Collaborate and Maximize Your Success with SAP Enterprise Support Value Maps

SAP Digital Business Services
@Knowledge for SAP user groups
May, 2018
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powered by SAP Enterprise Support Academy

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AGENDA

- SAP Enterprise Support & SAP Enterprise Support Value Maps
  - Fernanda S. Formento – Value Maps Program Lead
- Lifecycle Management Value Map
  - Christoph Bechtloff– Global Topic Owner
- Digital Innovation Value Map
  - Olga TREGUB– Global Topic Owner
- Q&A

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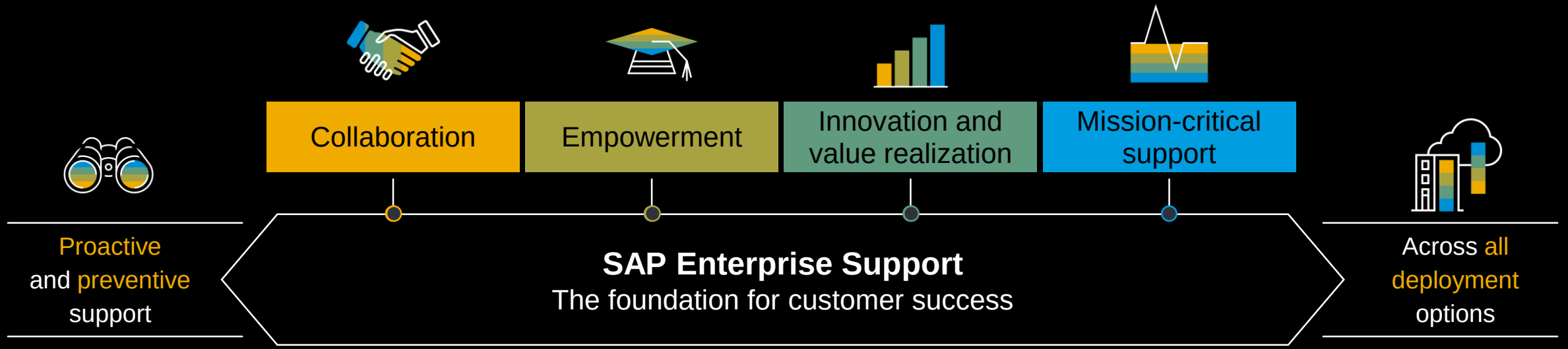
SAP Enterprise Support – The foundation for customer success

The choice for the Intelligent Enterprise



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Enablement for digital transformation

SAP Enterprise Support Academy – Benefit from expert-guidance and high impact knowledge transfer services that enable you to innovate and be successful with SAP solutions.

Knowledge transfer
on digital transformation, integration, and system operations

On-demand learning experience
by combining self-paced and expert-led offerings, available on a 24x7 platform

High-quality vendor knowledge
from SAP Support experts helps to close the digital skills gap of key users, IT and line-of-business experts

Available Formats

70+	280+	15	17+	50+	740+	190+
Best Practices	Tutorials & Videos	Guided Self-Services	Continuous Quality Checks & Improvement Services	Expert-Guided Implementations	Meet-the-Expert Sessions	Accelerated Innovation Enablement

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SAP Enterprise Support Value Maps

Your fast lane to support expertise

SAP Enterprise Support Value Maps – Quickly identify the relevant SAP Enterprise Support services, tools and offerings for your business needs. In addition, leverage the in-depth knowledge of our **support advisory team** for personal guidance based on 45+years of close customer engagements.

Guided approach
to reach your objective

Social collaboration
to connect directly with SAP experts and peers

Expert access
to obtain guidance from SAP support experts

Empowerment
to build the knowledge and skills you need

Available Value Maps

- SAP S/4HANA On Premise
- SAP S/4HANA Cloud
- Digital Innovation
- SAP SuccessFactors
- SAP Jam Collaboration
- SAP Analytics Solutions
- Security
- Business Process Improvement
- Data Volume Management
- Lifecycle Management

>> Sign up

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Social business collaboration with SAP Jam

SAP Jam

Customer

- Direct access to SAP Support experts
- Discuss and exchange ideas with other customers across different geographies
- Fast SAP best practice responses
- Exclusive access for SAP Enterprise Support customers

On-demand expertise through a cloud-based social collaboration platform

SAP

- Share expertise and provide guidance
- Get direct customer feedback
- Scalable social support

Learn more about SAP Jam >

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Benefits of SAP ES Value Maps

- Access to peers and SAP experts
- Run your software at the speed of your business
- Embrace innovation adoption & digital transformation
- Realize the Intelligent Enterprise
- Maximize the value of your SAP software
- Boost employee skill level
- Reduce training expenditures

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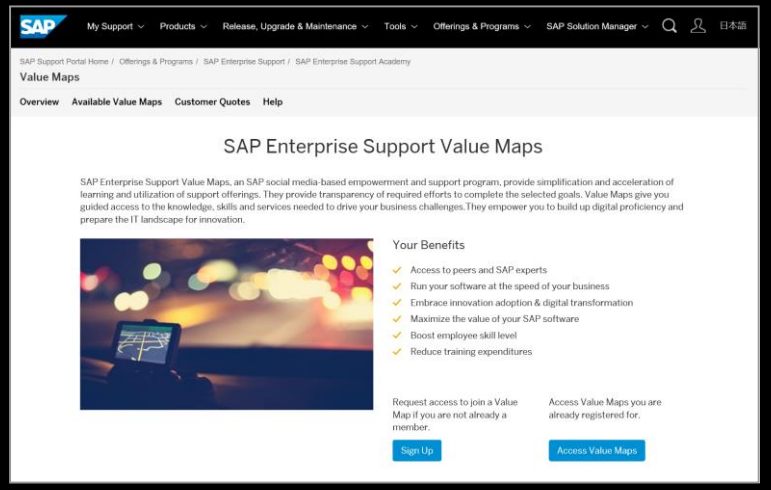
Three simple steps to register

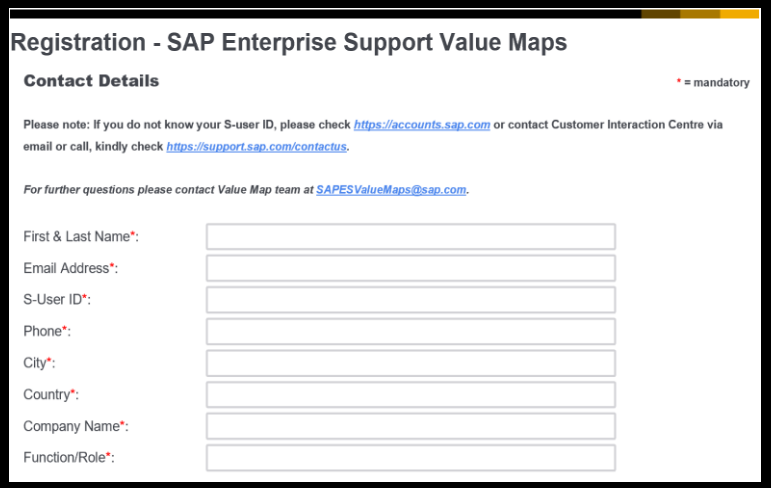
https://support.sap.com/valuemaps

Step 1



Click on ‘Sign Up’

Step 2



Provide your ‘Contact Details’

Step 3

Choose ‘Value Map topic’ and ‘objectives’.

Click on ‘Next’ & ‘Finish’

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Lifecycle Management Value Map
Demo Session

Christoph Bechtloff - Global Topic Owner

Lifecycle Management

SAP Enterprise Support Value Map

Digital Innovation Value Map
Demo Session

Olga TREGUB- Global Topic Owner

Digital Innovation

SAP Enterprise Support
Value Map

Q&A

“We are always focused on innovation and business. For this reason we followed the SAP Enterprise Support value map approach. […].”

Silvia Marziale, Human Resources Process Information Systems Manager, Piaggio & C. SpA*

*) Learn more: Piaggio Group: Better-Performing Software with SAP Enterprise Support Value Maps

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SAP Enterprise Support Value Maps

TURN INFORMATION INTO IMPACT

http://support.sap.com/valuemaps

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Thank you.

Register to SAP Enterprise Support Value Maps here.

Contact information:

For further details, please contact your SAP Enterprise Support Advisor or send an e-mail to:

sapesvaluemaps@sap.com

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