Build the foundation for success with the help of SAP Enterprise Support
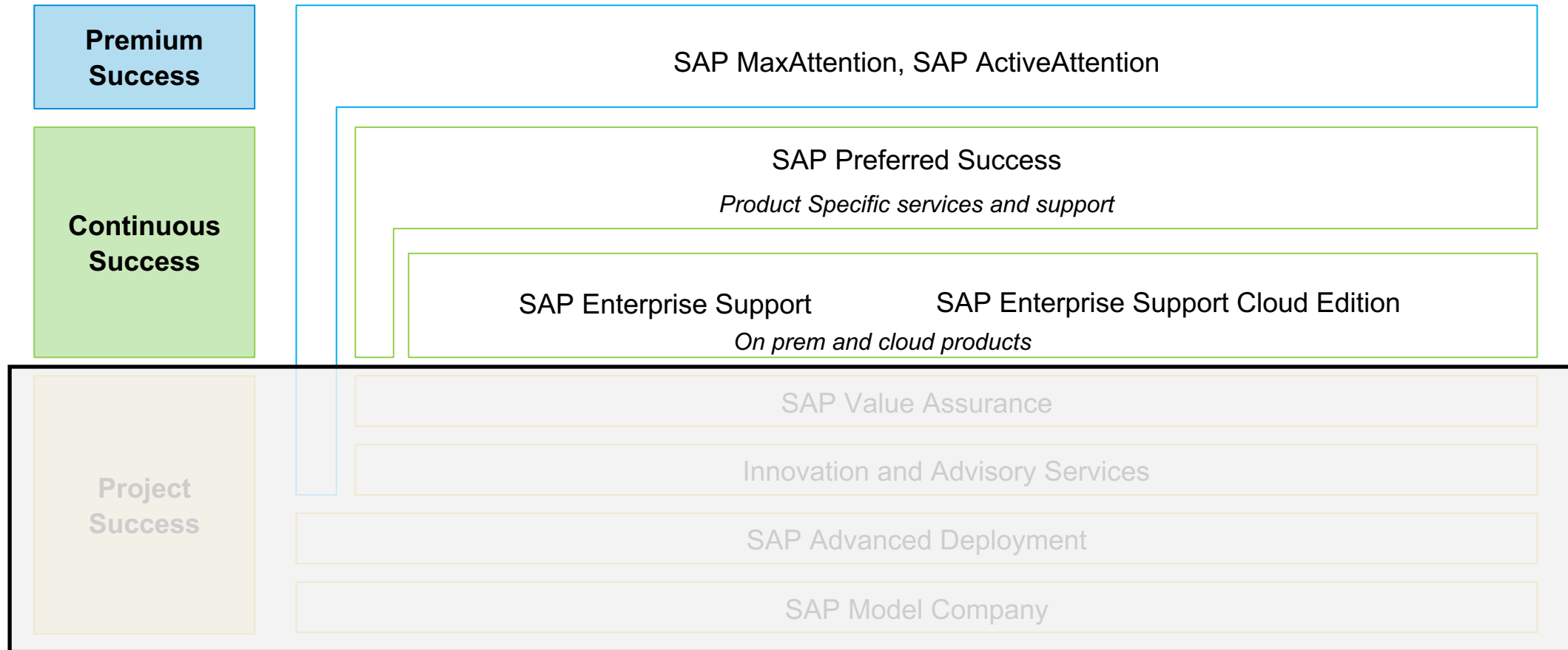
Kristin Teigen
Feb 2023

PUBLIC

THE BEST RUN **SAP**

SAP Digital Business Services Simplified Offering Framework
Enabling the Intelligent Enterprise for Best-run Businesses

Premium Success

SAP MaxAttention, SAP ActiveAttention

Continuous Success

SAP Preferred Success

Product Specific services and support

SAP Enterprise Support   SAP Enterprise Support Cloud Edition

On prem and cloud products

Project Success

SAP Value Assurance

Innovation and Advisory Services

SAP Advanced Deployment

SAP Model Company

Essential Success Experience From SAP
Establish the foundation for your success

The Essential level of Success Experience is included with your cloud subscription and is the go-to on-premise support model. With it, you get self-paced training, best practices, and the expert guidance you need to manage the entire solution lifecycle. You'll have the cutting-edge, proactive, mission-critical support and go-live experience to get you up, running, and realizing value. And if you have a question, you'll always have someone to ask.

Essential support offerings*:

SAP Enterprise Support
SAP's flagship support offering in the cloud and for on-premise that delivers proactive, mission-critical support, empowerment, best practices, continuous improvements and value, plus application lifecycle management.

Embedded Launch Activities**
Guidance and content to help you prioritize and launch the cloud functionality that will deliver quick time to first value.
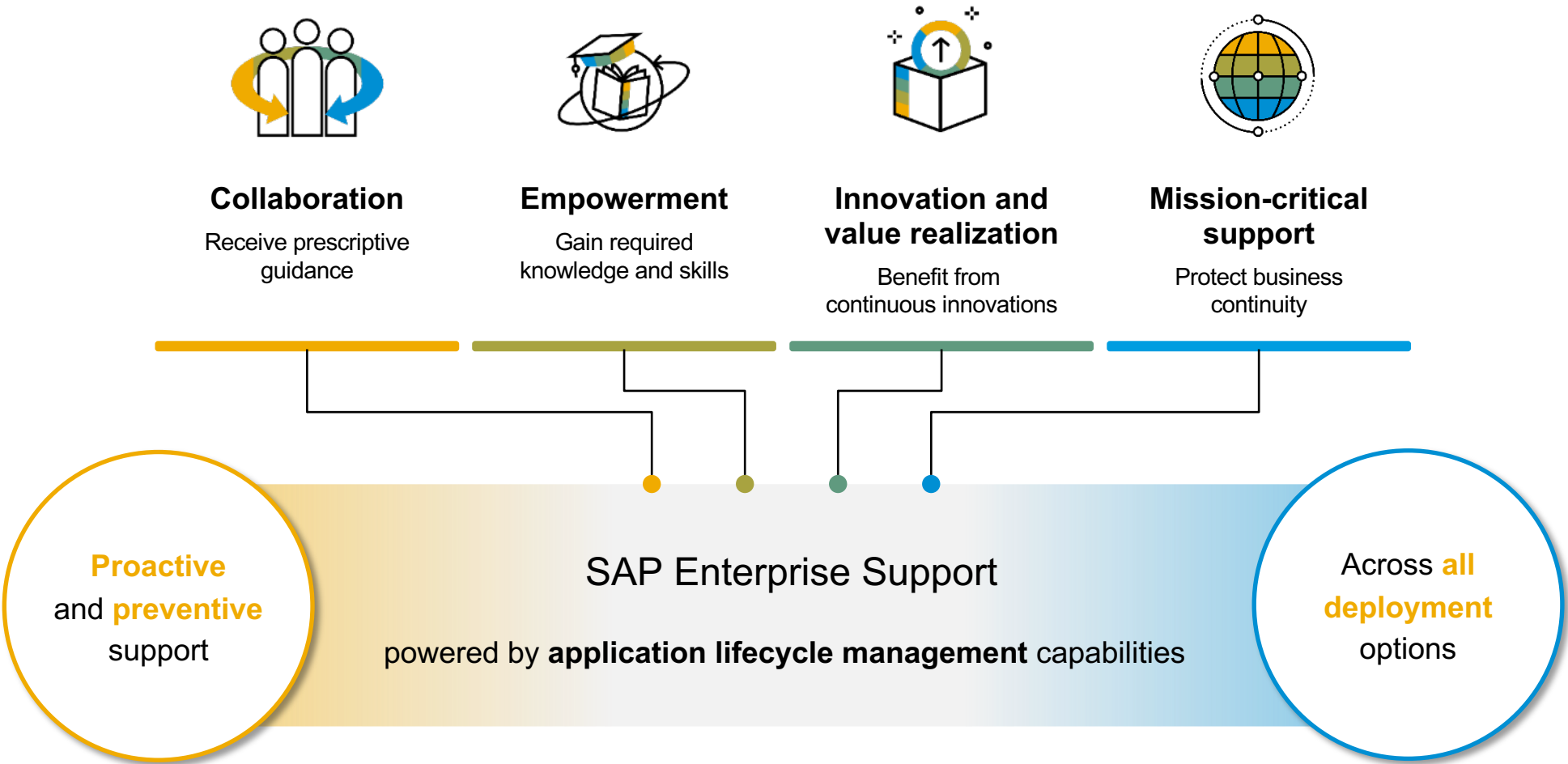
Success **Experiences**

*Including SAP Enterprise Cloud Services, SAP Product Support for Large Enterprises and SAP Standard Support .

**Available only for SAP cloud solutions.

SAP Enterprise Support

Build 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

SAP Enterprise Support

Key deliverables for SAP on-premise solutions

Collaboration

Empowerment

Innovation and value realization

Mission-critical support

Expert guidance

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

Enablement for digital transformation

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

New features and business outcomes

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

Digital customer support experience

- Service level agreements
- SAP ONE Support Launchpad (link)
- Real-Time Support (link)

Application Lifecycle Management (link)

Find more information about SAP Enterprise Support here

Manage the lifecycle of your landscape

For cloud-centric customers

For on-premise 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](#).

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 in the cloud**.

- 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

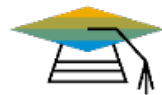Structured content enables guided journey, simplification, and accelerated consumption of content

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
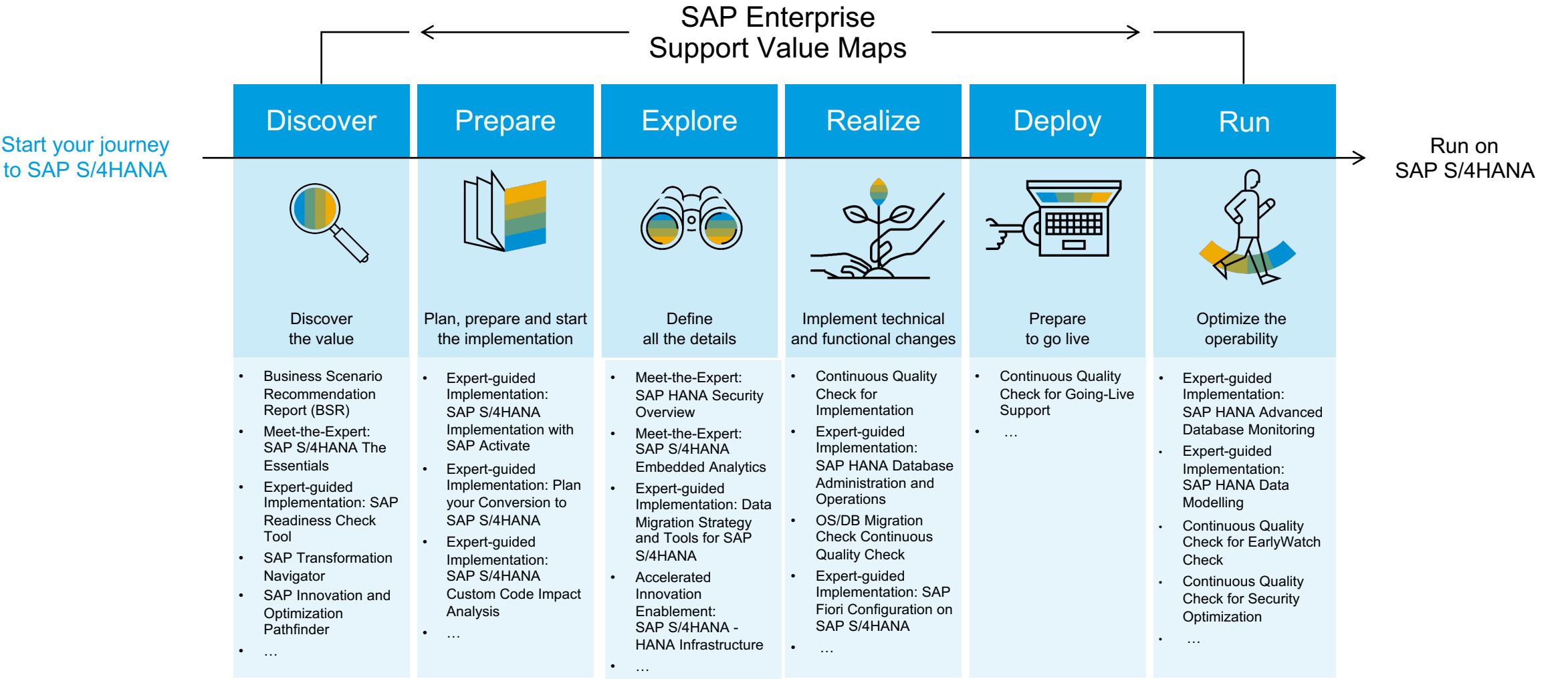
Carefully curated learning content to empower you with the knowledge and skills for realizing your deployment strategy
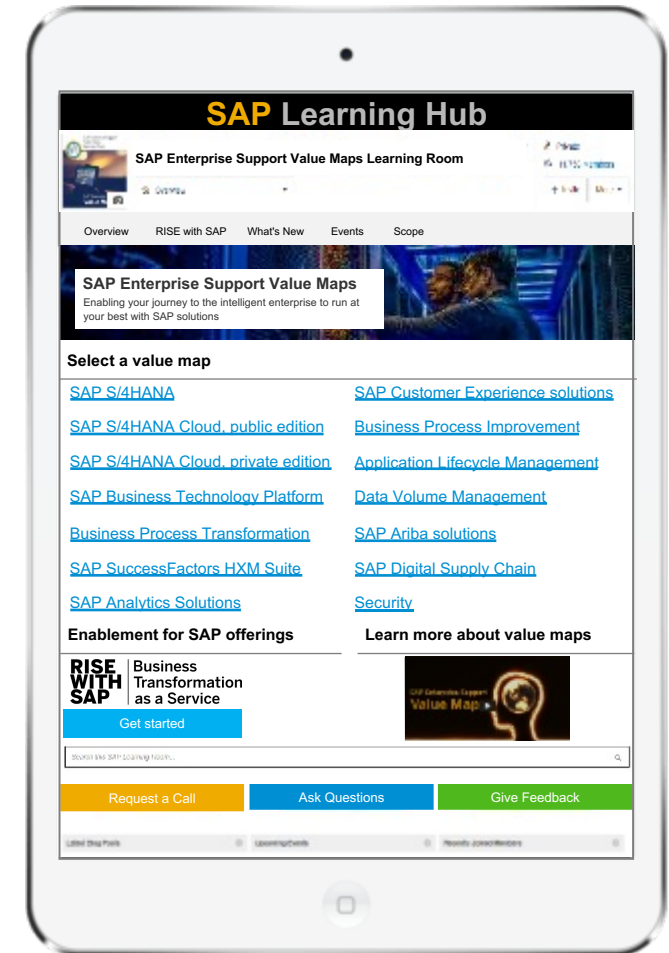
Example: SAP S/4HANA Value Map

SAP Enterprise Support Value Maps

Start your journey to SAP S/4HANA

Run on SAP S/4HANA

Discover	Prepare	Explore	Realize	Deploy	Run
Discover the value	Plan, prepare and start the implementation	Define all the details	Implement technical and functional changes	Prepare to go live	Optimize the operability

Discover
- Business Scenario Recommendation Report (BSR)
- Meet-the-Expert: SAP S/4HANA The Essentials
- Expert-guided Implementation: SAP Readiness Check Tool
- SAP Transformation Navigator
- SAP Innovation and Optimization Pathfinder
- …

Prepare
- Expert-guided Implementation: SAP S/4HANA Implementation with SAP Activate
- Expert-guided Implementation: Plan your Conversion to SAP S/4HANA
- Expert-guided Implementation: SAP S/4HANA Custom Code Impact Analysis
- …

Explore
- Meet-the-Expert: SAP HANA Security Overview
- Meet-the-Expert: SAP S/4HANA Embedded Analytics
- Expert-guided Implementation: Data Migration Strategy and Tools for SAP S/4HANA
- Accelerated Innovation Enablement: SAP S/4HANA - HANA Infrastructure
- …

Realize
- Continuous Quality Check for Implementation
- Expert-guided Implementation: SAP HANA Database Administration and Operations
- OS/DB Migration Check Continuous Quality Check
- Expert-guided Implementation: SAP Fiori Configuration on SAP S/4HANA
- …

Deploy
- Continuous Quality Check for Going-Live Support
- …

Run
- Expert-guided Implementation: SAP HANA Advanced Database Monitoring
- Expert-guided Implementation: SAP HANA Data Modelling
- Continuous Quality Check for EarlyWatch Check
- Continuous Quality Check for Security Optimization
- …

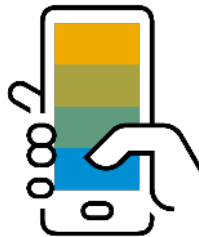# Collaboration – Customer Interaction Center

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
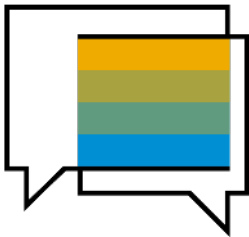
Chat with CIC

Call CIC

Email CIC

Learn more about the Customer Interaction Center here

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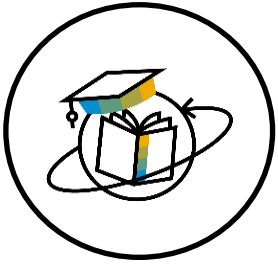
Through the SAP Enterprise Support Academy, we help you **build the digital skills needed to drive continuous success**.

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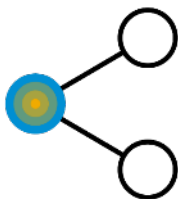
SAP Enterprise Support Academy offers a wide range of educational content tailored to your needs.
From self-paced and guided learning to expert-led live sessions, each customer can find the right format to skill up for the future.

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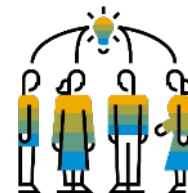
Trusted expertise
from SAP Support engineers helps to close the skills gap of key users, IT and line-of-business experts to succeed in achieving your business outcomes, while boosting proficiency and fostering continuous innovation

Highlights

>> Home page & sign-up

1,400+
learning assets and services

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

Included
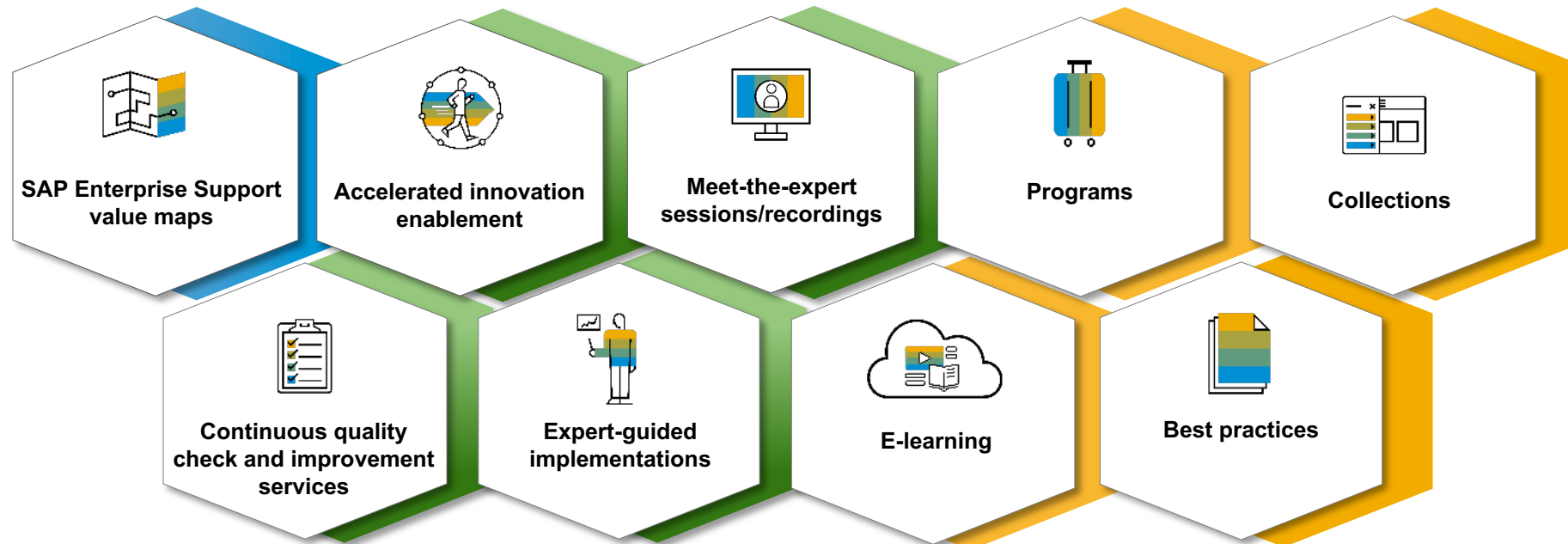in SAP Enterprise Support at no additional cost

13
SAP Enterprise Support value maps for more guidance and collaboration

Enablement for digital transformation

Utilizing SAP Learning Hub as delivery platform, we offer a wide range of educational content tailored to your needs. From expert guidance, self-paced learning offerings, live sessions as well as guided programs, each customer can find the right format to consume the desired learning content. With analytical insights on consumption, and direct feedback from you, we continually improve our portfolio and services to provide you the right expertise and experience.

Visit us on SAP Support Portal
SAP Enterprise Support Academy

SAP Enterprise Support value maps

Accelerated innovation enablement

Meet-the-expert sessions/recordings

Programs

Collections

Continuous quality check and improvement services

Expert-guided implementations

E-learning

Best practices

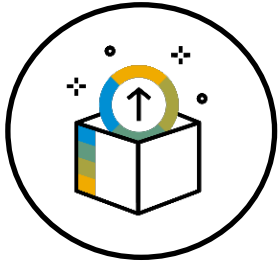prescriptive guidance   expert-led trainings   self-paced learnings

EGI – Expert guided Implementation – compact overview
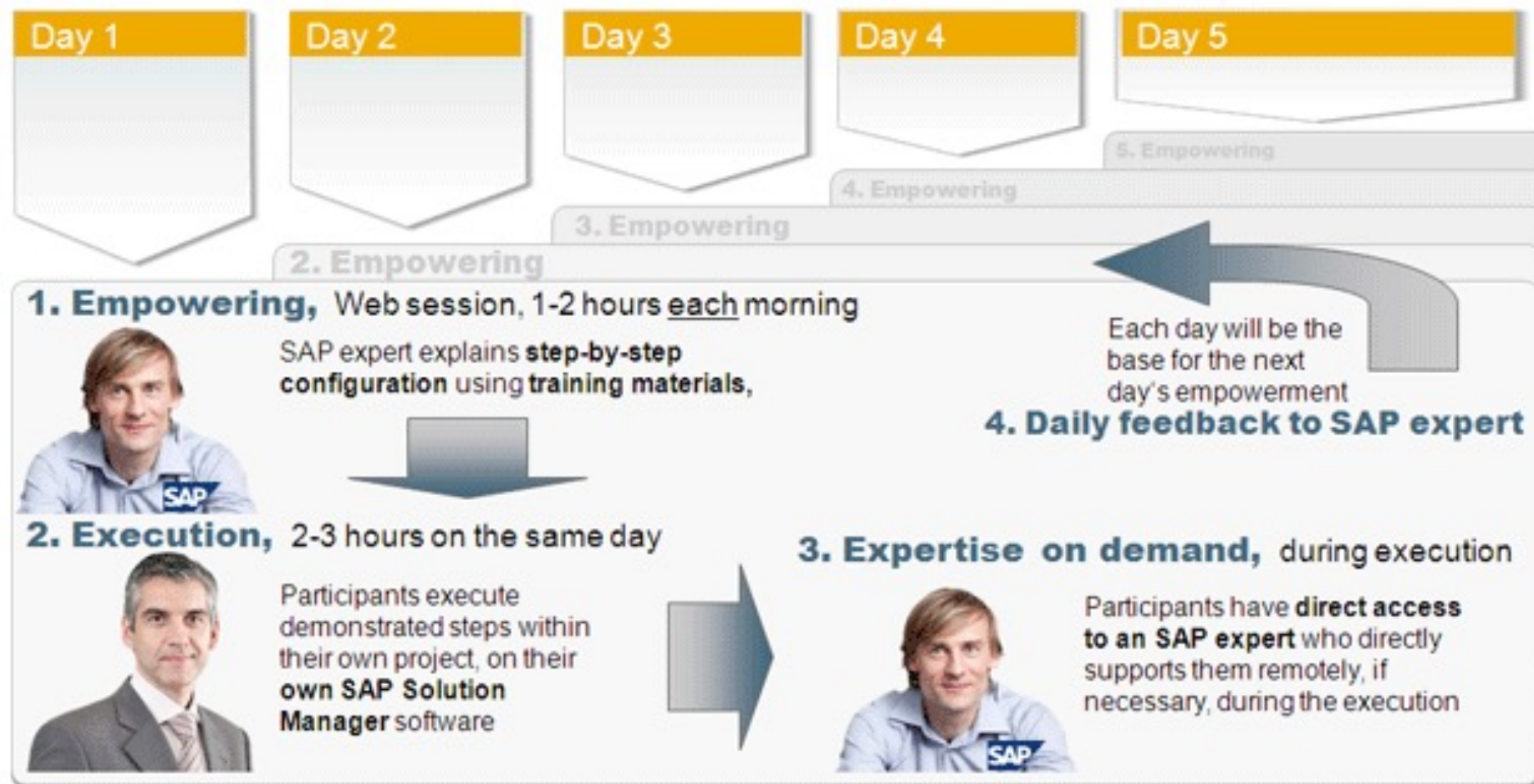
Innovation & Value Realization

Benefit from continuous innovations

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

- Benefit from releases and upgrades 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

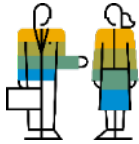**SAP Innovation and Optimization Pathfinder on Spotlight**
Innovation recommendations, industry benchmarks, and optimization potentials
http://www.sap.com/pathfinder

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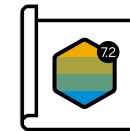
SAP Readiness Check
Identification of prerequisites for migration, setup and usage of SAP solutions
https://help.sap.com/viewer/p/SAP_READINESS_CHECK

Find more information here

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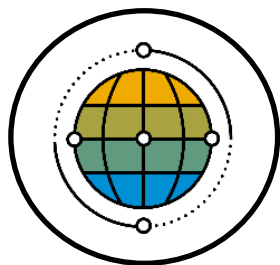## Collaborate with SAP on strategic support topics

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

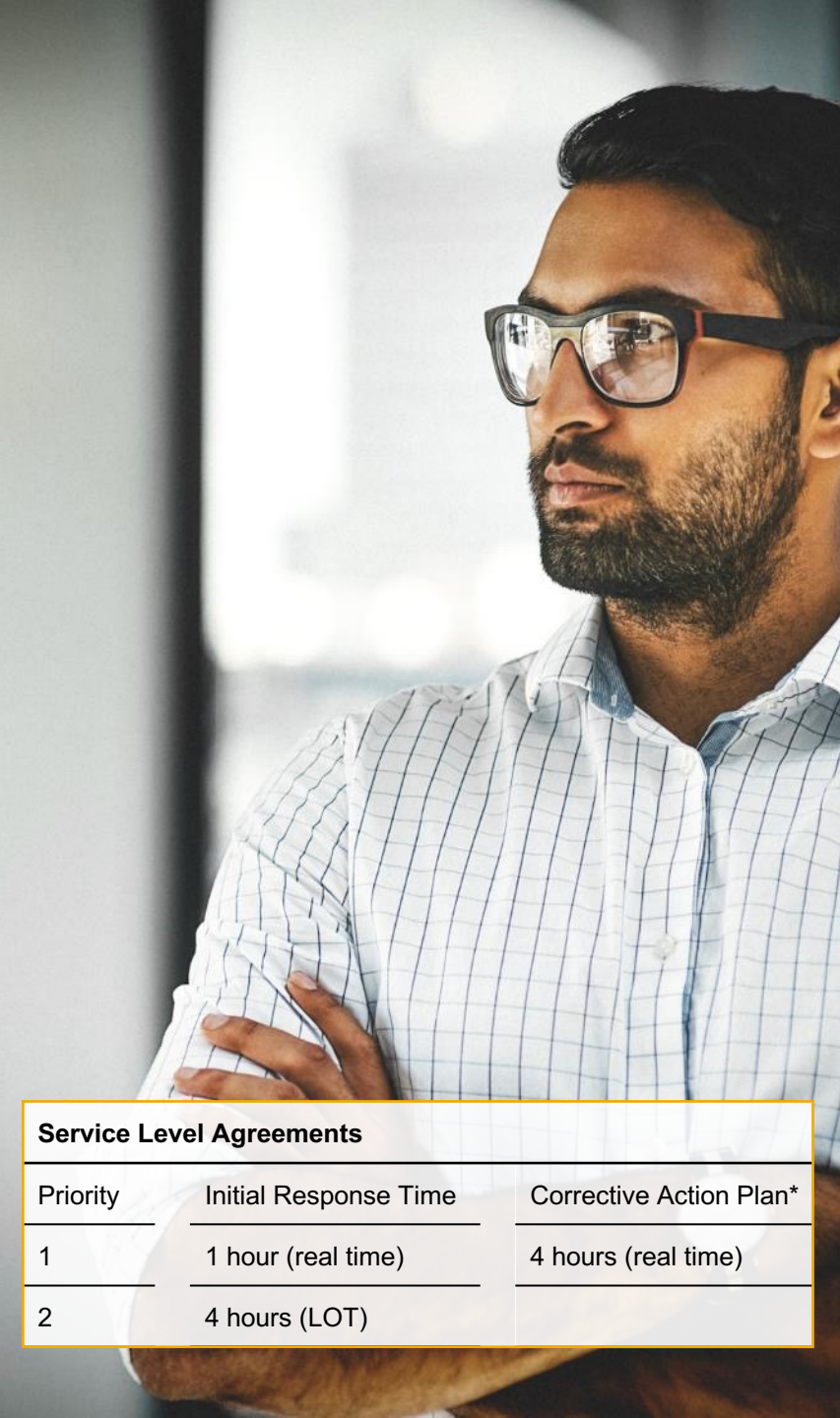# Mission Critical Support
Protect business continuity

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 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

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

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 ONE Support Launchpad with a single, intuitive interface to access support resources, displaying only relevant applications and insights to help ensure an efficient and user-friendly experience
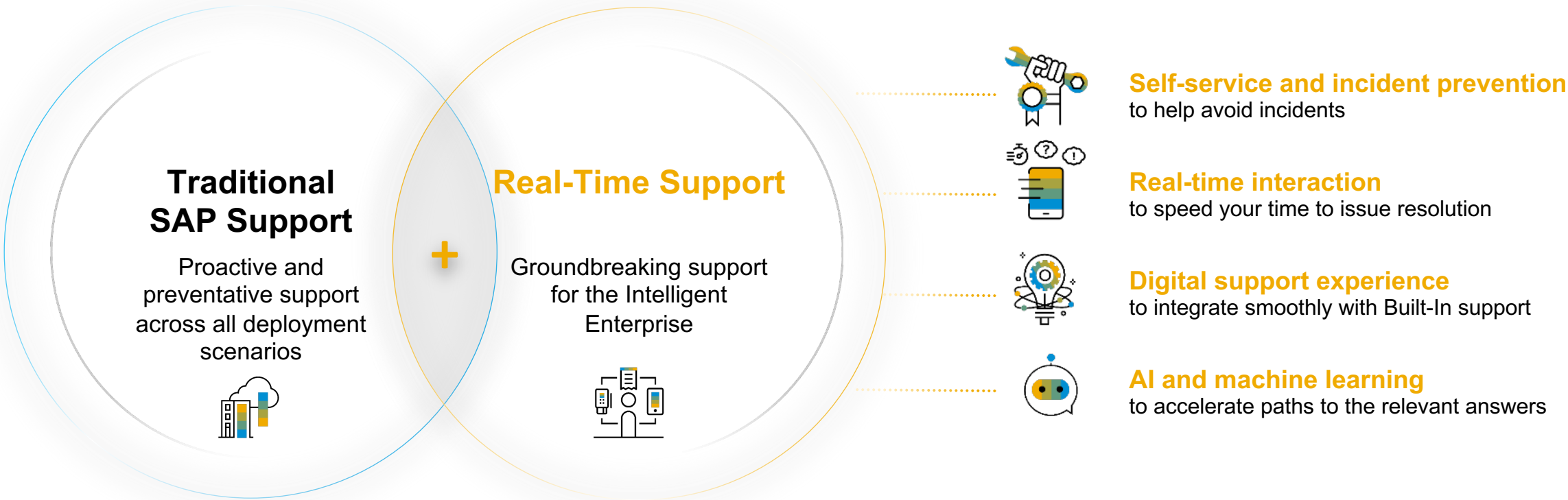
24x7 availability independent of your deployment model, with CALL-1-SAP as your global toll-free telephone number for contacting the SAP support team

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 SAP 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.

- 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

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 ONE Support Launchpad

Get access to task-driven support resources in an intuitive interface

Support Application **Launchpad** as central entry point

Groups and Tiles are displayed dependent of the **user profiles**
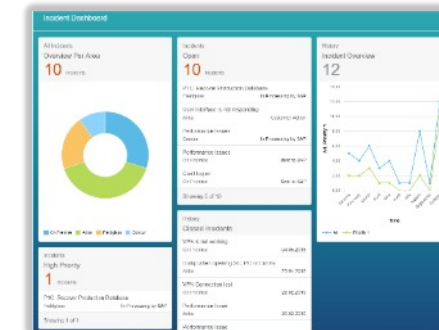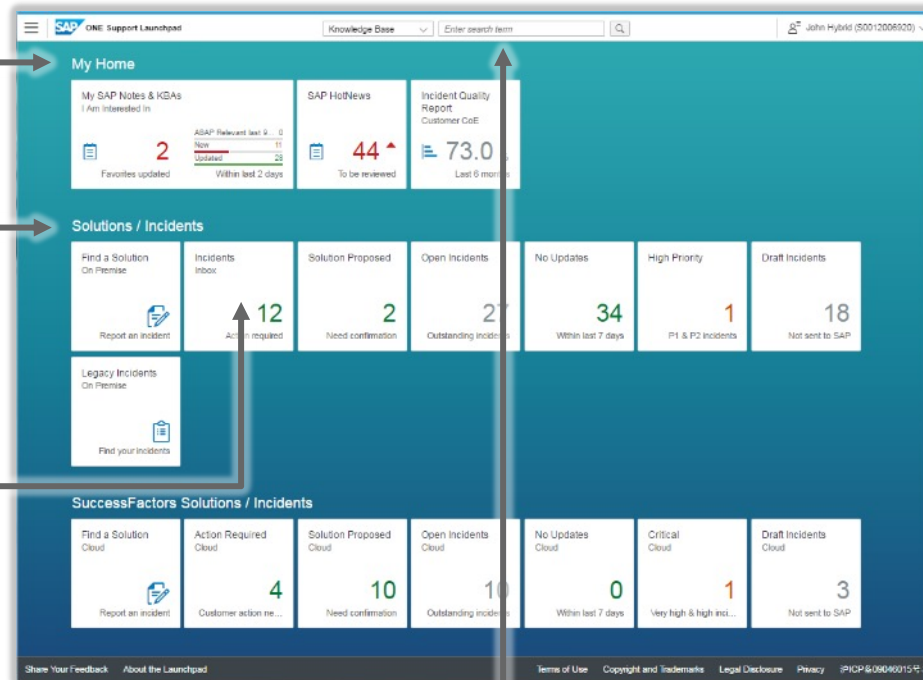
Relevant Info is displayed directly on the tile

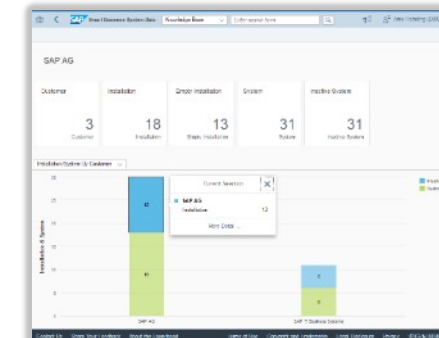**Search** for Knowledge documents and business objects relevant to the user

Access SAP ONE Support Launchpad: https://launchpad.support.sap.com/

SAP ONE Support Launchpad will transition to SAP for Me. Learn more.

Incident Dashboard
One Stop Incident Management incl. link tile to other portals

ONE System Overview
End-to-End view on landscape incl. on-premise and cloud

Cloud Availability Center
End-to-End view on availability

SAP Enterprise Support
What our customers are saying

I Juan Sans, Director of Finance Technology, **eBay Inc.**

"Using SAP Enterprise Support and SAP MaxAttention services, we validated our inventory management plan and system design, ensuring it met our current business needs and was scalable for expected future growth."
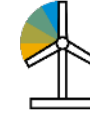
Learn more >>

I Jin-seo Park, Senior Manager **HYUNDAI TRANSYS**

"Thanks to SAP Enterprise Support services, we gained valuable insights and followed industry best practices for implementing SAP S/4HANA, which reduced the project planning process by 50% and gave us momentum in our digitalization."

Learn more >>

I Gayathri Vegulla, Director, SAP Systems, **Baker McKenzie Global Services LLC**

"The proactive guidance provided through regular follow-up meetings and the off-site services from SAP Enterprise Support were instrumental at every step of our SAP S/4HANA project. This led to a smooth implementation of SAP S/4HANA and enabled us to exploit the innovation and analytics capabilities of our new Intelligent ERP to the fullest."

Learn more >>

I Johanna Szatmári, Chief Digital Officer, **Waberer's International Nyrt**

"Thanks to SAP Enterprise Support services, we now have one consolidated supply chain solution integrated with SAP S/4HANA, which has significantly enhanced our capabilities in transportation planning, execution and decision-making."

Learn more >>

I Hugo Silva, IT Coordinator, **Cementos Progreso S.A**

"SAP Enterprise Support provided expert guidance and best practices that made SAP Analytics Cloud easy to adopt and use. We are also ready to deploy SAP Digital Boardroom to better understand the past, predict the future, and drive execution with end-to-end business insights in real time."

Learn more >>

I Min Li, IT Team Lead, **Mindray**

"With SAP Enterprise Support, we gained mission-critical support during the time of COVID-19 and accelerated our learning in intelligent technologies by taking advantage of personalized enablement sessions on SAP SuccessFactors solutions and the business process improvement service ahead of our journey to SAP S/4HANA."

Learn more >>

Thank you.

Stay tuned
by visiting the SAP Enterprise Support website

Check out
what other SAP Enterprise Support customers say:
SAP Enterprise Support customer references

Learn more about Essential Success Experience
by visiting the Essential website

THE BEST RUN **SAP**