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

Public

Achieving Success Together

Choose the experience and pace that fit your needs – delivering results and value from the start and for years to come.

ACCELERATE YOUR PATH

with personalized success plans and services

POWER YOUR SUCCESS

with guidance and self-service content

DRIVE COMPANY-WIDE TRANSFORMATION

with a tailored engagement and dedicated team

Partners

Customers

SAP

Confidently drive your own success and ensure business continuity with a cutting-edge experience across all deployment scenarios and included with every SAP cloud solution.

SAP Enterprise Support, embedded launch activities, best-practice content, and other tools provide access to everything it takes to get started, stay up to date, and continually deliver value.*

Confidently power your own success

with **SAP Enterprise Support** to drive both immediate and long-term measurable results.
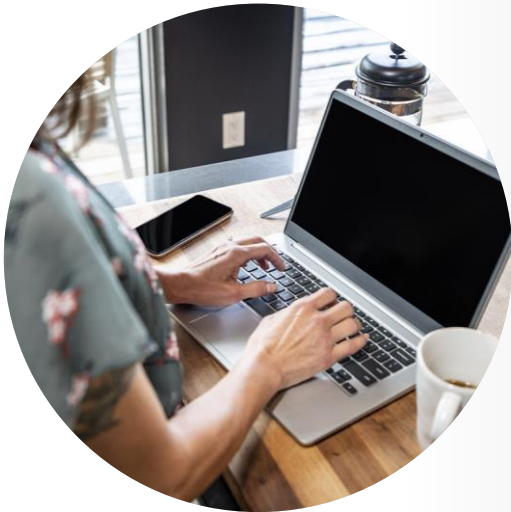
Empower your team using the SAP Enterprise Support Academy program to gain knowledge and skills.

Collaborate with experts in real-time for answers to support-related questions.

Receive guidance and realize value through continuous innovation, value maps, accelerators, best practice content, remote quality checks, and embedded services.

Protect business continuity with proactive and preventative mission-critical support.

Transform your end-to-end landscape with application lifecycle management solutions for implementation and operations.

Learn More >

SAP Enterprise Support
Key deliverables

Collaboration

Empowerment

Innovation and value realization

Mission-critical support

Expert guidance

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

Enablement

- SAP Enterprise Support Academy (link)
- SAP Support Portal (link)

Services and tools

- Remote services (link)
- Releases, updates, patches
- Intelligent tools (link)
- SAP Enterprise Support Advisory Council (link)

Digital support experience

- Service-level agreements
- Real-Time Support (link)
- SAP for Me (link)

Application Lifecycle Management (link)

Find more information about SAP Enterprise Support here

Collaboration
Receive expert 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

- Receive guidance for enhanced 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.

Guidance

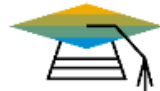Structured content enables guided journey, simplification, and accelerated consumption of content

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
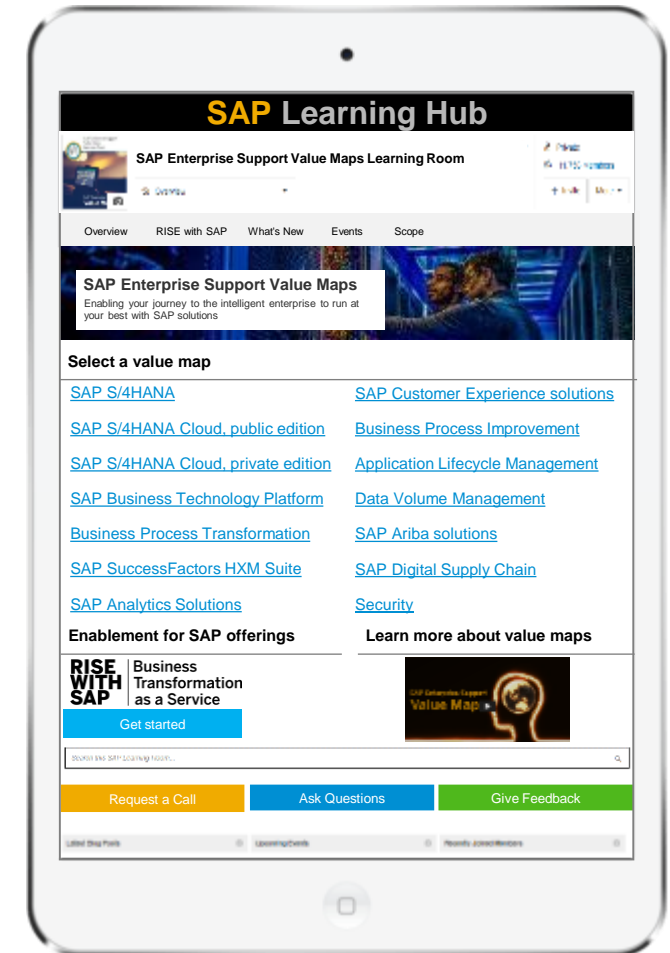
Collaboration – Customer Interaction Center
Getting the most from support

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 for ME 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

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
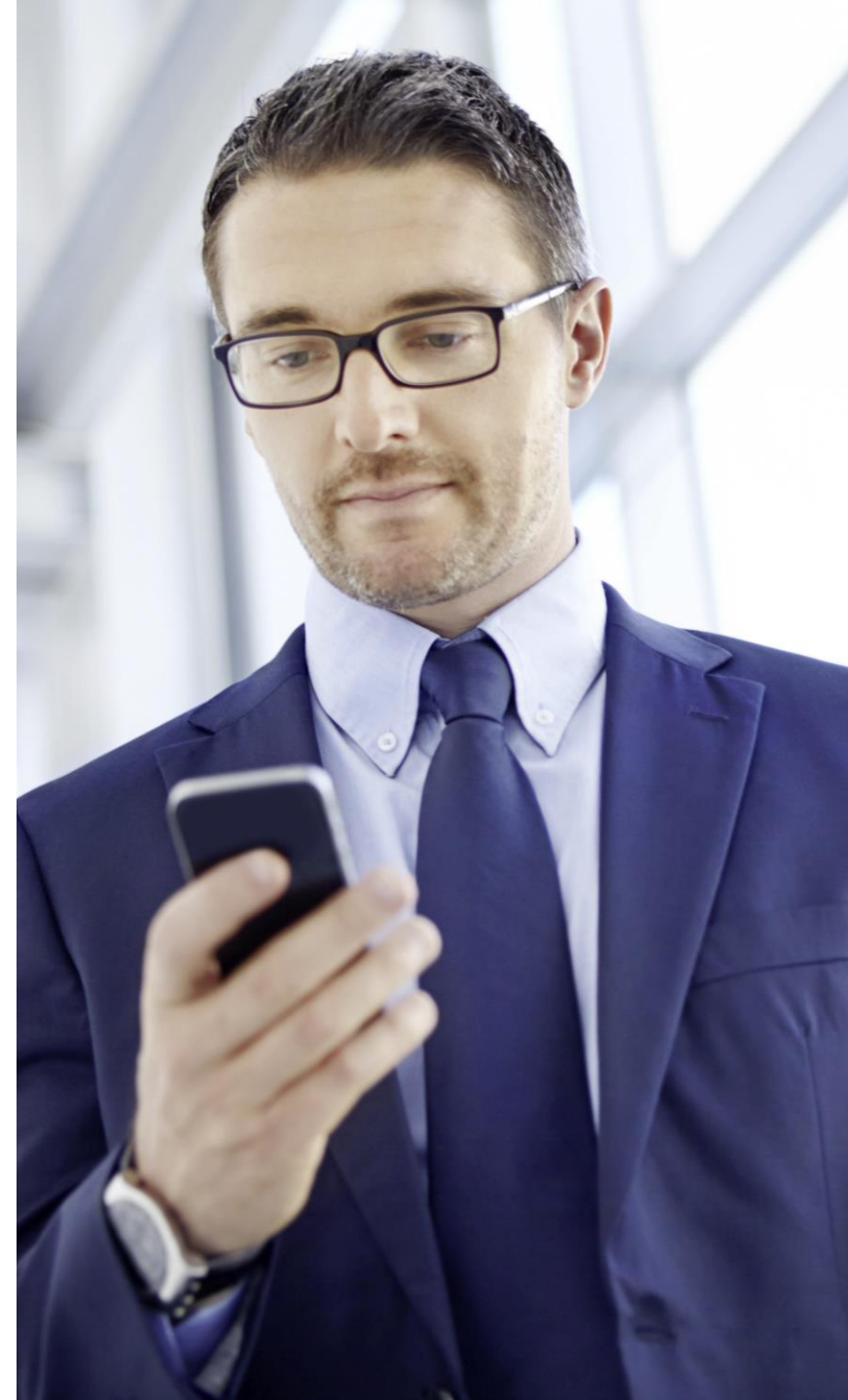
Empowerment - SAP Enterprise Support Academy
Enablement for digital transformation

SAP Enterprise Support Academy empowers you with a wide range of educational content to help you adopt and run your SAP solutions. Gain the skills needed to increase value and business outcomes with self-paced learnings, expert-led live sessions, and guidance.

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

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

Trusted expertise
from SAP 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

14
SAP Enterprise Support value maps for more guidance and collaboration

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
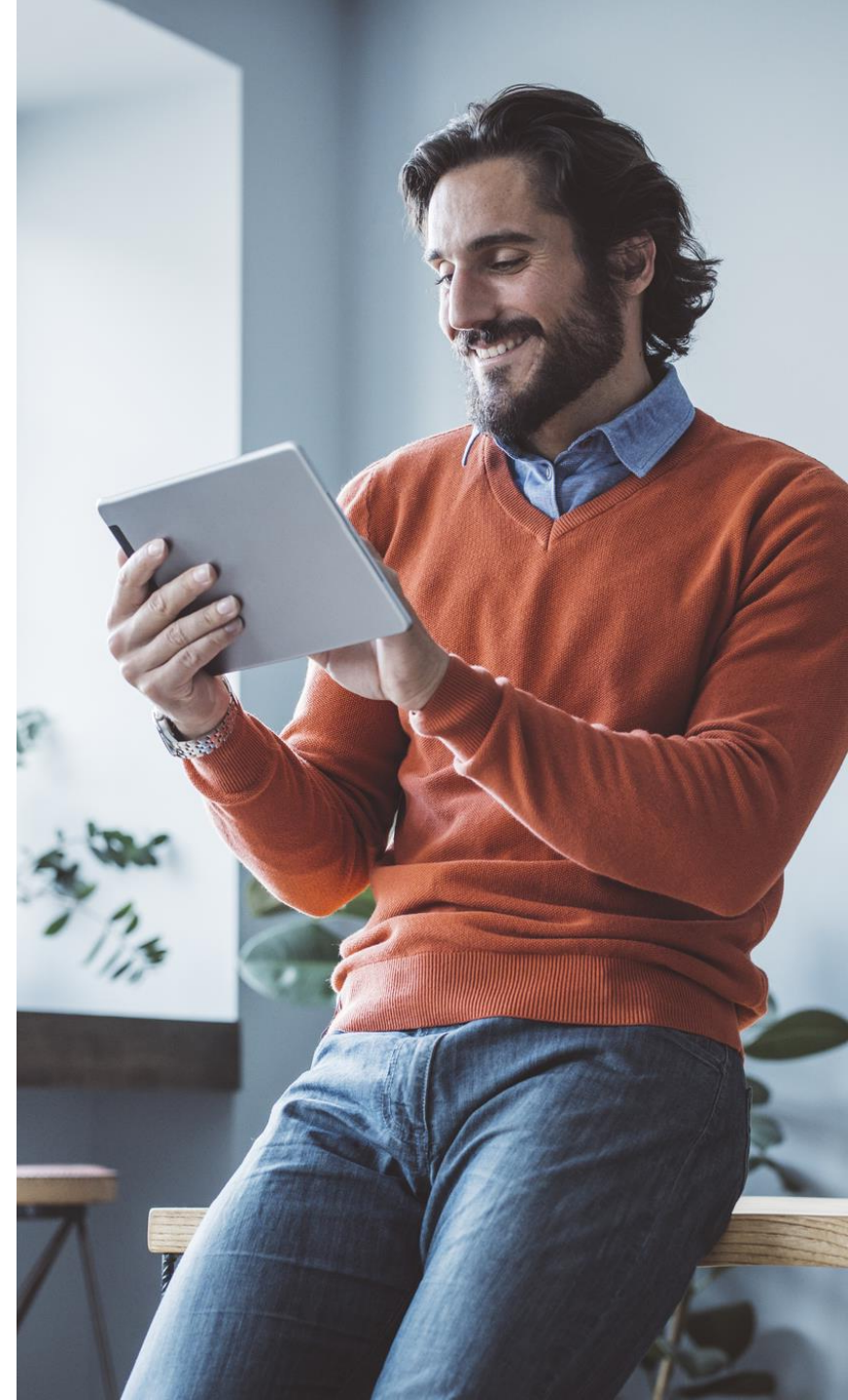
Innovation & Value Realization – Remote Services
Proactive and preventive remote services for the intelligent enterprise

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

Innovation & Value Realization – Intelligent Tools
Tailored Recommendations

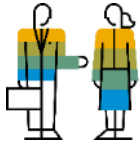**SAP Innovation and Optimization Pathfinder on Spotlight**
Innovation recommendations, industry benchmarks, and optimization potentials
http://www.sap.com/pathfinder

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

Process Discovery
SAP S/4HANA recommendations
www.s4hana.com

SAP Transformation Navigator
Creation of the plan for your digital transformation journey
http://www.sap.com/transformationnavigator

SAP Fiori Apps Library – Recommendations Self-Service
Improvement through SAP Fiori Apps
http://www.sap.com/fiori-apps-library
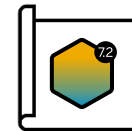
SAP Readiness Check
Identification of prerequisites for migration, setup and usage of SAP solutions
https://help.sap.com/viewer/p/SAP_READINESS_CHECK

Find more information here

Innovation & Value Realization – SAP Enterprise Support Advisory Council
Collaborate with SAP on strategic support topics

As part of the SAP Enterprise Support Advisory Council program, participants collaborate closely with SAP to innovate, pilot or confirm latest support innovations. They also profit from a bigger investment from SAP's side and can directly influence SAP's support offering in a meaningful way based on their own requirements.

Early adopter

Expert access

Direct influence

SAP

CUSTOMER

Innovate, pilot or confirm new offerings

Direct feedback

Transparency

Innovation and close collaboration

New technologies

New content

New tools

Engagement experience

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 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

* SAP will provide a resolution, workaround, or action plan for very high customer incidents within four hours after the initial response. More details can be found here.
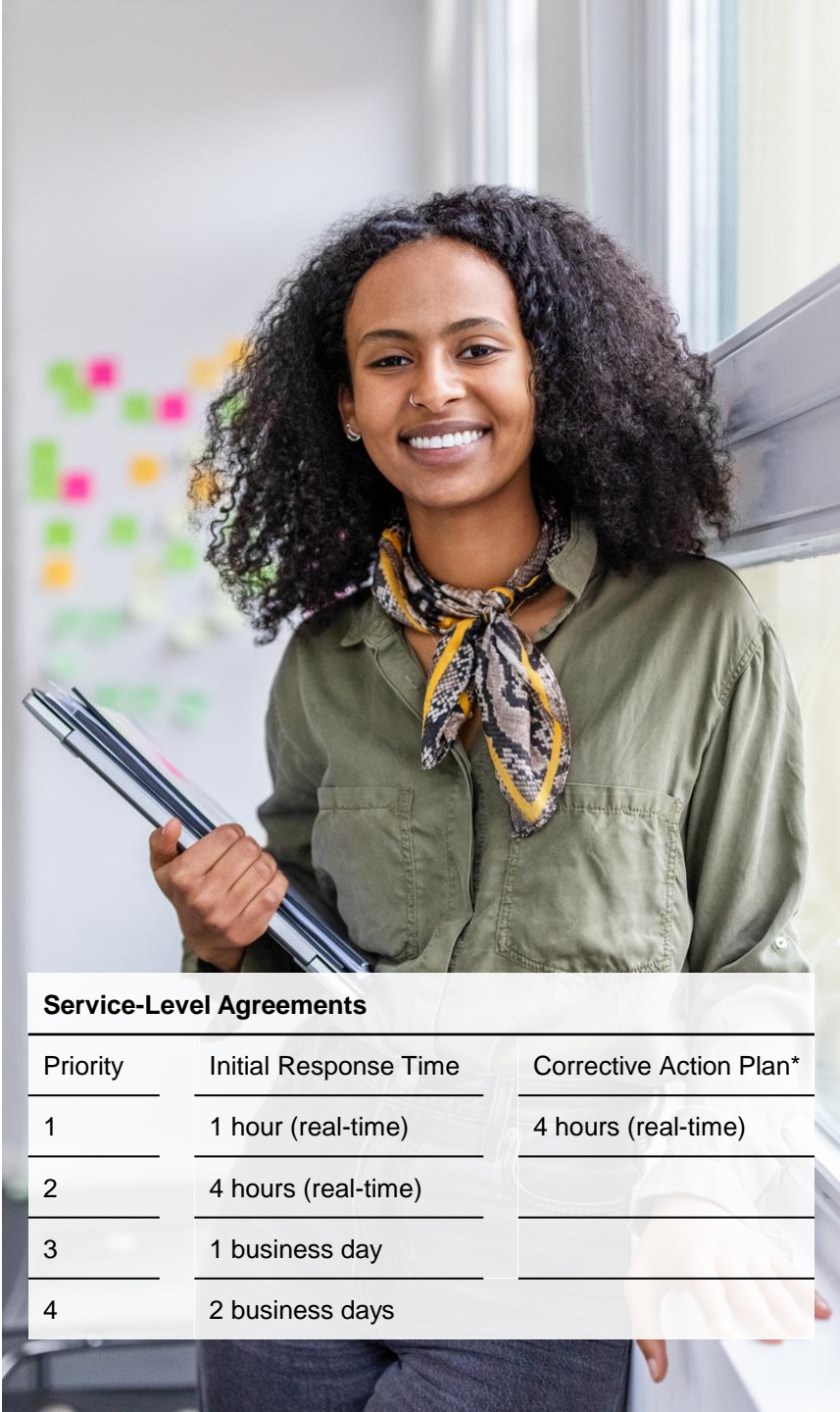
Service-Level Agreements

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

Mission-Critical Support
Reliable end-to-end support across all deployment scenarios

Through **mission-critical support**, SAP Enterprise Support provides problem resolution for system incidents and critical projects, minimizes business disruption and reduction of unforeseen downtime. This is further enriched by SAP's Real-Time Support features.

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.

Real-Time Support

provides always-on support, including direct access to our support experts. This includes live support channels, context-sensitive help and support built into our software, and AI-driven self-service access to our vast knowledge base and user community.
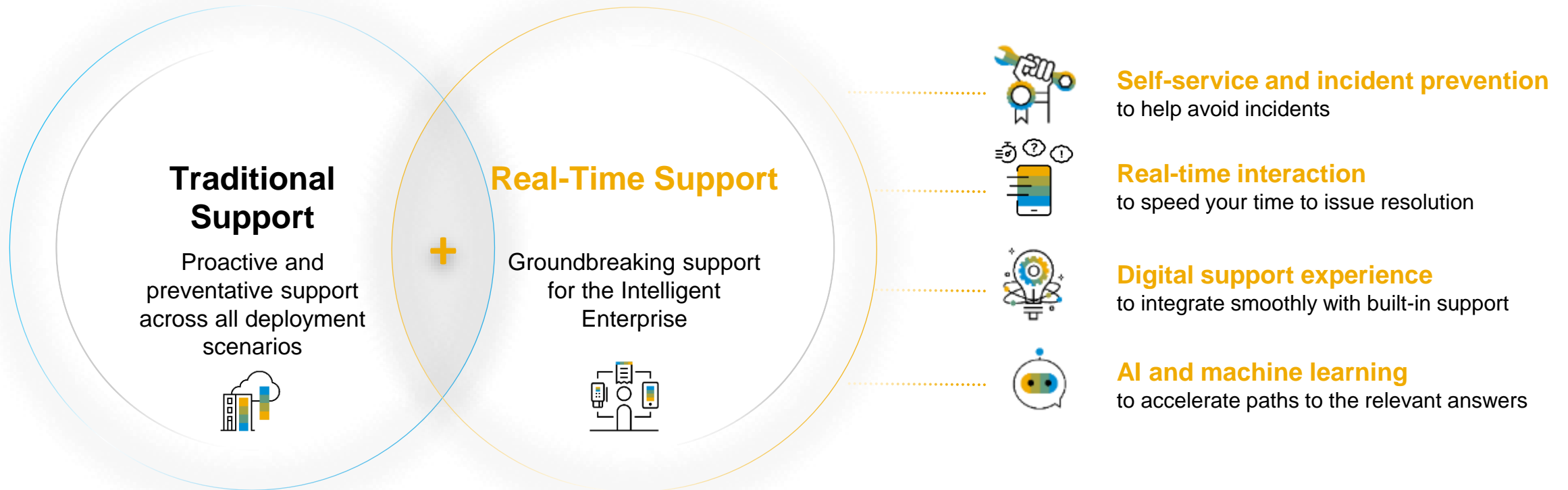
Service-level agreements

for a timely initial reaction and a corrective action to minimize business disruption and accelerate problem resolution.

Mission-Critical Support
Real-Time Support for the Intelligent Enterprise

Traditional Support

Proactive and preventative support across all deployment scenarios

+

Real-Time Support

Groundbreaking support for the Intelligent Enterprise

Self-service and incident prevention
to help avoid incidents

Real-time interaction
to speed your time to issue resolution

Digital support experience
to integrate smoothly with built-in support

AI and machine learning
to accelerate paths to the relevant answers

Mission-Critical Support
Live Business needs live support

Self-service and incident prevention

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

Real-time interactions

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)

Digital support experience

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

AI / Machine Learning

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

- Artificial Intelligence / Machine Learning
- Incident Solution Matching

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.
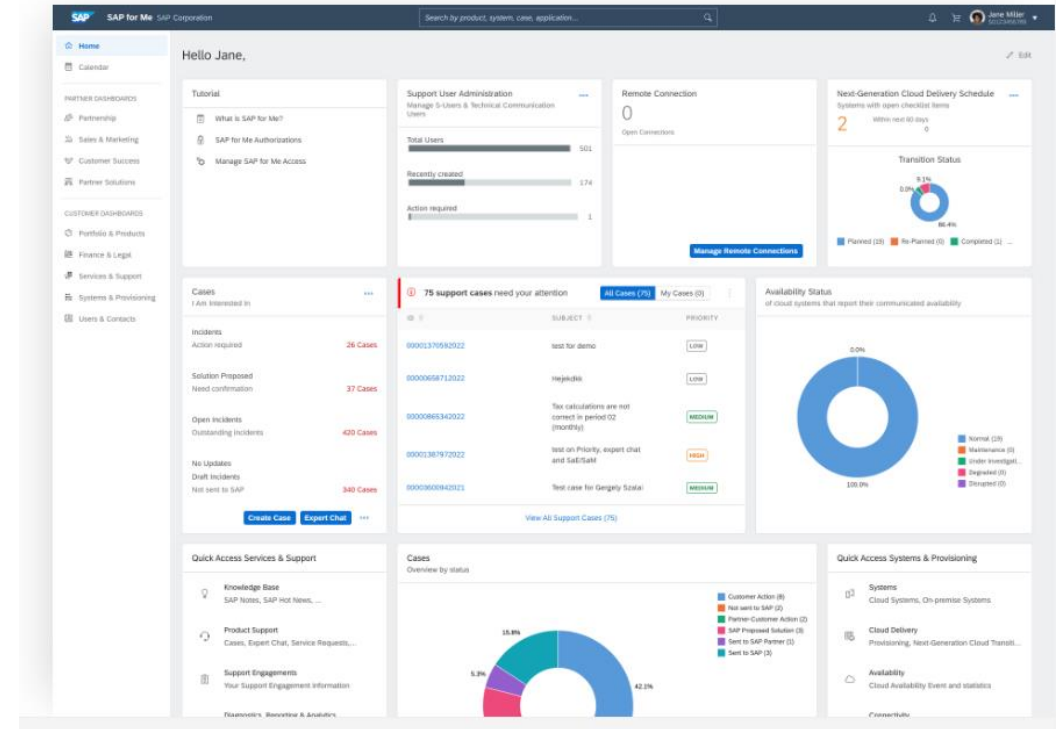
Application Lifecycle Management

Manage the lifecycle of your landscape

For on-premise
centric customers

For cloud-centric
customers

Application lifecycle management assists the
implementation and **operations** of SAP-centric solutions

- Accelerate time-to-value

- Safeguard business continuity

- Reduce cost of ownership

You can learn more here.

Success in action
SAP Enterprise Support

Freudenberg

Exploring new possibilities in the cloud

Freudenberg develops products ranging from cars, power plant turbines, men's jackets to cleaning robots. They already use an intelligent infrastructure for ERP, but it wanted to learn how to extend this system and innovate in the cloud.

Read the story

Megger

Upskilled team for IT self-sufficiency

From plugs to power stations, Megger helps customers improve efficiency, reduce costs, and extend asset life. They validated their system was being used to its full potential, gained a deeper insight into its usage, and built and gained hands-on knowledge of how to run at its best with the help of SAP Cloud ALM and SAP experts.

Read the story

Robert Bosch

Carving out a major subsidiary

Robert Bosch struck a deal to sell the its after markets subsidiary. It required an expert partner to help carve it out of their IT infrastructure and set up the new company with its own ERP system on SAP S/4HANA Cloud, private edition.

Read the story

Thank you.

Contact information:

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Learn more
by visiting the Power Your Success website:

https://sap.com/enterprise-support

Check out
what other SAP Enterprise Support customers say:

SAP Enterprise Support customer references