



# **SAP Enterprise Support reporting cockpit**

## **Your interactive reporting tool**

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PUBLIC

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# Agenda

- 01** **OVERVIEW** GOAL, PURPOSE AND EVOLUTION OF SAP ENTERPRISE SUPPORT REPORTING
- 02** **CONTENT** WHAT IS AVAILABLE FOR CLOUD AND ON-PREMISE SOLUTIONS – HIGH LEVEL
- 03** **DEMO** HIGHLIGHTS OF 2021
- 04** **OUTLOOK**
- 05** **HOW TO ACCESS** AND HOW TO STAY INFORMED
- 06** **QUESTIONS & ANSWERS**

# Overview & Content



# Evolution of SAP Enterprise Support reporting



Manual creation of customer presentations

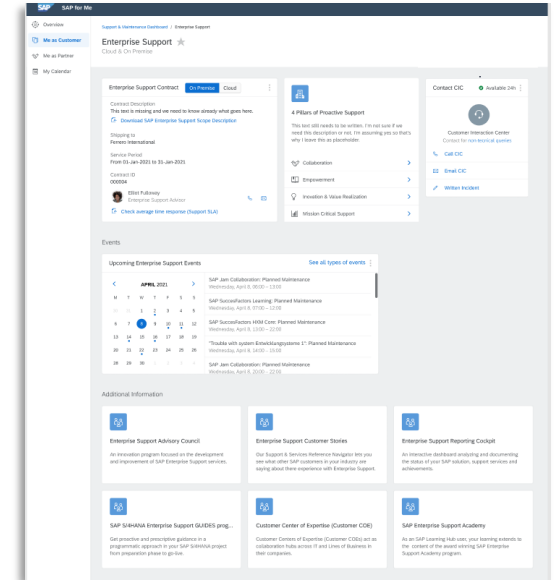
ES report as a service session delivered in Solution Manager

Automated pdf based SAP ES / SAP PSLE reporting

today

Customizable online SAP ES reporting as interactive cockpit available for all customers\*

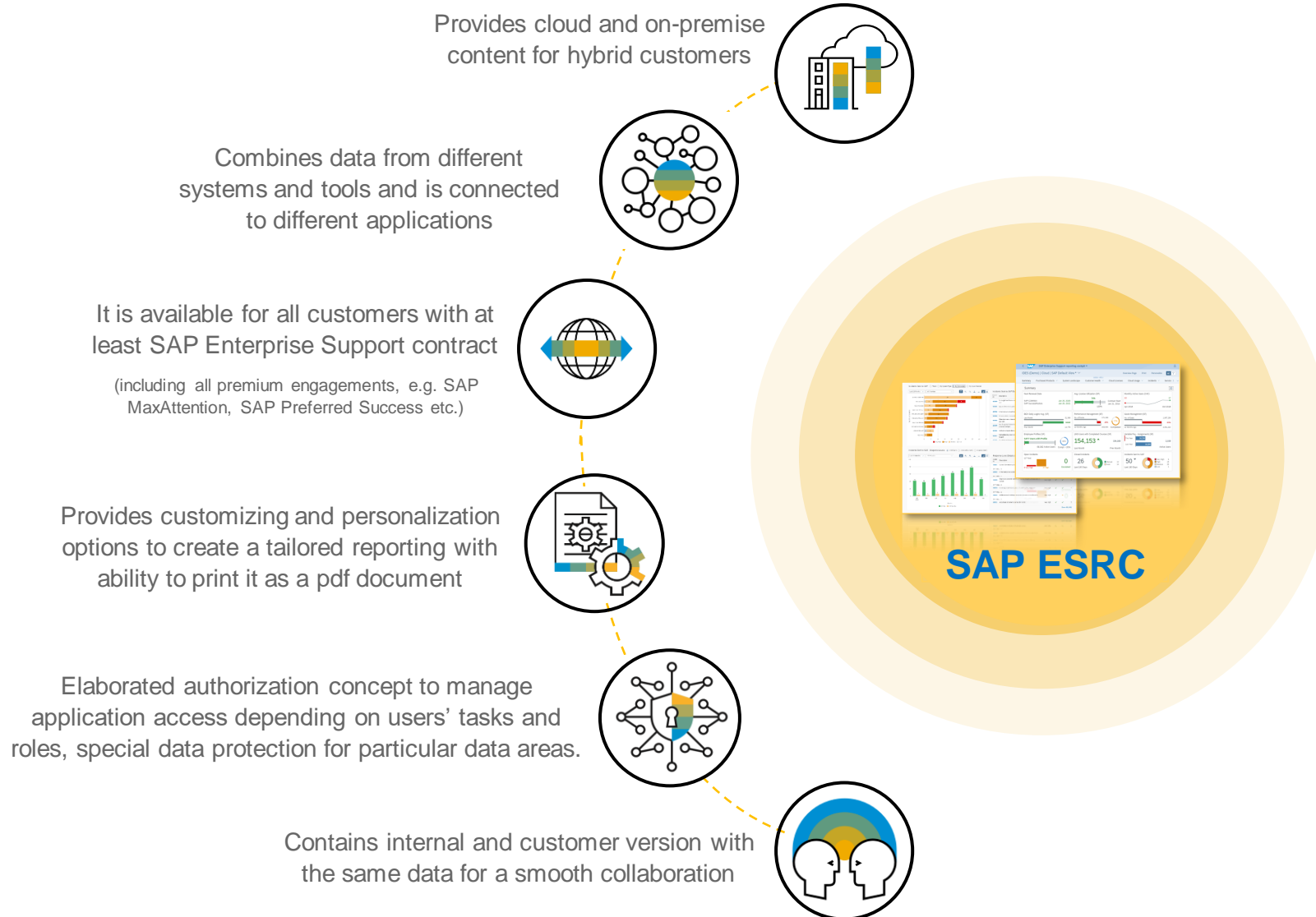
Interactive ES reporting as part of the single customer platform SAP for Me (starting Q4 2021)



- Pdf based ESR / PSLE: Sunset in process now / planned for Q1 2022
- Integration into SAP for Me: Starting in Q4 2021

- **SAP Enterprise Support reporting cockpit** is an interactive dashboard analysing and documenting the status of your SAP solution, support services and achievements hereunder based on solution monitoring capabilities, usage KPIs, consumption of ES offerings, support case status and other support relevant metrics.
- Explore the status of your solutions covered by SAP Enterprise Support during the subscription period, and gain visibility into your use of SAP software and support engagement with SAP using the dynamic and configurable [SAP Enterprise Support reporting cockpit](#).

# SAP ES reporting cockpit – your benefits



## Content areas

Support Contracts on-prem

SAP EWA Overview

System Landscape  
(on-prem & cloud)

Cloud contracts / renewals

On-Premise Maintenance

Incidents overview  
(on-prem & cloud)

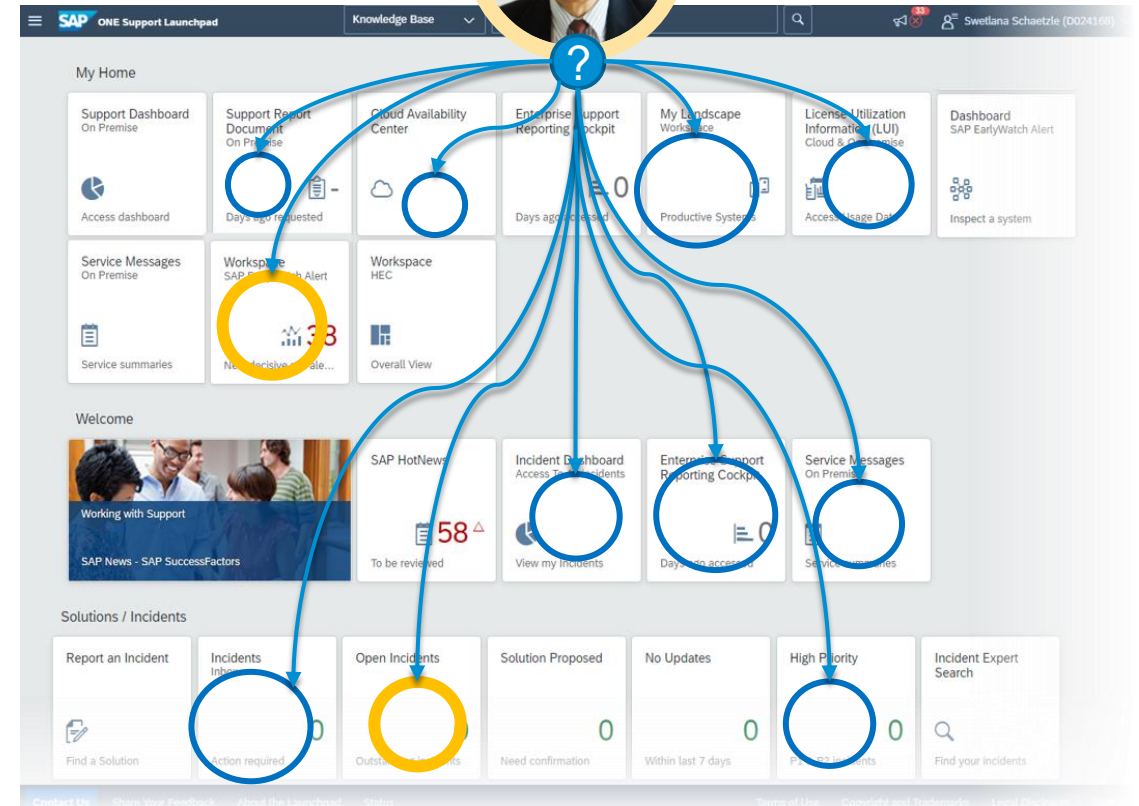
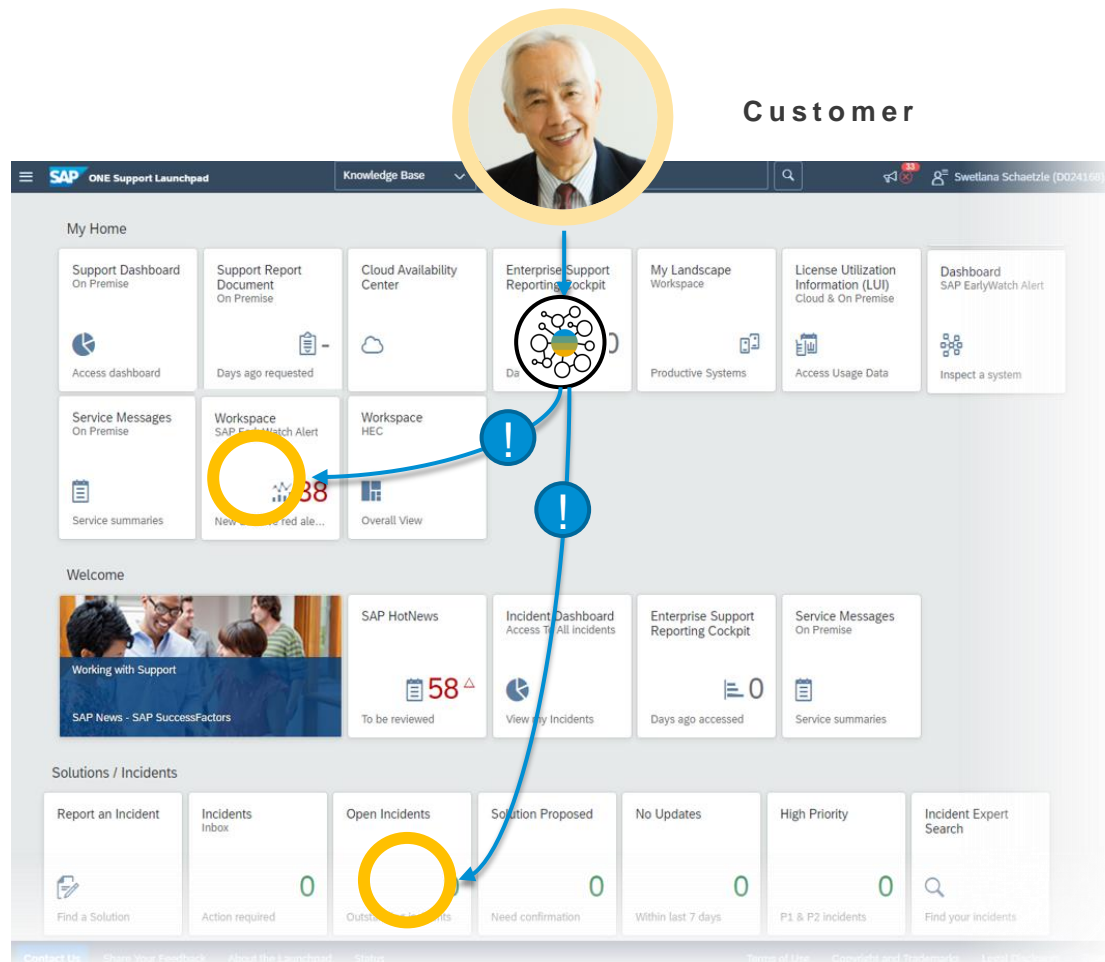
Support Services  
(on-prem & cloud)

Cloud licenses utilization

Cloud availability overview



# Use Case: interactive cockpit combining data from different systems/tools



# SAP Enterprise Support reporting cockpit - Available Scope



**Analytics**

**Customer Relationship Management**

**Content and Collaboration**

**Data Management**

**Digital Manufacturing**

**Enterprise Management**

**Financial Management**

**Human Capital Management**

**Product Lifecycle Management**

**Supplier Relationship Management**

**Supply Chain Management**

**Technology Platform**



On-premise  
contracts  
overview



System  
Maintenance



System  
Landscape



EWA  
overview



Support  
Services  
(on-premise)



Incidents  
overview

Purchased  
products/  
renewals



**SAP ByDesign**

**SAP Customer Experience**

Including C4C, Commerce Cloud, Marketing Cloud, SAP  
Intelligent Sales Execution, SAP Gigya, SAP Callidus

**SAP SuccessFactors**

Including SFSF, SAP JAM, SAP SF Learning etc.

**SAP S/4HANA cloud**

Including S/4C, SAP Cloud ALM etc.

**SAP Digital Supply Chain**

Including SAP IBP, Field Service Management, SAP Asset  
Intelligent Network, SAP Internet of Things, etc.

**SAP Platform & Technologies**

Including SAP SCP, SAP API, Fiori Cloud, SAP Leonardo,  
SAP Web IDE, SAP Web Analytics, SAP IoT, SAP Mobile  
etc.

**SAP Analytics Cloud**

**SAP Education and Trainings**

Including SAP Enable Now



Cloud  
licenses  
utilization



System  
Landscape



Cloud  
Usage



Cloud  
availability  
overview



Support  
Services  
(cloud)



Incidents  
overview



**Which additional areas/ features would you like to improve or which important content was completely missing?**



# Demo - Highlights of 2021



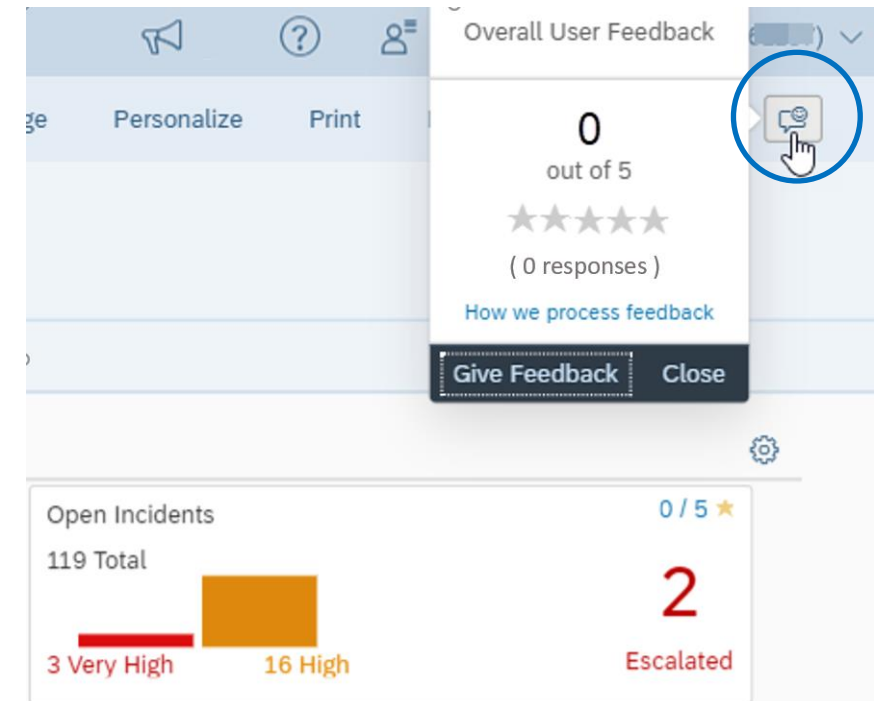
# Outlook



# SAP Enterprise Support reporting cockpit – How to provide feedback

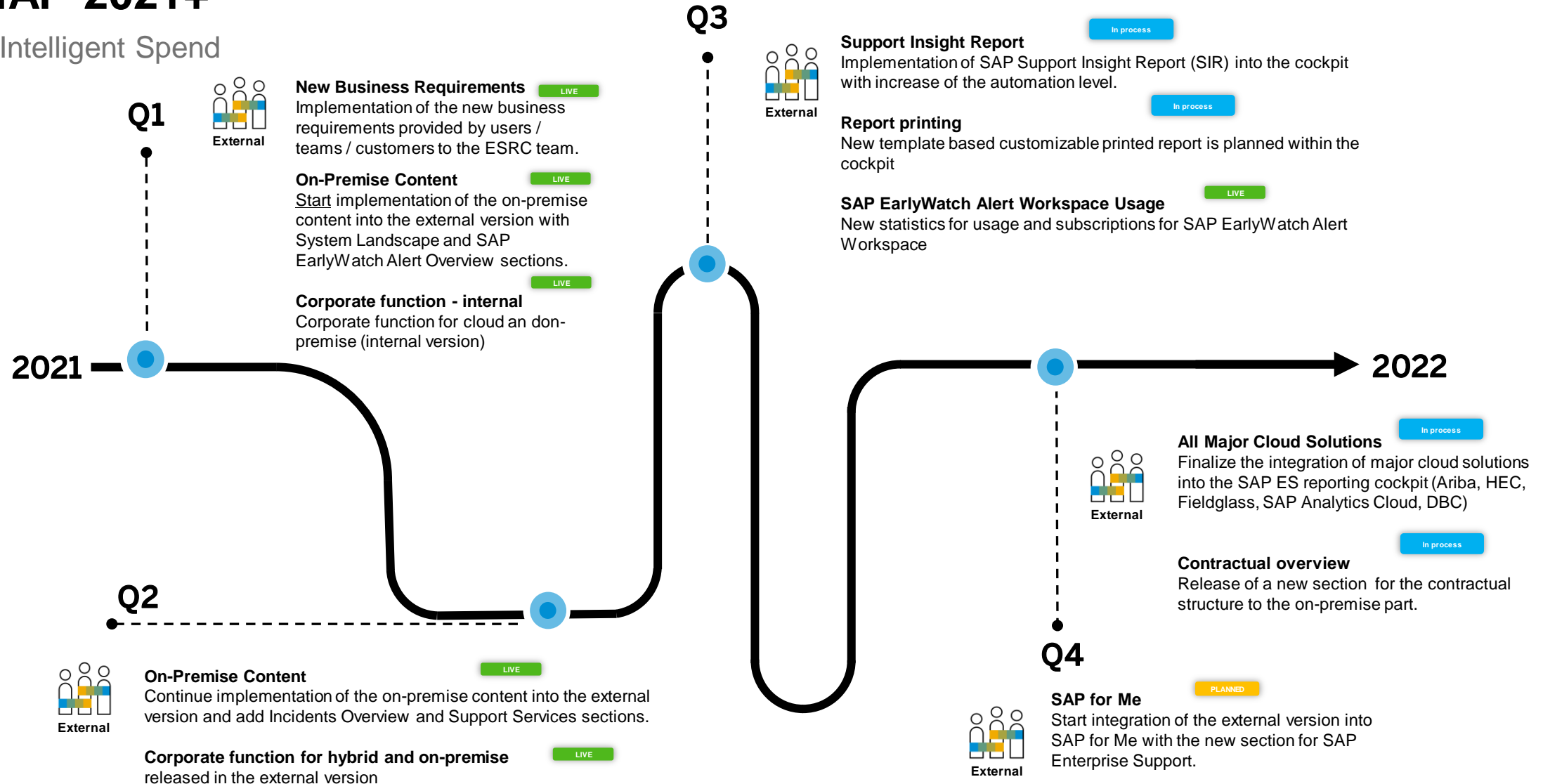


- Your feedback really matters.  
Together, we can improve the user experience for everyone. Share with us what you like and what needs to be improved, and we will channel your feedback to the experts for consideration in future releases. You have also call-back option if you agree to explain to us what you'd like to change or what you additionally need.
- All provided feedbacks will be displayed as average star-rating to all users when clicking on the feedback icon.
- Additionally you can find in the portal how your feedback influences the development plans and the new content of ESRC.
- Please find in the [customer blog](#) how easy you can provide feedback using the new feedback option.



# ROADMAP 2021+

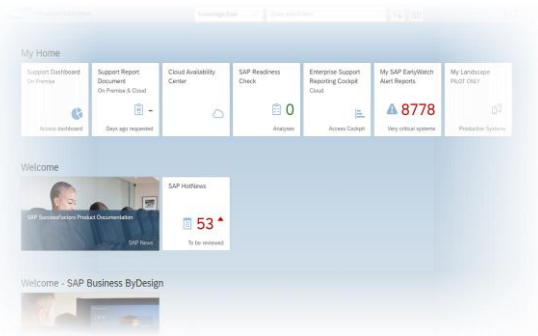
## People and Intelligent Spend



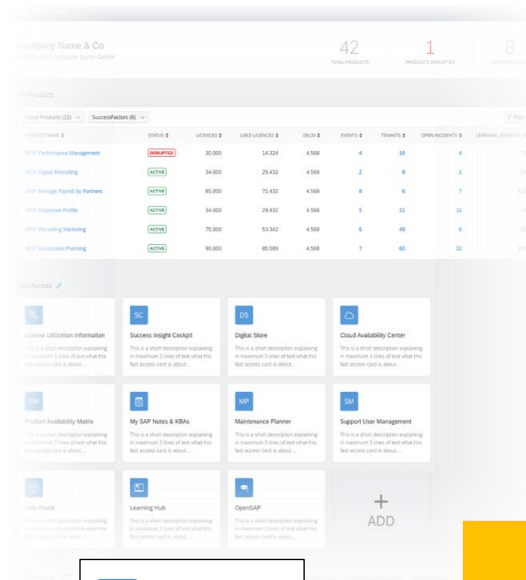


# SAP Enterprise Support reporting cockpit – Integration into SAP for Me

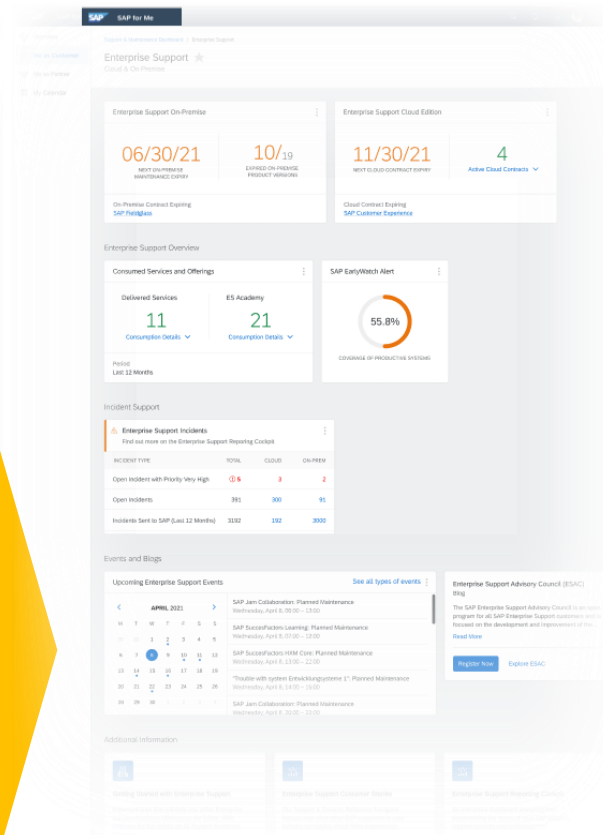
## Cockpit as a card in SAP ONE Support Launchpad



## Cockpit as a card in SAP for Me (now)



## Cockpit in SAP for Me, e.g. as a section with direct links\*



## SAP ES reporting cockpit content



\* This not the final decision but one of possible options and might be changed by SAP for Me team

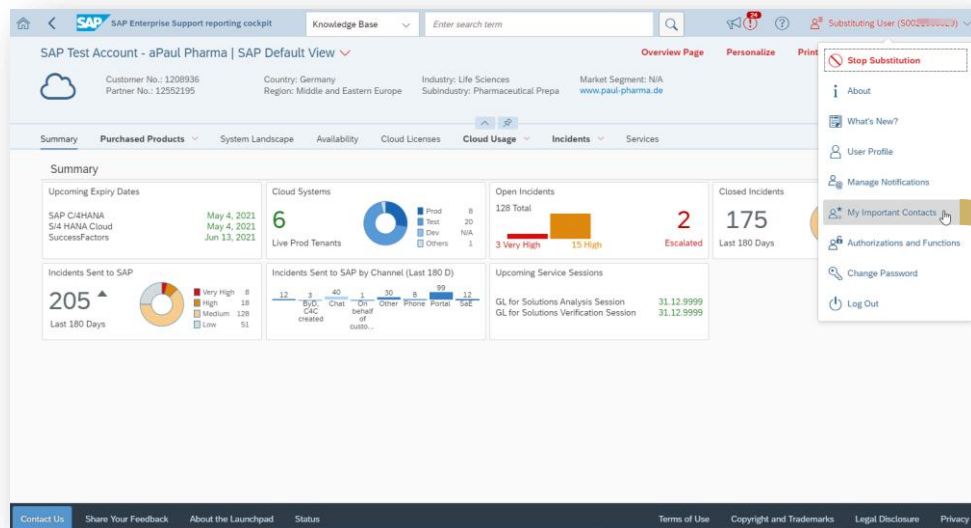
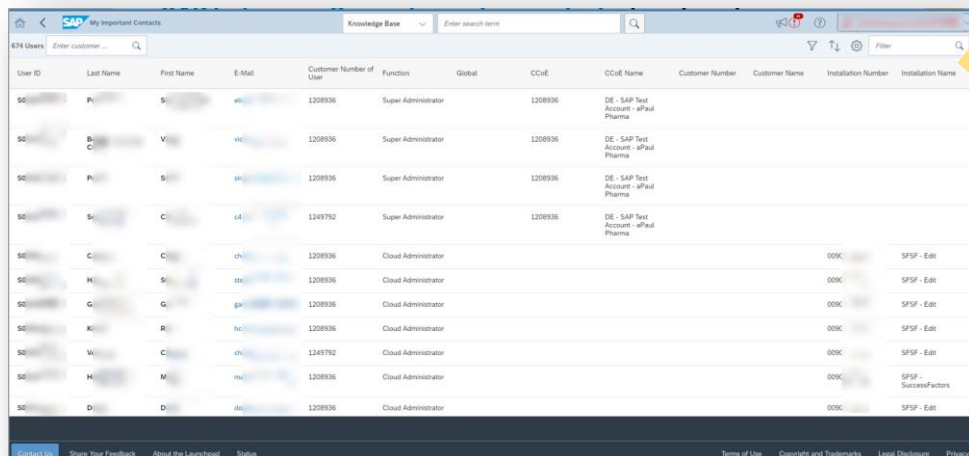


# How to Access & How to Stay informed



# SAP ES reporting cockpit – How get Access

## ACCESS SAP ES reporting cockpit

User ID	Last Name	First Name	E-Mail	Customer Number of User	Function	Global	CCoE	CCoE Name	Customer Number	Customer Name	Installation Number	Installation Name
54	P.	S.	...	1208936	Super Administrator		1208936	DE - SAP Test Account - aPaul Pharma				
54	B.	V.	...	1208936	Super Administrator		1208936	DE - SAP Test Account - aPaul Pharma				
54	P.	S.	...	1208936	Super Administrator		1208936	DE - SAP Test Account - aPaul Pharma				
54	S.	C.	...	1249792	Super Administrator		1208936	DE - SAP Test Account - aPaul Pharma				
54	C.	C.	...	1208936	Cloud Administrator				009K		SFSP - Edit	
54	H.	S.	...	1208936	Cloud Administrator				009K		SFSP - Edit	
54	G.	G.	...	1208936	Cloud Administrator				009K		SFSP - Edit	
54	K.	R.	...	1208936	Cloud Administrator				009K		SFSP - Edit	
54	W.	C.	...	1249792	Cloud Administrator				009K		SFSP - Edit	
54	H.	M.	...	1208936	Cloud Administrator				009K		SFSP - SuccessFactors	
54	D.	D.	...	1208936	Cloud Administrator				009K		SFSP - Edit	

### Initial authorization provided to your Cloud Admins

- Authorization **Display SAP Enterprise Support reporting cockpit (ESRCDISP)** provided on installation level to access the cloud part of the cockpit. Additionally for “Purchased Products” and “Cloud Licenses” you need the authorization **Access License Utilization for Cloud (LICAUD\_CLO)**.

### Initial authorization provided to Super Administrators

- Authorization **My Support Program Report (SUPPROGREP)** provided on customer level to access the on-premise part of the cockpit. For the Section “EarlyWatch Alert” you need authorization **Service Reports and Feedback (SC\_CCCREAD)**.

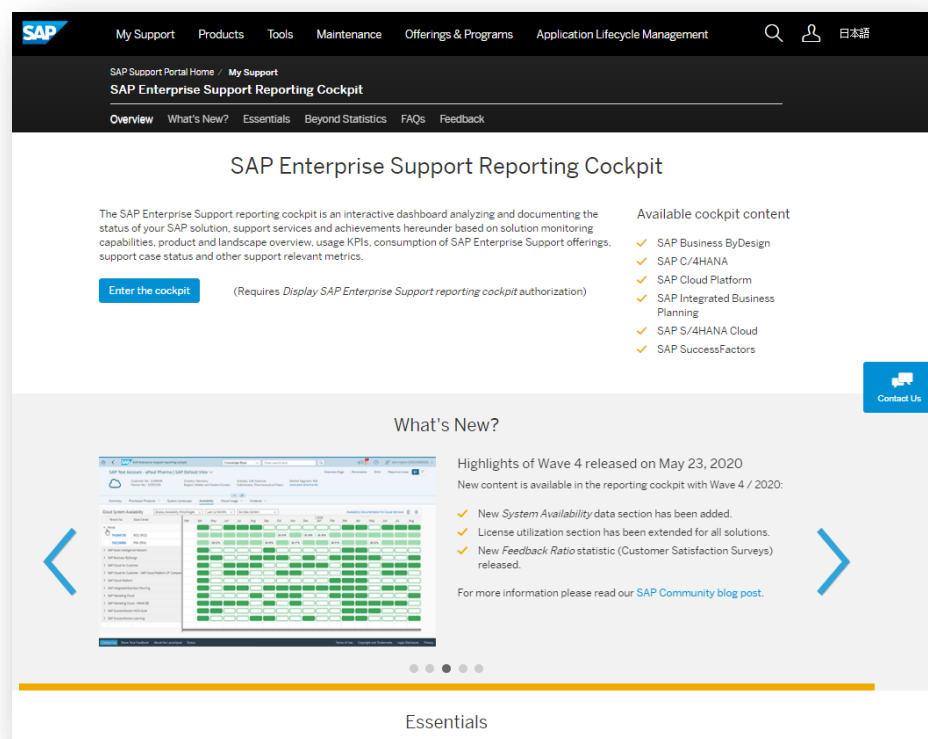
### SAP KBA for access and authorization requirements

- [2834499](#) - How to access the SAP Enterprise Support reporting cockpit
- [2835500](#) - The new SAP Enterprise Support reporting cockpit

# SAP ES reporting cockpit – How to stay Informed

Visit **SAP ES reporting cockpit** [Customer Portal](https://support.sap.com/esrc)

(<https://support.sap.com/esrc>)



## Customer Sessions in SAP ES Academy\*

- Meet the expert sessions for SAP ES reporting cockpit CLOUD
  - [Click here to listen](#) to the recorded webinar.
- Meet the expert session for SAP ES reporting cockpit ON-PREMISE
  - [Click here to listen](#) to the recorded webinar.

## Release Notes and

- Read [Release News](#) and customer [ESRC BLOGS](#)

## Promotional Materials

- Watch the short [ESRC introduction video](#)

## Other Options inside of SAP ES reporting cockpit

- Visit the Guided Tour provided in the cockpit documentation
- Provide Feedback using the “Feedback” icon
- Possible to send a ticket to SAP out of the application by clicking on „Report an Issue“

\* If your S-user is not registered for the SAP Learning Hub, Enterprise Support edition, please follow the steps [here](#) to sign up.

# Questions & Answers







# Thank you.

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