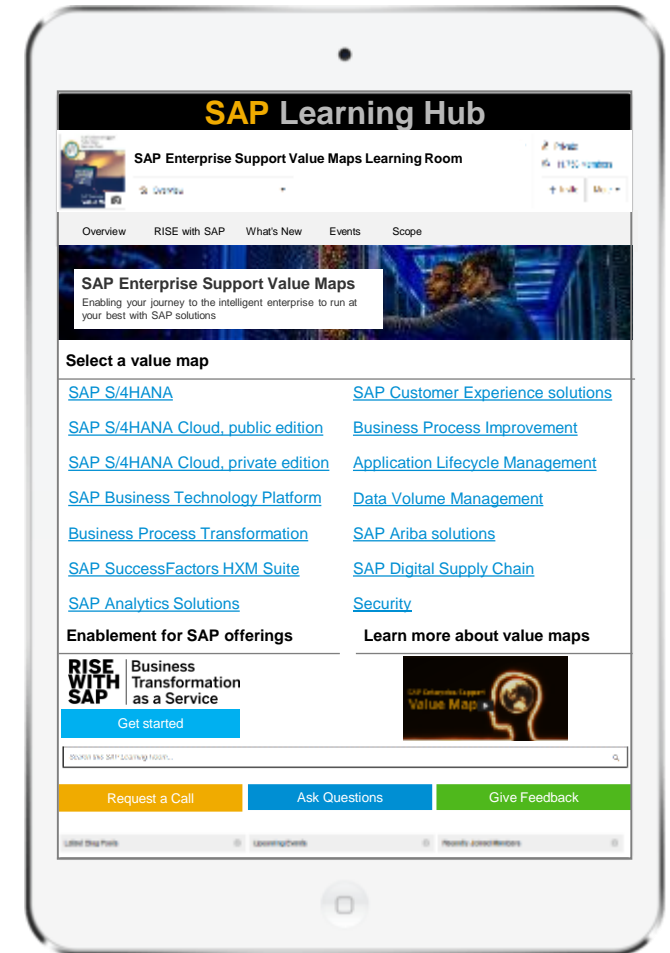
SAP Enterprise Support Value Maps

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

Program Offerings

- **Prescriptive guidance -** Structured content enables guided journey, simplification, and accelerated consumption of content

- **Expert access -** SAP experts provide prescriptive guidance, best practices and technology insight

- **Social Collaboration -** Forums allow you to exchange ideas and best practices with SAP experts and peers

- **Empowerment** - Interactive learning formats to empower you with the knowledge and skills for realizing your deployment strategy

User Benefits

- **Advance** digital skill level with interactive learning formats

- **Achieve** deployment and operational goals

- **Maximize** the value of your SAP solutions

- **Reduce** training expenditures

- **Get quick** advice from SAP experts and peers

- **Easy** access to latest news and releases

- **Access** to virtual events with leading experts

- **Record** of learning accomplishments

Available value maps

SAP S/4HANA	**SAP SuccessFactors HXM Suite**	**SAP Business Technology Platform**	**Application Lifecycle Management**
SAP S/4HANA Cloud, public edition	**SAP Analytics Solutions**	**Business Process Transformation**	**Business Process Improvement**
SAP S/4HANA Cloud, private edition	**SAP Customer Experience solutions**	**Data Volume Management**	**Security**
		SAP Digital Supply Chain	**SAP Ariba solutions**

Collaboration – Customer Interaction Center

Getting the most from support

The Customer Interaction Center (CIC) is one of the main interfaces between customers and the SAP support organization. It's available 24 hours a day, 7 days a week, 365 days a year, and provide a central point of contact for queries not related to the functionality of your SAP solution. CIC can help you with:

- New and existing incidents
- SAP ONE Support Launchpad and supporting applications
- S-user queries and support
- SAP remote service requests

Chat with CIC

Call CIC

Email CIC

Learn more about the Customer Interaction Center here

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 ONE Support Launchpad

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

Empowerment - SAP Enterprise Support Academy
Enablement for digital transformation
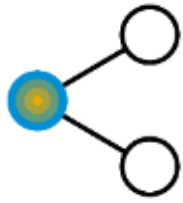
SAP Enterprise Support Academy offers a wide range of educational content tailored to your needs. From self-paced and guided learning to expert-led live sessions, each customer can find the right format to skill up for the future.

High-impact knowledge transfer
services on integration, deployment, and system operations tailored for you, to improve digital business processes and performance

Accelerated learning
with prescriptive and social-driven guidance through live and on-demand support offerings and a personalized learning plan

Trusted expertise
from SAP Support engineers helps to close the skills gap of key users, IT and line-of-business experts to succeed in achieving your business outcomes, while boosting proficiency and fostering continuous innovation

Highlights

>> Home page & sign-up

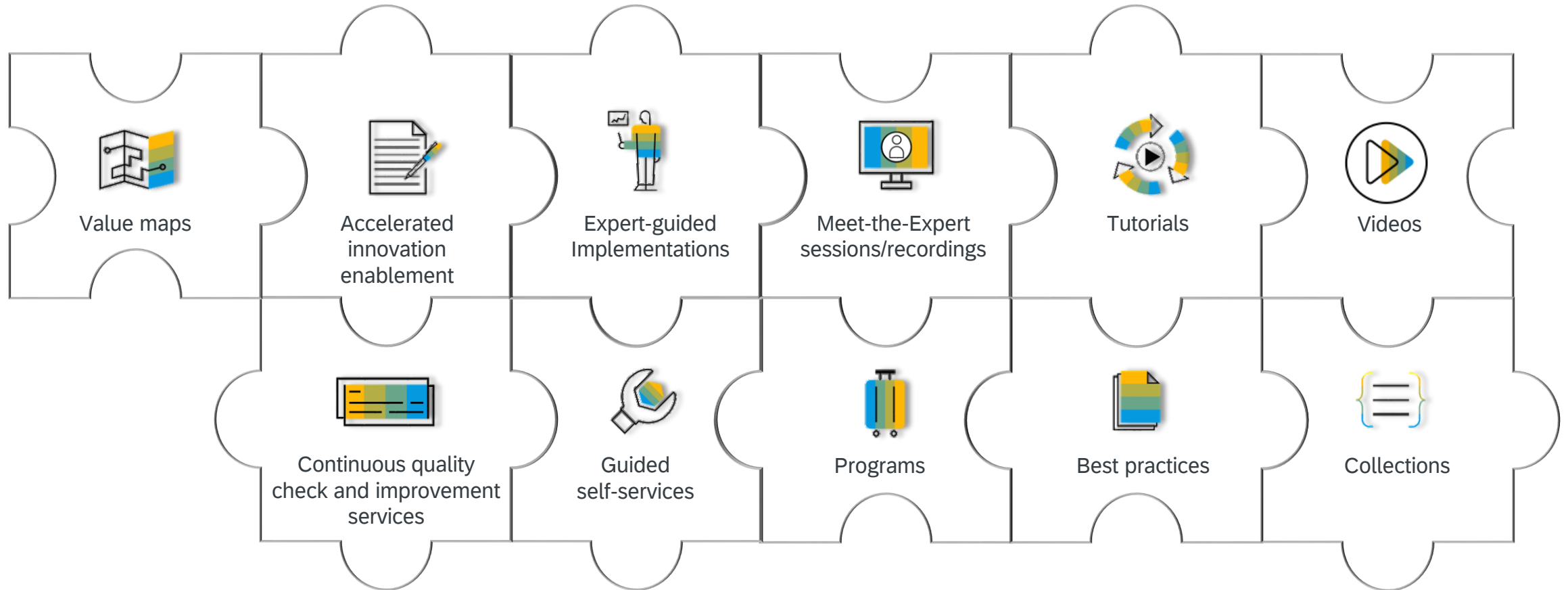**1,400+**
learning assets and services

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

Included
in SAP Enterprise Support at no additional cost

13
SAP Enterprise Support value maps for more guidance and collaboration

Empowerment
SAP Enterprise Support Academy – Delivery Formats

Value maps	Accelerated innovation enablement	Expert-guided Implementations	Meet-the-Expert sessions/recordings	Tutorials	Videos
Continuous quality check and improvement services	Guided self-services	Programs	Best practices		Collections

Visit us on SAP Support Portal at SAP Enterprise Support Academy

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 and Value Realization
Continuous Quality Checks (CQC)

SAP Continuous Quality Checks		SAP Improvement Services
• SAP CQC Business Process Improvement • SAP CQC Business Process Performance Optimization • SAP CQC Data Volume Management • SAP CQC Deployment Readiness • SAP CQC EarlyWatch Check • SAP CQC Financial Data Quality • SAP CQC Going-Live Support • SAP CQC Implementation • SAP CQC Interface Management • SAP CQC OS/DB Migration Check	• SAP CQC Private Cloud Go-Live • SAP CQC Security Optimization • SAP CQC Technical Conversion Optimization • SAP CQC Transformation Assessment • SAP CQC Technical Performance Optimization • SAP CQC Upgrade • SAP CQC Upgrade Assessment	• SAP CQC SAP Modification Justification Check • SAP CQC SAP Custom Code Maintainability Check

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)

Innovation & Value Realization – Intelligent Tools

Tailored Recommendations

SAP Road Map Explorer
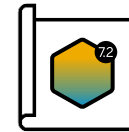Roadmap of software innovations
https://www.sap.com/products/roadmaps.html

SAP Signavio Process Insights, discovery edition
SAP S/4HANA recommendations
https://url.sap/discovery-edition

SAP Readiness Check
Identification of prerequisites for migration, setup and usage of SAP solutions
https://help.sap.com/viewer/p/SAP_READINESS_CHECK

SAP Fiori Apps Library – Recommendations Self Service
Improvement through SAP Fiori Apps
http://www.sap.com/fiori-apps-library

Find more information here

Introduction of a new solution

SAP Signavio Process Insights, discovery edition

One solution - **SAP Signavio Process Insights, discovery edition**, to:

- improve business processes

- start the journey to SAP S/4HANA

- optimize live SAP S/4HANA systems

- get to know the interface and functionality of **SAP Signavio Process Insights**
  (both offerings have similar interface).
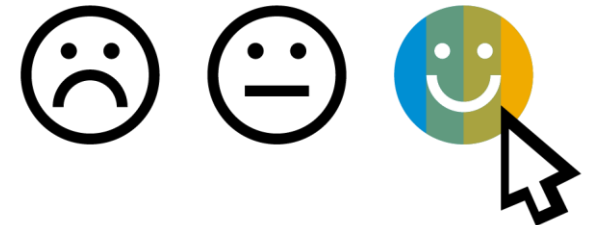
Value and Structure
Benefits

Identify issues and blockers as the first step of improving your business processes

No more hidden issues!

Understand where those issues are coming from

Untraced problems do not happen!

Get tailor made recommendations for correcting and improving the processes

Knowing the issue brings no value without knowing how to fix it?

Discover the value of SAP S/4HANA for your business

New functionalities for your fast-developing business?

find out the most suitable innovations for your processes transformation

No abstract generalized recommendations!

Receive value engineering benefit calculation (not in pilot)

New features are on the way!

How to request SAP Signavio Process Insights, discovery edition?
Request Process Overview

1. Extract data

- Implement the latest versions of SAP Notes 2745851 and 2758146 in productive SAP S/4HANA or ERP system
- Run data extraction report and download ZIP file

How-To Guide »

2. Initiate your request

- Initiate your request – go to the url.sap/discovery-edition

- Fill in the form, upload the extracted ZIP file and submit your request

3. Confirm your request

- After submitting your request you receive an e-mail to confirm your e-mail address

- SAP Backoffice creates the scenario with your data

4. SAP will share results

- SAP emails you the instruction to activate your online SAP Signavio Process Insights, discovery edition solution account.

- Follow-up meetings with your SAP administrator are possible

SAP Process Insights, discovery edition currently is currently not available in China. Customers in China can still use Process Discovery for SAP S/4HANA Transformation (www.s4hana.com).

SAP Readiness Check for SAP S/4HANA

Preparing for Your SAP S/4HANA Conversion

As you prepare your SAP S/4HANA transition project, it is critical to understand both the **technical and functional considerations** that can influence the project scope and duration.

SAP Readiness Check for SAP S/4HANA provides customers with the **analysis tools and an interactive dashboard** to evaluate an existing SAP ERP system in preparation for the transition to SAP S/4HANA.

Have you ever wondered...

➢ Which **SAP S/4HANA simplification items** are relevant for you?

➢ Which **project activities** are behind each simplification item and how high is the effort?

➢ Will my **custom code** work with SAP S/4HANA, and if not, what do I do?

➢ Are my **add-ons** and **business functions** compatible with SAP S/4HANA?
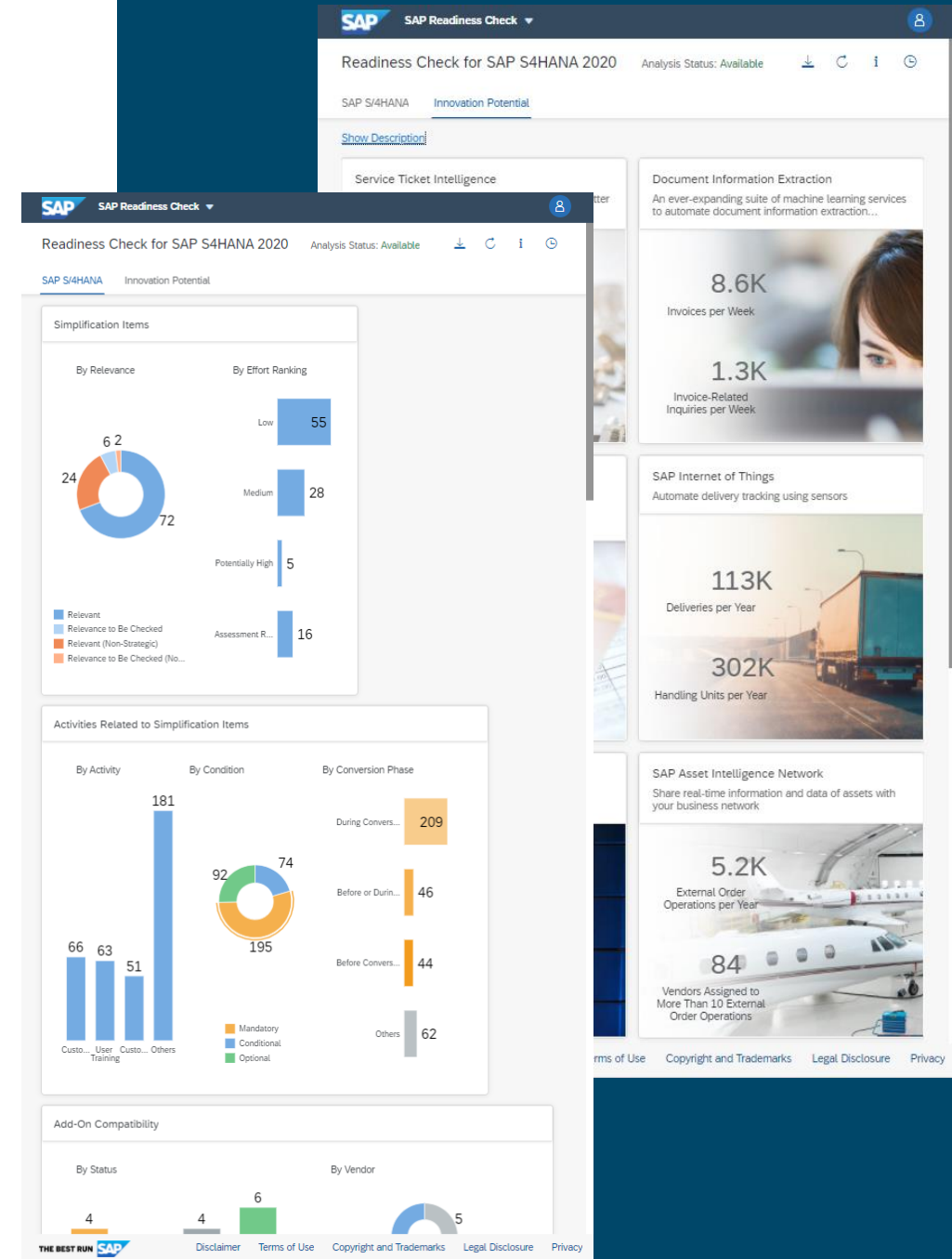
SAP Readiness Check for SAP S/4HANA

Overview of the Dashboard

Discover	Prepare	Explore	Realize	Deploy	Run
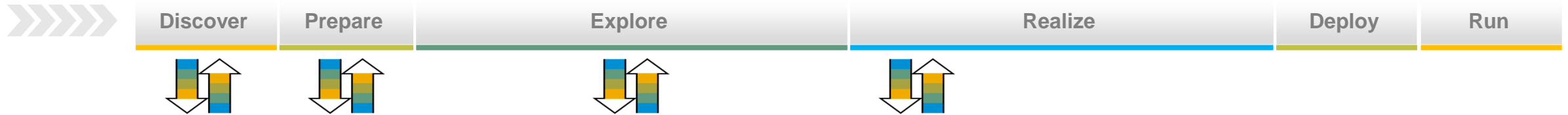
SAP Readiness Check for SAP S/4HANA

Relevant simplification items based on analysis of the existing SAP ERP system; with **effort ranking**

Simplification items relevant for **compatibility packages** to run classic SAP ERP solutions on SAP S/4HANA

Currently installed **add-ons** checked for compatibility with SAP S/4HANA

Estimated memory and disk **sizing**, before and after cleanup, including archiving potential

Integration analysis, which includes a **detailed interface inventory** of identified interfaces and **conversion related impact analysis**

Action items resulting from the relevant simplification items

Compatibility analysis of **active business functions** with SAP S/4HANA

Analysis of **custom code** with respect to SAP S/4HANA compatibility

Identification of **financial data inconsistencies** and **effort drivers** in preparation for the financial data conversion

Additional checks support:
- Customer/vendor integration
- Business process automation
- Recommended SAP Fiori Apps
- SAP Innovative Business Solutions

- A holistic system analysis is the foundation for further planning steps toward a successful and smooth SAP S/4HANA system transition.

- SAP Readiness Check for SAP S/4HANA **summarizes the most important aspects of the conversion in an easily consumable way**.

SAP Help Portal: SAP Readiness Check
SAP Note **2913617** (Conversions)

Link to Readiness check:
https://rc.cfapps.eu10.hana.ondemand.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 ONE Support Launchpad 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 – on premise solutions

Priority	Initial Response Time	Corrective Action Plan*
1	1 hour (real time)	4 hours (real time)
2	4 hours (LOT)	

Service Level Agreements – cloud solutions

Priority	Initial Response Time	Corrective Action Plan*
1	1 hour (real time)	4 hours (real time)
2	4 hours (real time)	
3	1 business day	
4	2 business days	

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.

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

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

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

- 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

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

- SAP ONE Support Launchpad
- Incident creation and management application
- Social Media integration
- Built-in support
- Cloud Availability Center
- SAP Trust Center
- SAP for Me Customer Portal

- Artificial Intelligence / Machine Learning
- Incident Solution Matching

Mission-Critical Support – Customer Center of Expertise
Overview

The Customer Center of Expertise is a central point of contact for interaction with SAP. It is building the bridge between IT and business and is one of the main contacts within your company for SAP-related topics.

All SAP customers may establish the Customer Center of Expertise to gain and use full value from SAP.

Lines of Business

Customer with a
Center of Expertise

SAP Support Portal

- Customer Center of Expertise (CCOE)
- Primary Customer COE

Assets

- Getting Started with Primary CCOE Certification
- Learn about the Value of a Primary Customer Center of Expertise

Application Lifecycle Management

Manage the lifecycle of your landscape

SAP provides a digital support experience with solutions for autonomous **application lifecycle management** (ALM) and service and support delivery for all customers and landscapes, integrating the products that make up the Intelligent Enterprise. You can learn more [here](#).

SAP Solution Manager supports on-premise applications as well as hybrid landscapes. The rich functional portfolio supports all aspects of ALM. Customers can select those functions they require and configure them individually to their individual needs.

SAP Cloud ALM is for cloud-centric customers that do not want to deploy their own ALM platform on-premise for managing their cloud applications. It provides extensive implementation and operations capabilities for cloud solutions.

SAP ALM Platforms – Planned Product Availability Strategy

SAP Solution Manager follows the maintenance strategy of the SAP Business Suite

- Extended maintenance for process management, test suite, change & release management and ITSM in SAP Solution Manager 7.2 is automatically included in the optional extended maintenance for the SAP Business Suite 7

- SAP Solution Manager 7.2 is supported beyond 2030 in customer specific maintenance*

- There are **no plans for further releases** after SAP Solution Manager 7.2

SAP Cloud ALM and SAP Focused Run are not dependent on the SAP Business Suite, allowing mainstream maintenance beyond 2030. SAP plans no new on-premise products in the ALM portfolio.

SAP Solution Manager, SAP Focused Run in mainstream maintenance	End of mainstream maintenance for SAP Solution Manager	End of extended maintenance for SAP Solution Manager
Now	End of 2027	End of 2030

SAP Solution Manager 7.2 - Operations

SAP Solution Manager 7.2 – Implementation & ITSM — Extended maintenance

SAP Focused Run

SAP Cloud ALM

*) See restrictions in SAP Note 52505 and 3053725
For further information visit support.sap.com/ALM

SAP Cloud ALM - **Facts and figures**

License and cost

Included in SAP Enterprise Support / Cloud Subscription

- Maintenance and operations by SAP
- Included memory: 8 GB
- API usage: 8 GB outbound data transfer per month

Supported Solutions

Designed for cloud and hybrid customers

- Cloud solutions from SAP
- On-premise ABAP solutions (SAP S/4HANA, SAP Business Suite, SAP BW)
- Non-SAP solutions

Delivery and Update

Cloud-native

- Customer-owned SaaS
- Available in 15 minutes
- Daily integrated delivery
- Bi-weekly feature release

SAP Cloud ALM – start your journey **today!**

Learn

Browse presentations and watch recorded demos on the SAP Cloud ALM home page.

Try

Access the public demo system.

Request

Request SAP Cloud ALM here. It's usually available within 15 minutes!

Just do a few set-up steps.

Use
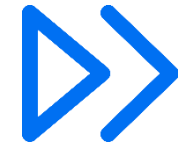
Invite your SAP Cloud ALM users.

Network with other customers in the ALM Community.

Easily adopt SAP Cloud ALM!

SAP Cloud ALM Supported Solutions (what is available today?)

SAP Cloud ALM is **enabled with SAP Enterprise Support**

Major service offerings help you get started

Mission in the SAP Discovery Center

- The mission "Onboarding and first steps with SAP Cloud ALM" is a digital service.

- Step-by-step guidance for requesting SAP Cloud ALM and doing the initial setup steps.

- Designed to be consumed at own pace.

- Further information: blog post

Expert Guided Implementation

- Multi-day remote service delivered in a one-to-many format.

- Covers onboarding, initial setup and the SAP Cloud ALM scenarios Implementation, Operations and Service.

- Time for hands-on activities in customer environment.

- Further information: blog post

Application Lifecycle Management Value Maps

Register today

Questions?

Thank you.

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Customer Evolution