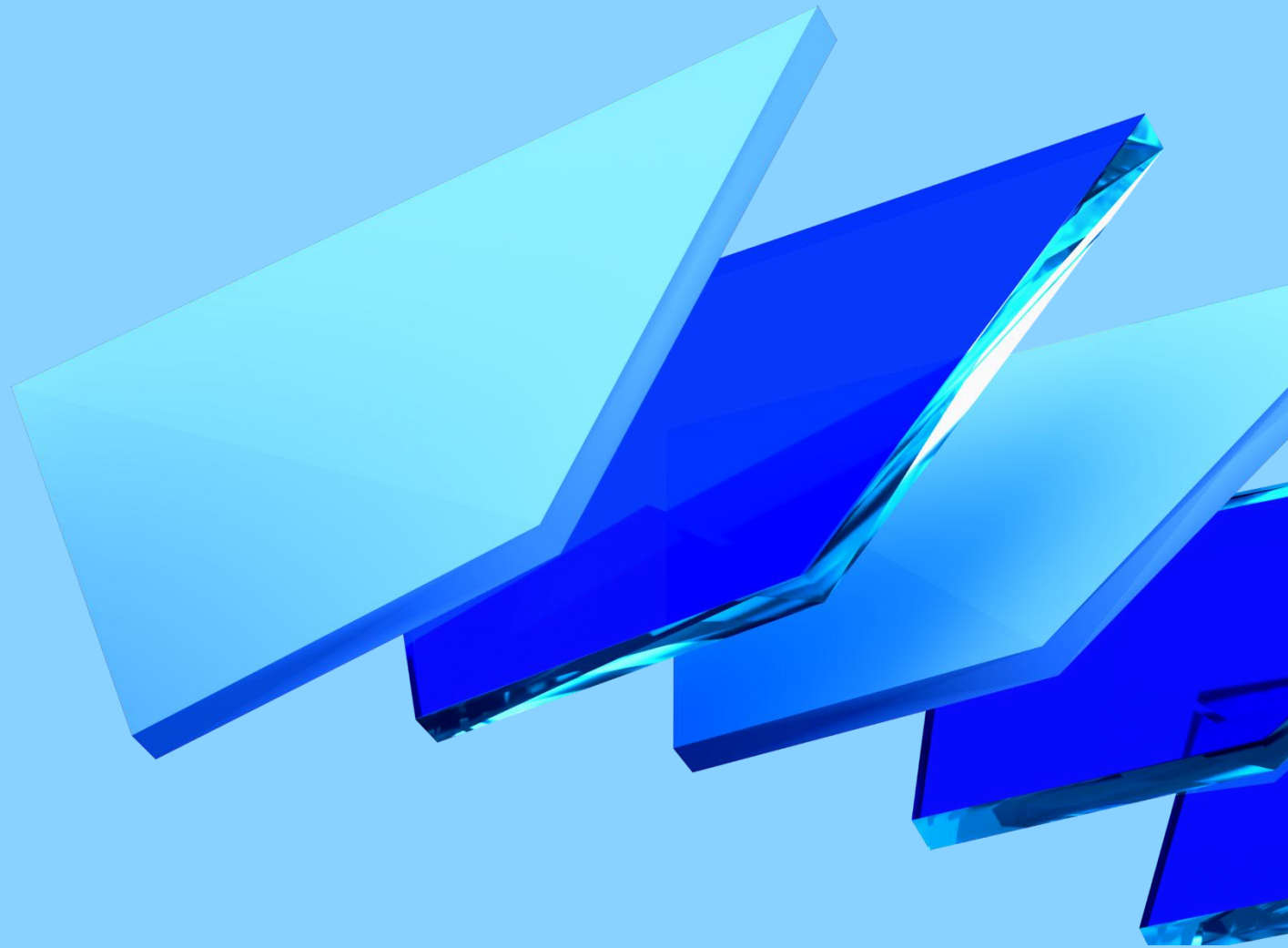


SAP for Me

Release Update Q2.2026

July 2026

PUBLIC



Agenda

01 Welcome

02 SAP for Me Partner

03 Provisioning Details Card

04 Joule in SAP for Me

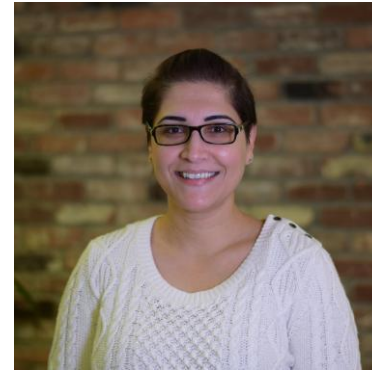
Meet your speakers (DE)



Anna Withum
SAP for Me Strategy &
Customer Engagement



Maresa O'Toole
SAP for Me Partner



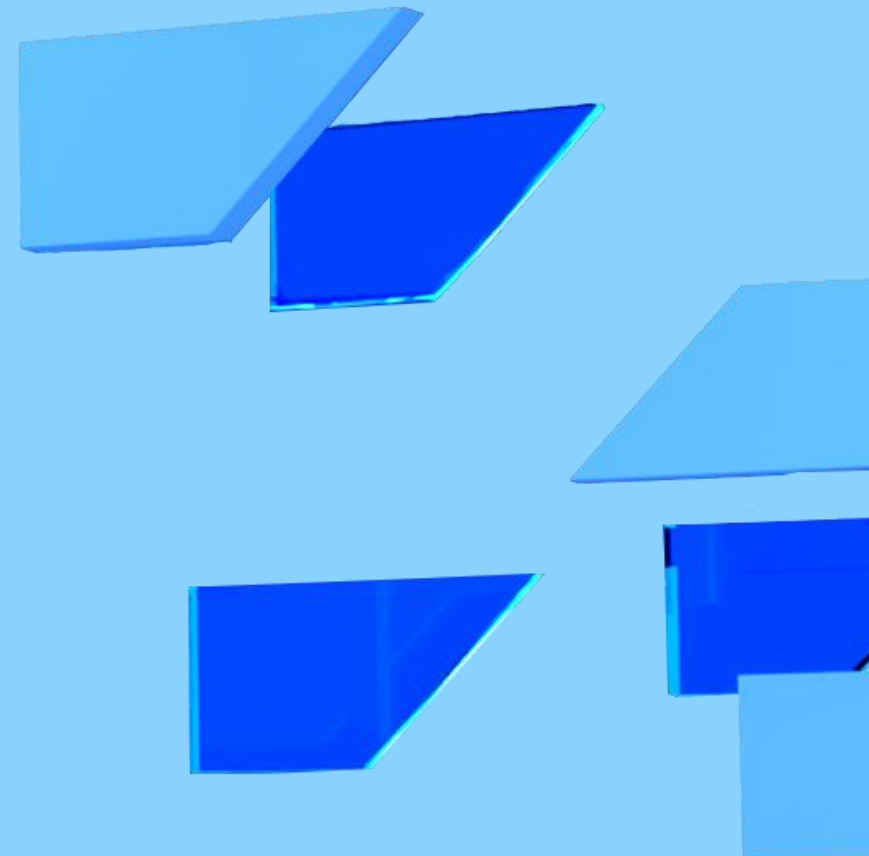
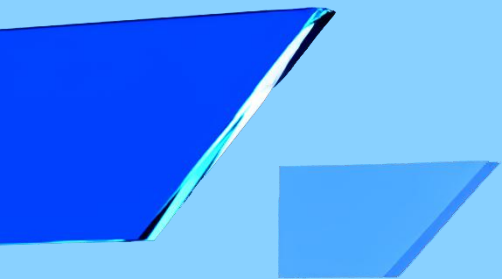
Felicia Shafiq
Joule in SAP for Me



Bertram Ganz
SAP for Me Product
Management (DEPLOY)



SAP for Me Partner



Key Updates

01

New Business Planning Card — Now Live

The new, refreshed Business Planning card is now available in the Planning & Performance tab within SAP for Me for Partners. It provides a dedicated view for monitoring your business plan status.

02

Revenue Plan & Performance Metrics

New KPIs are surfaced directly in the card: Planned EUR, In Pipeline EUR, Pipeline Coverage, Actual EUR, and Plan Attainment %. Quarterly bar chart visualisation included (Actual vs. Pipeline vs. Planned).

03

Partner-Specific Revenue Breakdown

Revenue targets are now segmented by business model: CCFLEX/Resell, Managed Service Provider, On-Premise, and Partner Driven - alongside Committed Net New Names for headcount planning.

04

Filter Support

The new filters implemented for the Business Planning card, allowing partners to review their business plan performance for the selected fiscal year and by solution area, sales segment, business model and industry

Benefits for Partners

Single Source of Truth for Business Planning

Partners gain a consolidated view of their business plan, actuals, and pipeline in one place - eliminating the need to cross-reference multiple reports.

Real-Time Visibility into Plan Attainment

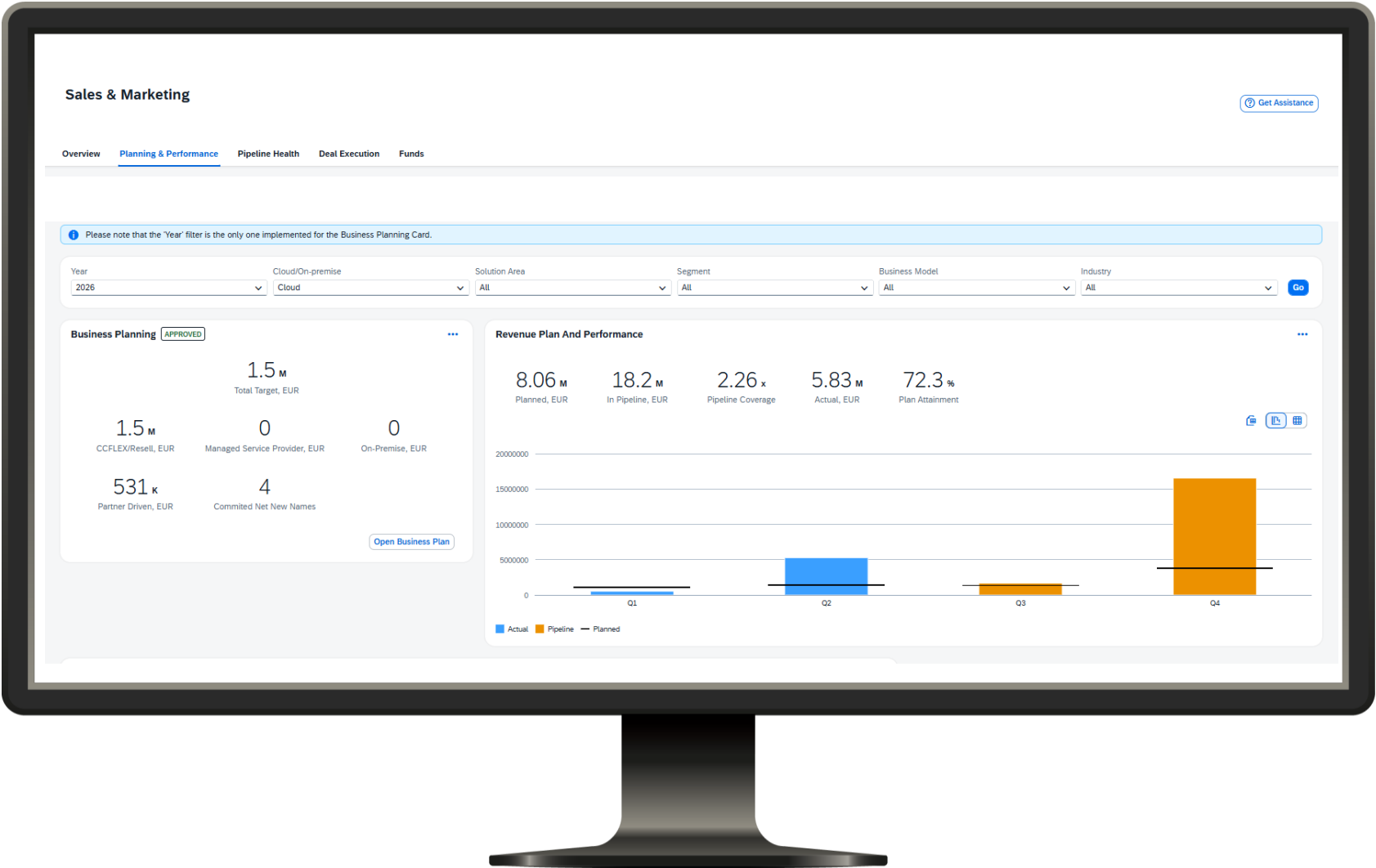
With live Plan Attainment % and Actual metrics, partners can immediately assess performance against targets and take corrective action where needed.

Improved Pipeline Transparency

In Pipeline and Pipeline Coverage ratio give partners clear foresight into forecast reliability and pipeline health across the fiscal year.

Partner-Centric Metrics & Accountability

Partner Driven and Committed Net New Names metrics tie directly to partner commitments, enabling more transparent performance conversations with SAP.

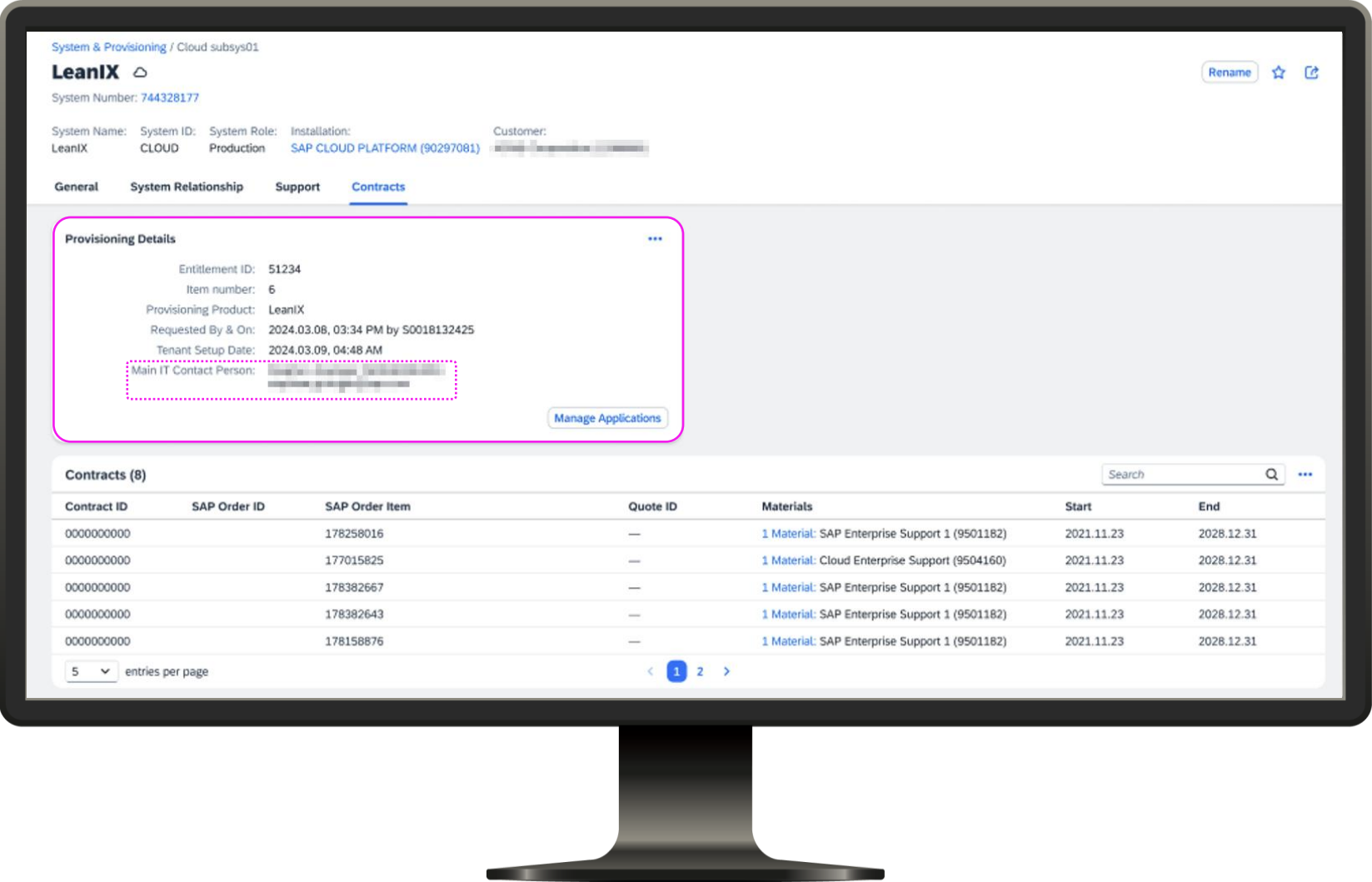


New Provisioning Details Card

Systems & Provisioning Dashboard > System Details Page

New Provisioning Details Card

View Main IT Contact Person and More



At a Glance

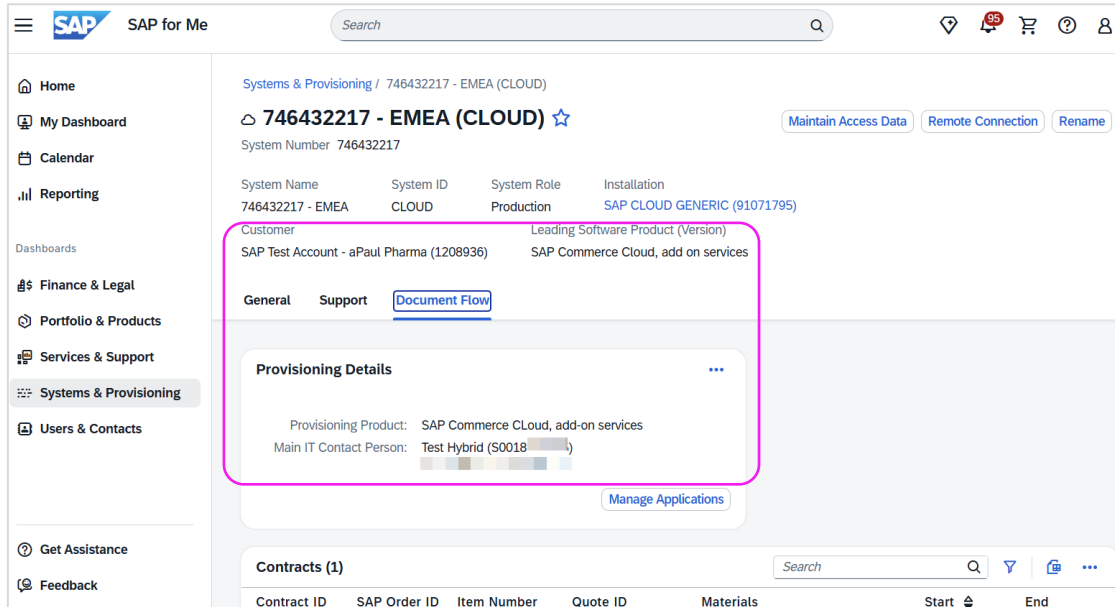
A new information card for **Provisioning Details** on the *System Details* page that surfaces the origin story of a cloud tenant: who requested it, when it was provisioned, and which contractual Main IT Contact it traces back to.

- Provisioning Product
- Requested by & on (or "Auto provisioned")
- Tenant Setup Date
- **Main IT Contact** from contract signing
- *Entitlement ID* and Item Number
- *"Manage Applications"* link to reach the *Provisioning & Integration* dashboard for a *Product Package*

Available for public cloud systems with standard entitlement-based provisioning.

New Feature: Provisioning Details Card

See Release Notes Wave 8 2025 - SAP for Me Portal



Provisioning Details card in SAP for Me (Document Flow tab)

Key Information Shown

- Provisioning Product
- Requested By & On (or 'Automated')
- Tenant Setup Date
- **Main IT Contact Person** (name, S-user, email)
- BTP End Customer (if applicable)
- Entitlement ID & Item Number
- Fulfillment Request ID
- **"Manage Applications"** button (for *Product Packages*)

For a public cloud system, the card displays technical details about its provisioning process including setup date and main IT contact at creation.

For *Product Package* entitlement systems, *Manage Applications* navigates to the product package applications tab in *Portfolio & Products*.

How to Access

SAP for Me Portal > Systems & Provisioning dashboard
> Provisioning tab or Systems tab > Select a system
> In System Details Page select Document Flow tab
> View Provisioning Details card

Visibility

The card appears for public cloud systems where provisioning details are available. Systems without a standard provisioning flow may not show the card.

NOTE: Provisioning process details not included in any Excel export

None of the provisioning process details (*Requester, Setup Date, Main IT Contact, Entitlement IDs, Fulfillment Request ID*) are included in the *Provisioning Status* or *Public Cloud Systems List* Excel exports. These exports only contain system-level metadata.

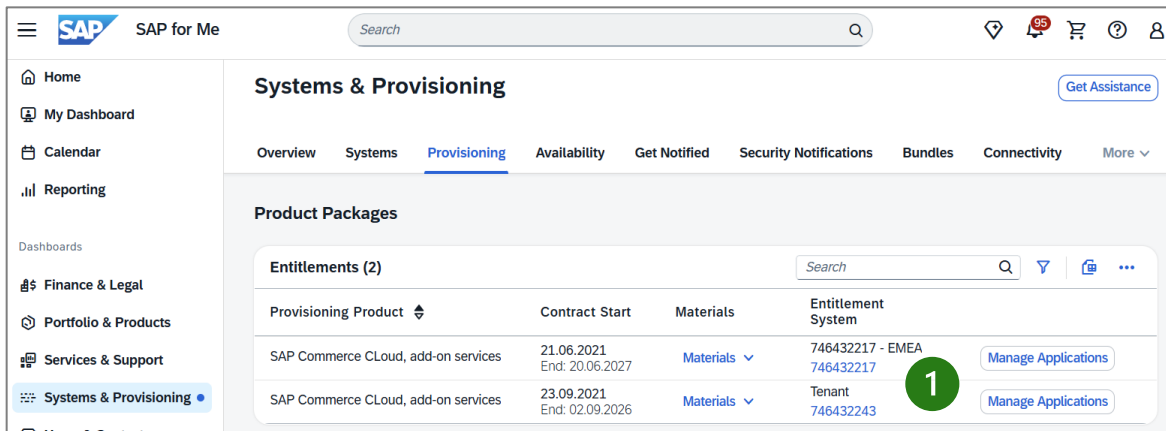
Provisioning Details Card in System Detail Page

When does the Card Appear?

In Scope

Principle: The scope is purely technical. The card appears if and only if there is an entitlement directly linked to the system.

- Systems directly bound to valid entitlement with 'Provisioned' status
- Entitlement **systems for product packages** 1
- Most **subscription-based cloud systems** following the standard SAP provisioning process 2
- Go-live date of the new card does not impact availability of the feature on cloud system / contract level (applies retroactively)

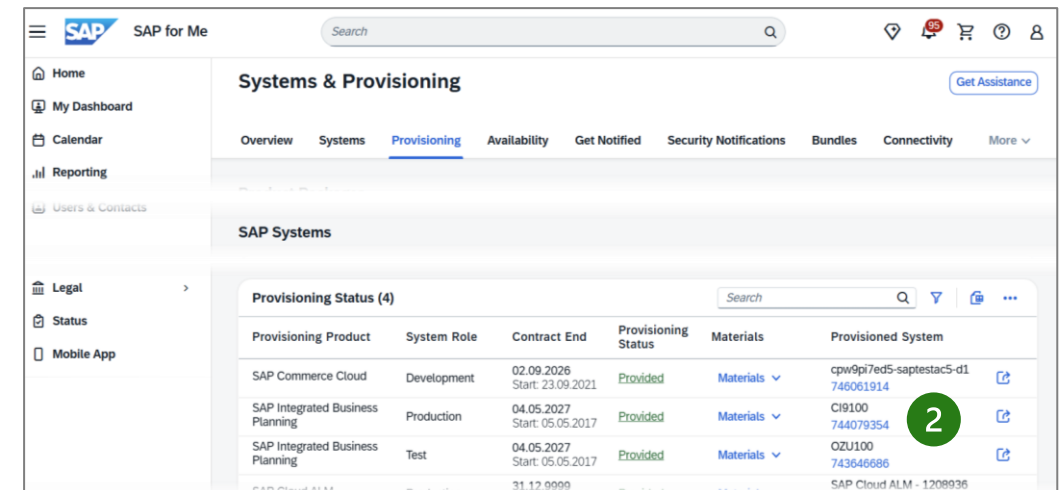


The screenshot shows the 'Systems & Provisioning' page in SAP for Me. The 'Provisioning' tab is selected. Under 'Product Packages', there are two 'Entitlements (2)'. The first entitlement is for 'SAP Commerce Cloud, add-on services' with contract start 21.06.2021 and end 20.06.2027, linked to entitlement system 746432217 - EMEA. The second entitlement is for 'SAP Commerce Cloud, add-on services' with contract start 23.09.2021 and end 02.09.2026, linked to tenant 746432243. A green circle with the number '1' is placed over the second entitlement system ID.

Provisioning Product	Contract Start	Materials	Entitlement System
SAP Commerce Cloud, add-on services	21.06.2021 End: 20.06.2027	Materials	746432217 - EMEA
SAP Commerce Cloud, add-on services	23.09.2021 End: 02.09.2026	Materials	Tenant 746432243

Not in Scope

- Cloud systems of provisioned applications (= **solutions**) from inside a **Product Package**
Reason: Only the parent commercial system is linked to an entitlement (i.e. the Entitlement System for the Product Package, that is the provisioning product)
- Customer-managed BTP systems:** Provisioned entirely by the customer via BTP Cockpit; no SAP-managed provisioning flow is triggered, so no requester, handover mail, or entitlement linkage exists. (e.g., SAP Integration Suite, SAP Build Work Zone)



The screenshot shows the 'Systems & Provisioning' page in SAP for Me. The 'Provisioning' tab is selected. Under 'SAP Systems', there is a table titled 'Provisioning Status (4)'. The table lists four systems: SAP Commerce Cloud (Development), SAP Integrated Business Planning (Production), SAP Integrated Business Planning (Test), and SAP Cloud ALM (Production). The first two systems have a 'Provided' status. A green circle with the number '2' is placed over the 'Provided' status of the SAP Integrated Business Planning (Production) system.

Provisioning Product	System Role	Contract End	Provisioning Status	Materials	Provisioned System
SAP Commerce Cloud	Development	02.09.2026 Start: 23.09.2021	Provided	Materials	cpw9pi7ed5-saptestac5-d1 746061914
SAP Integrated Business Planning	Production	04.05.2027 Start: 05.05.2017	Provided	Materials	CI9100 744079354
SAP Integrated Business Planning	Test	04.05.2027 Start: 05.05.2017	Provided	Materials	OZU100 743646686
SAP Cloud ALM	Production	31.12.9999	Provided	Materials	SAP Cloud ALM - 1208936

Systems & Provisioning: Determine Main IT Contact During Provisioning

See Release Notes RN01 2026 - SAP for Me Portal

During provisioning self-service of some cloud products, e.g. *Cloud ALM*, *LeanIX*, *Signavio*, etc., you can now select one as the **main IT contact** from multiple IT contacts that are maintained in the relevant contract(s), or (for CALM) themselves (the logged on user). Later the main IT contact receives the handover information.

Start New Provisioning Request

Product: SAP Cloud ALM
EU Access: No
Data Center Preference (in Contract): System Determined

System Role: Production
Hyperscaler Preference: None

Host	Region	System Number
☒ ajr[redacted]and.com	Germany: St. Leon-Rot	74[redacted]3 DEFAULT

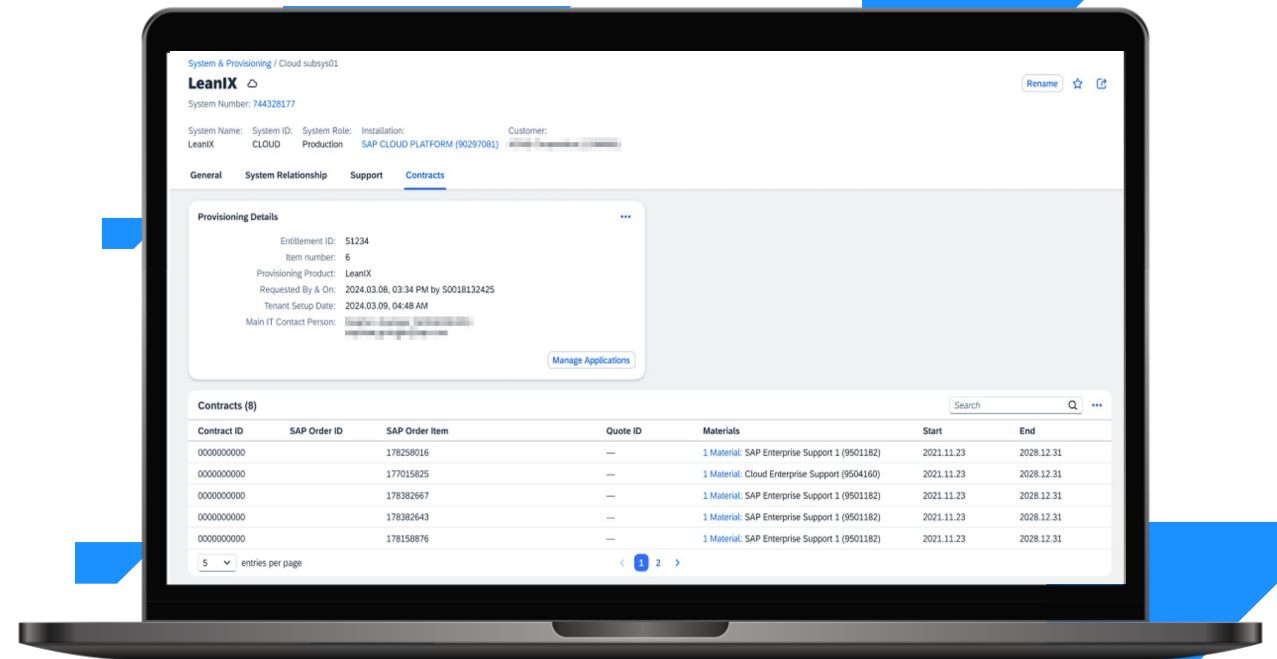
Main IT Contact* Help

Please understand that there will be some delay for the Main IT Contact update.

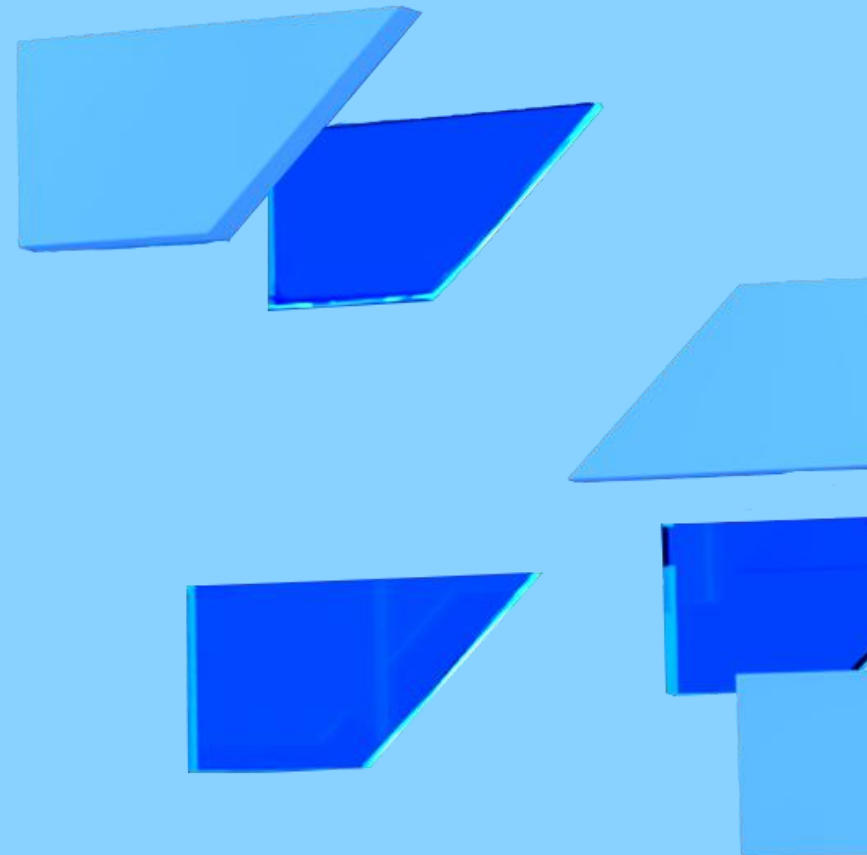
Name	E-mail	ID
☒ Y[redacted]armaAdmin	ya[redacted]admin@sap.com	SC[redacted]77 DEFAULT
☐ N[redacted]g	nik[redacted]m	SC[redacted]31

Submit Cancel

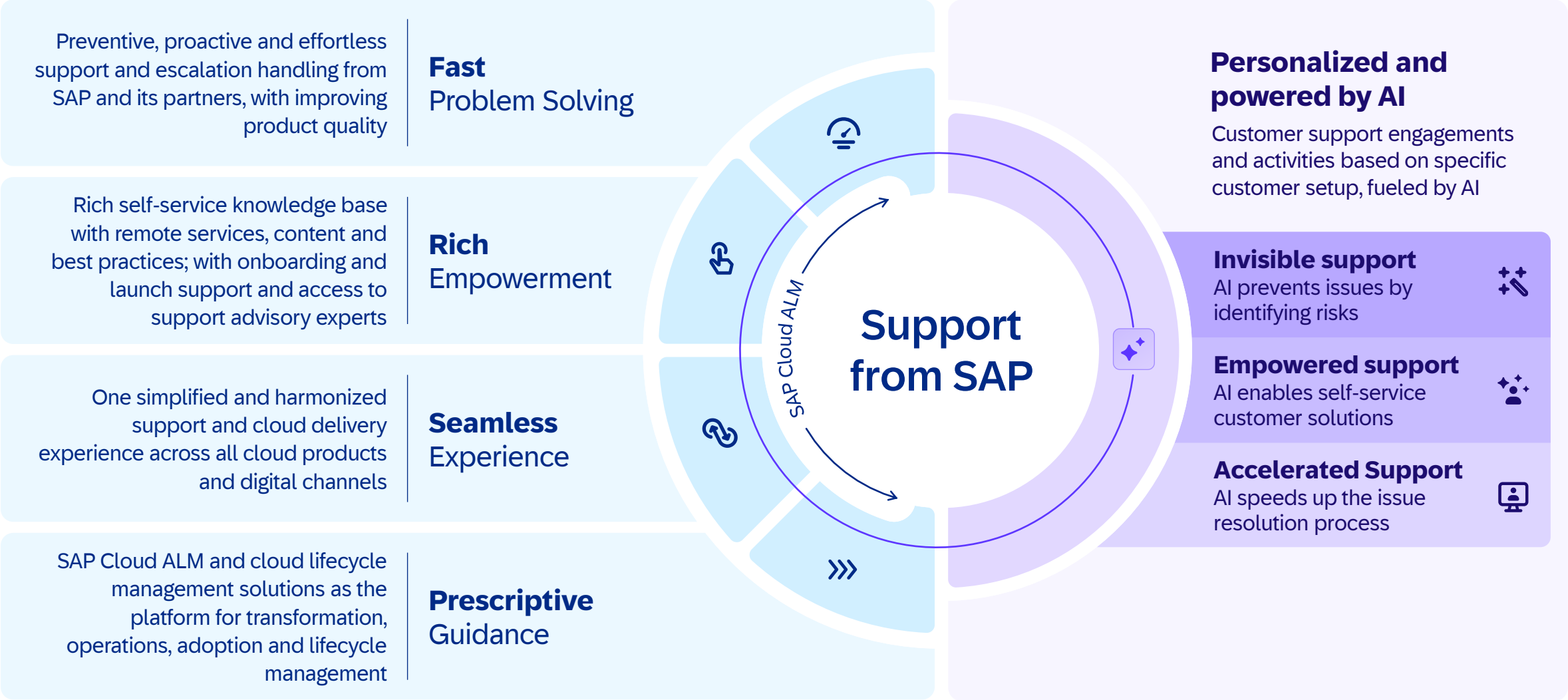
Demo



Joule in SAP for Me

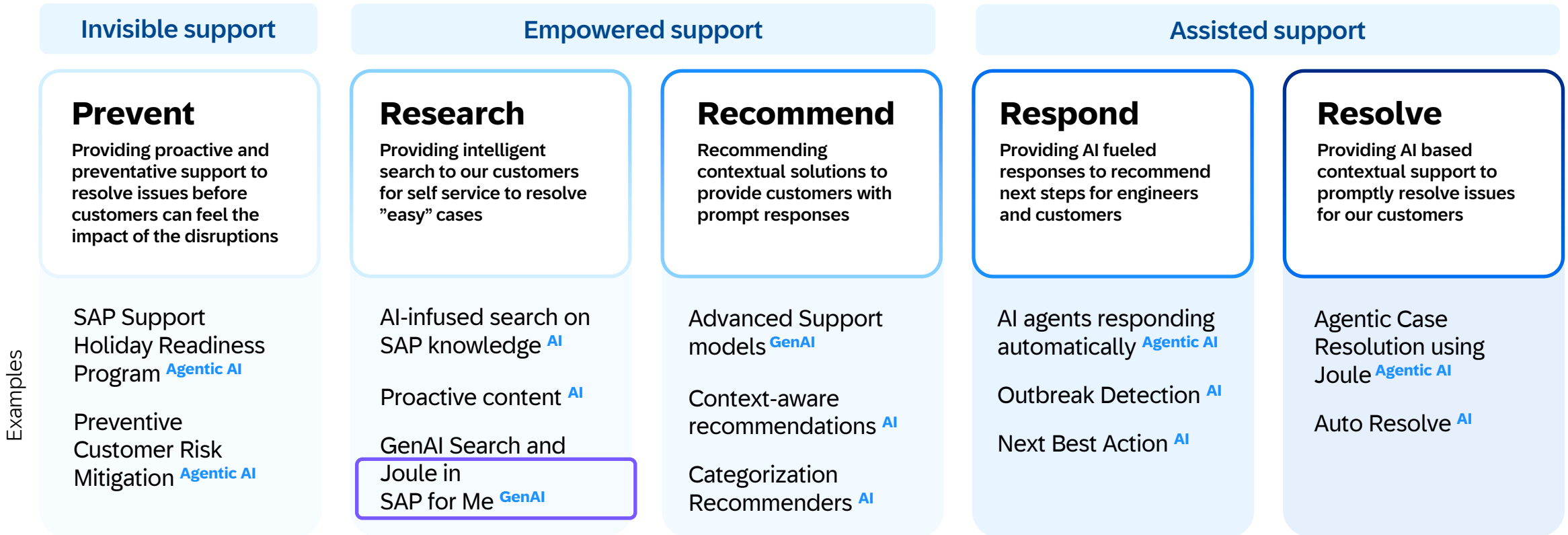


Customer Support from SAP: The foundation for your success and trust



Strengthening Support with AI solutions

SAP is strengthening customer support with AI solutions across the entire service journey, from proactive prevention and intelligent self-service to automated responses and precise issue resolution



Welcome to the One Digital Experience

Why?

SAP for Me brought all important apps and entry points into one place. Now we will take the next step to improve your experience, using **conversational and agentic AI** to deliver intuitive navigation, advanced self-service, personalized support, and fast task execution.

We will empower you with a new unified entry point into SAP for Me, SAP's customer portal.

What?

We will deliver a **seamless** digital experience across SAP's support organization so that you get things done **faster, easier**, and **with confidence**.

SAP for Me will become more straightforward by introducing **Joule** that you can adopt quickly, unlock value instantly, and stay focused on what matters.

How?

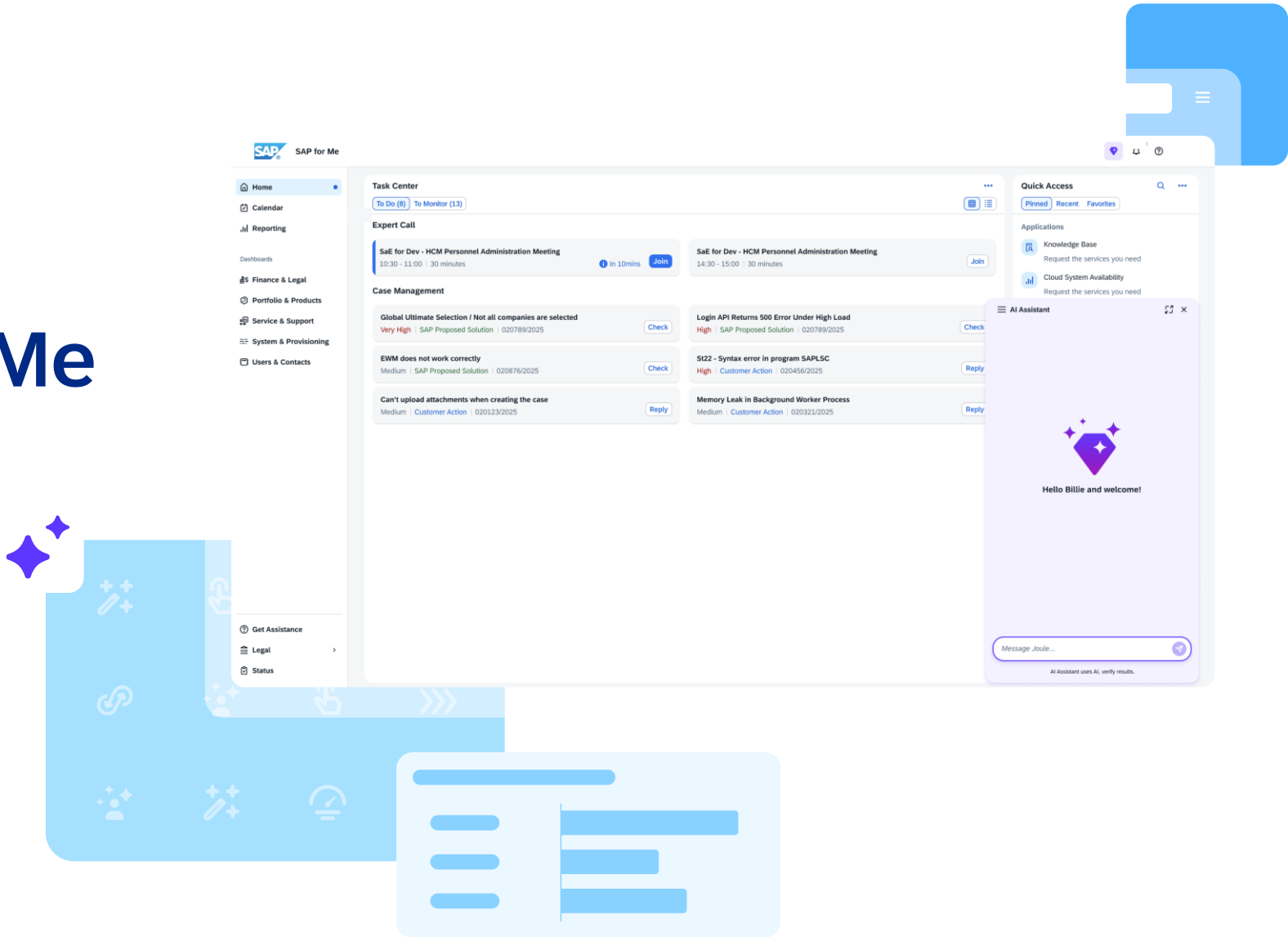
Joule will be your new unified **entry point into SAP for Me** using **conversational and agentic AI**.

- It will be designed to identify your needs and deliver individualized resolutions.
- It will allow you to move forward in your journey – answering questions, supporting actions, and surfacing relevant insights as needed.
- It will become available at no extra cost and in addition to existing bookmarks.



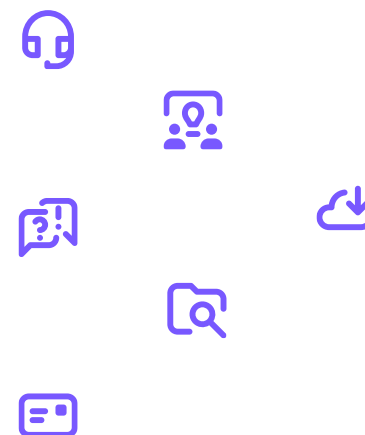
Our Vision

Joule in SAP for Me



From “Choose your own adventure”...

- SAP for Me is one of SAP’s most frequented portals, serving users who visit approximately **125,000** times per day and **3.8 million** per month
- Today it’s a collection of apps and entry points where you need to **navigate to multiple areas** to resolve your need



... to “Joule in SAP for Me”



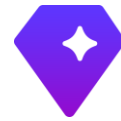
- One unified entry point that will quickly **guide** you to what you need
- Conversational and agentic AI surfacing the **right answers**, triggering actions, and directing you to the exact transaction or next step
- Intelligence that will **understand context** and **leverage data** to personalize every interaction

Joule in SAP for Me – What it will do?



- Focus on short, **high-impact** conversations
- Deliver **value** in every interaction
- Navigate, answer, **execute**, and analyze
- **Integrate** deeply with SAP for Me and its applications
- **Understand** SAP for Me – its content and features
- **Understand each user** – your data and interaction history
- **Scale** efficiently to handle increased inquiries with prompt, accurate responses – without compromising quality

Joule in SAP for Me – What’s in it for you?



Joule in SAP for Me

Effortless Navigation

It understands what you want to do and navigates you to the right spot in SAP for Me to proceed with your task.

 “Where do I find...?”

Fast Information

It provides the information you need in a conversation, and points you to the respective content in SAP for Me.

 “How can I...?” “Show me my open cases”

Advanced Self-Service

It understands if support is needed and provides the best-suited answer to your request. If required, it makes it easy to contact SAP, and hands your conversation over to the right application.

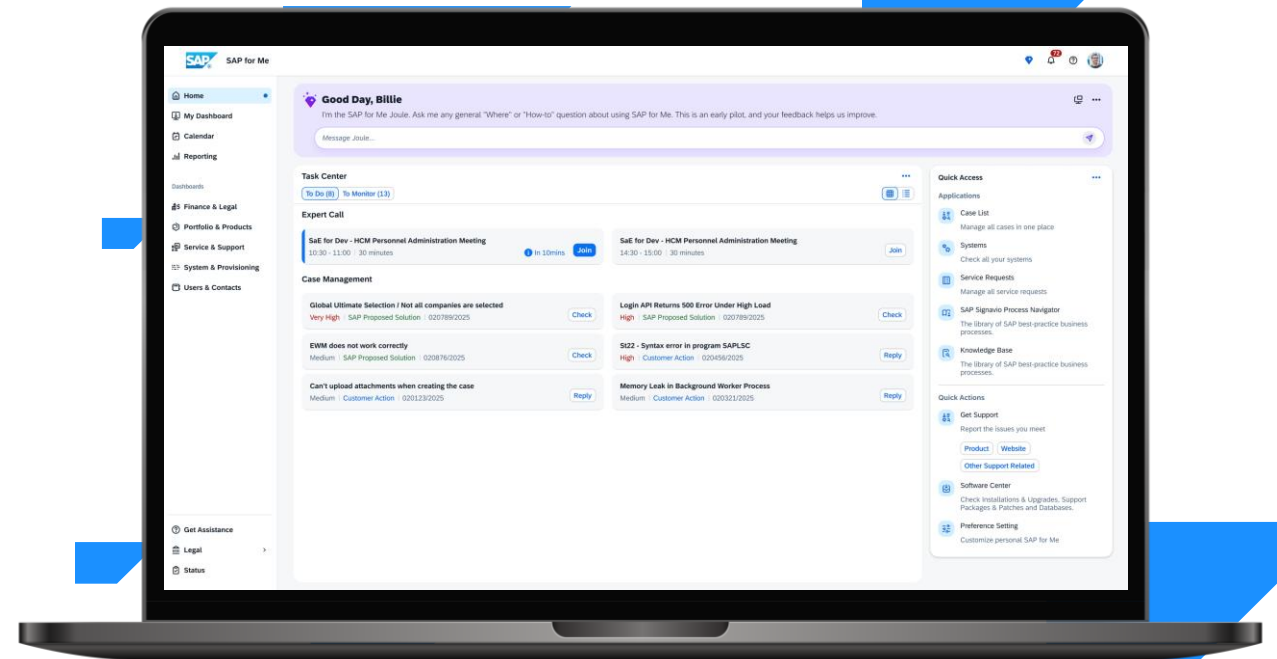
 “I have a problem in the SAP S/4HANA database...”

Accelerated Task Execution

It executes simple, impactful business tasks for you and seamlessly hands-over to dedicated applications when needed.

 “Show me my prio 1 cases”
“Add a new contact to case...”

Demo





Home

My Dashboard

Calendar

Reporting

Dashboards

Finance & Legal

Portfolio & Products

Services & Support

Systems & Provisioning

Users & Contacts

Get Assistance

Feedback

Legal

Status

Mobile App



Good Day, Test

I'm Joule. My goal is to make your SAP for Me experience as smooth as possible. Give it a go — ask me anything SAP for Me related!

Message Joule...



Task Center

To Do (2)

To Monitor (7)



Case Management

TEST: JS Storefront failed to start up.

Check

Low | SAP Proposed Solution | 12192872/2026

Joule Test Anna

Medium | SAP Proposed Solution | 406261/2026

Quick Access

Applications



Case List

Manage all cases in one place



Systems

Check all your systems



Service Requests

Manage all service requests



SAP Signavio Process Navigator

The library of SAP best-practice business processes



Knowledge Base

Search support repositories, including KBAs and SAP Notes

Quick Actions



Get Support

Report the issues you meet



Software Center

Check installations, upgrades, support packages, patches and databases



Preference Setting

Customize your individual settings of SAP for Me

Services & Support

Overview Cases Knowledge Search KBAs & Notes Private Cloud Workspace Service Requests Services Support Engagements Diagnostics Application Management

Get Assistance



Good Day, Tester A

I'm Joule. My goal is to make your SAP for Me experience as smooth as possible. Give it a go — ask me anything SAP for Me related!

Message Joule...

Manage Cases

Understand your case processing status



Cases require your actions	
Customer Action	1060
Partner-Customer Action	412
SAP Proposed Solution	529

New Case

Manage Service Requests

Understand your service request processing status



New	1
Awaiting Info	4
In Progress	66
Scheduled	0
Service Provided	0
Review Required	0
Closed Incomplete	0

New Service Request

Live Preventative Recommendations

Get preventative support solution recommendations for your systems



Recommended for 10 selected systems	
Critical	0
Hot	34
Preventative	0
Trending	29

Quick Access

Main Actions

- Customer Interaction Center
Non-technical issues
- Manage S-users
- Download Software
- Request License Keys
- Check Cloud Service Availability
- Manage Remote Connection
- Services & Support Reporting
- Find Product Documentation
- Support Log Assistant
- Regulatory Change Manager

Get Started

Product Onboarding

In Focus



Spotlight News

Services & support-related articles from the SAP News Center

From Track to Tech: David Coulthard at SAP Sapphire 2026 in Orlando and ...

Insights from the world of Formula One can inspire your business transformation journey.

2026-04-28

F1 World Champion Mika Häkkinen Joins SAP Sapphire 2026 in Orlando and...

There's a strong connection between high-performance racing and the intelligent, data-driven world SAP helps its customers navigate every day.

2026-04-20

AI in the Flow of Business Execution: What's New in SAP Customer Experien...

Upcoming

April

SAP SuccessFactors: Planned Maintenance

2026-05-01, 03:00 – 2026-05-01, 13:00 (Local time)

May

4

- Home
- My Dashboard
- Calendar
- Reporting
- Dashboards
- Finance & Legal
- Portfolio & Products
- Services & Support
- Systems & Provisioning
- Users & Contacts
- Get Assistance
- Legal
- Status
- Mobile App

Services & Support

Get Assistance

- Overview
- Knowledge Search
- KBAs & Notes
- Cases
- Service Requests
- Services
- Support Engagements
- Diagnostics, Reporting & Analytics
- More

Good Day, Felicia

I'm Joule. My goal is to make your SAP for Me experience as smooth as possible. Give it a go — ask me anything SAP for Me related!

Message Joule...

Manage Cases

Understand your case processing status

Cases require your actions

Manage Service Requests

Understand your service request processing status

No Data

You don't currently have any open service requests.

Live Preventative...

Get preventative support solution recommendations for your systems

Recommended for 2 selected systems

Quick Access

Main Actions

Customer Interaction Center

Non-technical issues

Manage S-users

Download Software

Request License Keys

Check Cloud Service Availability

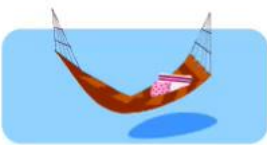
Manage Remote Connection

Services & Support Reporting

- 🏠 Home •
- 📊 My Dashboard
- 📅 Calendar
- 📊 Reporting
- Dashboards
- 💰 Finance & Legal
- 📦 Portfolio & Products
- 🛠️ Services & Support
- ⚙️ Systems & Provisioning
- 👤 Users & Contacts
- Get Assistance
- 🏛️ Legal >
- 📰 System News >
- 📋 Status

Task Center

To Do (0) To Monitor (0)



No To Do Tasks for Today

When you do, you'll see them here.



Hello Laura and welcome!

I'm Joule. My goal is to make your SAP for Me experience as smooth as possible. Give it a go — ask me anything SAP for Me related!

Message Joule... 

Joule uses AI. Verify results.

Interested in Joule in SAP for Me



Stay tuned for more information in Q2/2026:

-  [SAP for Me | SAP Community](#)
-  [#SAPforMe](#) on LinkedIn
-  [SAP for Me - Your digital companion along your whole SAP customer journey](#)
-  Join our upcoming [Support Webcasts](#)

What topics are you interested in?

Make a proposal for upcoming sessions.

[Poll](#)



English



German



SAP for Me Cheat Sheet



General Overview

[Log in](#) to SAP for Me

[Learn more](#) about SAP for Me

Download the app
[Apple Store](#) / [Google Play Store](#)

Support

SAP for Me [tips & tricks](#)

Check out the [online help](#)

Get SAP for Me [support](#)

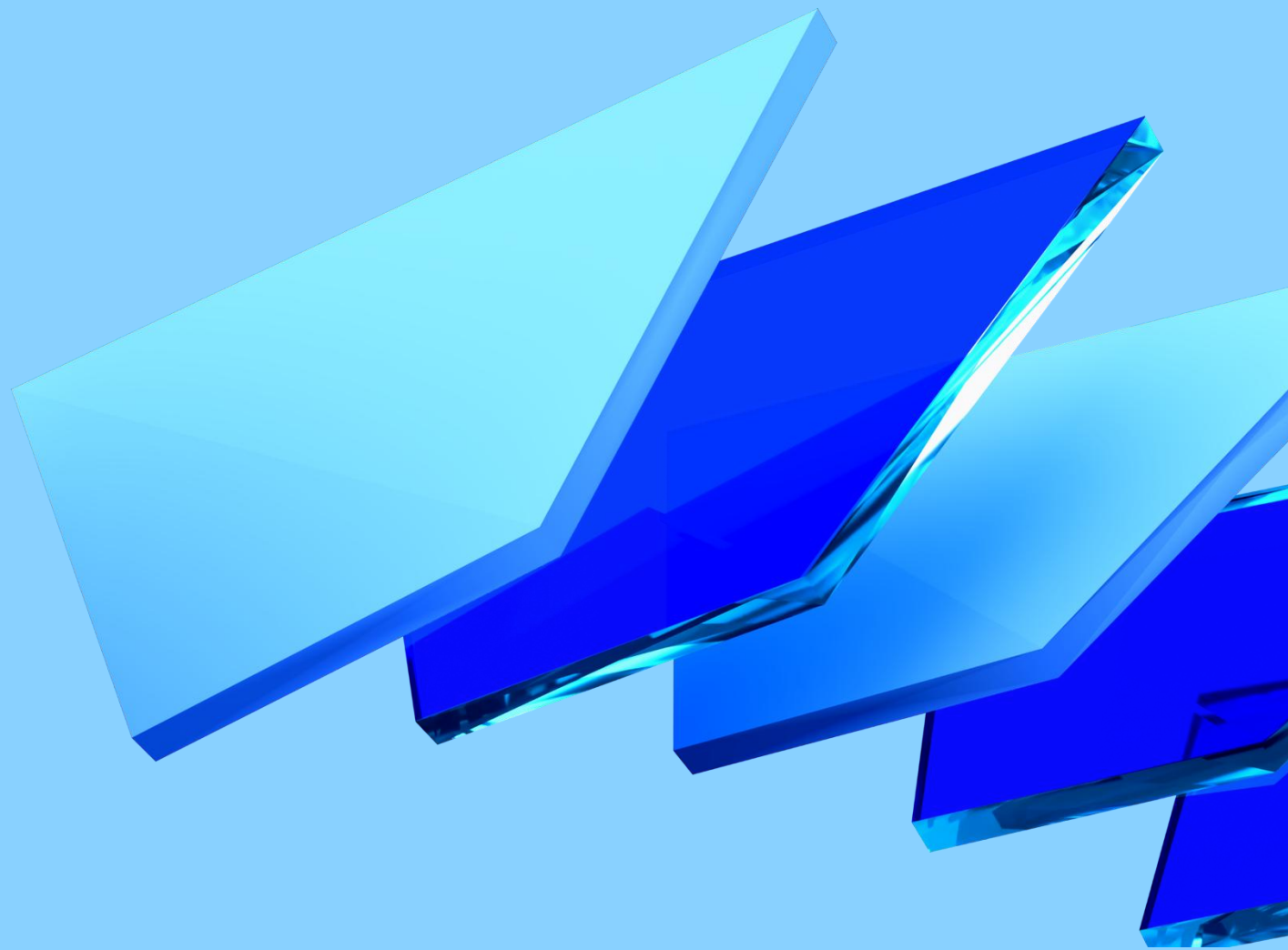
Deep Dive

[Register](#) for an upcoming webcast

Explore the [release notes](#)

Review your [permissions](#)

Thank you.



Follow-Up Questions – German Session

Show/Hide Cards

Statt eine Karte nur anzuzeigen, wenn sie inhalt hat, fände ich es freundlicher, wenn die Karte immer angezeigt wird, und wenn ohne Inhalt, dann eben mit einer entsprechenden Info. Hintergrund: Es ist manchmal verwirrend, wenn man Doku liest, die man nicht nachvollziehen kann. Eine leere Karte diene der Orientierung.

+

In S4M ist es ein riesen Problem herauszufinden ob fehlende Informationen an Berechtigungen liegen oder an fehlendem Content. Was haltet ihr von dem pragmatischen Ansatz dem User einen Switch zur Verfügung zu stellen der einem alles anzeigt worauf ich berechtigt bin unabhängig davon ob ich jetzt Ariba subskribiert habe oder ein Product Package habe?

SAP: Enhancements of authorization concepts / topics are currently work in progress – if a customer has specific requirements, it would be helpful to create influence entries, so we have these ideas documented and voted on.

The shared insights are acknowledged and are in consideration / discussion – still influence tickets are helpful to validate the broader ask.

Change IT Contact

Gibt es einen Self-Service in SAP for ME, wo man die IT Contact Person ändern kann, wenn sich ggf. Personalien und Verantwortlichkeiten ändern?

SAP: Die Änderung der **IT Contact Person** erfolgt über den [SAP Onboarding Token Self-Service](#) oder über **SAP Support Incident**. Weitere Details beschreibt der SAP Community blog [#13 - How to change the IT contact](#).

Performance

Die mäßige Performance von <https://me.sap.com> ist leider die Regel als die Ausnahme. Was wird getan um die Performance endlich zu verbessern?

SAP: Wir haben unsere Bemühungen seit Beginn des Jahres deutlich intensiviert und haben bereits tolle Resultate erzielt. Beispiel aus neusten Zahlen: wir verzeichnen eine Verbesserung der Performance im Finance & Legal Bereich und konnten die Ladezeit im Schnitt halbieren.

Follow-Up Questions – German Session

User Management

Gibt es eine Möglichkeit die Funktion zu deaktivieren zur Verlängerung des eigenen S-Users? Wir haben dort einen eigenen Prozess und eigene Governance. Da bringt es wenig wenn die User das selbst in S4M beantragen weil die Gültigkeit i.d.R. falsch ist.

SAP: There are some KBAs in place that describe the options in place:

[*How to extend the Expiration Date of your own S-user ID - SAP for Me*](#)

[*S-user ID Lifetime information - SAP for Me*](#)

[*How administrators manage the Expiration Date for other S-user IDs - SAP for Me*](#)

[*S-User Lifetime Management for SAP Business One Partners*](#)

[*How to mass extend the Expiration Date for a group of S-user IDs - SAP for Me*](#)

VAR

Wie funktioniert das mit dem Create Ticket wenn ein SAP Partner dazwischen hängt? Wir müssen alles erstmal über unseren Partner XXX leiten. Werden Partner da noch mit rein gezogen? Das XXX (partner name) Portal ist nur so semi gut :D

How does the "Create Ticket" process work when an SAP partner is involved? We have to route everything through our partner first. Are partners included in that process?

SAP: If you are working with a partner and they are providing you with VAR delivered support, the partner is responsible for raising support tickets on your behalf. Customers who opt for SAP delivered support, will work with SAP directly, creating the tickets themselves via SAP for Me.

Follow-Up Questions – English Session

Provisioning Persona

Who is the main user of SAP Provisioning? is it the CSM? or SAP Delivery team?

SAP: The IT administrators of the company fulfill this role and the CSM can help with guidance.

The following request was provided via the feedback form:

*Hello, would it be possible to get some assistance with SAP for Me? We are struggling significantly to understand and correctly use the portal as a Service Partner. Support tickets haven't helped so far, and we are at our wits' end. Please feel free to get in touch via ******

SAP: Dear customer, to stay compliant we have anonymization in place. All contact data will be anonymized and is not readable for us. So please apology that we can't reach out directly.

SAP: PES service team run regular SAP for Me webinars, access recent webinar [here](#). Please also visit the dedicated portal page [here](#) to access key resources and learn about SAP for Me for partners. Please note 1:1 session is not available due to limited capacity.