



Enabling the Intelligent Enterprise with **SAP Enterprise Support**

April 2020

PUBLIC

To take a lead in Brazil's agro-industry, Stara is leveraging SAP cloud solutions with the help of **SAP Enterprise Support**

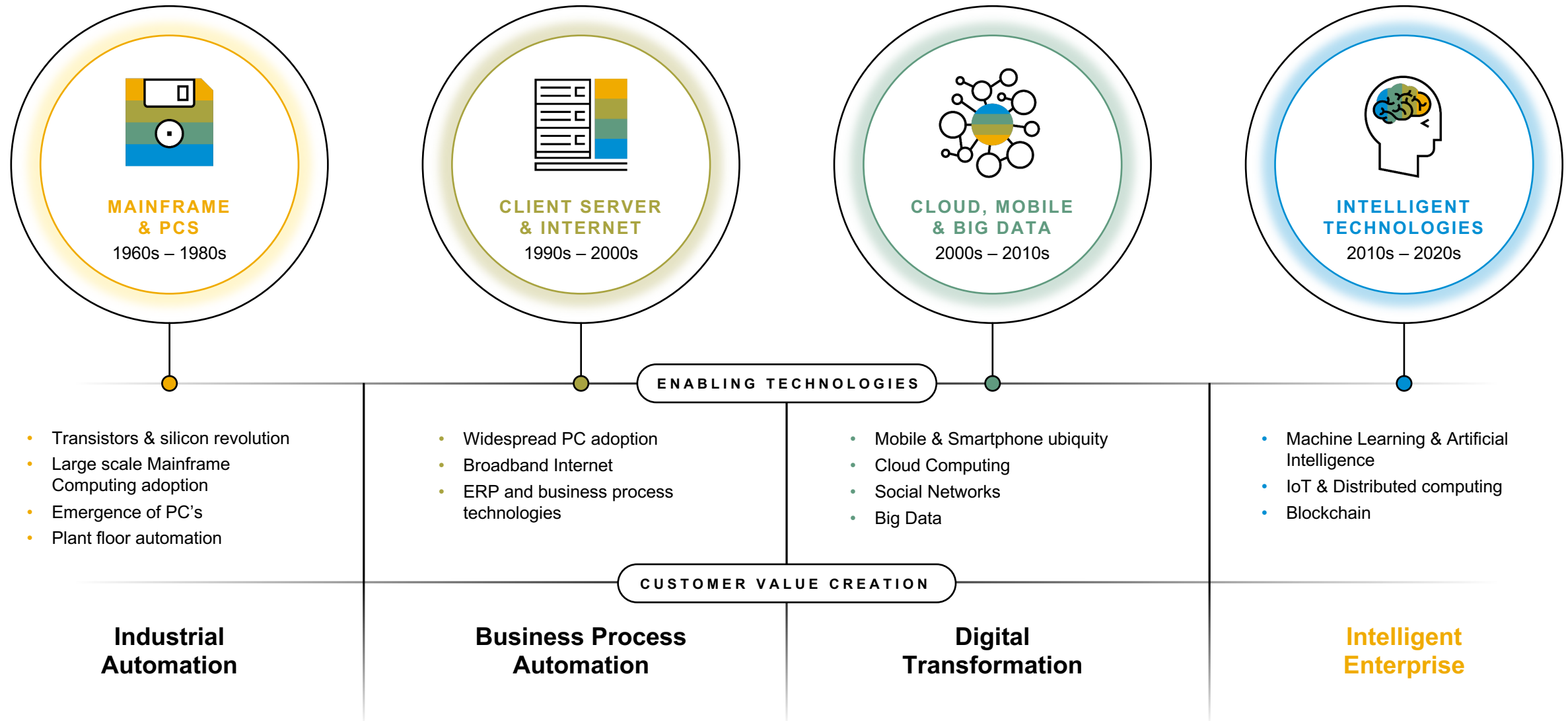
“Thanks to SAP Enterprise Support we were able to improve our IT governance significantly. We are now using the functionalities of our cloud solutions much more effectively. SAP Enterprise Support is an essential element of our digital transformation strategy.”

Rafael Eduardo Costa, IT Manager, Stara S/A Indústria de Implementos Agrícolas

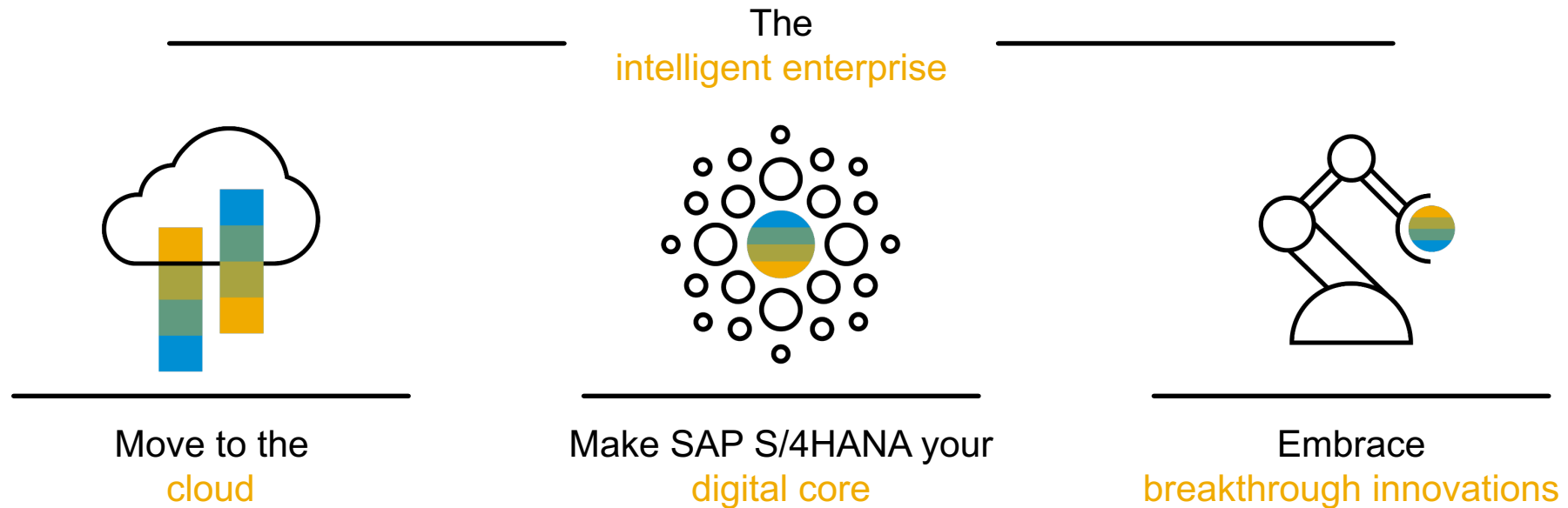
Read the full business transformation study [here](#).



The digital era is evolving into the **Intelligence Era**



SAP Enterprise Support – The choice for the intelligent enterprise



SAP Enterprise Support helps you to adopt innovations and support services to improve your business processes and performance aimed at building an intelligent enterprise and mastering the digital economy.

SAP Digital Business Services **Team**

Enabling the Intelligent Enterprise for best-run businesses

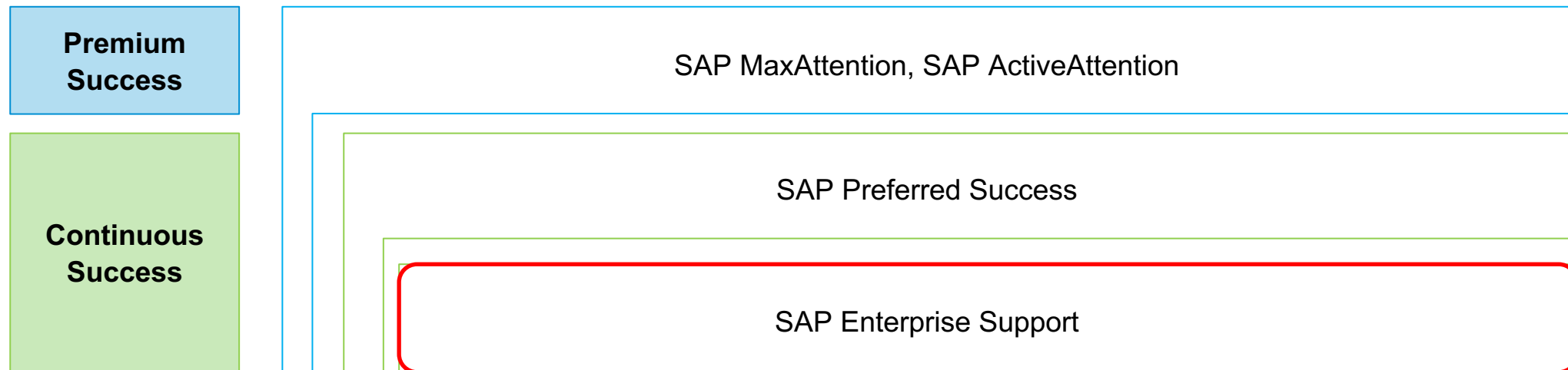
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- ~ **19,000 SAP Digital Business Services Professionals Worldwide**
 - **110 Nationalities** Located in **62 Countries**
 - Serving SAP Customers in **180+ Countries**

With Expertise Derived From Working With:

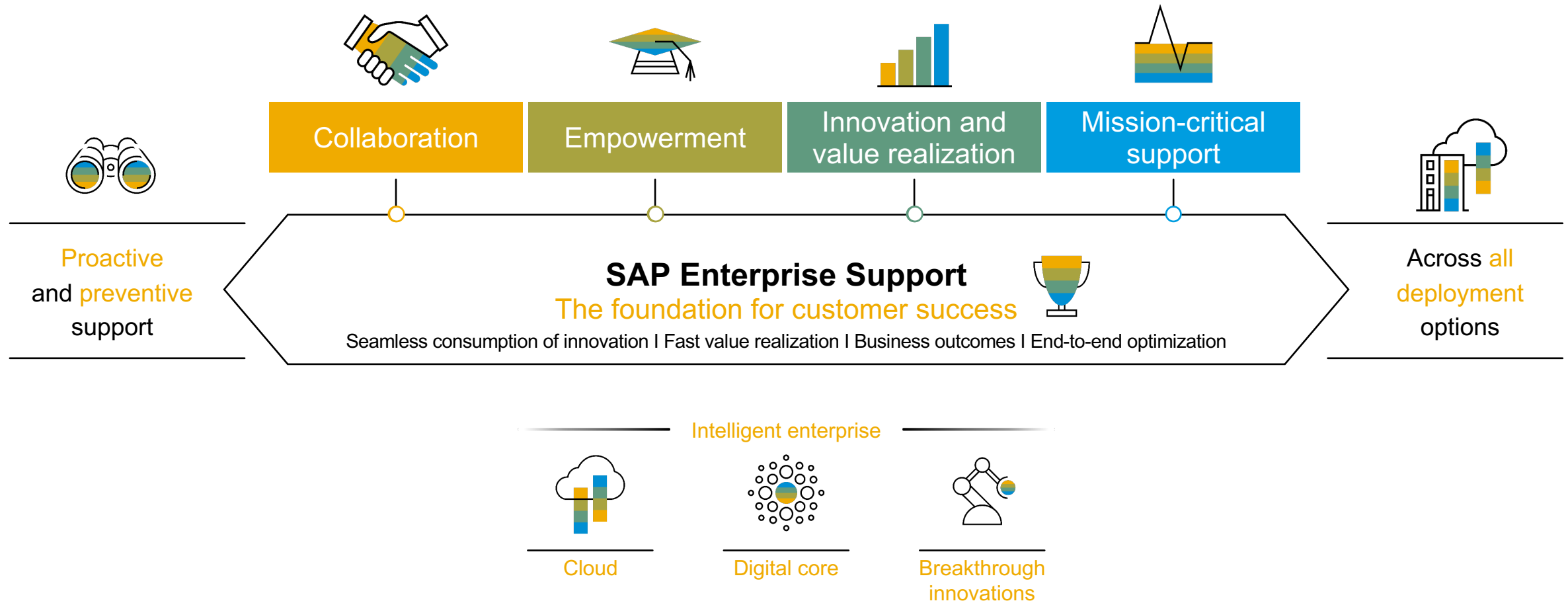
- **400,000+** Customers
- **80%** of the Fortune 500 across 25 industries
- For over **45+** years

SAP Digital Business Services **Simplified Offering Framework**

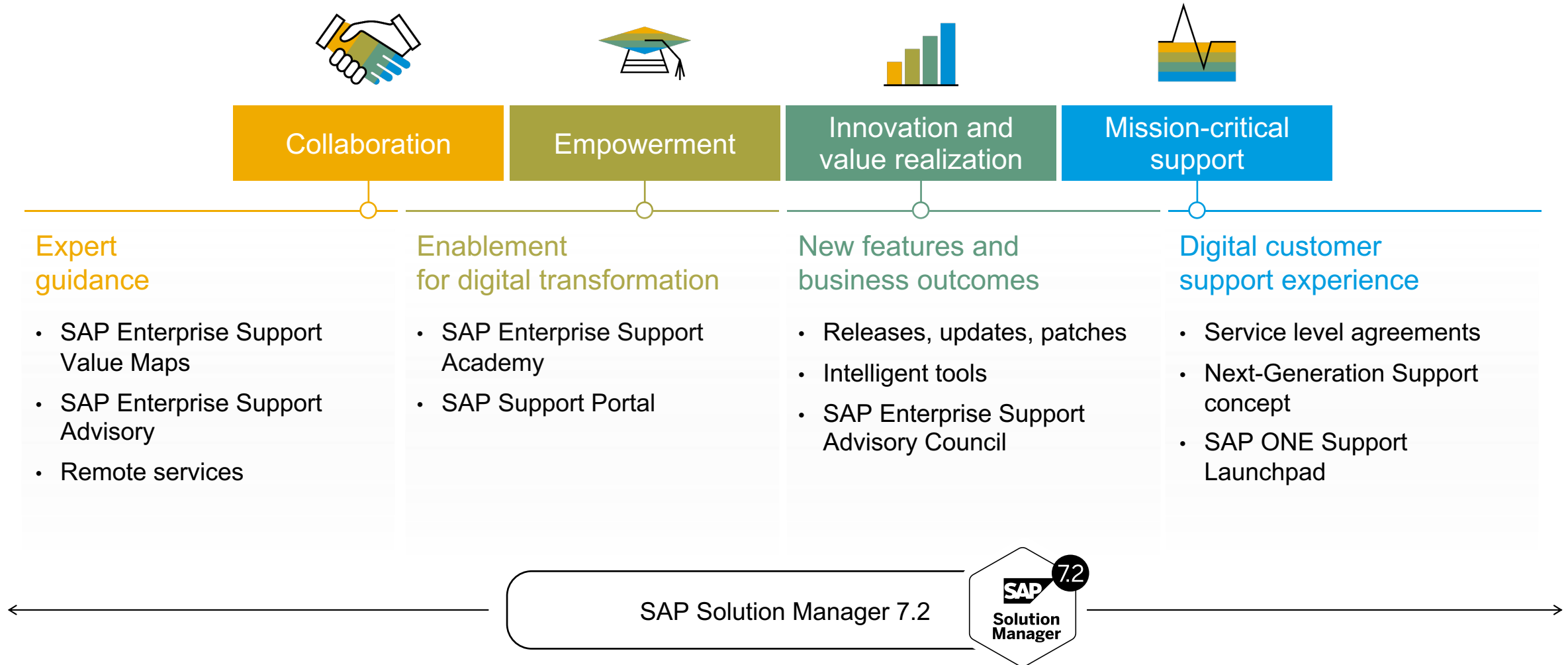
Enabling the Intelligent Enterprise for Best-run Businesses



SAP Enterprise Support – The foundation for continuous customer success



Key Deliverables of SAP Enterprise Support



Your fast lane to support expertise

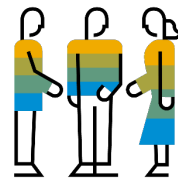
SAP Enterprise Support Value Maps – A structured and goal-based approach to quickly identify the relevant SAP Enterprise Support services, tools and offerings to achieve defined targets and address your business needs. In addition, leverage the in-depth knowledge of our **support advisory team** for personal guidance based on 45+ years of close customer engagements.



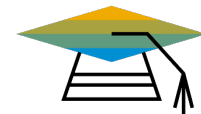
Guided approach
to reach your objective



Social collaboration
to connect directly with
SAP experts and peers



Expert access
to obtain guidance from
SAP support experts



Empowerment
to build the knowledge
and skills you need

Available Value Maps

[>> Sign up](#)

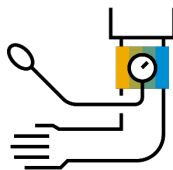
SAP S/4HANA On Premise	SAP S/4HANA Cloud	SAP Cloud for Customer	Digital Innovation	SAP SuccessFactors	SAP Jam Collaboration	SAP Analytics Solutions	Security	Business Process Improvement	Data Volume Management	Application Lifecycle Management
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Proactive and preventive remote services for the intelligent enterprise

Remote services – SAP Enterprise Support provides a wide range of remote services connecting you with our experts to analyze your system and/or specific situation. After each service, you receive a report, findings and a detailed action plan to mitigate risks or improve your situation.



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
Performance
Optimization

Going Live
Support

Data Volume
Management

Early Watch
Check

...and many more

Enablement for digital transformation

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



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



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

Available Formats

70+
Best
Practices

280+
Tutorials &
Videos

15
Guided Self-
Services

17+
Continuous
Quality Checks &
Improvement
Services

50+
Expert-Guided
Implementations

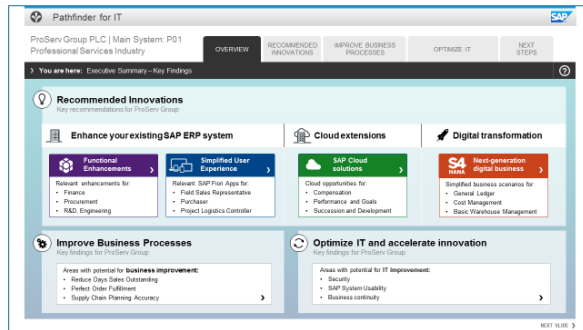
740+
Meet-the-Expert
Sessions

190+
Accelerated
Innovation
Enablement

Intelligent Tools

| Starting Point

SAP Innovation and Optimization Pathfinder
Innovation recommendations, industry benchmarks and recommendations for business and IT



| Detailed Recommendations

Business Scenario Recommendations
Recommendations for SAP S/4HANA and Cloud

SAP Fiori Apps Recommendations
Improvement through SAP Fiori Apps

Innovation Discovery
Improvement through software enhancements

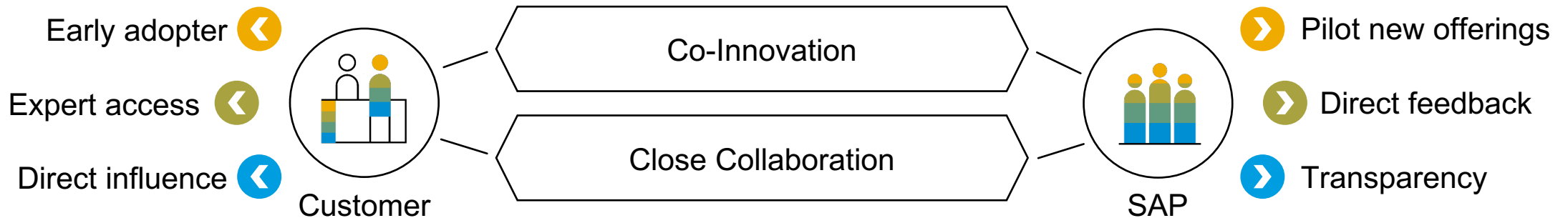
SAP Solution Manager Value Report
Business case for SAP Solution Manager

**SAP Transformation Navigator,
SAP S/4HANA Readiness Check, ...**

| Find more information [here](#)

Co-innovate with us

SAP Enterprise Support Advisory Council – Become an early adopter of the latest support innovations and directly influence SAP's offering in a meaningful way based on your own requirements.



Focus topics

SAP
S/4HANA
CloudSAP
S/4HANA
on-premiseSAP Cloud
PlatformSAP
LeonardoSAP
Digital
AssistantBusiness
Process
Reality CheckNew Way of SAP CQC
Business Process
Operations DeliveryAutomatic Pattern
Recognition
Functionality

Reliable end-to-end support across all deployment scenarios

Mission-critical support – Regardless of your deployment scenario and the issues that may arise, a cornerstone of SAP Enterprise Support is mission-critical support that provides rapid collaboration with support experts.



A single, intuitive interface
to access support resources.
By using customizable role profiles,
the SAP ONE Support Launchpad
displays only relevant applications
and insights to help ensure an
efficient and user-friendly experience.



24x7 availability
independent of your deployment
model, with CALL-1-SAP as your
global toll-free telephone number for
contacting SAP support.



Minimized business disruption
and accelerated problem resolution
thanks to best-in-class service level
agreements for a timely initial
reaction and a corrective action.

Live Business needs live support

Next-Generation Support for the Intelligent Enterprise

Traditional SAP support

Industry-leading proactive and preventive support across all deployment scenarios



Next-Generation Support

Groundbreaking support for the Intelligent Enterprise



Self-service and incident prevention



Real-time interactions
Expert Chat, Schedule an Expert



Digital support experience
Seamless integration with built-in support



AI / Machine learning

Manage the lifecycle of your landscape

SAP Solution Manager – End-to-end application lifecycle management providing tools to help you optimize your IT processes, minimize manual effort, reduce operating costs, and introduce new business functions easily.



Platform

Modern and intelligent IT-management platform to become a digital enterprise



Integrated solution

Implement, maintain, run, and adopt all enterprise solutions while supporting business innovation, business continuity, and efficient operations



Across all deployment options

Supports the entire lifecycle of your business applications running on-premise, hybrid or in the cloud

Key value drivers of SAP Enterprise Support

Seamless consumption of innovation

20%

Of budget saved for innovation discovery

20%

Savings in upgrade costs

10%

Less effort to adopt innovation

Fast value realization

300 days

Of effort saved due to fast-tracked implementation

40%

Reduction in operations planning efforts

50%

Faster understanding of cloud integration options

Business outcomes

30%

Increase in sales productivity

10%

Reduction in total cost of operation

31%

Increase in user productivity

End-to-end optimization

50%

Increase in process speed for end users

40%

Improvement in system response times

50%

Faster performance of SAP SuccessFactors solutions



*) Source: SAP Digital Business Services Reference Program: <http://www.sapsupport.info/references/reference-navigator/>

More information

SAP Enterprise Support

<https://support.sap.com/enterprisesupport>

SAP Enterprise Support Academy

<https://support.sap.com/esacademy>

SAP Enterprise Support Value Maps

<https://support.sap.com/valuemaps>

SAP Enterprise Support Advisory Council

<https://support.sap.com/esac>

SAP Solution Manager

<https://support.sap.com/solution-manager>

Contact & follow us:



Thank you.

Contact information:

F name L name

Title

Address

Phone number