SAP for Me
Your Digital Companion for Your Intelligent Enterprise

CAA116

SAP TECHED

Speakers

Las Vegas
September 24–27, 2019

Jürgen Jakowski

Barcelona
October 8-10, 2019

Robert Wetzold

Bangalore
November 13-15, 2019
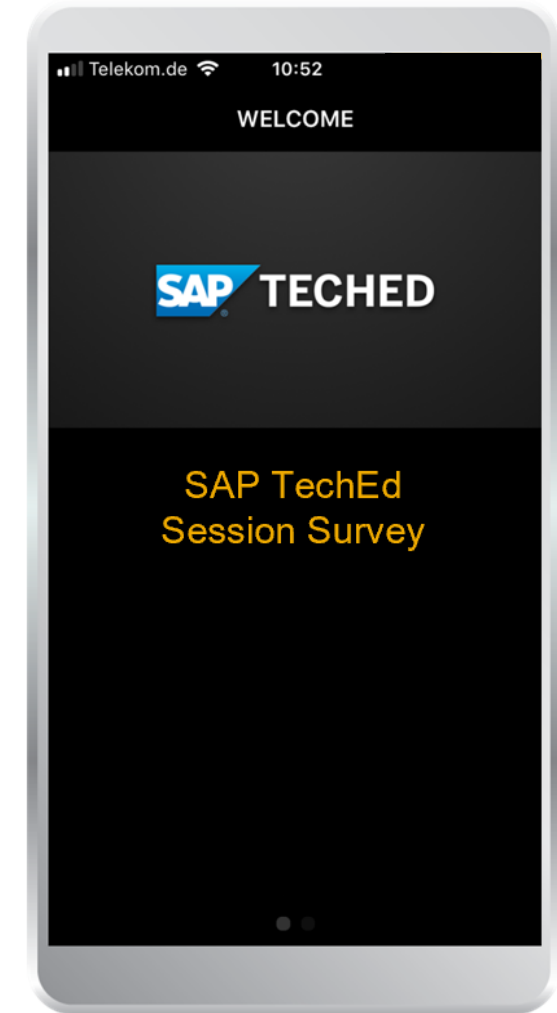
Sandhya Hariharan

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Agenda

Why SAP for Me is important

- The vision and goals of SAP for Me

What SAP for Me is in detail
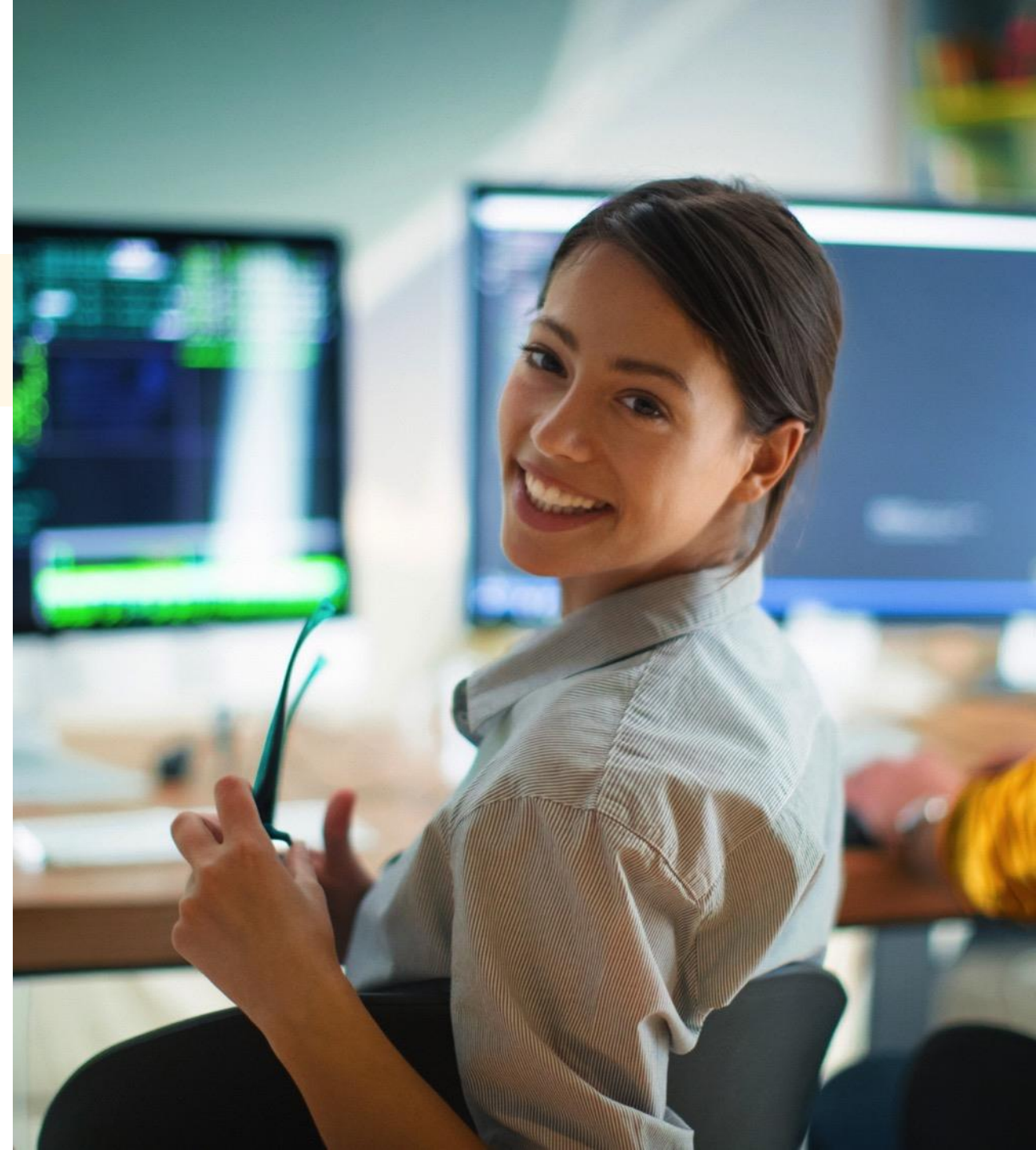
- Key features, content, architecture

How SAP for Me looks like

- Demo

Outlook

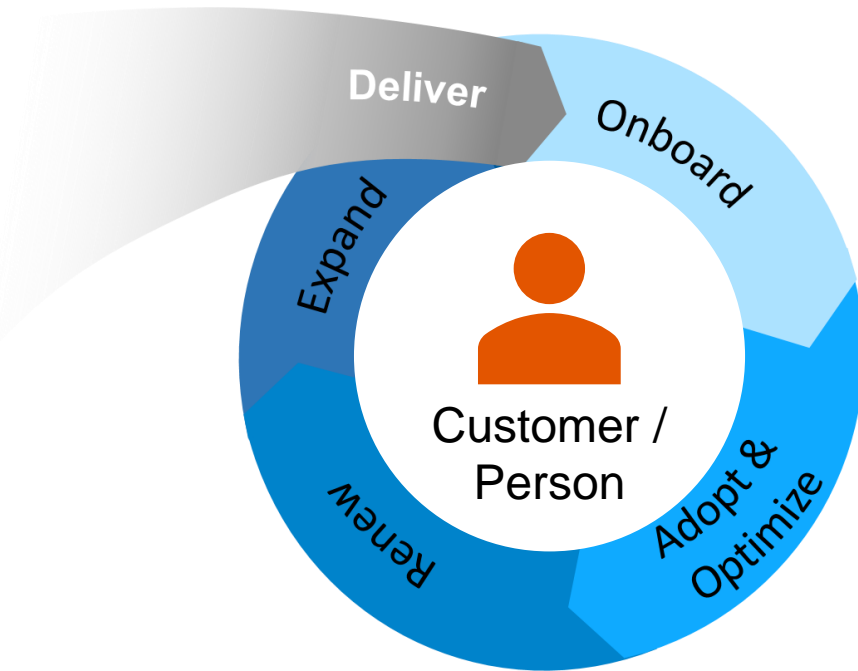- Roadmap and upcoming feature highlights

Q&A

Initial question

Do you know the SAP experts and contacts available for you?

Where to get answers to your questions?
Examples of what SAP for Me is going to address

Product Introduction

- When will **my product** be available and how can I get access?
- How can I enter **my contacts** and who are my contacts at SAP?
- Where can I find **best practices** and which **SAP Services** are available to me?
- Who is going to help me **learn more** about my product? SAP? Or my Partner?
- How can we establish **training** / learning for our end users?

Usage

- Can I get insight into the **current usage** of my product and improve it?
- How does my **license consumption** look like?
- Which **SAP Services** are (still) available?
- What happens in case of an outage and what is my **reporting and scalation path**?
- What are the details of the respective **SLAs** and where can I find my **contract details**?
- How can I extend, increase or decrease **my licenses**?

Beyond usage

- What is the **functionality in use vs. the functions not in use**, yet?
- Are there additional **implementation or deployment examples** for my products?
- Are there **reference customers** for this application?

WHO needs WHICH information, and WHERE does it come from?

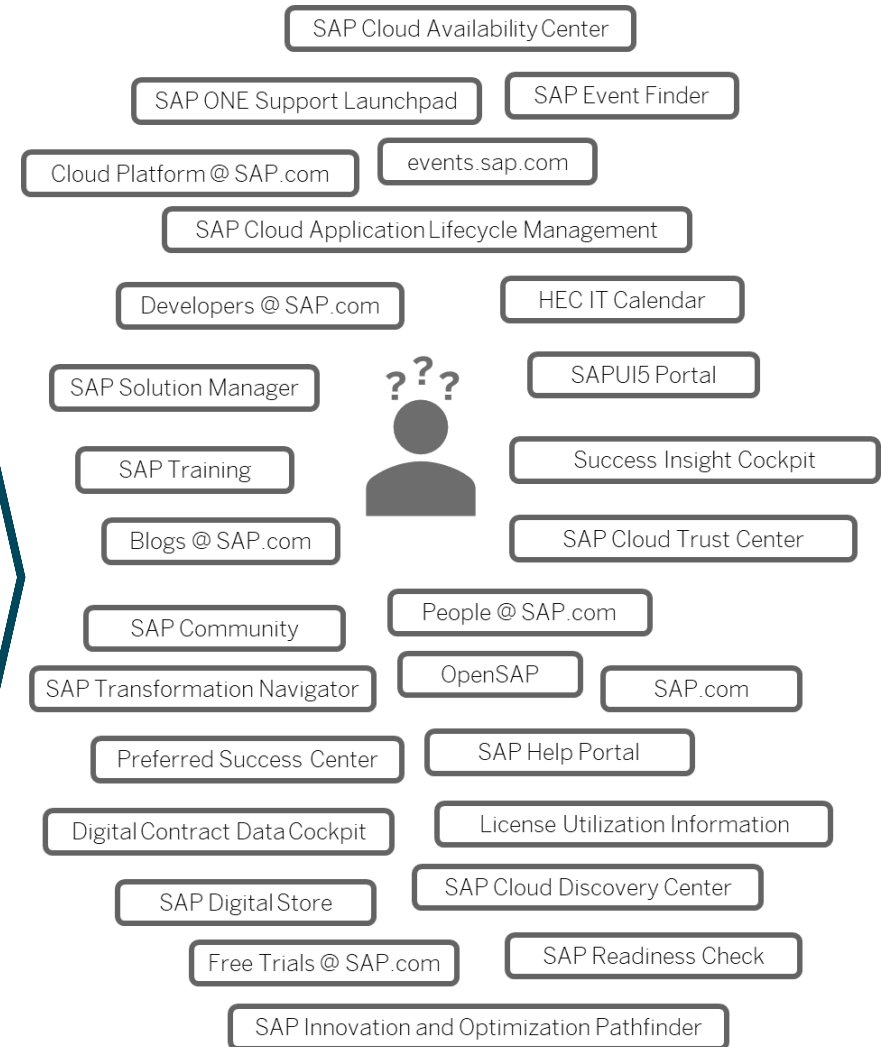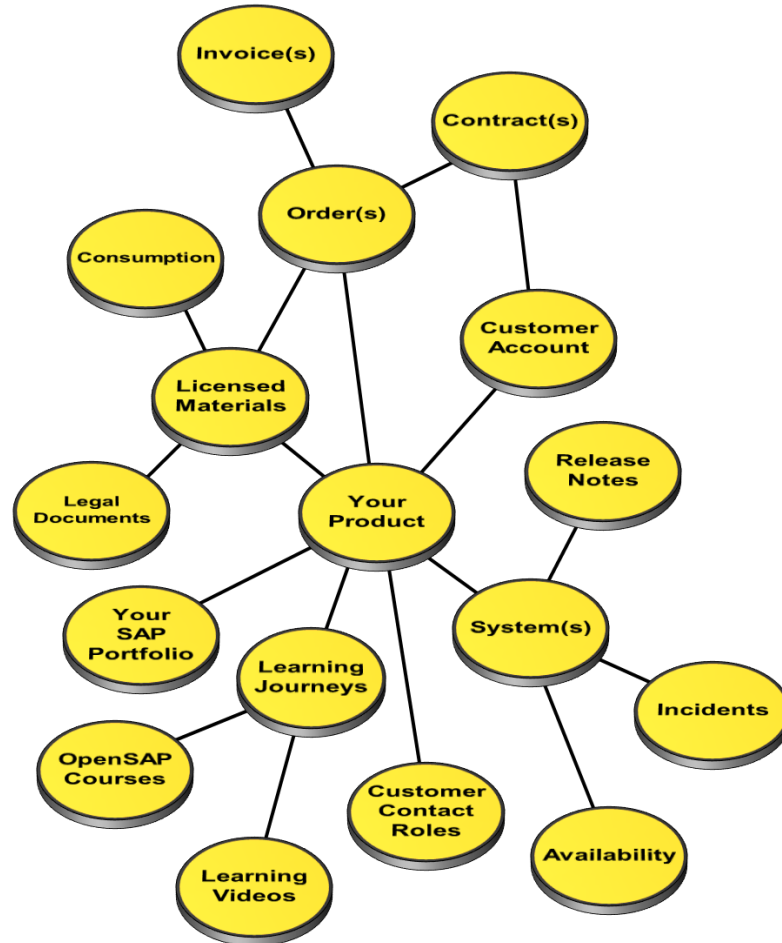Important information is often hard to find or simply not available
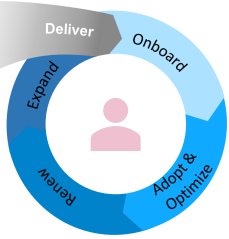
Key Contacts
- Main Contact
- Contact Person IT
- Financial Contact

Additional Decision Makers
- Primary Business Owner
- Process Owner
- Process Admin
- Project Manager
- Enablement Contact

Cycle diagram labels: Deliver, Onboard, Adopt & Optimize, Renew, Expand

Network diagram (yellow nodes):
- Invoice(s)
- Contract(s)
- Order(s)
- Consumption
- Customer Account
- Licensed Materials
- Legal Documents
- Your Product
- Release Notes
- Your SAP Portfolio
- Learning Journeys
- System(s)
- OpenSAP Courses
- Customer Contact Roles
- Incidents
- Learning Videos
- Availability

Right side boxes:
- SAP Cloud Availability Center
- SAP ONE Support Launchpad
- SAP Event Finder
- Cloud Platform @ SAP.com
- events.sap.com
- SAP Cloud Application Lifecycle Management
- Developers @ SAP.com
- HEC IT Calendar
- SAP Solution Manager
- SAPUI5 Portal
- SAP Training
- Success Insight Cockpit
- Blogs @ SAP.com
- SAP Cloud Trust Center
- SAP Community
- People @ SAP.com
- SAP Transformation Navigator
- OpenSAP
- SAP.com
- Preferred Success Center
- SAP Help Portal
- Digital Contract Data Cockpit
- License Utilization Information
- SAP Digital Store
- SAP Cloud Discovery Center
- Free Trials @ SAP.com
- SAP Readiness Check
- SAP Innovation and Optimization Pathfinder

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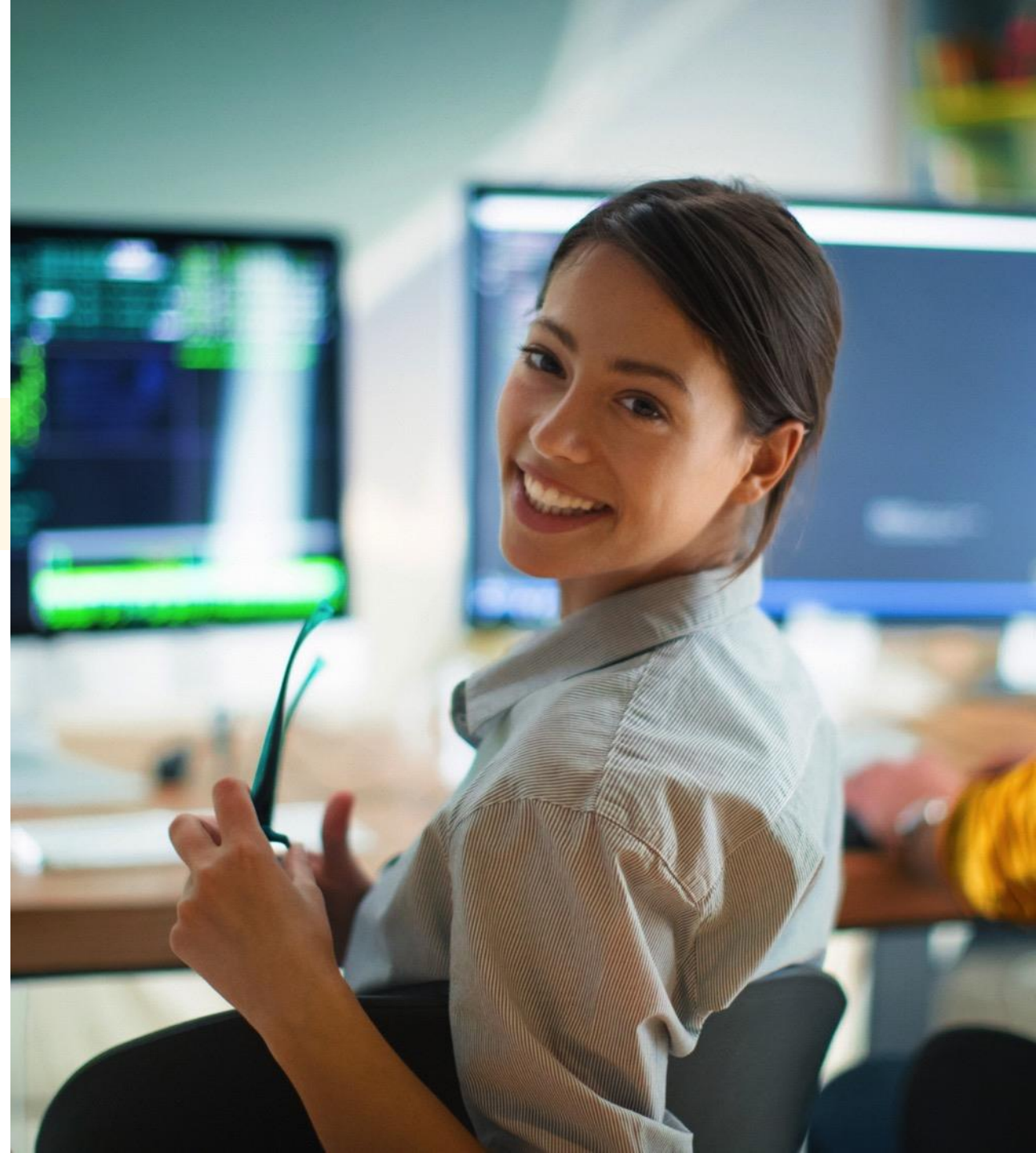▪ Key features, content, architecture

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Outlook

▪ Roadmap and upcoming feature highlights

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What is SAP for Me?
It is made for YOU!

Every SAP customer who uses SAP for Me as a **digital companion** along their journey will get transparency across their SAP solutions and guidance to relevant actions, in one place.
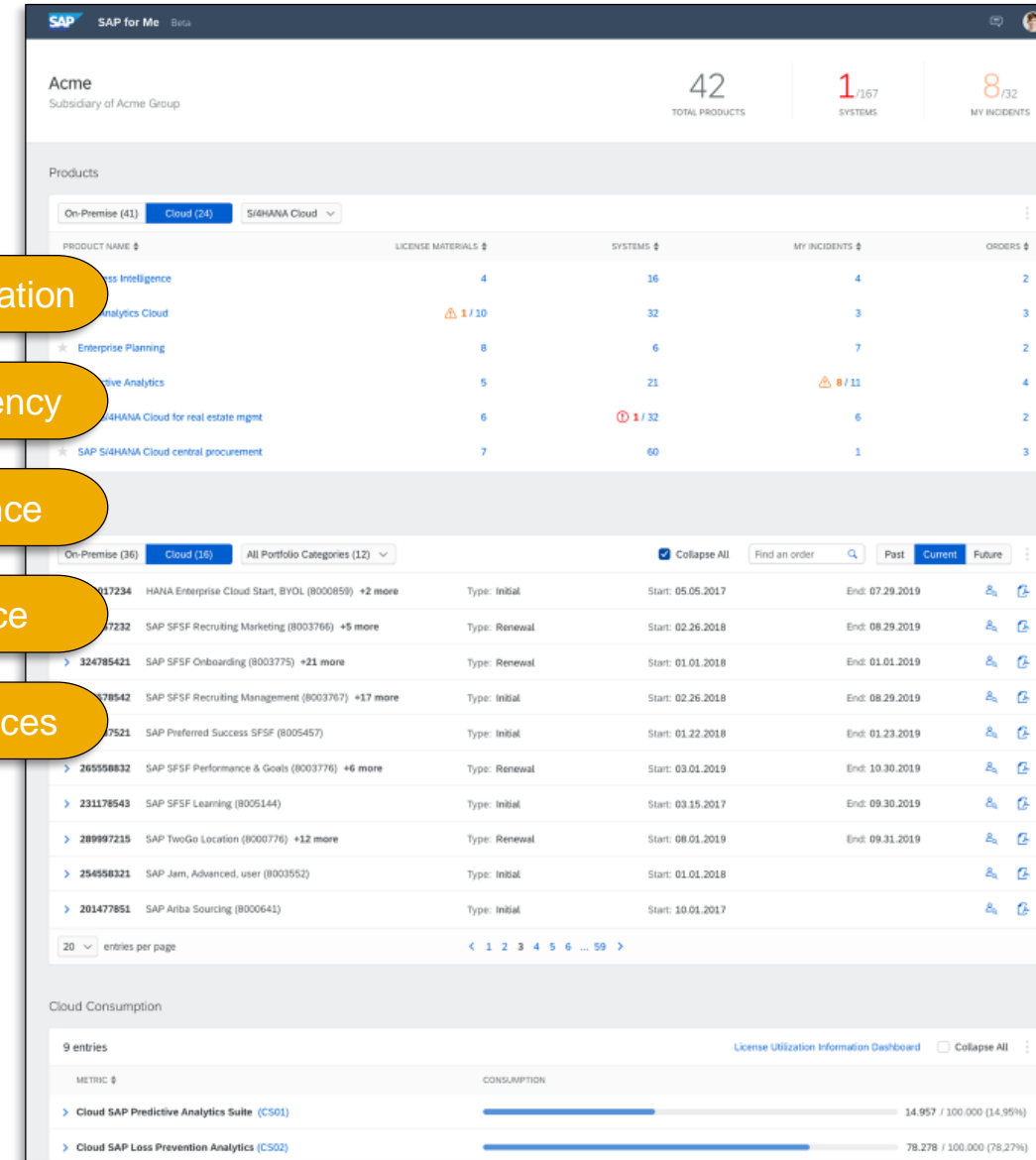
Personalization

Transparency

Intelligence

Guidance

Self-Services

Capability Map of SAP for Me (Level 1)

Overview of existing capabilities and mid-term outlook

	Me		My Company			
My interests & insights	My interests & roles	My insights				
SAP Portfolio	• My Products* • My Services* • My Trials*		Purchased SAP products	Purchased SAP services	Influence & Roadmaps	Usage & Improvements
Finance	• My Orders*		Orders	Licenses & Consumption	Invoices	Entitlements
Systems	• My Systems*		Systems	Provisioning & Availability		
People & Support	• **My Incidents** • **My Contacts**		Company Contacts	SAP contacts	Incidents	Partner Contacts
Knowledge & Learning	• **My Learnings** • My Learning Certificates*		Learning journeys	Learning Management		

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Capability Map of SAP for Me (Level 2)
Overview of existing capabilities and mid-term outlook

Note: This slide is intended as detailed view in the downloadable document

Areas with available capabilities
(See capability map document for details)

Planned in future updates of SAP for Me
(see roadmap documents for details)

* **Me - capabilities planned in future updates**
(see roadmap documents for details)

My interests & insights

My Interests & Roles
- My customer contact role(s)*
- My interests*

My Insights
- My calendar*
- My notifications*
- My important actions*
- My surveys*
- My dashboards*
- My recommendations*

SAP Portfolio

My focus
- My products*
- My services*
- My Trials*

Purchased SAP Products & Services
- Purchased SAP products (cloud)
- Purchased SAP products (on-premise)
- Product Categories*
- Purchased SAP services*
- Product-related legal documents*

Influence & Roadmaps
- Product-related Roadmaps*
- Product-related influence channels*

Usage & Improvements
- Product-related feature usage*
- Product-related improvement recommendations*
- Active trials*

Finance

My focus
- My orders
- License over-consumption alert (cloud)
- License over-consumption alert (on-premise)*

Orders & Invoices
- Product-related orders
- Account-related orders
- Account-related invoices*
- Invoices-related orders*

Licenses & Consumption
- Licensed materials
- License consumption (cloud)
- License consumption history*
- License consumption (on-premise)*
- Maintenance contracts*
- Product-related entitlements*

Systems

My focus
- My systems*

Systems
- Product-related systems
- Current system status (cloud)
- Availability of system incl. historical view
- Provisioning requests
- Provisioning requests and status*

Provisioning & Availability
- Availability of system (historical view)*
- Upcoming maintenance events*

People & Support

My focus
- My company contacts
- My SAP contacts
- My incidents

Company Contacts
- Post-sales customer contacts (display only)
- Contractual customer contacts (display only)*
- Contractual customer contacts (manage & display)*
- Post-sales customer contacts (manage & display)*

SAP Contacts
- SAP contacts related to account / product

SAP Partner Contacts
- SAP Partner contact related to account*

Incidents
- Incidents across SAP portfolio
- Incidents related to a product
- Incident-related knowledge-base articles

Knowledge & Learning

My focus
- My learnings
- My learning certificates*

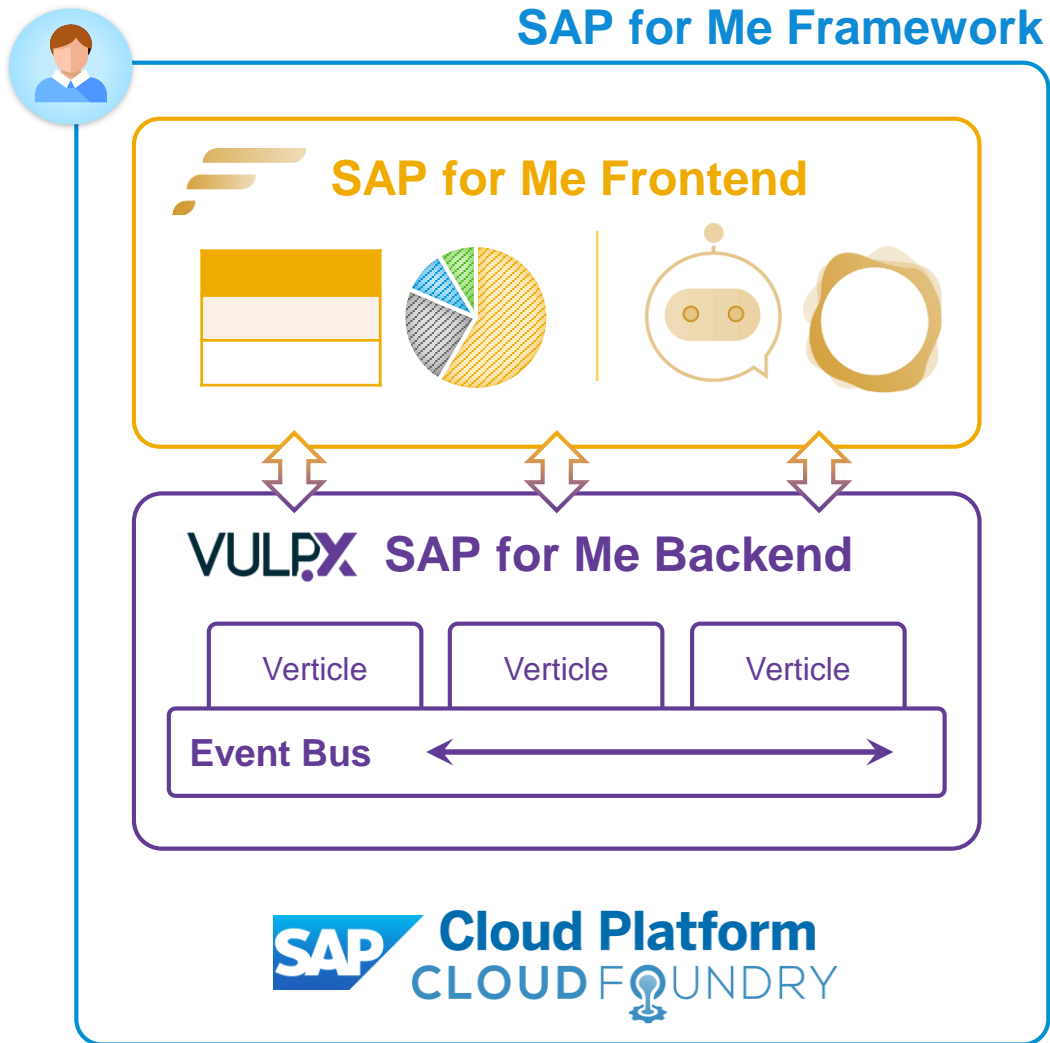**Learning Journeys**
- Product-related learning journeys

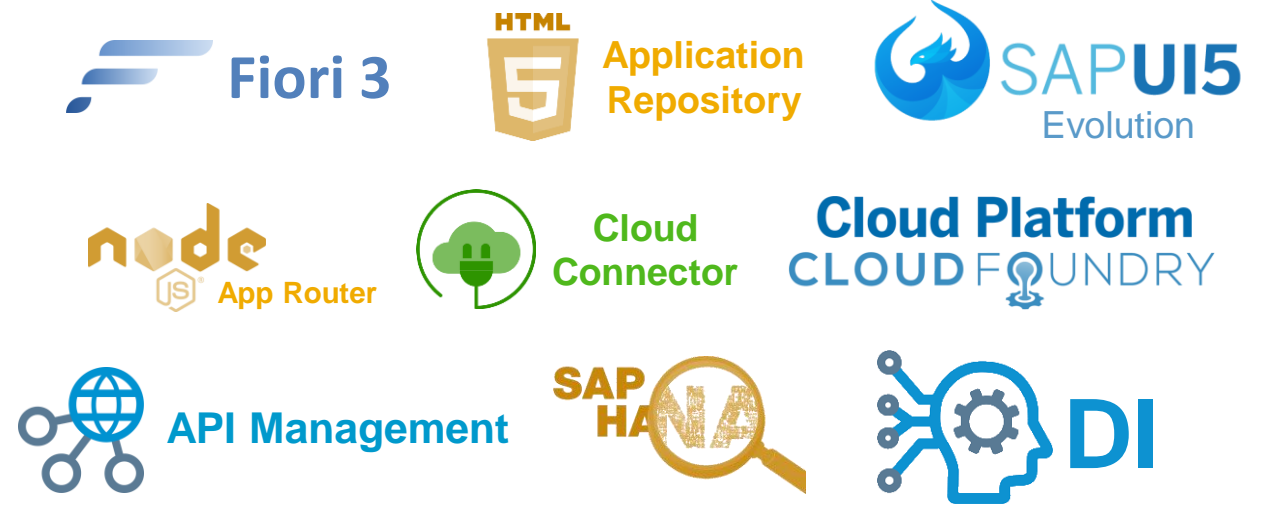**Learning Management**
- Company-wide learning status

Knowledge
- Product-related help documentation*
- Product-related release notes*
- Product-related knowledge-base articles*
- Customer success enablement content*

SAP for Me Technology Overview

SAP for Me Framework

SAP for Me Frontend

VULP.X SAP for Me Backend

Verticle	Verticle	Verticle

Event Bus ⟷

SAP Cloud Platform CLOUD FOUNDRY

Full-Stack SAP Technologies:

- Fiori 3
- HTML5 Application Repository
- SAP UI5 Evolution
- node JS App Router
- Cloud Connector
- Cloud Platform CLOUD FOUNDRY
- API Management
- SAP HANA
- DI

Other Technologies & open source:

- Akamai
- VERT.X
- kafka
- VULP.X
- mongoDB
- Sap Machine

SAP for Me starts as open beta

You can check it out immediately at me.sap.com, using your S-user or the Try-Me function

Start

Evolve

Based on
<u>initial</u> customer feedback

Based on a broad customer feedback that reflects the complete customer base and all relevant user roles

✓ **Overall Customer Satisfaction**

✓ **Customer Feedback**

✓ **Functional Completeness**

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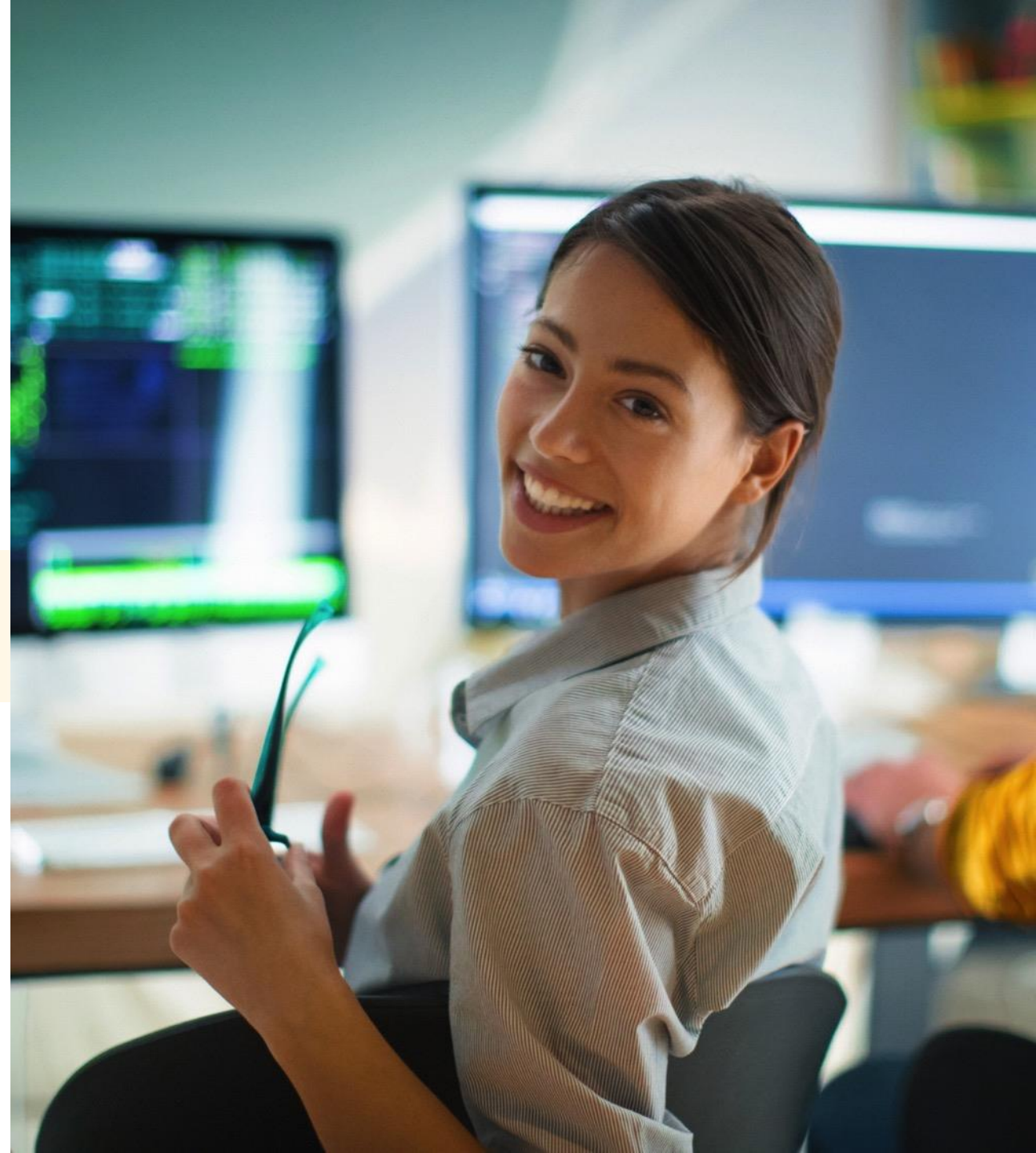
The **user interface** of SAP for Me
Demo
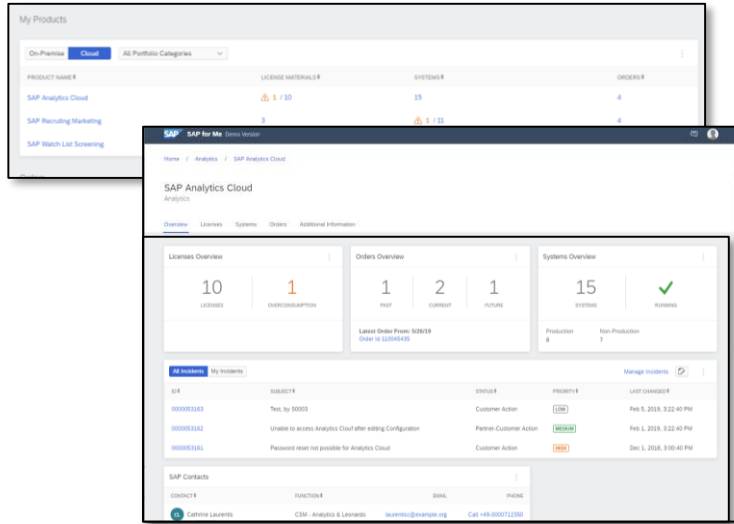
From
Product overview
to
Product details
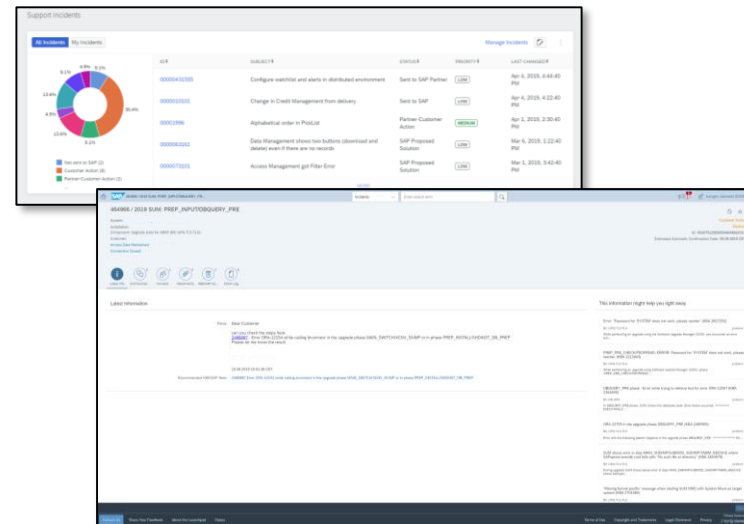
From
Incident overview
and
Product incidents
to
SAP ONE Support Launchpad

From
Product details
To
Learning content

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Roadmap of SAP for Me (Level 2)

What you can expect in the near future

2019	2020

Launch capabilities:

SAP Portfolio

- Purchased SAP products (on-premise & cloud)

Finance

- Product- & account-related orders
- Licensed materials
- License consumption (cloud)

Systems

- Product-related systems
- Current system status (Cloud)

People & Support

- Incidents across SAP portfolio
- Incidents related to a product
- Post-sales and contractual customer contacts (display only)
- Product-related SAP contacts

Knowledge & Learning

- Product-related learning journeys
- Company-wide learning status

Planned capabilities for 2019:

SAP Portfolio

- Product Categories
- Product-related legal documents

People & Support

- Post-sales customer contacts (manage)

Finance

- License consumption history
- License consumption (on-premise)
- Account-related invoices

Systems

- Upcoming maintenance events
- Provisioning requests status

My Interests & Insights

- My calendar / My notifications

Additional enhancements

- Universal ID integration (Authentication)
- Mobile Enablement (Responsive Design)

Capabilities planned until end of 2020:

SAP Portfolio

- Purchased SAP services
- Product-related
  - roadmaps
  - influence channels
  - feature usage
  - Improvement recommendations
- Active trials

Systems

- Availability of system (historical view)
- Provisioning & Termination requests

Finance

- Maintenance contracts / renewals
- Product-related entitlements

People & Support

- Contractual customer contacts (manage & display)
- SAP Partner contact related to account

Knowledge & Learning

- Product-related
  - help documentation
  - release notes
  - knowledge-base articles
- Customer success enablement content

Additional enhancements

- Mobile Enablement (Native)
- Chatbot Integration
- Situation-based guidance
- Smart recommendations
- UID Integration (Consent / Interests)

Disclaimer: This road map represents SAP's current plan, but is subject to change without any prior notification.

Upcoming feature highlights

Two examples to show the integration potential of SAP for Me

My Calendar

My Communication

Satellite Integration Scenarios

Behind the scenes: How we are going to do the integration of satellites within SAP for Me
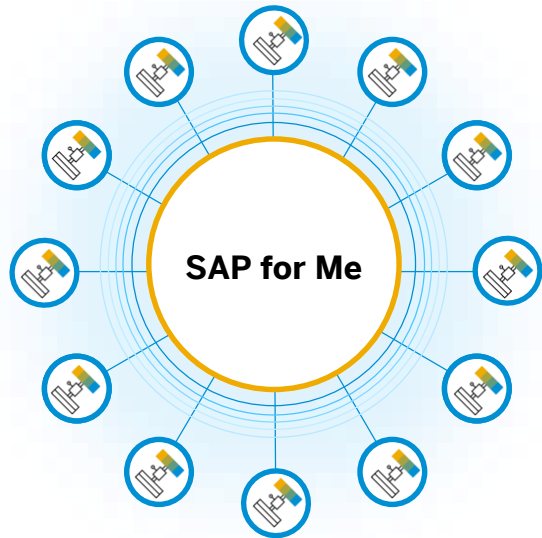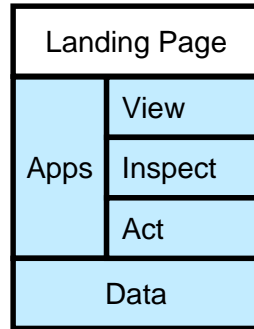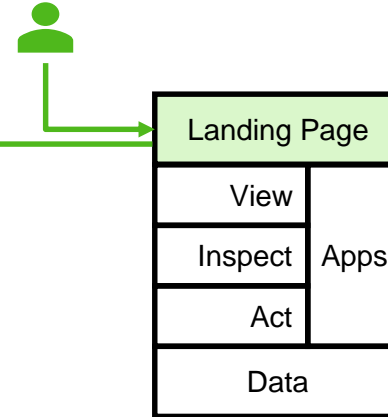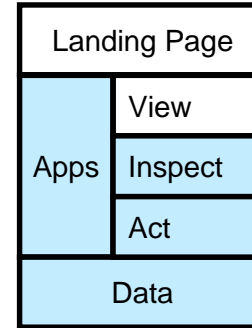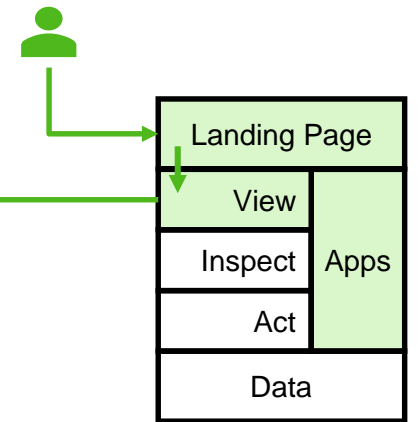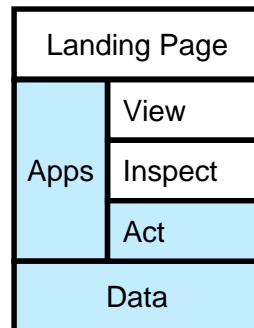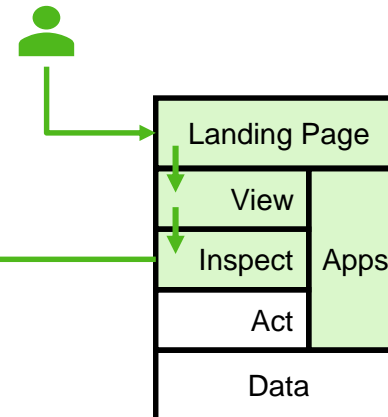
Agenda

Why SAP for Me is important

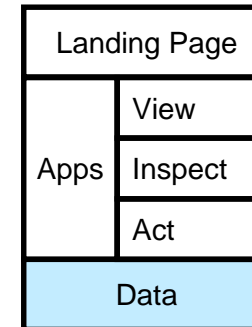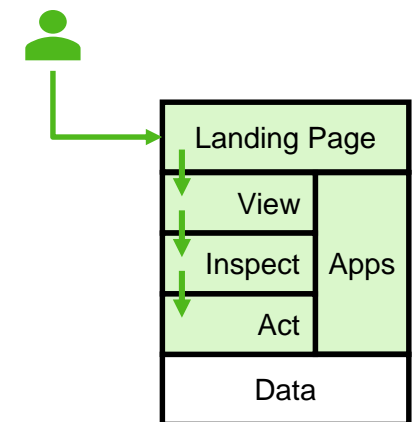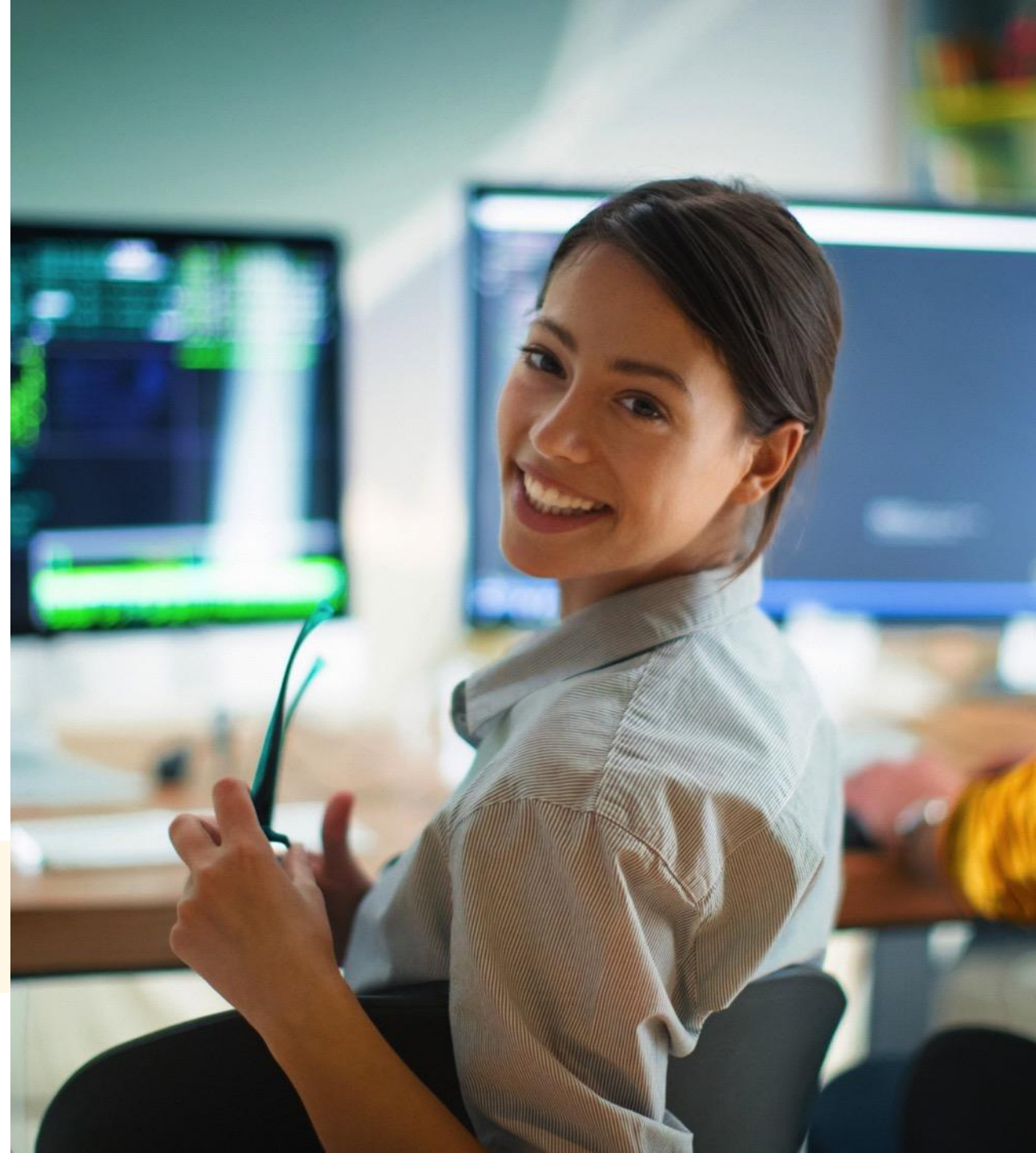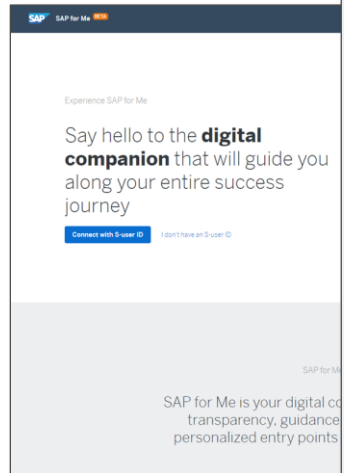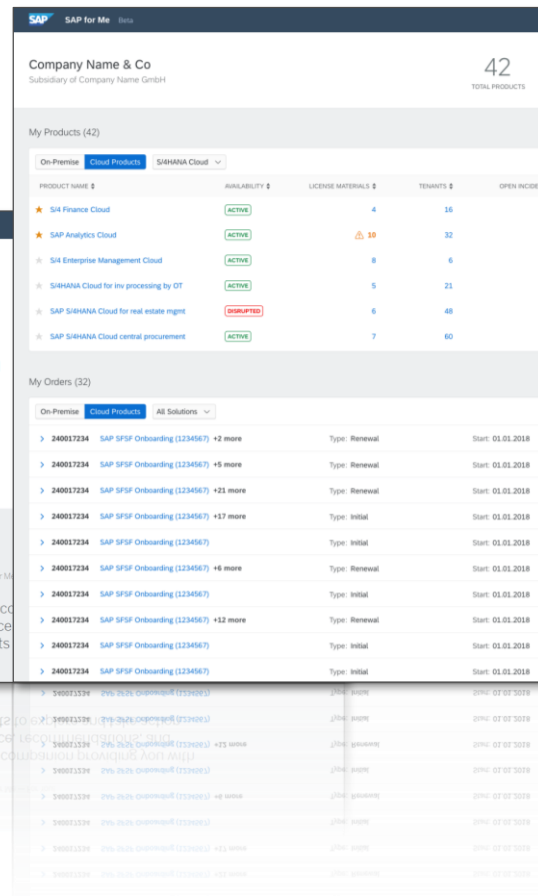- The vision and goals of SAP for Me

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SAP for Me is made for you

Detail Pages

Intelligent Home

Website
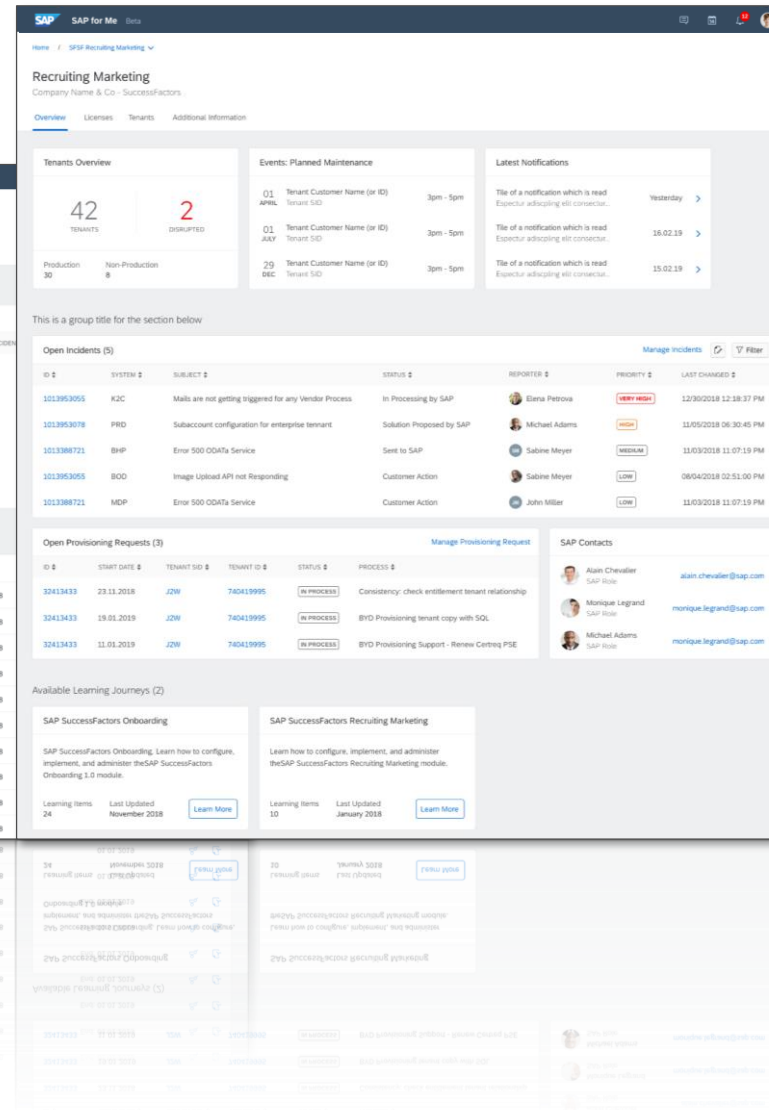
Transparency across your complete SAP Portfolio

Focus on your role and interests

Structured Communication

Self-Services

Initial entry point for everyone

SAP for Me
me.sap.com

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- CAA6 - Manage a hybrid SAP solution landscape

Related SAP TechEd sessions

- CAA808 - Road Map: SAP Cloud ALM
- CAA214 - Define and Run Cloud-Based Customer Experiences with SAP C/4HANA Foundation

Public SAP Web sites

- SAP for Me: me.sap.com
- SAP Community: www.sap.com/community
- SAP products: www.sap.com/products

Thanks for attending this session.

Feedback

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Contact for further topic inquiries

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Twitter: @JJComment

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