SAP Forum 2014
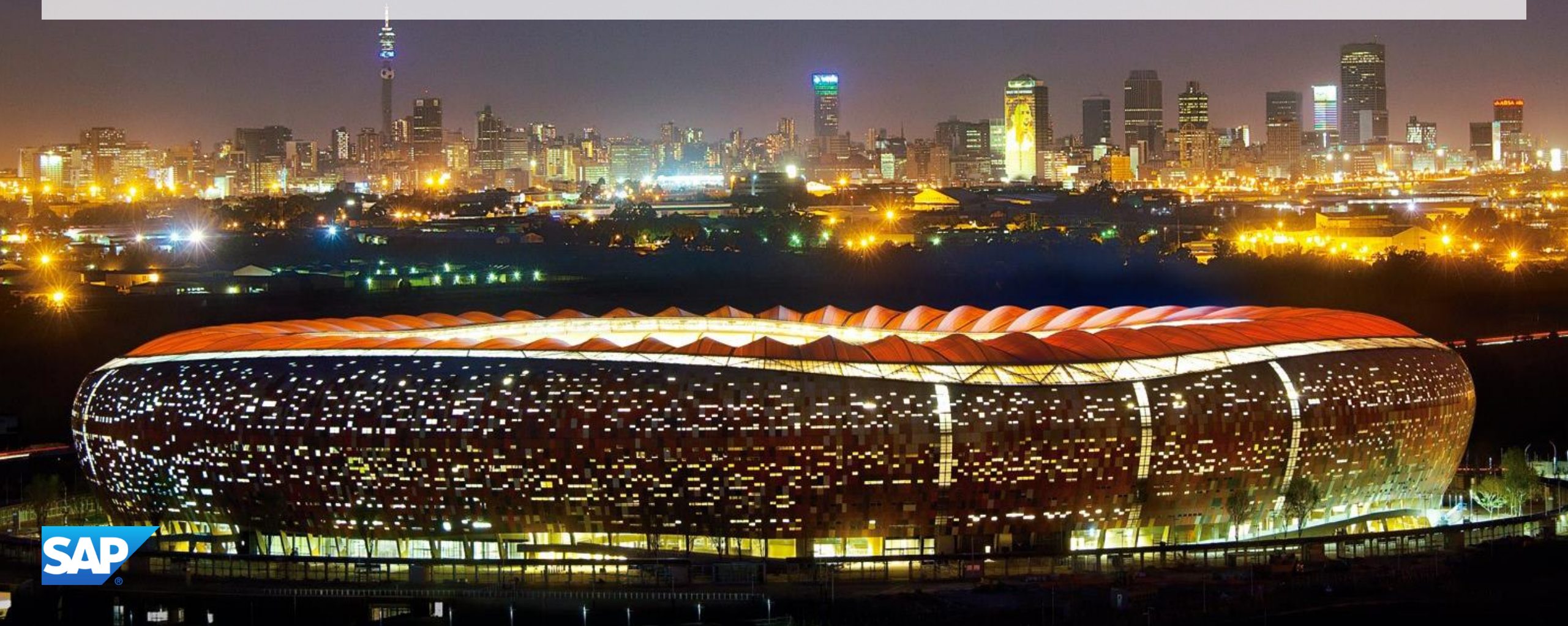
How to use and get maximum value from SAP Enterprise Support

SAP

Who we are: SAP Active Global Support
Customer-centric support

232,000+
customers

130+
countries

6,900+
SAP support engineers

15,000+
SAP developers (as backup)

Global
organization

Local
organization (54 countries)

24x7
available for our customers
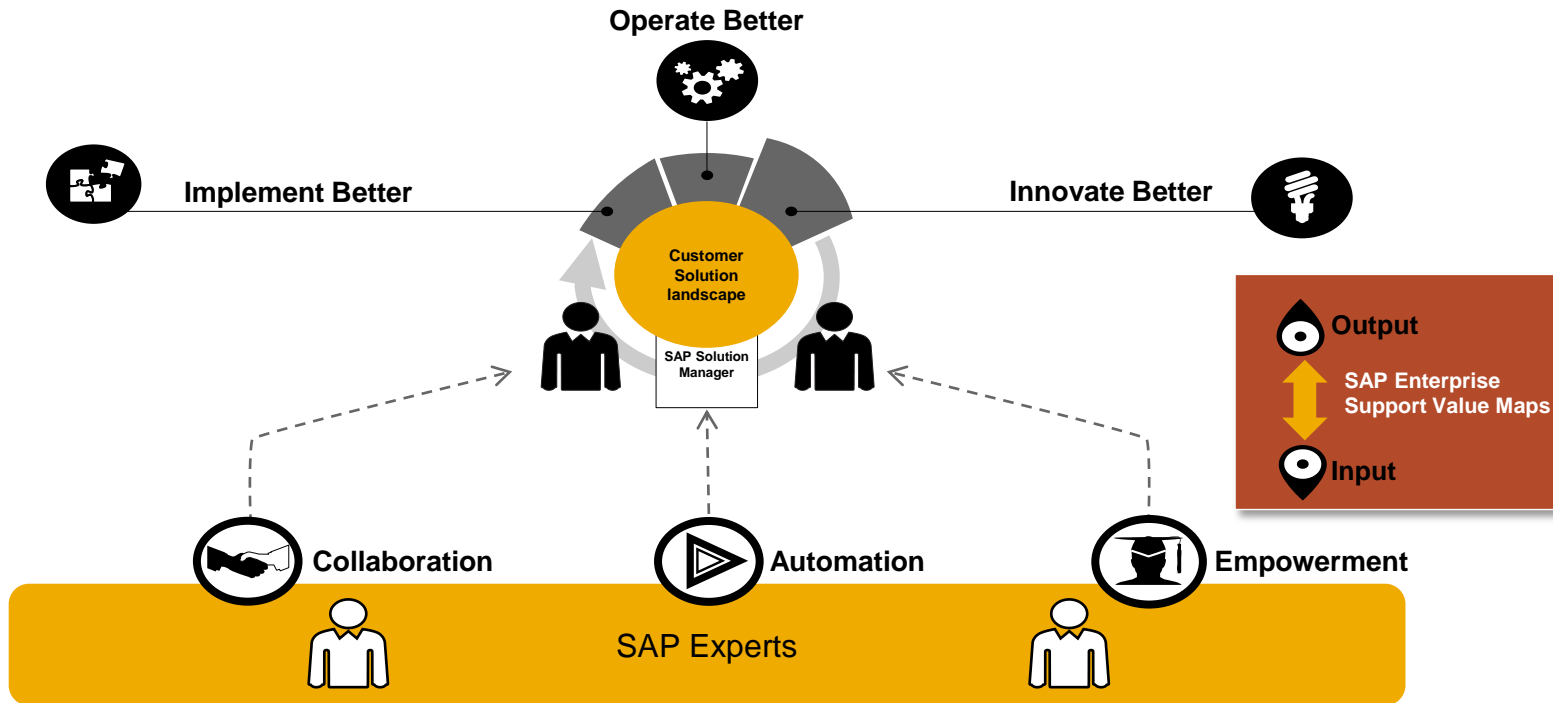
A global pool of unique expertise

SAP support: 40 years of expertise

- Ensuring business continuity
- Driving business process improvement
- Reducing total cost of operations
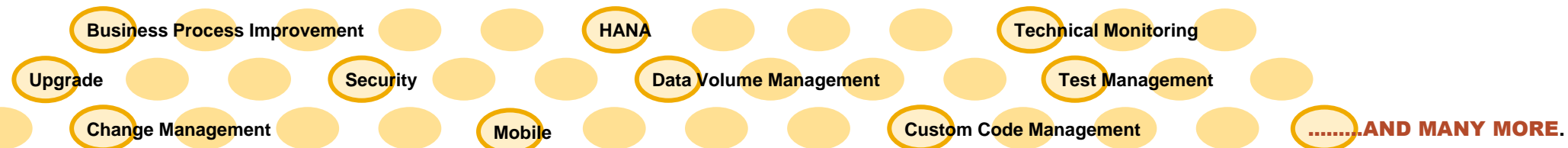- Accelerating innovation

SAP Enterprise Support
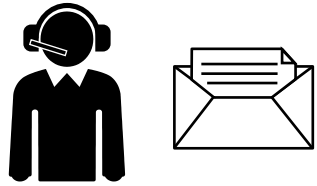## The universal maintenance offering for all customers

Operate Better

Implement Better

Innovate Better

Customer Solution landscape

SAP Solution Manager

Collaboration

Automation

Empowerment

SAP Experts

Output

SAP Enterprise Support Value Maps

Input

The comprehensive SAP Enterprise Support offering requires **an intelligent selection mechanism** to provide

- **the right offering** at
- **the right time** for the
- **individual customer situation**.

Business Process Improvement

HANA

Technical Monitoring

Upgrade

Security

Data Volume Management

Test Management

Change Management

Mobile

Custom Code Management

.........AND MANY MORE.

Evolution of SAP Support

Mission Control Center

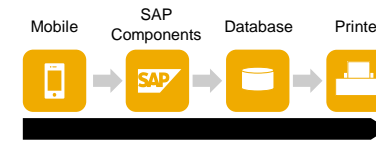|	Customer / SAP	Solution Manager	Mobile / SAP Components / Database / Printer	Mission Control Center

- • Support by developer
- • Fax / Phone
- • Mail
- • No tool support
- • Product defects
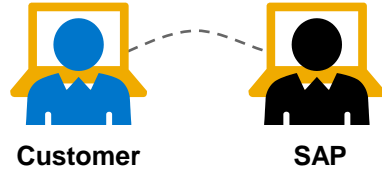
- • Remote connection
- • Built-in supportability (e.g. CCMS / TMS)
- • Online service system
- • GoingLive check
- • Onsite support

- • SAP Solution Manager
- • SAP Safeguarding
- • SAP MaxAttention

- • End-to-End solution support
- • SAP Enterprise Support

Mission Control Center
- • Real-time collaboration
- • Direct interaction with experts from entire SAP ecosystem

INDUSTRY STANDARD
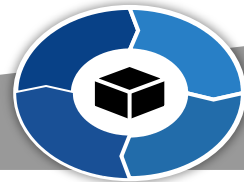
Support Innovation

Support entire Solution

Proactive Support

Reactive Support

SAP Enterprise Support Academy - – Innovation
Complete overview

SAP Enterprise Support Academy

Best Practices	Meet the Expert Sessions	Accelerated Innovation Enablement	Expert-Guided Implementations	Guided Self-Services	Quick-IQs
→ Access	→ Access	→ Access	→ Access	→ Access	→ Access
library full of product-, database- and operating system-specific how-to guides for your everyday business	live webinars conducted by SAP experts on SAP Enterprise Support services and SAP Solution Manager	live expert sessions to evaluate the innovation capabilities of enhancement packages for SAP Business Suite	remote sessions by experienced SAP service experts providing workshop style interaction	which you can run any time and at your own pace in your own system landscape	*Tutorial on how to make or change system settings by providing the related system recording*

Access role-based content in the format that suits you best

Subscribe to the SAP Enterprise Support Academy newsletter
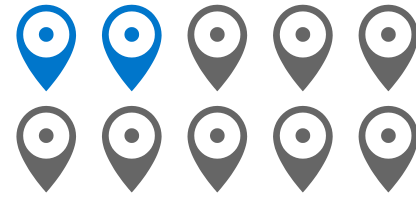
SAP Enterprise Support: 330+ Services & Tools Available
Coverage for any situation

15+ available checks and services

50+ available best practices

20+ available quick-IQs

100+ available meet-the-expert sessions

40+ available expert-guided implementation services
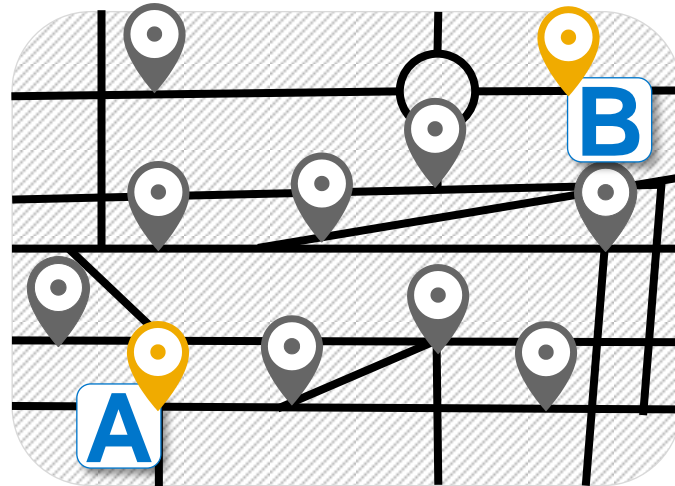
10+ available guided self-services

100+ available accelerated innovation enablement sessions

**How do I find the best way
from point A to point B?**

SAP Enterprise Support Value Maps
The Unique Navigation System for Maximizing Success

Next Milestone: November 15, 2013
Estimated effort: 20 days
Services consumed: 4
200

B

A

Platform

The SAP Enterprise Support value maps are accessible via the **SAP Enterprise Support Academy** (→ business challenge).
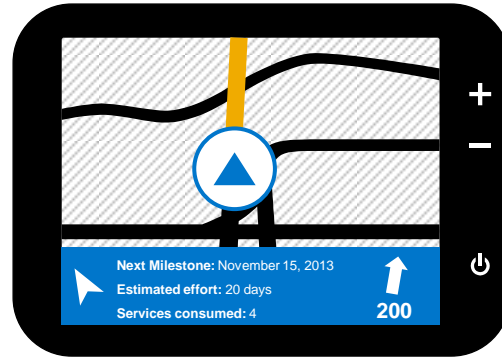
Offering

With SAP Enterprise Support value maps you get a **navigation system** equipped with social collaboration and expert guidance.

Opportunity

Transform SAP support information into impact and get **quicker from A to B.**
This leads to an improved handling of business-critical processes etc.

http://service.sap.com/esacademy

SAP Enterprise Support Value Maps

SAP Enterprise Support value maps
Turn Information into Impact

Input

"What it takes"

- Time
- Resources
- Skills

Next Milestone: November 15, 2013
Estimated effort: 20 days
Services consumed: 4
200

Output

"What you get"

- Efficiency
- Risk reduction
- Effectiveness

SAP Enterprise Support value maps approach

Triggers

Known pain points and indicators for unknown pain points

Analysis

Details on your pain points

Onboarding

Common target
+ investment decision
= agreed action plan

Execution

Of the agreed action plan

Validation & success

Analyze the outcome of the action plan

How to get started with SAP Enterprise Support
Step by step

1. Engage with SAP Active Global Support

2. Leverage Services of SAP Enterprise Support Academy

SAP Solution Manager

3. Setup SAP Solution Manager & Remote Supportability

CCoE

4. Establish Customer Center of Expertise

5. Execute Engagement Methodology

Interact with Customer Interaction Center
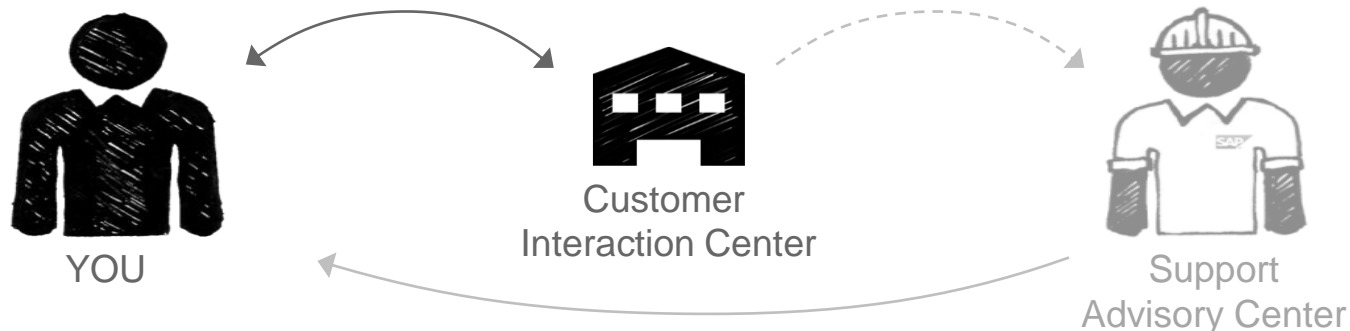
Customer Interaction Center (CIC)

Provides 24 x 7 central point of contact with queries such as:

- Questions and issues around s-user

- SAP Service Marketplace navigation – SAP Support Portal

- Speeding up (acceleration) and escalation of SAP customer incidents

- Entry channel to SAP Enterprise Support advisory center for mission critical support

YOU

Customer
Interaction Center

Support
Advisory Center

Contact the Customer Interaction Center

- Via telephone:
  SAP Note 560499
  (PL:8004911572)

- Via online webform:
  Support Centers

For further details, please refer to:

- SAP Active Global Support Customer Interaction Brochure

# Engage with Support Advisory

Support Advisory is your consistent point of contact:

- Delivers SAP Enterprise Support setup service and SAP Enterprise Support report

- Guide to request and plan delivery of continuous quality checks

- Facilitates mission-critical support for top issues

- Regular follow-up information on agreed actions

YOU

Customer Interaction Center

Support Advisory Center
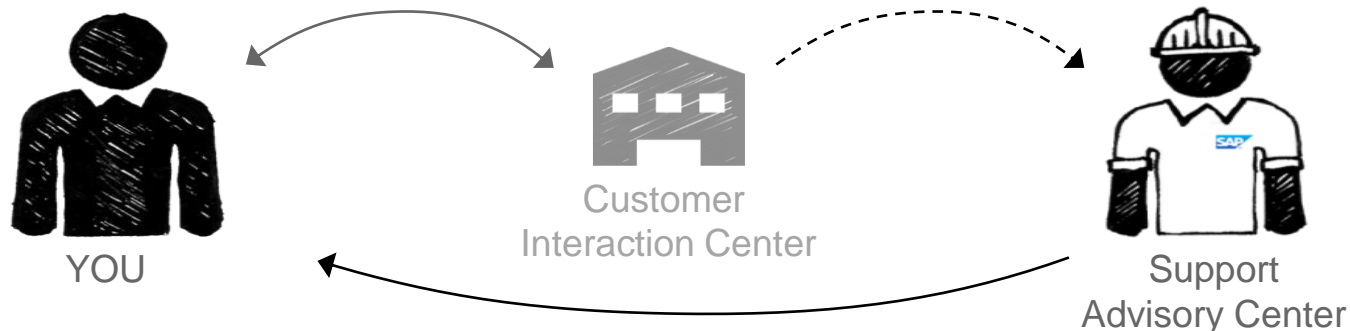
Additional Information

› SAP Enterprise Support Scope Description

› SAP Enterprise Support Overview

› SAP Enterprise Support on SAP Support Portal

SAP Support Backbone
SAP Service Marketplace and SAP Community Network
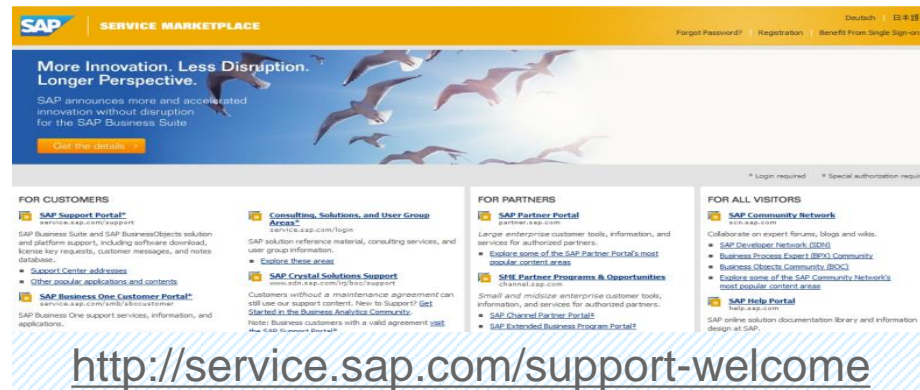
SAP Service Marketplace

Central access to services, software and consulting

SAP Support Portal

- SAP Notes search and message wizard
- SAP software distribution center
- Administration of remote connections
- License key & requests
- SAP service & software catalog

http://service.sap.com/support-welcome

For a personal demo, please register here: http://service.sap.com/portaldemo

SAP Community Network

SAP's professional social network, comprises several collaborative communities

SAP Developer Network (SDN)
Business Process Expert (BPX)

- Discussion forums, blogs & videos
- Quick access to expert advice
- Online trainings
- Software downloads

http://scn.sap.com

System Data Maintenance

Up to date system data is the basis for a great support experience:

- Correct system data helps to achieve a higher quality of search results (e.g. search for SAP Notes)

- Some support applications refer automatically to the system data in order to avoid a repetitive input of data
  (e.g. create a customer message)

Functions which ease system data maintenance:

- The system data overview report allows to review maintained system data at a glance and to easily update them

- System data synchronization between SAP Solution Manager and SAP Support Portal can be used

Additional Information

- Maintain System Data
- Learn about System Data Maintenance
- System data overview report
- System data synchronization between SAP Solution Manager and SAP Support Portal
- How to maintain System Data (YouTube)
- System data maintenance collective note (172481)

Customer Message

Create customer message with following content:

- Choose Installation and system number
- Select the correct component
- Enter S-user/person getting the error message
- Provide step by step description including navigation and description of expected results
- Add screenshot of error message
- Open service connection
- Provide login data (SAP Note 508140)
- Carefully select the priority of a message (SAP Note 67739)

For any problem with this application create a message under component: XX-SER-SAPSMP-IBX

Access the topic directly via this Quick Link:
http://service.sap.com/message

Additional information:

- How to create a "Perfect Customer Message" in SMP (YouTube Video)
- Support Essentials (PDF Presentation)
- Support Essentials (MTE Replay)
- The perfect Customer Message (MTE Replay)
- How to Manage Messages on the Service Marketplace (Quick IQ)

Leverage Continuous Quality Checks

Continuous Quality Checks (CQC)

- Remote services which help you to reduce technical risks and outline optimization potentials

- Example: The continuous quality check for Upgrade ensures that SAP solutions continue to operate efficiently after an upgrade by taking proactive action

Benefits:

- Cut down on time and budget for implementation and innovation
- Improve system performance, availability, stability and data consistency
- Proactive hands-on help by SAP
- Comprehensive set of continuous quality checks available

Additional Information

- › SAP Enterprise Support Services
- › Continuous Quality Checks Information Sheets for Service Delivery

Open a customer message on component SV-BO-REQ to request a remote service

Possible Outlook On A Future Delivery Model
Of SAP Enterprise Support

SAP Enterprise Support
Information platform

SAP Enterprise Support
Value maps

SAP Enterprise Support
Booking via SAP Store

Powered by SAP Solution Manager

SAP Enterprise Support 2014 …

We have great assets and
a strong basis…

… and now we continue to
become even better in future!

SAP Solution Manager

SAP Enterprise Support Academy

SAP Enterprise Support value maps

+

SAP mobile solutions

SAP Enterprise Cloud

SAP HANA

Thank you!

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